Innovating Streets at The Mount

Working together to make Mount streets more people-friendly

Report on public feedback (round one)

This report on public feedback has been prepared by Viewpoints NZ for Tauranga City Council

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1. Overview

This report summarises the findings of public feedback provided to Tauranga City Council in August and September 2020 on plans to trial temporary changes to four streets/routes in Mount Maunganui. The aim of the trial is to make the area safer and more enjoyable for all road users including pedestrians and people on bicycles, scooters, skateboards, and roller skates.

A total of 1,236 people and organisations (respondents) provided feedback. The feedback received:

- Confirmed that there is a significant amount of people that do not think these routes are safe for people on bicycles, scooters, skateboards and roller-skates.
- Confirmed that the majority of the general public, Mount Maunganui residents, businesses in the area, and people who visit the area would like TCC to trial some improvements to these routes.
- Gave some valuable insights into:
  - the improvements sought to make these routes safer and more enjoyable for people on bicycles etc.
  - the improvements sought to make these routes safer and more enjoyable for pedestrians.
  - things that could be done to address people's concerns about the trials.
- Highlighted some additional routes that people would like TCC to improve in the future.

The map below shows the routes that TCC requested public feedback on. For more information about the project please visit tauranga.govt.nz/innovatingstreets.

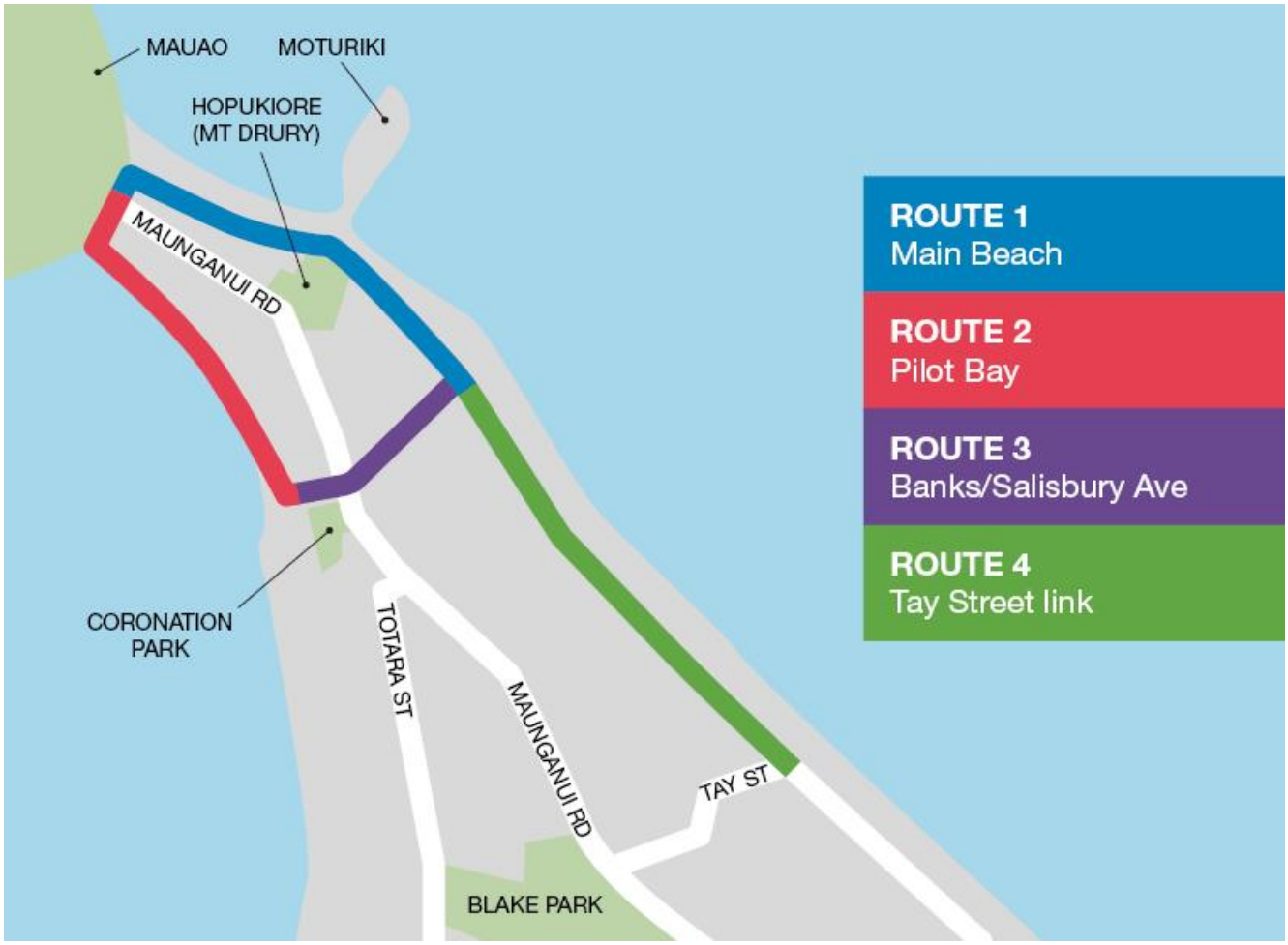


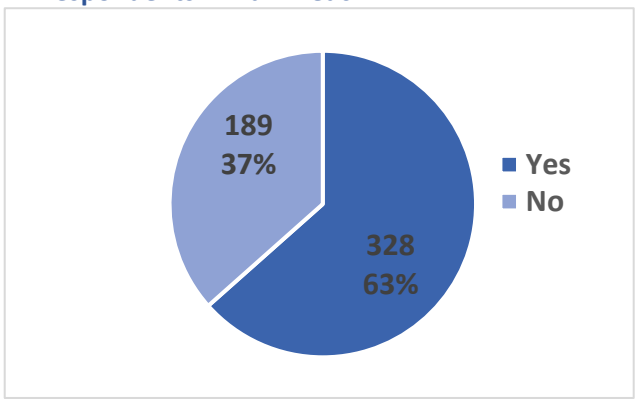
Figure 1: the four routes proposed for trials

2. Public feedback at a glance

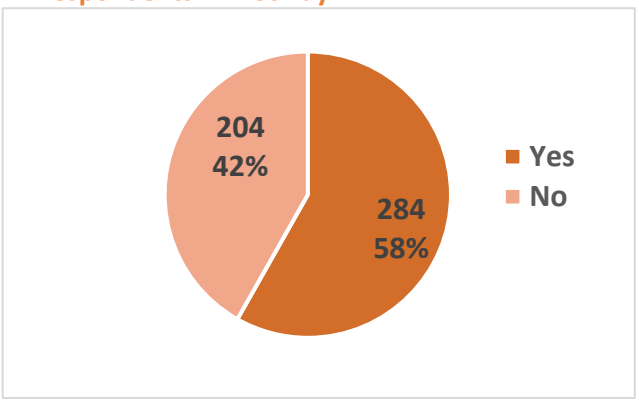
Below is a snapshot of some of the public feedback received on the project, please refer to the Feedback received section of this report for more detailed information.

Results – Should we trial improvements?

