

## **DEMP Stage 2**

### Survey Responses Summary Report

### **Christchurch City Council**

Reference: P512336

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2021-12-17



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# Executive summary

As part of ongoing works in response to the impacts of the Christchurch Northern Corridor, Christchurch City Council and Aurecon conducted a survey of residents in the St Albans, Edgeware and Mairehau areas.

This survey acknowledges the feedback we've already received from residents on the volume and impact of traffic in the area, and helps build our understanding of residents' key concerns and priorities.

The survey ran from 1 August to 6 September and was focused on the area bordered by Innes Road, Hills Road, Warrington Street and Cranford Street, with a particular focus on Flockton Street and Francis Avenue. However, we also advertised the survey to residents in the wider St Albans, Edgeware and Mairehau area, in order to gain additional insights into how traffic is moving through the area.

## Survey responses

We received 505 responses to the survey:

- 65% of responses were from residents who live on streets within the study area,
- 20% of responses were from residents in the wider St Albans, Edgeware and Mairehau areas
- 15% of responses were from residents who travel through the study area regularly for work or school.

With the closure of Forfar Street, we are aware that Francis Avenue and Flockton Street have seen an increase in traffic, so we were particularly keen to hear from residents on these streets. Over several days Aurecon staff door-knocked properties to speak directly with residents and to capture their feedback via the survey. As a consequence, we received 55 responses from Francis Avenue residents (approximately 61% of properties on the section from Norah to Warrington streets) and 42 responses from Flockton Street residents (approximately 66% of properties on the street).

## Perception of traffic volume changes

The majority of respondents (70%) indicated that they feel like traffic volumes have increased, to some degree, on local streets in the St Albans, Edgeware and Mairehau areas since the opening of the Christchurch Northern Corridor (and surrounding road changes).

## Key concerns related to increased traffic volumes

In terms of prioritising concerns related to increased traffic volumes, safety issues came out on top with 23% of respondents. Longer journey times / traffic delays (primarily in the 7am – 9am and 4pm – 6pm peak periods) came next with 17% of respondents, then noise (16%) and 'the impact on the look and feel of local streets' (14%).

Francis Avenue residents specifically noted safety (55%), as their main concern, followed by 'the impact on the look and feel of the local streets' (18%) Flockton Street residents similarly noted safety (55%) as their key concern, followed by longer journey times/traffic delays (30%).

## Specific safety concerns

When asked to prioritise their safety concerns related to increased traffic volumes, respondents identified driver speeds (23%), driver behaviour (21%), pedestrian safety (18%) and intersection safety (16%) as their key concerns.

## Locations of concern

Respondents also indicated specific locations where they are experiencing increased journey times/traffic delays and safety issues. The following locations were specifically noted for both delays and safety concerns:



- Cranford Street/Westminster Street intersection
- Cranford Street/Berwick Street intersection
- Cranford Street/Innes Road intersection
- Francis Avenue/Westminster Street intersection
- Flockton Street/Warrington Street intersection
- Warrington Street/Barbadoes Street intersection
- Near schools in the study area





# 1 Introduction

The survey was available online from 1 August, and officially closed on 31 August, though responses were accepted until 6 September 2021. Some face-to-face surveys were conducted with residents of Francis Avenue and Flockton Street between 2 and 13 August 2021.

The survey study area was bordered by Innes Road to the north, Hills Road to the east, Cranford Street to the west and Warrington Street to the south, as shown in Figure 1-1 below. We received 505 responses to the survey:

- 65% of responses were from residents who live on streets within the study area,
- 20% of responses were from residents in the wider St Albans, Edgeware and Mairehau areas
- 15% of responses were from residents who travel through the study area regularly for work or school.



Figure 1-1: Study Area

## 2 Survey responses

The following sections provide a brief description of the responses received for Questions 1 to 18. Questions 1 – 6 provided insights into where respondents live, the size of their households and their primary modes of travel for employment and schooling. Questions 7 – 18 provide insights into respondents' perceptions of the

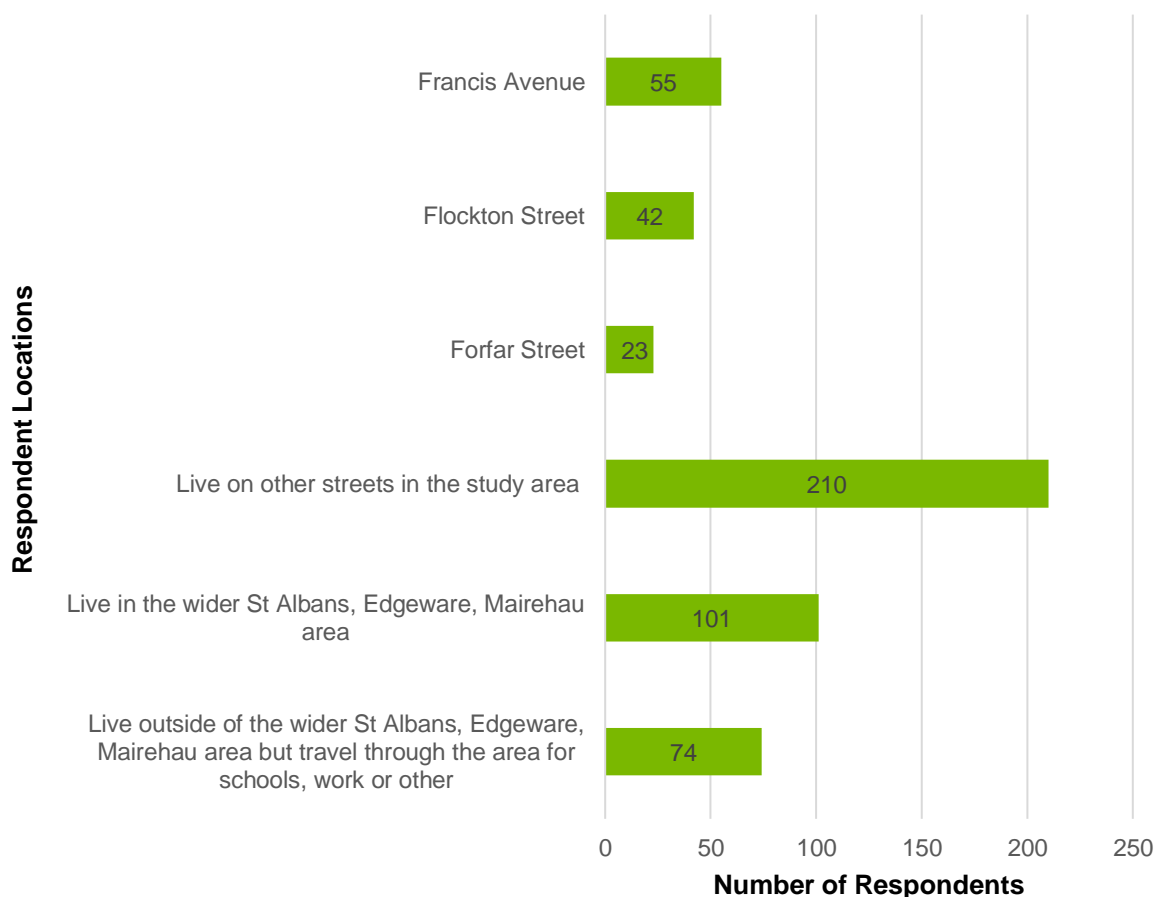


impacts of the Christchurch Northern Corridor (and surrounding road changes) on local roads in the St Albans, Edgware and Mairehau areas.