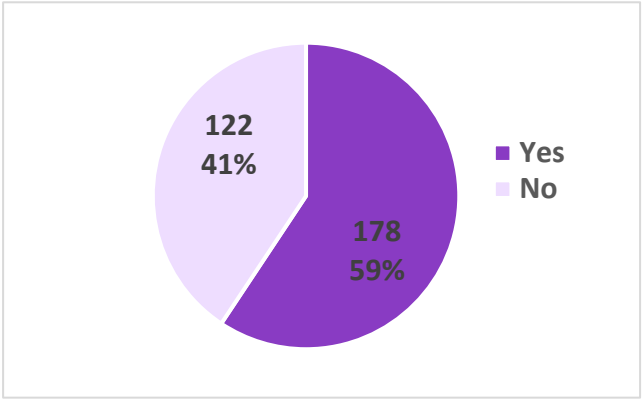
All respondents – Main Beach



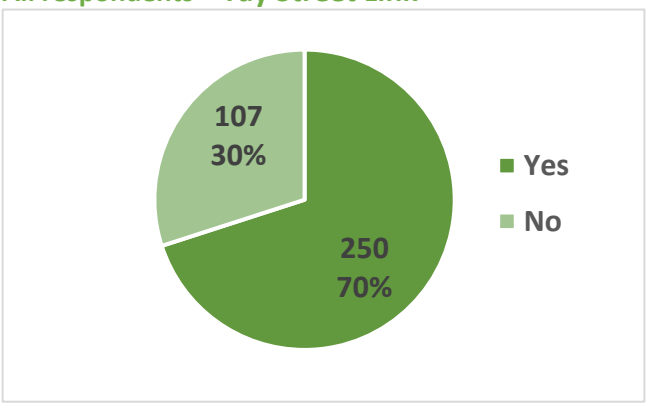
All respondents – Pilot Bay



All respondents – Salisbury/Banks Ave



All respondents – Tay Street Link



Top 10 feedback themes – all routes combined

Top 10 themes – Combined feedback themes from all routes

Why do you think this route is safe/unsafe?

Feedback theme		No. of mentions
	Cars make it unsafe for people on bicycles etc.	559
	Car parks make it unsafe for people on bicycles	485
	Footpath, grass area, and boardwalk provide a safe path for all users	420
	There is no cycleway, which makes it unsafe for people on bicycles	402
	Unsafe: narrow or inadequate footpaths / footpath only one side of road	350
	Footpath, grass area, and boardwalk provide a safe path for pedestrians	268
	General busyness makes area unsafe for people on bikes, scooters etc	235
	This route is safe/fine as it is	188
	Dangerous place to ride a bicycle	169
	Slow traffic speeds make it safe for people on bikes etc.	148

Top 10 themes – Combined feedback themes from all routes

What changes would you like to see to these streets to make them safer and easier to move around?

Feedback theme	No. of mentions
Provide safe cycleway / provide cycleway separated from cars	527
Create one-way system	289
Provide a pedestrian and/or cycleway on beach side of the road	151
Reduce space for cars or ban cars from route/area	111
Provide more car parking	111
Improve or increase the number of pedestrian crossings	101
Slow down traffic	89
Suggested improvements to boardwalk/footpaths	86
Provide a wider cycleway	42
Extend existing boardwalk	28

Top 10 themes – Combined feedback themes from all routes

Is there anything about the streets you want kept the same?

Feedback theme	No. of mentions
Keep everything the same	311
Keep car parks	291
Keep the boardwalk	134
Keep two-way system	97
Do not need to keep anything the same / Fresh start	69
Keep speed limit the same	59
Keep the pedestrian crossings	58
Keep grassed area by beach	34
Keep a specific area / facility the same	29
Keep the trees	28

3. How were the public involved?

What did Tauranga City Council seek feedback on?

During the public feedback period people were asked to share their thoughts on:

- Whether the four routes put forward by TCC were:
  - Safe and easy to get around for adults and children.
  - Safe and easy to get around on foot, in a wheelchair, or with a pushchair (pedestrians).
  - Safe and easy to get around for people on bicycles, scooters, skateboards, and roller-skates.
- Whether TCC should trial improvements to these routes to make them safer and easier for pedestrians and people on bicycles (etc.) to get around.
- What changes should be made to these routes.
- What things should be kept the same on these routes.
- Any other routes that should be considered for improvements.
- Other ideas to make The Mount safer and easier for people to get around.

Activities to raise awareness

To let people know about the opportunity to provide feedback on the project, TCC:

- Mailed Mount residents a brochure about the proposal and the opportunity to provide feedback.
- Visited local businesses and supplied them with copies of the project brochure.
- Had a workshop with the Mount Ratepayers Association.
- Had workshops with local school students (Omanu Primary School, Arataki Primary School, Mount Maunganui Primary School, Mount Maunganui Intermediate and Mount Maunganui College). Please refer to Appendix 1 for a summary of these workshops.
- Contacted, and on request met with, other individuals and groups that were likely to be interested in the proposal.
- Held a public information day at Mount Main Beach.
- Displayed posters and project brochures at local Mount venues (e.g. hot pools, campground, library, and Baywave).
- Advertised the opportunity to provide feedback through social media, newspapers, and the radio.
- Shared a media release on the proposal and the opportunity to provide feedback.
- Developed a project webpage to provide information on the project.

How people provided feedback

People could provide feedback using the online feedback form on the project webpage or a freepost feedback form (the form could be posted for free or handed in at one of the local council facilities e.g. library, campground).

4. Feedback received

Overview

The public were invited to provide feedback on the project during August and September 2020 and a total of 1236 responses were received (once duplicates were removed). Of those responses[1]:

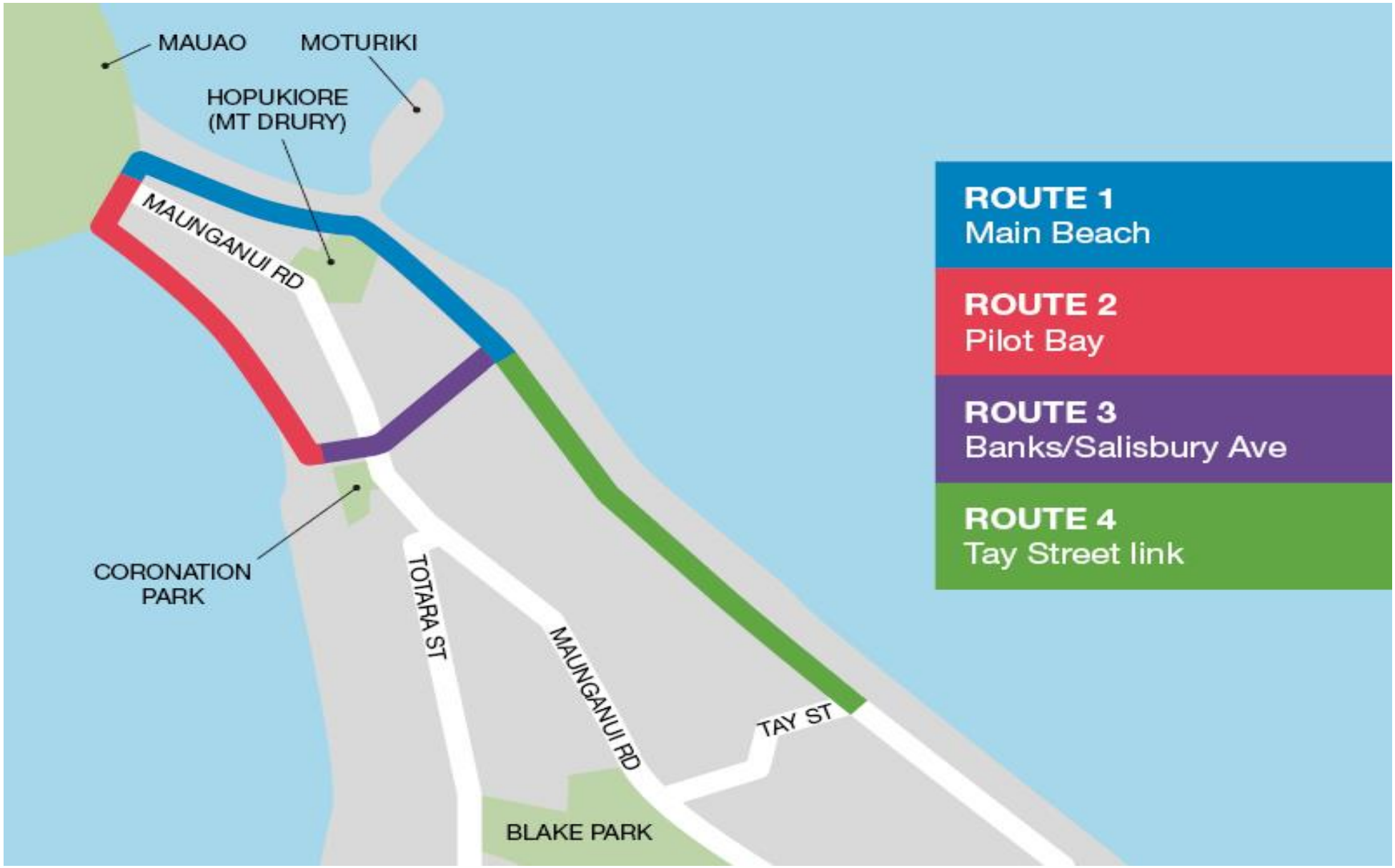
- 29% were residents/property owners at The Mount
- 13% were residents or property owners from routes 1-4
- 6% run/own a business at The Mount
- 15% were visitors to the area or holiday makers
- 24% were a parent of a child under 16
- 36% regularly ride a bicycle, scooter etc
- 16% are interested in riding a bicycle, scooter etc

Before reading the summary of feedback below, please note:

- One respondent's feedback could contribute to multiple feedback themes (see the bar graphs and tables below).
- The number of respondents varied per question for each route. The number of respondents recorded below for each route is the maximum number of responses received on the questions for that route.
- The 'not sure' responses to the tick box questions have been removed from this report to enable an easier comparison between the yes and no's (see the pie graphs below). Around 2% - 12% of respondents selected 'not sure' for the tick box questions.
- In the themes column/first column of the tables below that have the heading 'Why safe/unsafe for adults and kids':
    - "*Mentions adults*" is the number of respondents who mentioned this theme when responding under the feedback form question "why do you think it is safe/unsafe for adults?"
    - "*Mentions kids*" is the number of respondents who mentioned this theme when responding under the feedback form question "why do you think it is safe/unsafe for kids?"

[1] Note that one respondent could be counted in more than one category e.g. residents/property owners at The Mount, and parent of a child under 16.

Public feedback on the proposed routes



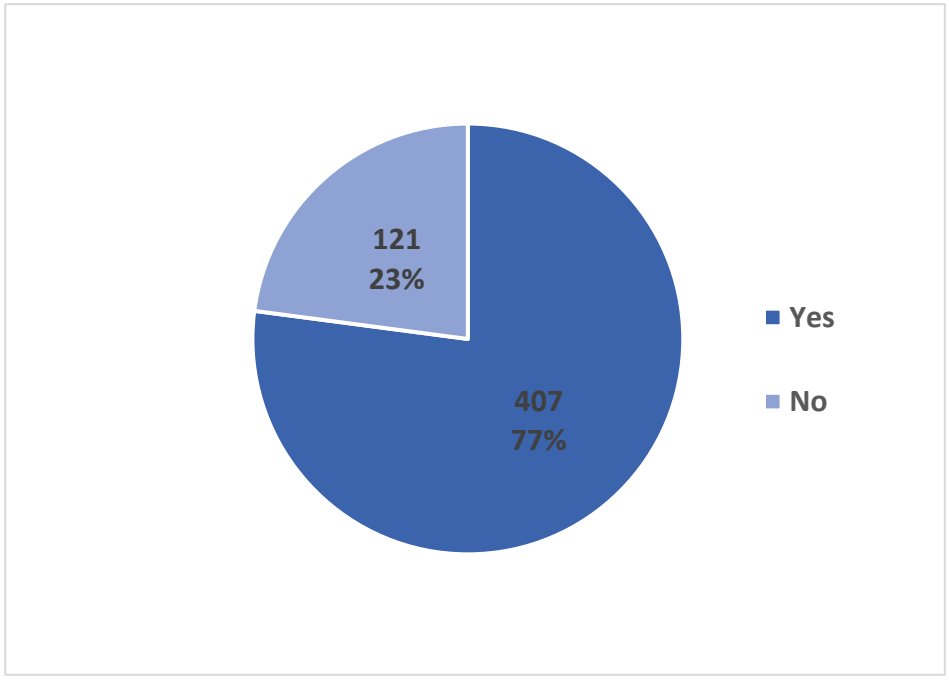
Route 1: Main Beach

Number of respondents for this route = 570

Question – Do you think this route is safe and easy for people to move around?

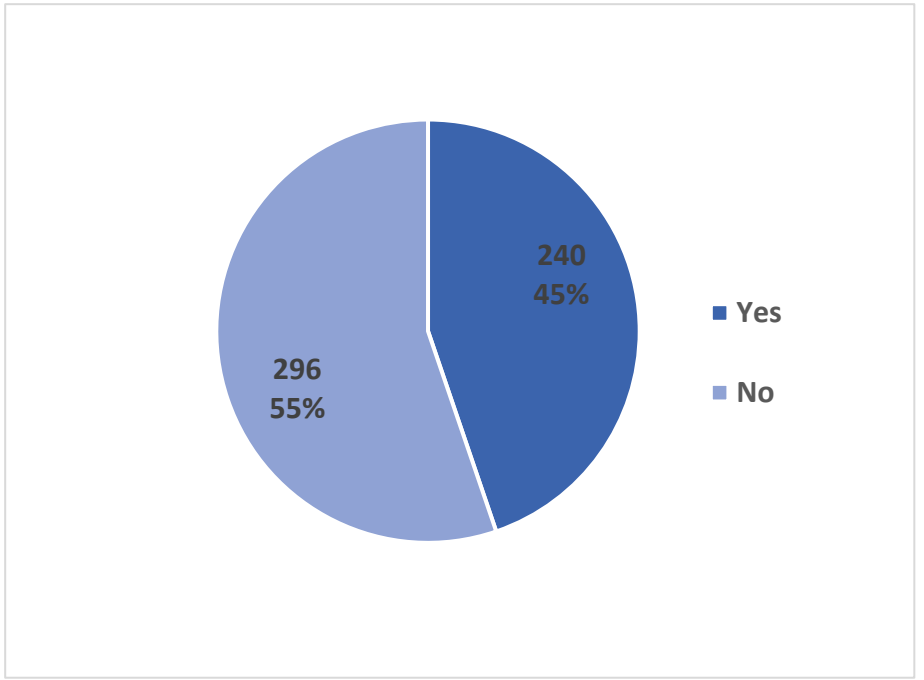
All respondents – Main Beach

Do you think this route is safe and easy for adults to move around on foot, in a wheelchair, or with pushchairs?