## 2.1 Background questions

### Question 1: What street do you live on?

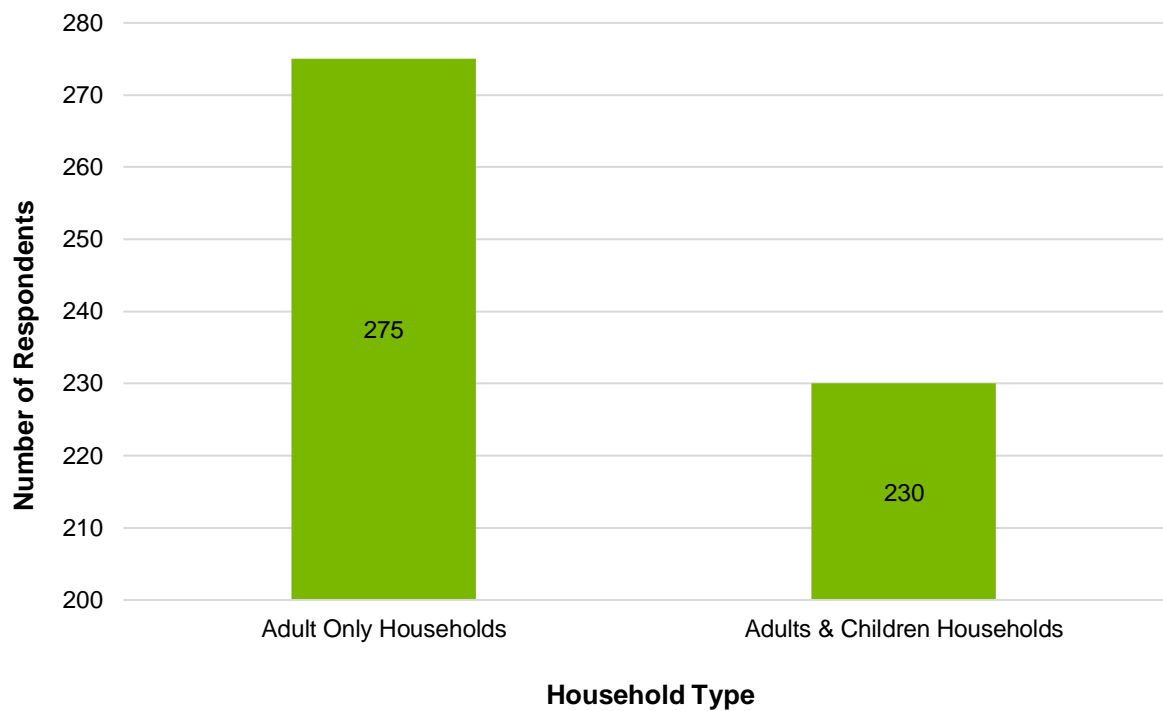
- A total of 55 responses (11%) were received from residents of Francis Avenue. This represents approximately 61% of the households along Francis Avenue.
- A total of 42 responses (8%) were received from residents of Flockton Street. This represents approximately 66% of the households along Flockton Street.
- 23 respondents (5%) live on Forfar Street.
- 210 respondents (42%) live on streets in the study area (as identified in Figure 1-1).
- 101 respondents (20%) indicated that they live in the wider St Albans, Edgware, Mairehau area.
- The remaining 74 respondents (15%) indicated that they live outside of the wider St Albans, Edgware, Mairehau area, but travel through the area regularly for schools, work etc.





## Question 2: How many adults and children live in your household?

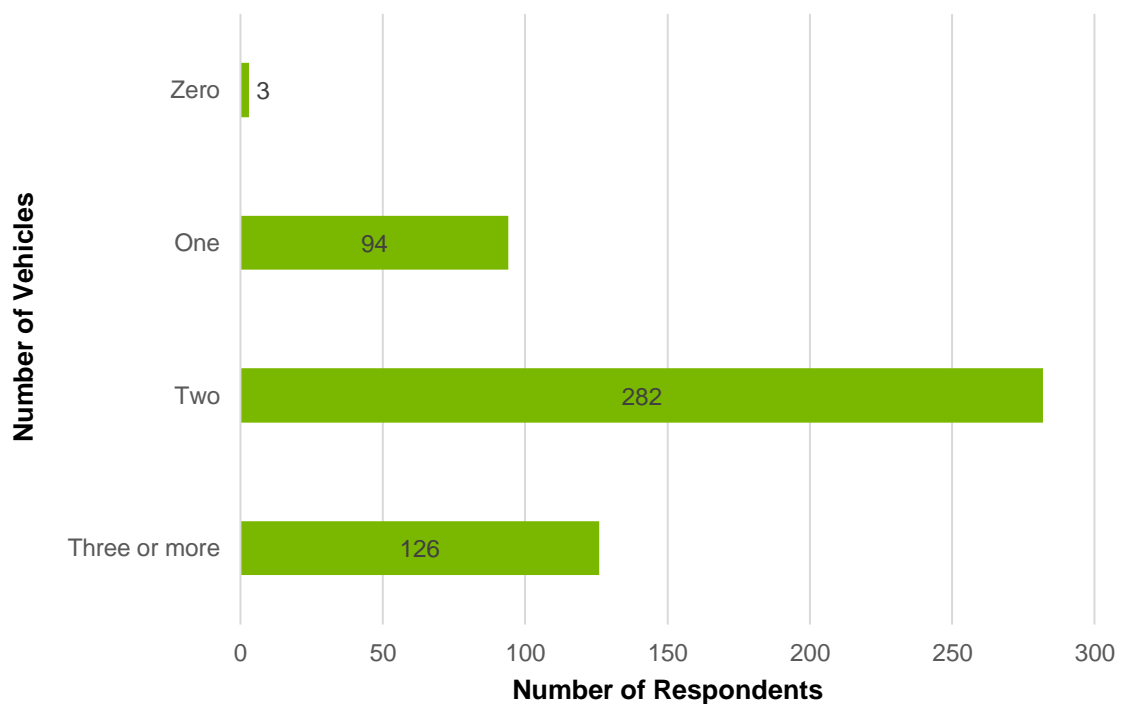
The majority of respondents (54%) live in households comprised of adults only. The remainder live in households comprised of both adults and children (46%).



*\*Additional information is available regarding the number of children in each household if needed.*

## Question 3: How many vehicles are in your household?

Most respondents live in households with access to at least one vehicle. The majority of households have access to at least two vehicles.