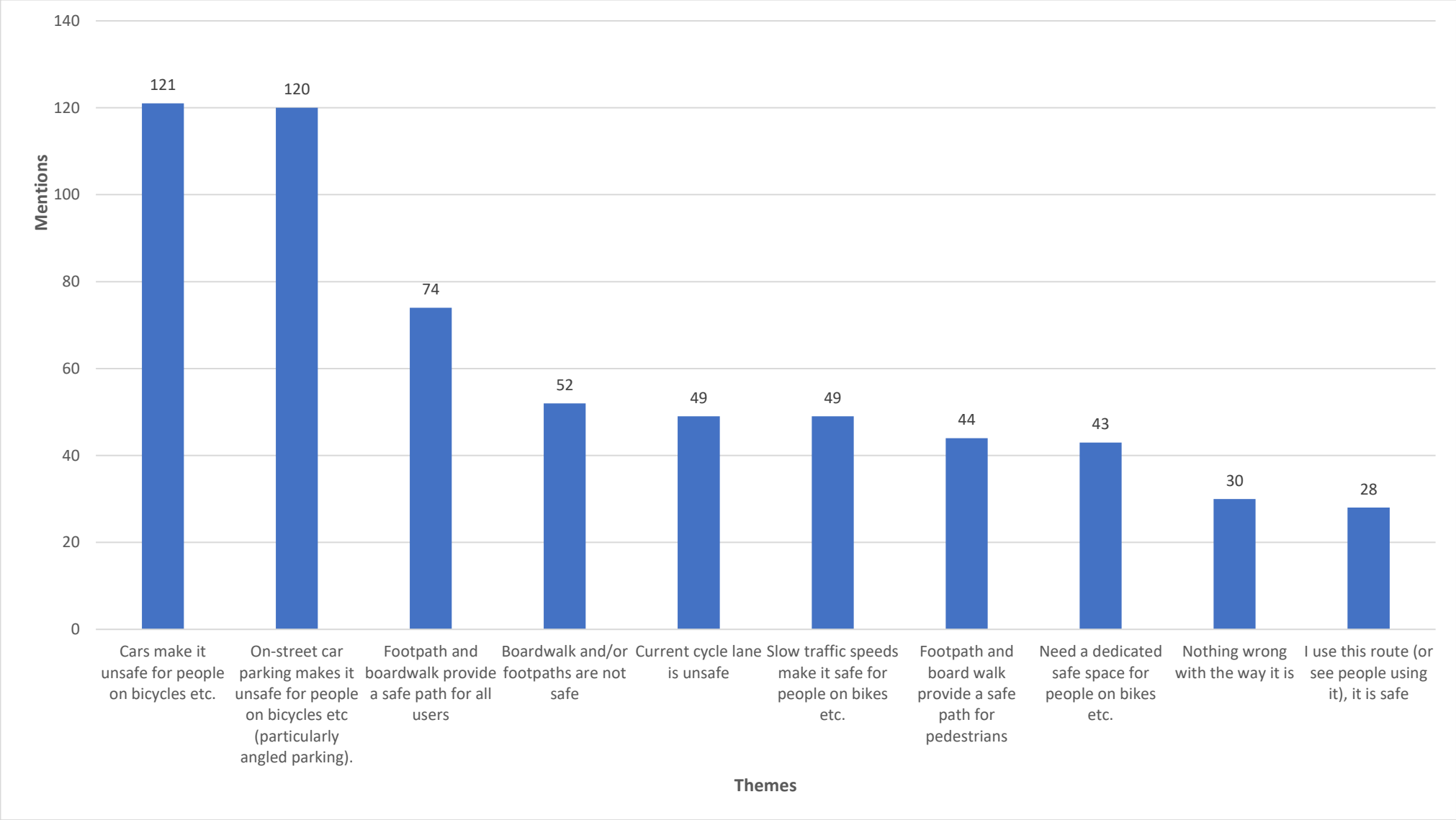
All respondents – Main Beach

Do you think this route is safe and easy for adults to move around on a bike, scooter, skateboard, or other mobility-aid device?

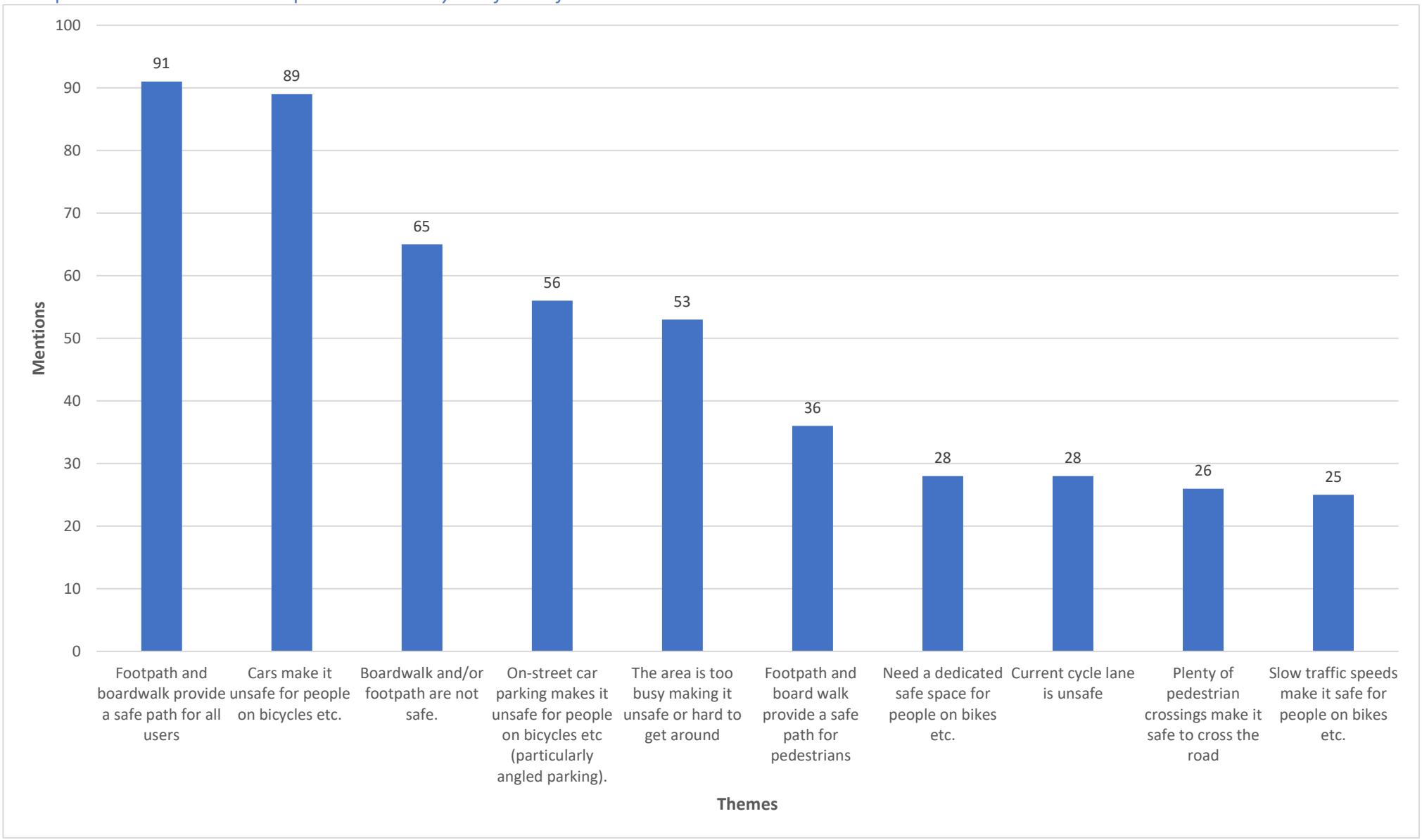


Question – Why do you think it is safe or unsafe for pedestrians and people on bikes etc?

All respondents – Main Beach – Top 10 themes – *Why unsafe or safe FOR ADULTS?*



All respondents – Main Beach – Top 10 themes - *Why unsafe or safe FOR KIDS?*



All respondents – Main Beach – All themes – *Why unsafe or safe for adults and kids?*

Feedback theme	Main points
	General
The area is too busy making it unsafe or hard to get around for kids *Mentions kids 53* *Mentions adults 19*	• Generally, too busy. • Road is too busy. • Can be dangerous for pedestrians. • Road is too narrow. • Road is not safe. • Summer influx makes it too busy. • Not enough space generally.
I use this route (or see people using it), it is safe *Mentions adults 28* *Mentions kids 12*	• I use this route (or see people using it), it is safe. • I cycle with my kids along this route. • I have seen children riding safely along this route. • I have not seen any accidents.
Kids are more vulnerable and/or unpredictable than adults (unsafe) *Mentions kids 21*	• Kids are less aware of cars. • Kids cannot navigate the busy boardwalk safely. • Kids are unpredictable. • Kids are still learning.
Kids should be supervised, which will keep them safe *Mentions kids 19*	• Kids should have adult supervision making sure they are safe. • Kids should not be riding on the road.
Angled parking makes it safer for people entering/exiting vehicles *Mentions adults 2*	• Angled parking makes it safer for people to enter/exit cars.
	People on bicycles, scooters etc.
Cars make it unsafe for people on bicycles etc. *Mentions adults 121* *Mentions kids 89*	• Too many cars. • Cars drivers being inattentive e.g. turning into side roads/parks without looking, not indicating, drift into cycle lane. • Some cars do not follow speed limit. • Cars have too much priority. • Limited parking and slow speeds mean people get frustrated and make mistakes.

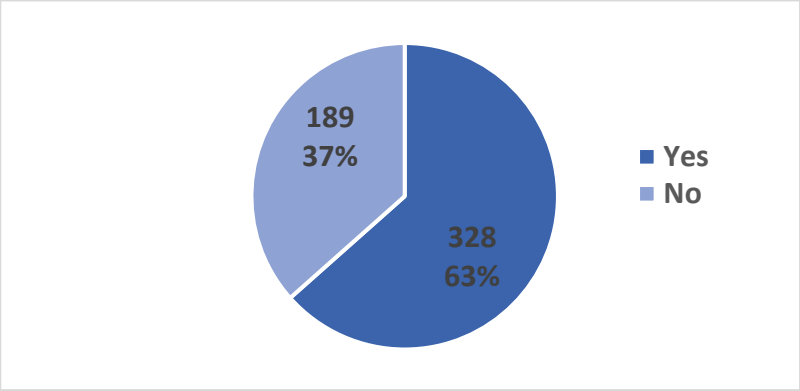
Feedback theme	Main points
	• Worried vehicles do not see people crossing the road. • Too many distractions. • Poor visibility. • Reversing out of driveways
On-street car parking makes it unsafe for people on bicycles etc (particularly angled parking). *Mentions adults 120* *Mentions kids 56*	• Cars reversing out of angled parking is unsafe. • Cars entering and exiting all car parks are unsafe. • Generally, too many car parks.
Current cycle lane is unsafe *Mentions adults 49* *Mentions kids 28*	• Directly behind angled parking, cars backing out can't see cyclists. • Cars waiting for a parking space park over cycle lane, pushing cyclists into traffic lane. • Cycle lane is not wide enough. • Painted cycle lane is not good enough (need physical seperation). • Lots of people go wrong way along cycle lane. • Cars drift into cycle lane. • Longer parked vehicles protrude into cycle lane.
Current cycle lane is safe *Mentions adults 19* *Mentions kids 14*	• Cycleway is great. • Plenty of cycle ways.
Unsafe because there is no safe/separated cycleway *Mentions adults 43*	• No safe space for people on bikes etc. • No safe space for kids on bikes etc. • Needs to be a safe dedicated space for people on bikes etc. (vunerable users). • Needs to be a safe dedicated space for people on bikes etc. (experienced users). • Need seperated cycleway.
Slow traffic speeds make it safe for people on bikes etc. *Mentions adults 49*	• Congestions means traffic is moving slowly which is safer for people on bikes etc. • Speed humps ensure traffic moves slowly. • Low speed limit is good.
Cyclists cause accidents (unsafe) *Mentions adults 11*	• Cyclists go too fast. • Cyclists are inconsiderate of others. • Cyclists, e-scooters & skateboards should be banned from boardwalk. • Should use cycleway.

Feedback theme	Main points
I know or see **kids** who use this route, it is safe *Mentions kids 12*	• I cycle with my kids along this route. • I have seen kids riding safely along this route. • I've not seen any accidents.
Pedestrians	
Footpath and boardwalk provide a safe path for all users *Mentions adults 74* *Mentions kids 91*	• There's plenty of footpath space and boardwalk for people to use. • Boardwalk ends before Banks Ave, needs to be extended. • Footpath/board walk are a good distance from the road.
Boardwalk and/or footpaths are not safe *Mentions adults 52* *Mentions kids 65*	• Not safe to mix people on bicycles etc with pedestrians as it creates a risk of crashes. • Wooden surface makes it unsafe for kids and elderly, wheelchairs, skateboards & scooters. • Congestion makes it unsafe as there is not enough space for the quantity of people using it. • Too crowded from restaurant patrons.
Footpath and boardwalk provide a safe path for pedestrians *Mentions adults 44* *Mentions kids 36*	• Boardwalk is safe/good for pedestrians (general statement). • Boardwalk is safe/good for pedestrians only (but not for/with wheeled devices).
Plenty of pedestrian crossings make it safe to cross the road *Mentions adults 23* *Mentions kids 26*	• There are lots of pedestrian crossing which make it safe to cross the road.
Pedestrian crossing needs improving (unsafe) *Mentions adults 8* *Mentions kids 11*	• Crossings are too far apart. • Inconvenient to detour to get to nearest crossing. • People will cross inbetween crossings. • Crossings difficult to see at night. • Need more crossings.

Question – Should we trial improvements on this route?

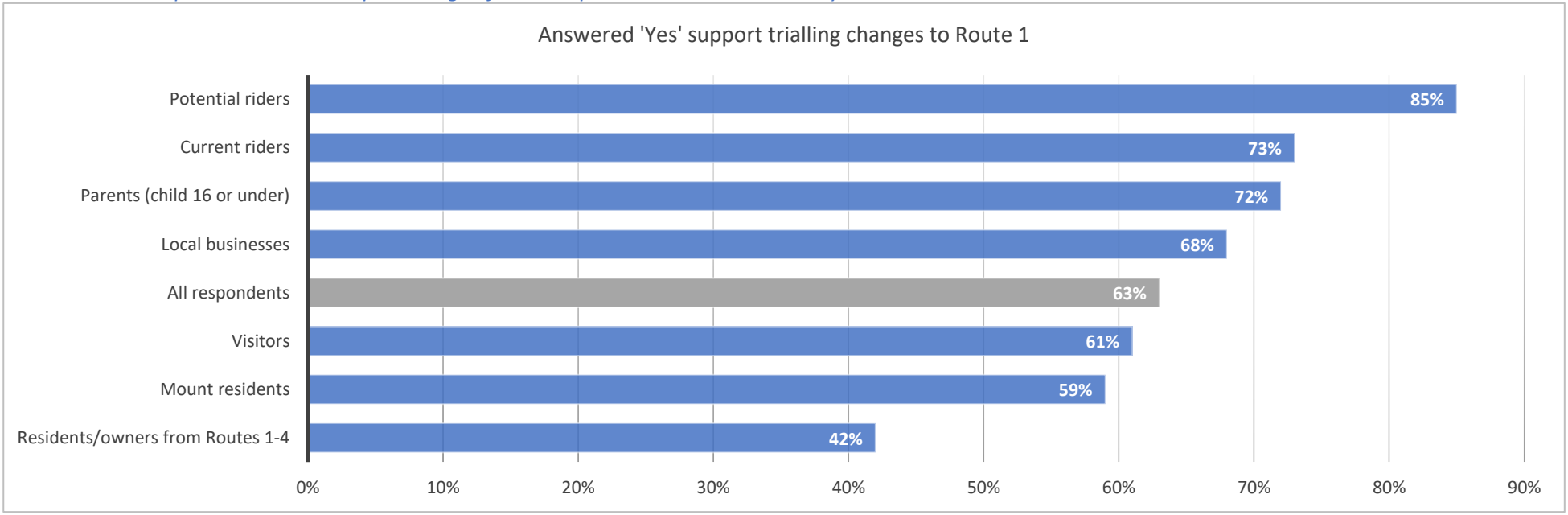
All respondents

Should we trial improvements?