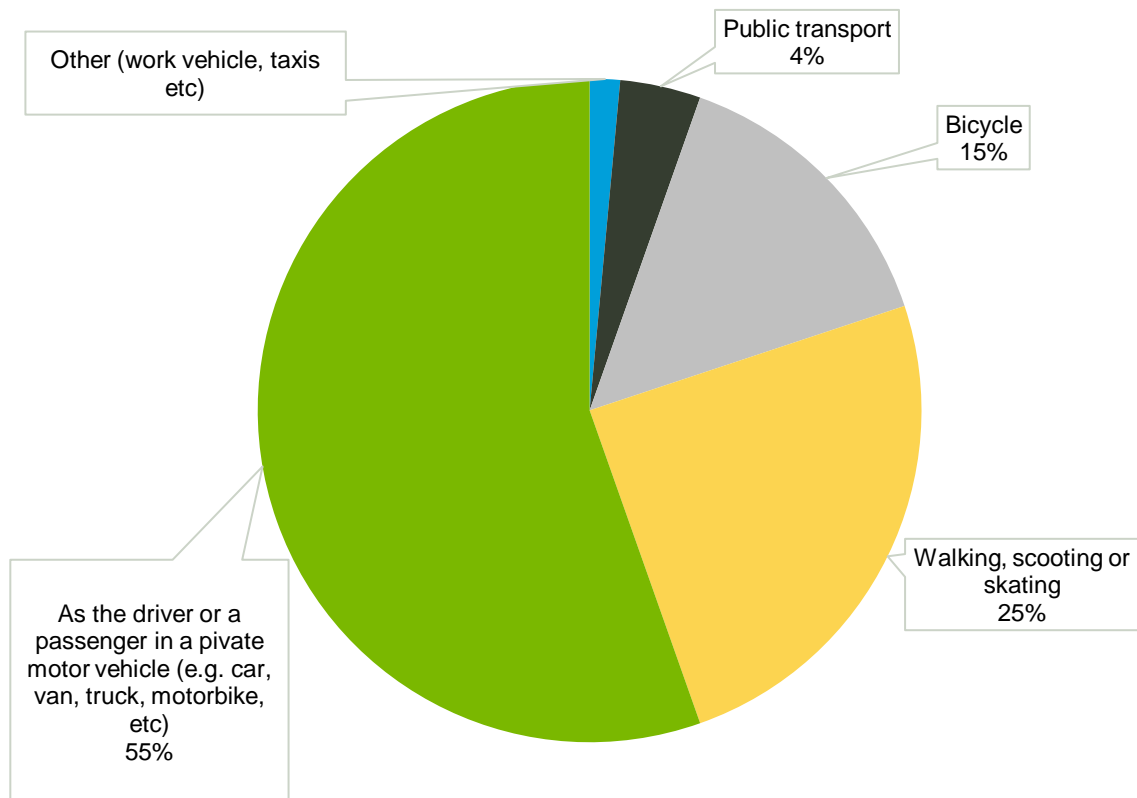




#### Question 4: What is your main mode(s) of travel?

Respondents were able to select multiple options for this question.

- The majority of respondents (451) travel as the driver or passenger in a private motor vehicle (e.g. car, van, truck, motorbike, etc)
- Walking, scooting, or skating (201) is the second most favoured means of travel.
- Cycling is also popular with respondents (118)
- The remainder (44) travel via public transport or 'other' means (work vehicles, taxis, electric scooters etc)



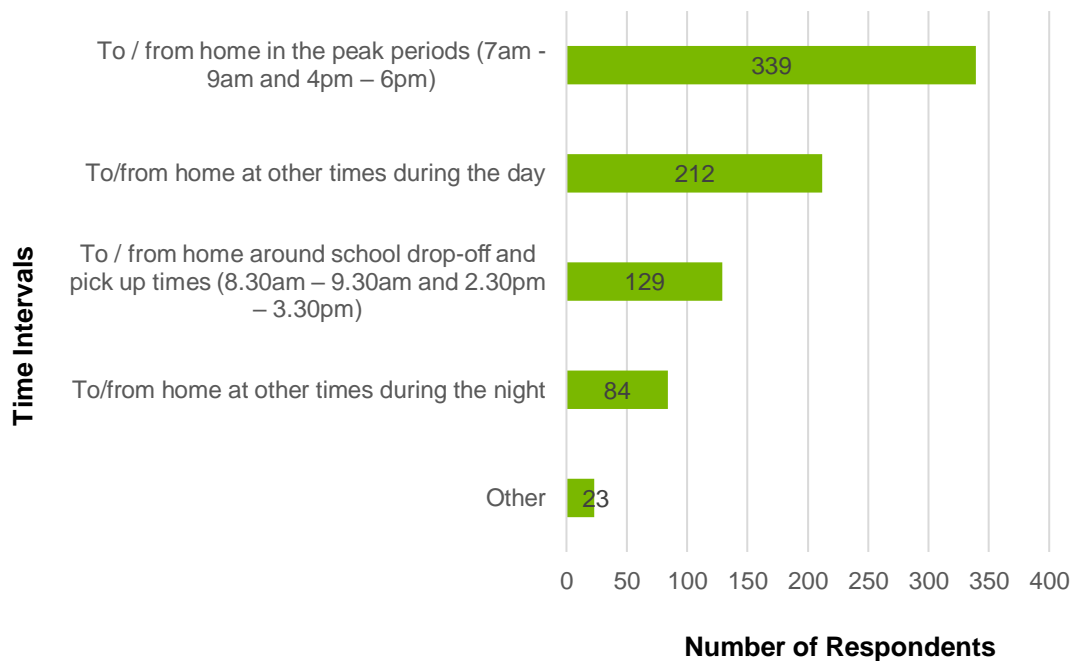




## Question 5: When do you primarily travel?

Respondents were able to select multiple options for this question.