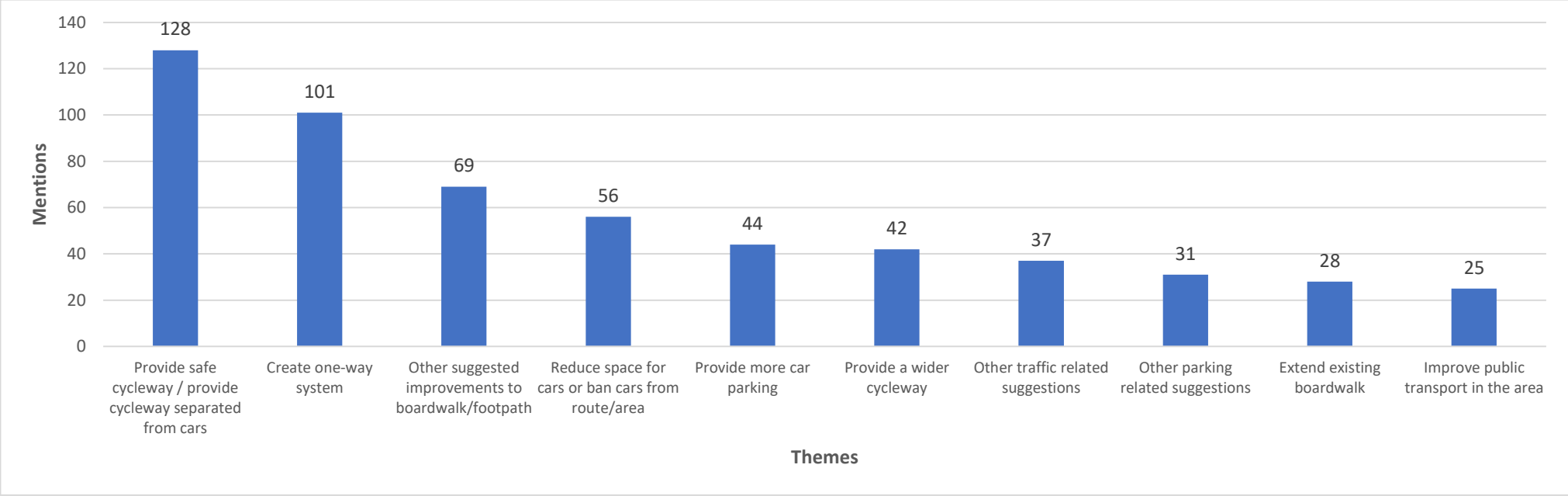
Respondent subsets

Should we trial improvements? What percentage of each respondent subset answered yes?



Question - What changes would you like to see to these streets to make them safer and easier to move around?

All respondents – Main Beach – Top 10 themes - *Things to change*



All respondents – Main Beach – All themes – *Things to change*

Feedback theme	Main points
	People on bicycles, scooters etc.
Provide safe cycleway / provide cycleway separated from cars *Mentions 128*	• Cycleway should not be near cars. • Cycleway should be physically separated from traffic. • A cycleway that cars cannot cross. • Provide cycleway on grass/beach side or widen boardwalk (separate pedestrians from bikes etc). • Provide a cycleway on either side of the road.
Provide a wider cycleway *Mentions 42*	• Provide wider cycleways.
Provide a cycleway in front of parked cars, not behind *Mentions 13*	• Provide a cycleway in front of parked cars, not behind. • Safer for cyclists.

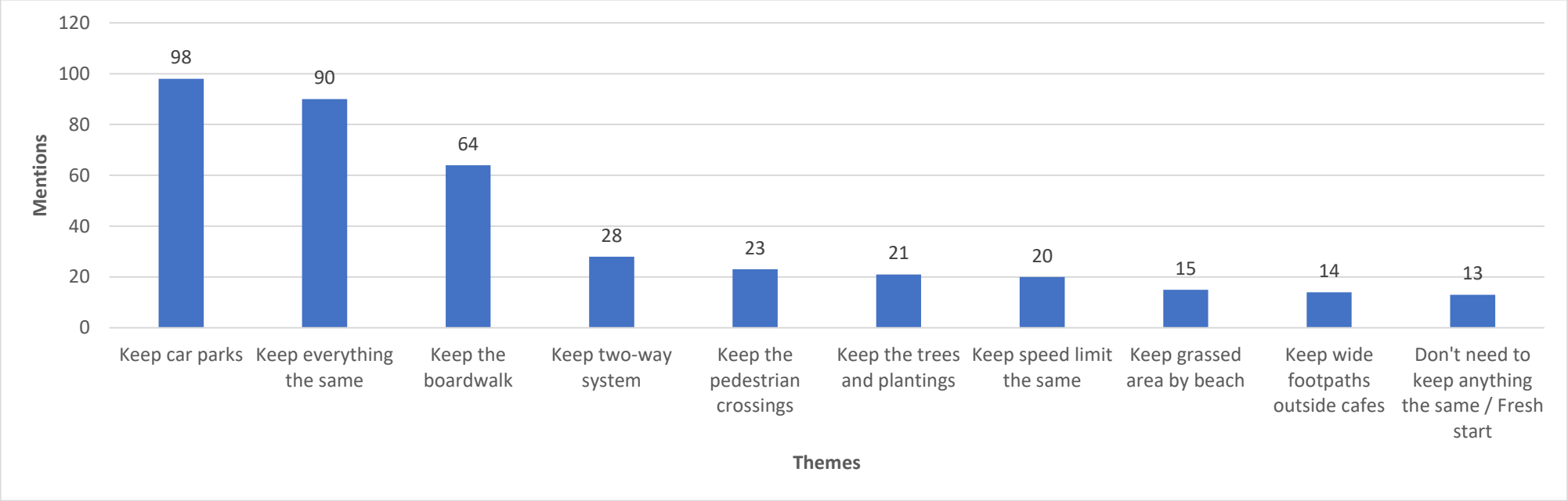
Feedback theme	Main points
	Traffic and parking
Create one-way system *Mentions 101*	• Heading north along Marine Parade. • Heading south along Marine Parade. • With no left turns onto the one-way system. • One-way system Salisbury Avenue, The Mall, Marine Parade, Banks Avenue. • Will reduce traffic congestion. • Will improve pedestrian safety. • Will improve experience of dining at cafes. • Make Maunganui Road one-way.
Reduce space for cars or ban cars from route/area *Mentions 56*	• Prohibit general car access. • Residents only allowed to access area in cars. • Reduce space allocated to cars. • Separate cars from other forms of transport
Other traffic related suggestions *Mentions 37*	• Close access from side streets. • Reduce traffic speeds. • Create a slow speed environment. • Reduce number of large vehicles. • Enforce speed limits. • More/improved signage. • Enforce rules/by-laws on which mode is allowed where. • Keep scooters and skateboards off the road.
Provide a park and ride *Mentions: 14*	• Provide in a handy location, such as edge of town. • Provide bus services that connect between a park and ride and town. • Promote/encourage use of park and ride once it is operational.
Provide more car parking *Mentions 44*	• Provide more car parking. • Provide more angled parking. • Move the mobile food/beverage trucks out of the on-street parking to another spot, to free up more parking. • Provide a carpark building.

Feedback theme	Main points
	• More convenient carparking. • Increase the size of loading zones.
Other parking related suggestions *Mentions 31*	• Change parking to parallel parking. • Provide time limited parking to increase turn over. • Create a multi-use space that can revert to parking during peak traffic times. • Remove all parking. • Parking meters. • Bike parking.
Provide more mobility parking *Mentions 4*	• Provide more mobility parking.
Pedestrians	
Extend existing boardwalk *Mentions 28*	• Extend existing boardwalk.
Other suggested improvements to boardwalk/footpath *Mentions 69*	• Change wooden boardwalk to concrete. • Timber laid with the direction of travel. • Widen boardwalk. • Provide separate paths for pedestrians and other boardwalk users. • Keep bikes and skateboards off the boardwalk and or footpath. • Separate walkway for bikes/scooters/skateboards. • Don't let bikes etc. use boardwalk if they go fast.
Improve pedestrian crossings *Mentions 12*	• Provide more pedestrian crossings. • Provide a new pedestrian crossing between the existing crossings. • Improve existing pedestrian crossings.
Other pedestrian related suggestions *Mentions 8*	• Limit footpath space taken up by café tables. • Wider pavements on the inland side of the street. • Covered paths next to buildings.

Feedback theme	Main points
	Public transport
Improve public transport in the area *Mentions 25*	• Generally improve public transport to/within the area. • A free mini bus that circles the main streets. • A tram.
	Other suggestions
Other suggestions *Mentions 20*	• Artwork. • Trees. • Places to sit. • Skatepark. • Remove boat ramp. • Move mobile café. • Improved lighting. • Improved way finding signage. • Allocated bike locks/parking.

Question - Is there anything about the streets you want kept the same?

All respondents – Main Beach – Top 10 themes - *Keep the same*



All respondents – Main Beach – All themes – *Keep the same*

Feedback theme	Main points
	General
Keep everything the same *Mentions 90*	• Don’t change anything
Don’t need to keep anything the same / fresh start *Mentions 13*	• Don't need to keep anything the same. • Completely reconsider the street layout / make a fresh start.
	People on bicycles, scooters etc.
Keep the bike racks/cycle lanes *Mentions 9*	• Keep bike racks. • Keep the same amount of bike lanes. • Keep the bike lane design.

Feedback theme	Main points
	Traffic and parking
Keep car parks *Mentions 98*	• Keep car parks. • Parking required for families etc visiting the beach with lots of gear. • Keep angled parking. • Keep carparking free. • No parking meters just time limits.
Keep two-way system *Mentions 28*	• Keep the two-way system.
Keep the speed limit the same *Mentions 20*	• Keep the speed limit the same.
Other traffic related requests *Mentions 11*	• Keep speed tables. • Keep smooth road surface. • Keep wide streets.
	Pedestrians
Keep the boardwalk *Mentions 64*	• Keep boardwalk.
Keep the pedestrian crossings *Mentions 23*	• Keep the pedestrian crossings.
Keep wide footpaths outside cafes *Mentions 14*	• Keep wide footpaths outside cafes.
	Greenery and scenery
Keep the trees and plantings *Mentions 21*	• Keep the trees. • Keep the plantings. • Keep green spaces.
Keep grassed area by the beach *Mentions 15*	• Keep grassed area by beach

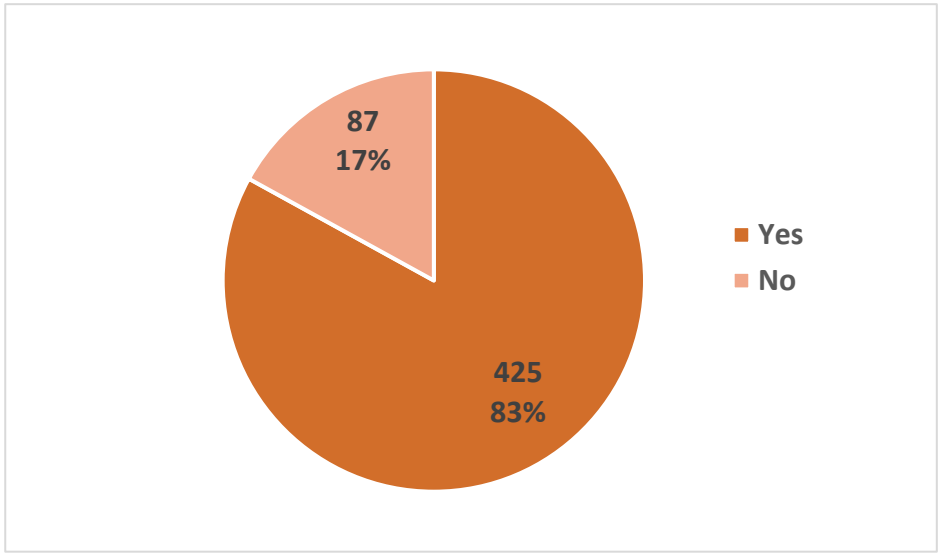
Route 2: Pilot Bay

Number of respondents for this route = 539

Question – Do you think this route is safe and easy for people to move around?

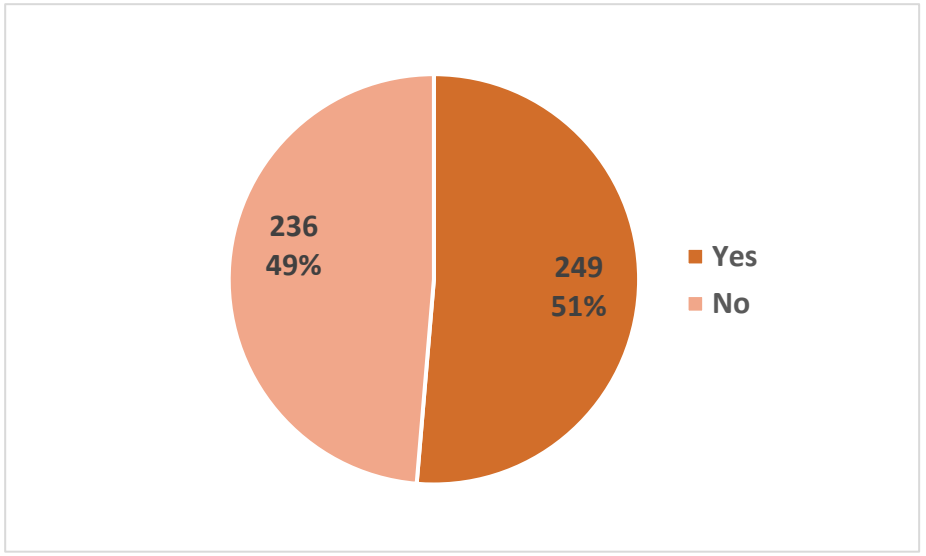
All respondents – Pilot Bay

Do you think this route is safe and easy for adults to move around on foot, in a wheelchair, or with pushchairs?



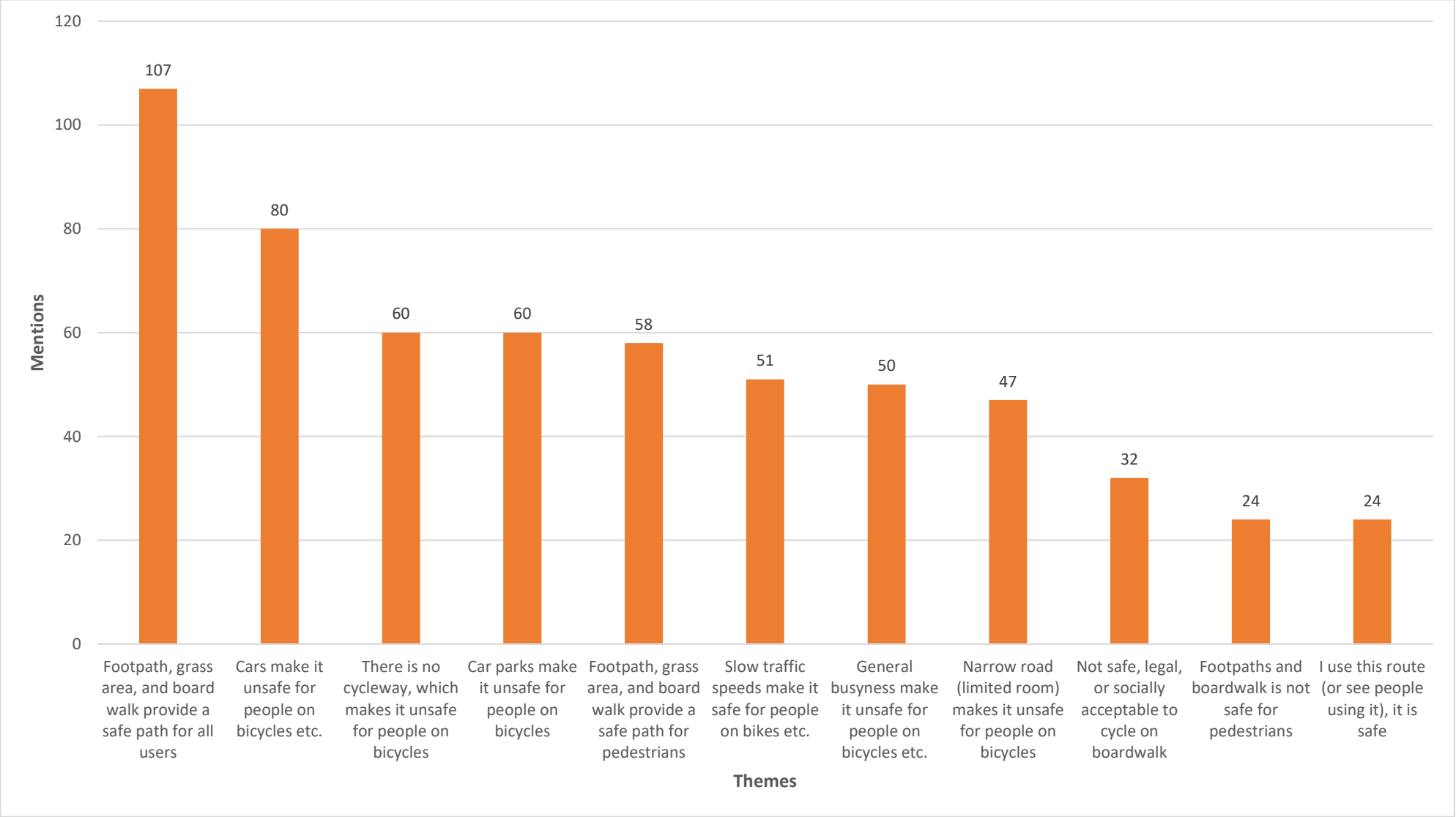
All respondents – Pilot Bay

Do you think this route is safe and easy for adults to move around on a bike, scooter, skateboard, or other mobility-aid device?