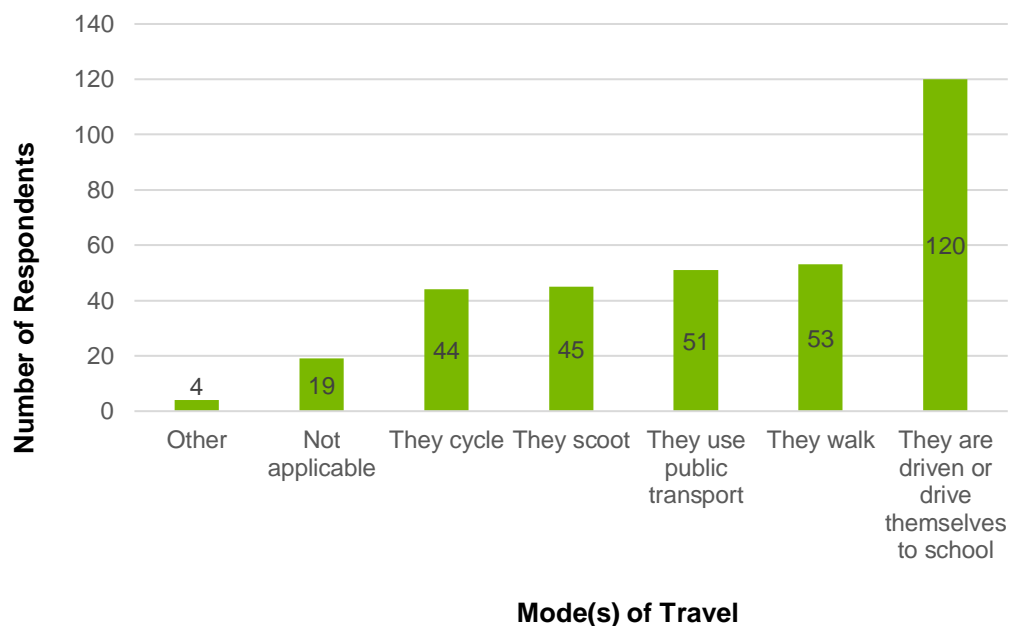
- The majority of respondents (43%) indicated that they travel during the peak periods (7am-9am and 4pm-6pm)
- A high number of respondents (27%) also travel during 'other times of the day' outside of the peak periods.
- School drop off/pick up times are also popular (16%)



## Question 6: How do children in your household travel to/from school?

Respondents were able to select multiple options for this question.

- The majority of children drive or are driven to school (37%)
- Children also make use of public transport (16%), walking (16%), cycling (14%) and scootering (11%).

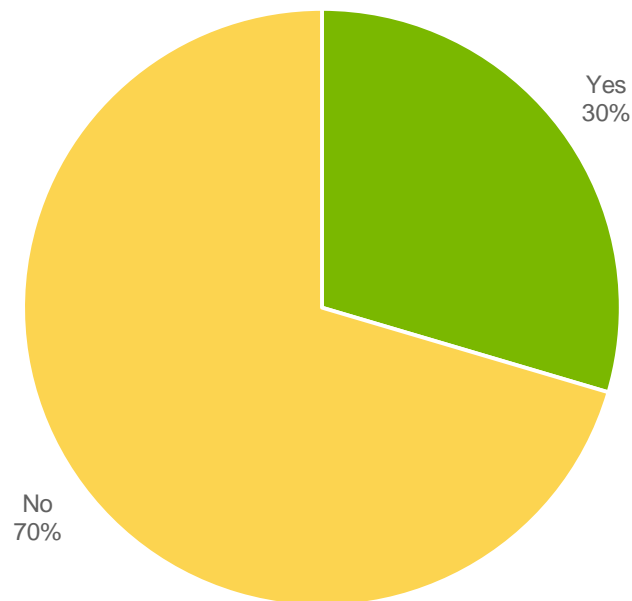




## 2.2 Perceived impacts of the Christchurch Northern Corridor and surrounding road changes on local roads

**Question 7: Have you changed your mode of travel since the opening of the Christchurch Northern Corridor and the changes to the surrounding streets?**

- The majority of respondents (70%) indicated that they have not changed their mode of travel since the opening of CNC.



**Question 8: Which modes of transport do you use more often now and why?**

Respondents were required to type in their answers to this question in an open field.

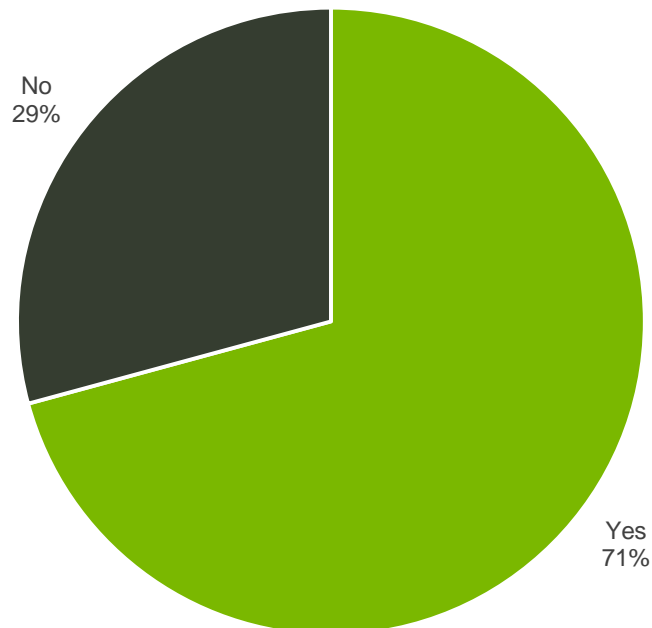
Approximately:

- 52 respondents indicated that they now drive more often.
- 20 respondents indicated that they now cycle more.
- 15 respondents indicated that they now walk more often.
- 4 respondents indicated that they use public transport more often, and 3 indicated that they now scooter more.



### Question 9: Since the opening of CNC and the changes to the surrounding streets, have you made any changes to the routes you usually take to travel through the area?

- The majority of respondents (71%) indicated that they have altered their usual travel routes since the opening of CNC and changes to surrounding roads.



### Question 10: Why have you changed the routes you usually take to travel through the area?

Respondents were required to type in their answers to this question in an open field.

- The majority of respondents indicated that the closure of Forfar Street has been the reason for their route changes.
- Some respondents avoid Cranford Street, due to delays/congestion in peak periods and at intersections.
- Some respondents avoid or have noted delays at the intersections of:
  - Flockton Street / Warrington Street
  - Cranford Street / Innes Road
  - Cranford Street / Westminster Street
  - Cranford Street / Berwick Street
  - Francis Avenue / Westminster Street



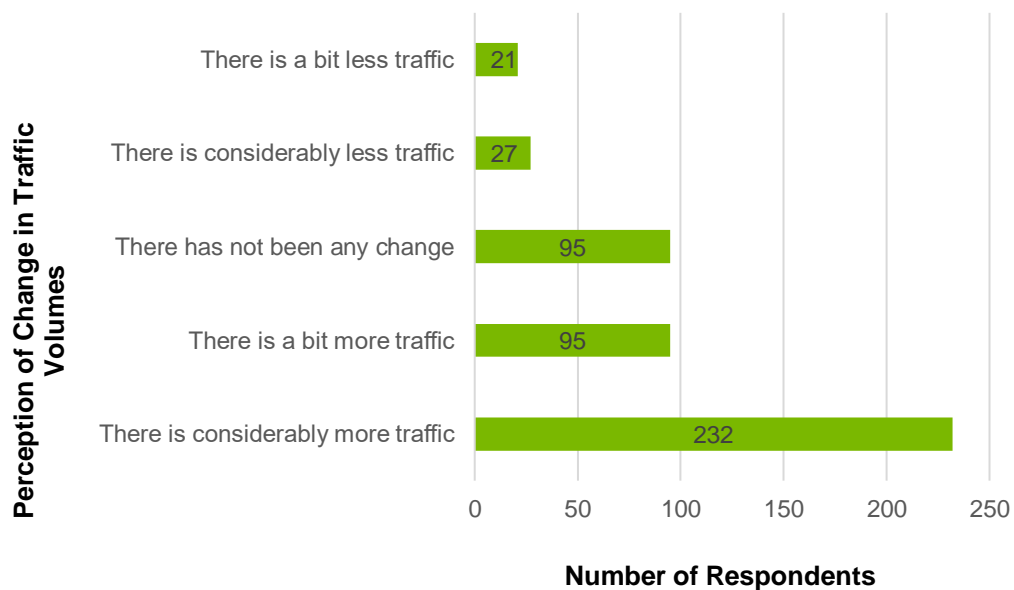
### Question 11: Which routes do you now take to travel through the area?

Respondents were required to type in their answers to this question in an open field.

- Responses to this question generally provide details of the routes respondents now take. A summary of responses to this question can be provided if needed.

### Question 12: Have you noticed a change in traffic volumes on surrounding streets since CNC opened?

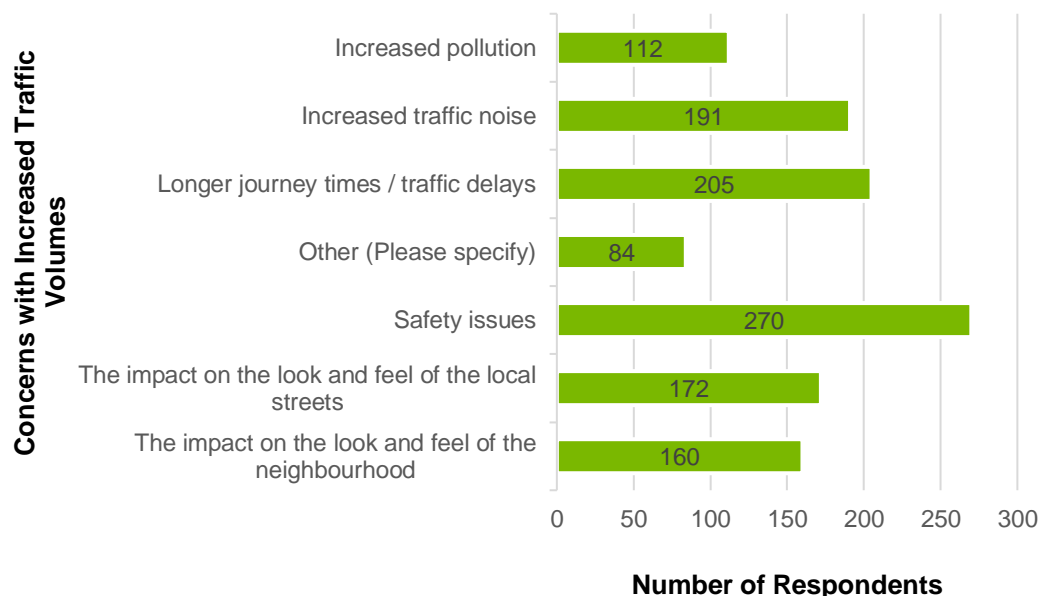
- The majority of respondents (49%) feel like there is considerably more traffic on roads in the St Albans, Edgware, Mairehau areas since the opening of CNC and surrounding road changes.



### Question 13: What are your main concerns about changes in traffic volumes?

Respondents were able to select multiple options for this question.

- The majority of respondents (23%) are concerned about the safety impacts of increased traffic volumes.
- Concerns related to increased journey times/traffic delays (17%) are also a prominent concern.





Respondents were also able to prioritise their safety concerns with a ranking between one (the most important) and 7 (the least important). In drilling down into the responses from Francis Avenue and Flockton Street only, we found that:

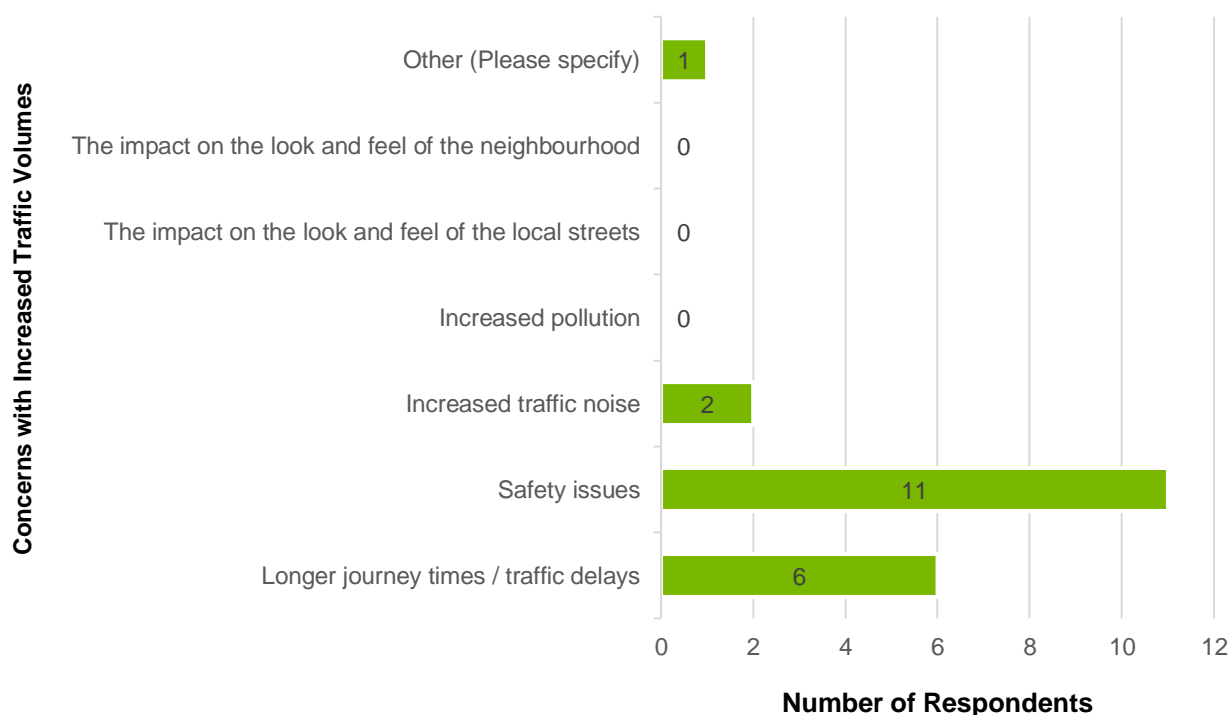
- Safety issues are the number one concern for **Francis Avenue** residents.

### Francis Avenue Residents: Issue Prioritisation



- Safety issues and longer journey times/traffic delays are the key concerns of **Flockton Street** residents.

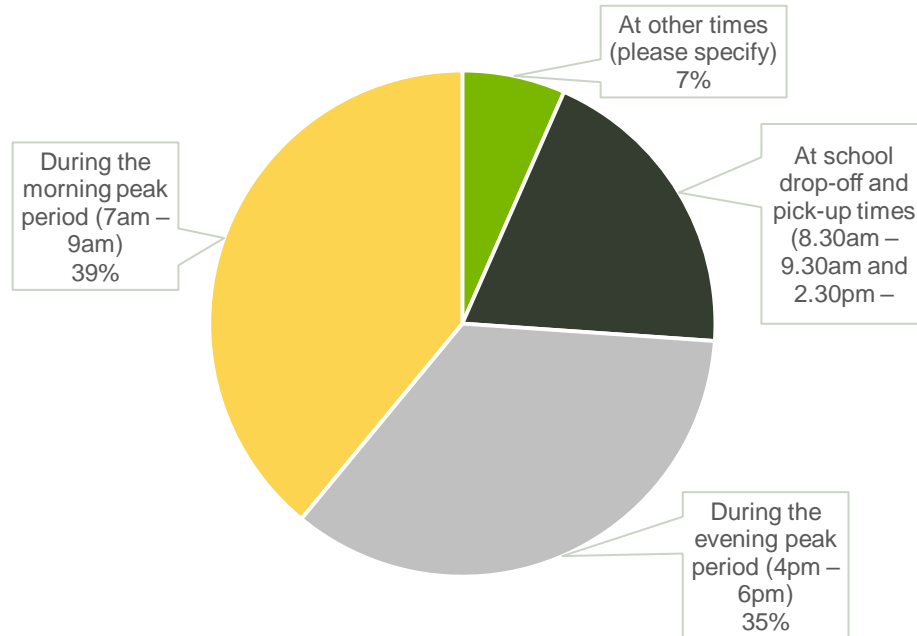
### Flockton Street Residents: Issue Prioritisation





## Question 14: When are you experiencing longer journey times/traffic delays

- Respondents are primarily experiencing longer journey times/traffic delays in the peak periods
  - During the morning peak period: 7am – 9am (39%)
  - During the evening peak period: 4pm – 6pm (35%)



## Question 15: Where are you experiencing longer journey times/traffic delays?

Respondents were required to type in their answers to this question in an open field.

Respondents reported that longer journey times/traffic delays occur at the following locations to varying degrees:

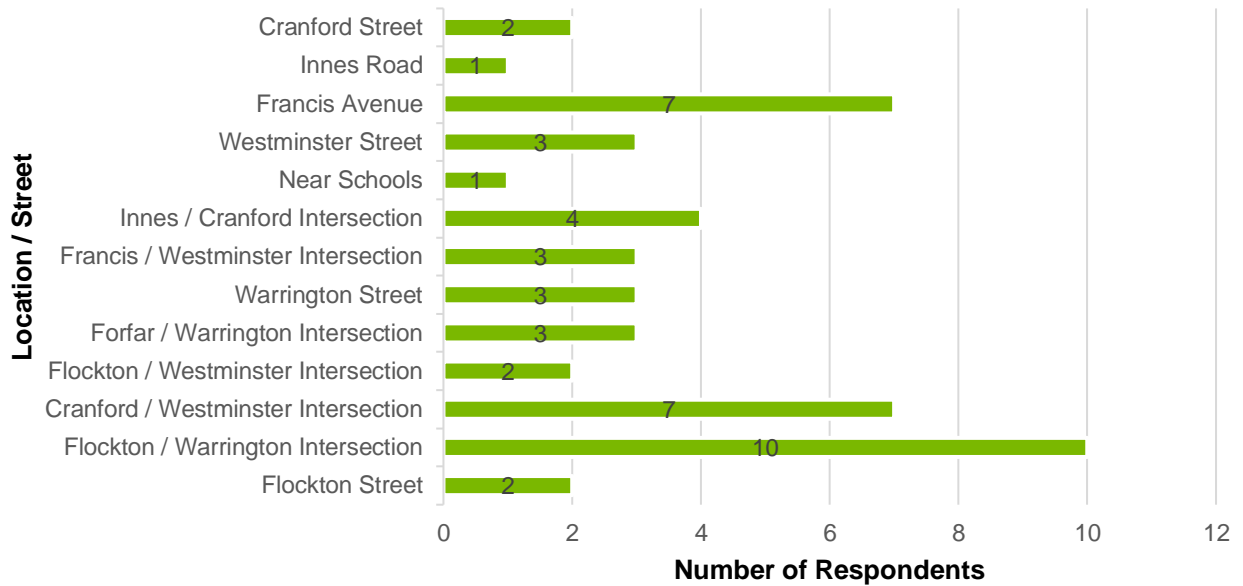
- Cranford Street / Westminster Street intersection
- Cranford Street / Berwick Street intersection
- Francis Avenue / Westminster Street intersection
- Flockton Street / Warrington Street intersection
- Forfar Street / Warrington Street
- Warrington Street / Berwick Street
- Warrington Street / Barbadoes Street
- Cranford Street / Innes Road
- Near schools in the study area

In drilling down into the responses from Flockton Street and Francis Avenue residents, we found that that the intersections of Flockton Street/Berwick Street and Cranford Street/Westminster Street were most noted as locations experiencing increased journey times/traffic delays.





## Francis Ave & Flockton St Responses



A heat map displaying these results is provided in Figure 2-1 below.

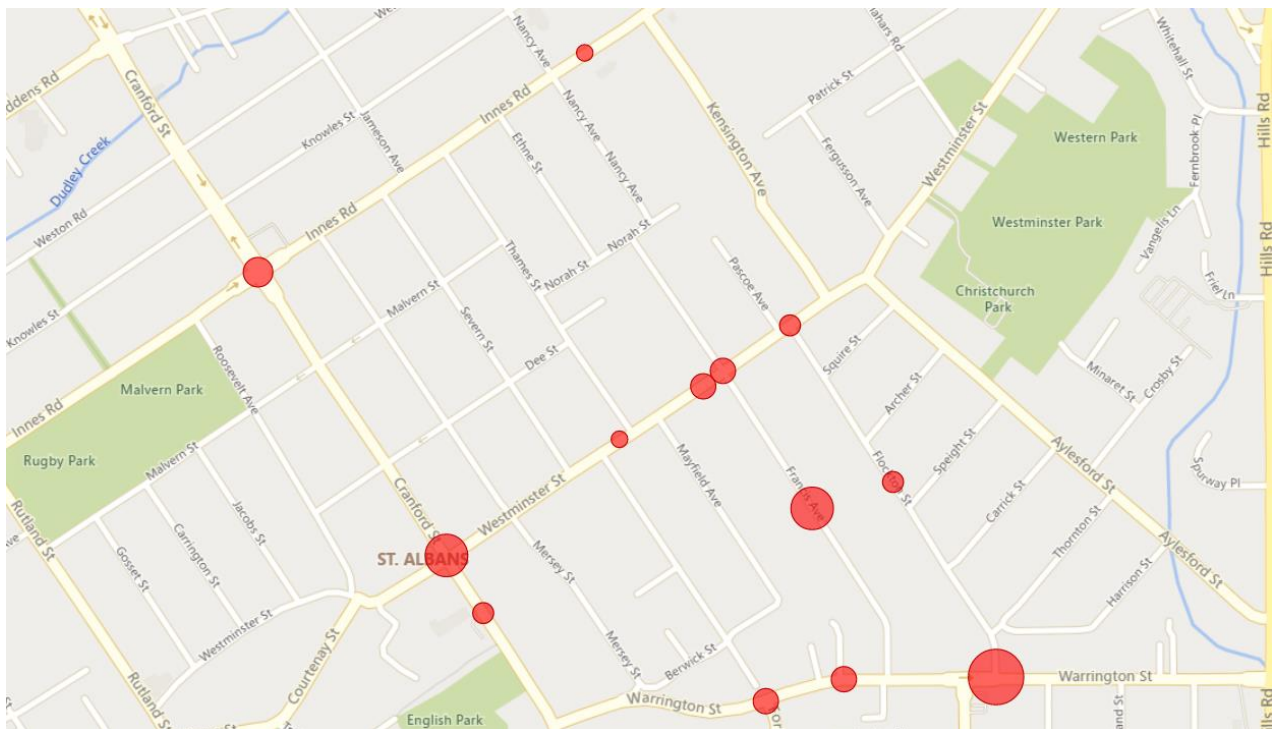


Figure 2-1: Heat map of locations identified as experiencing delays (Francis Ave & Flockton responses)

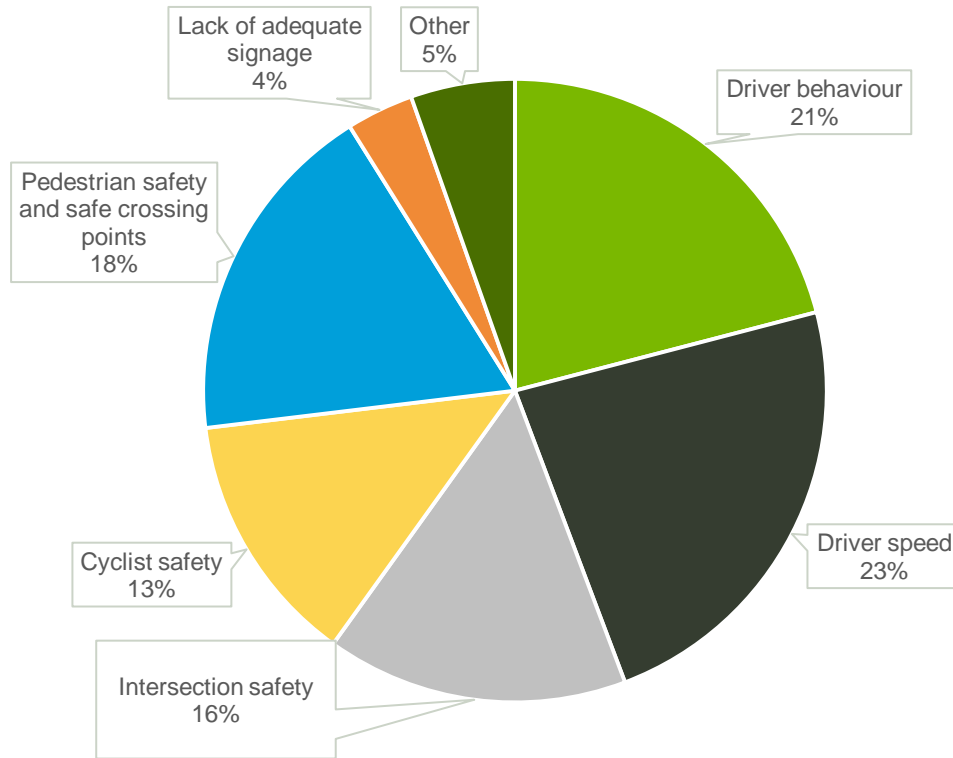
## Question 16: What are your safety concerns with increased traffic volumes?

Respondents were able to select multiple options for this question.

- Respondents noted driver speed (207 respondents) and driver behaviour (186 respondents) as the most prominent safety concerns with respect to increased traffic volumes. These concerns were consistent across all residents - from Flockton Street and Francis Avenue, the rest of the study area, and from outside the study area.



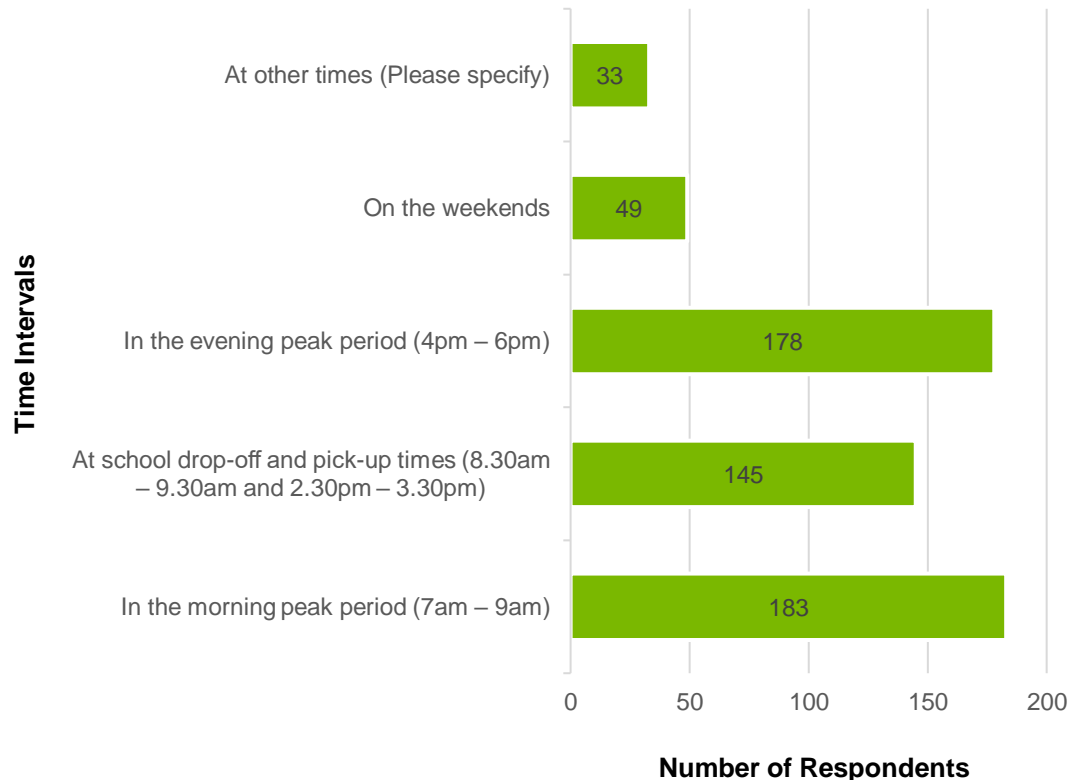
- Intersection safety (139 respondents), pedestrian safety (160 respondents) and cyclist safety (117 respondents) were also prominent concerns.
- 5% of respondents noted 'other' safety concerns. Generally, these comprised of concerns related to:
  - Property values
  - Safety of pets
  - Difficulties in exiting driveways





### Question 17: Are there particular times of day where safety concerns are experienced?

- As with increased journey times/traffic delays, safety concerns are primarily experienced in the morning (7am – 9am) and evening peak periods (4pm – 6pm).



### Question 18: At which particular locations are you experiencing safety concerns?

Respondents were required to type in their answers to this question in an open field.

Respondents reported that safety concerns are experienced at the following locations to varying degrees:

- Cranford Street / Westminster Street intersection
- Signalised pedestrian crossing on Cranford Street between Westminster Street and Warrington Street
- Cranford Street / Berwick Street intersection
- Francis Avenue / Westminster Street intersection
- Flockton Street / Warrington Street intersection
- Warrington Street / Berwick Street
- Warrington Street / Barbadoes Street
- Cranford Street / Innes Road
- Near schools in the study area
- Westminster Street



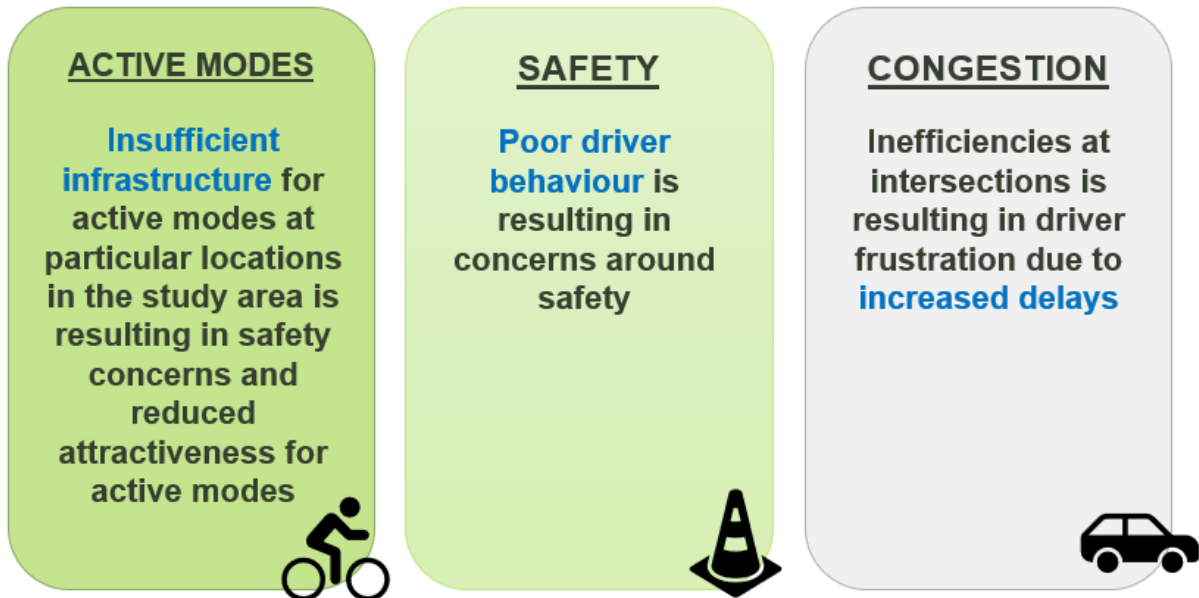
In drilling down into the responses from Flockton Street and Francis Avenue residents, we found that similar locations were noted as locations of concern. Francis Avenue and the intersection of Cranford Street and Westminster Street were most noted as locations experiencing safety issues.



### 3 Problem statements, project objectives and next steps

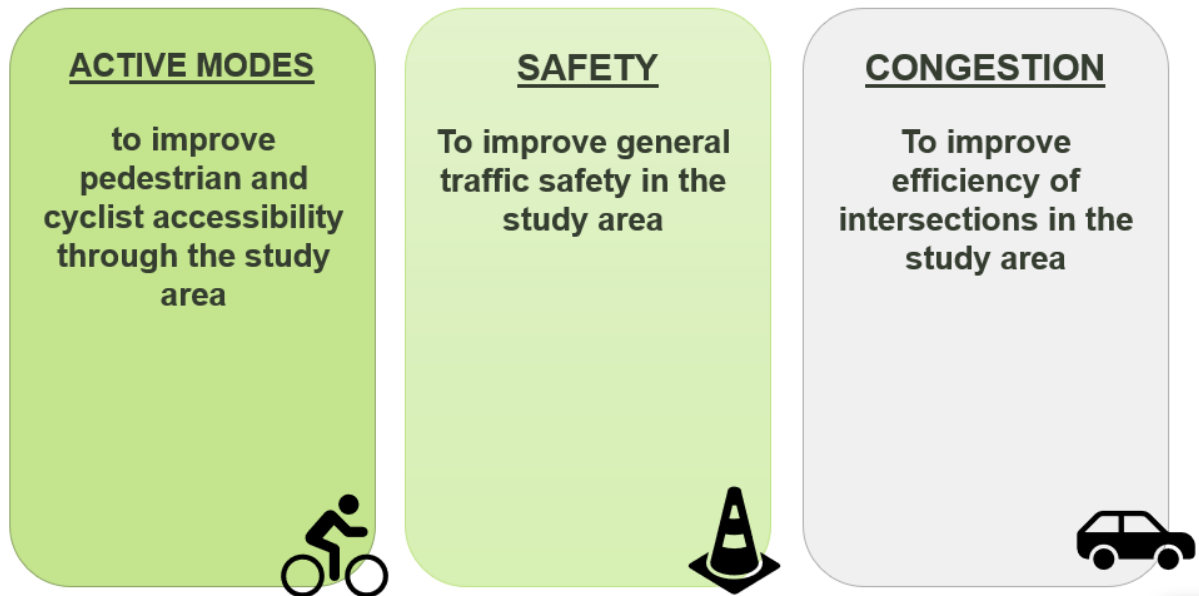
We've used the survey responses to hone in on some specific problems that the area is facing.

#### PROBLEM STATEMENTS



We've then used these problem statements to create some clear project objectives for this work.

#### OBJECTIVES



Over the last few months, Aurecon staff have been out doing onsite, in-person checks on the infrastructure issues that residents have identified in the survey. There have also been cameras up at some of the key intersections, capturing not just traffic counts but also driver behaviour at these locations.

This field work has helped to validate the issues and develop a long list of possible solutions, with a particular focus on the following intersections:



- Francis Avenue / Westminster Street
- Francis Avenue / Warrington Street
- Flockton Street / Westminster Street
- Flockton Street / Warrington Street
- Westminster Street / Cranford Street
- Berwick Street / Cranford Street

The project team is now in the process of analysing and shortlisting these solutions against the project objectives.



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