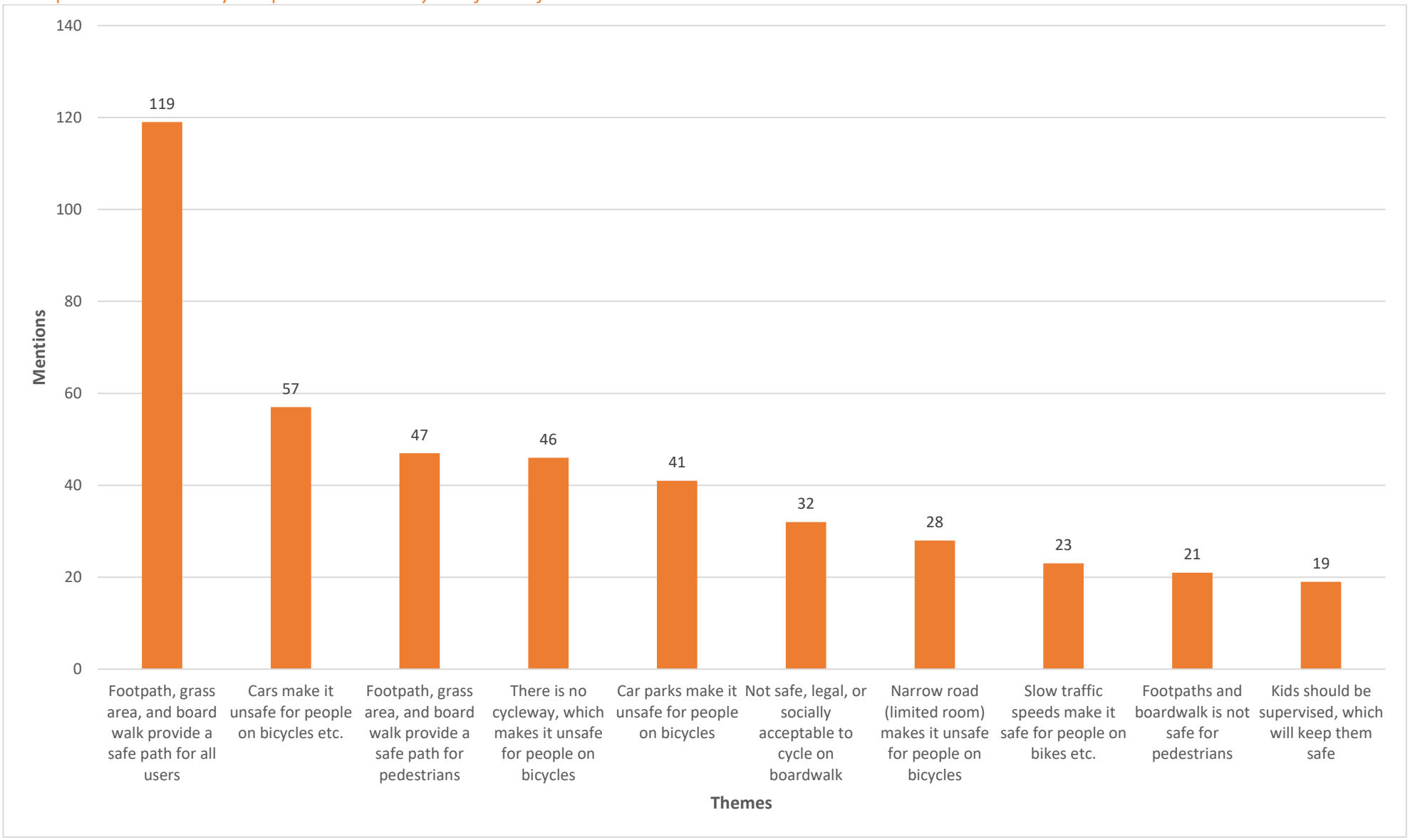


Question – Why do you think it is safe or unsafe for pedestrians and people on bikes etc?

All respondents – Pilot Bay – Top 11 themes - *Why unsafe or safe FOR ADULTS?*



All respondents – Pilot Bay – Top 10 themes - *Why unsafe or safe FOR KIDS?*



Feedback theme	Main points
	General
The area is too busy making it unsafe for people on bicycles *Mentions adults 50* *Mentions Kids 18*	• Area is busy which makes it unsafe for people on bikes etc.
I use this route (or see people using it), it is safe *Mentions adults 24* *Mentions kids 12*	• I use this route it is safe. • No/not many accidents. • I cycle with my kids along this route. • I have seen kids riding safely along this route. • Has worked for years.
Kids should be supervised, which will keep them safe *Mentions kids 19*	• Kids should have adult supervision making sure they are safe. • Kids should not be riding/playing on the road.
Kids are more vulnerable and/or unpredictable than adults (unsafe) *Mentions kids 8*	• Kids are less aware of cars. • Kids should not be riding on the road. • Kids cannot navigate the busy boardwalk safely. • Kids are unpredictable. • No safe space for kids.
Generally busy, too many people and/or cars makes it unsafe *Mentions adults 8*	• Generally unsafe road. • Not enough space for everyone.
	People on bicycles, scooters etc.
Cars make it unsafe for people on bicycles etc. *Mentions adults 80* *Mentions kids 57*	• Too much traffic makes it unsafe. • Cars travel too fast. • Inattentive drivers make it unsafer for people on bicycles (e.g. generally inattentive, not indicating, looking for car parks). • Difficult to see cars coming out of side streets.

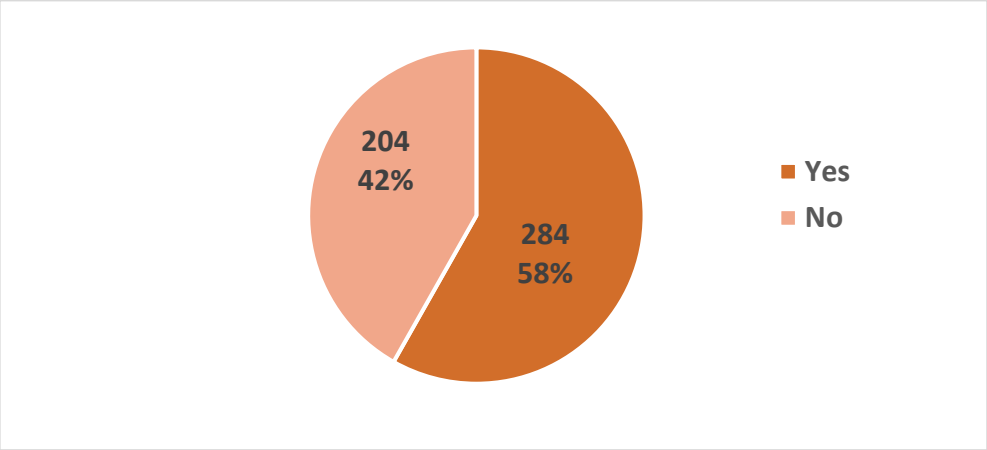
Feedback theme	Main points
Unsafe because there is no safe/separated cycleway *Mentions adults 60* *Mentions kids 46*	• No cycleway makes it dangerous.
Narrow road (limited room) makes it unsafe for people on bicycles *Mentions adults 47* *Mentions kids 28*	• Lack of space on the road makes it unsafe for people on bicycles. • Too close to parked cars and opening doors. • Poor visibility.
Car parks make it unsafe for people on bicycles etc. *Mentions adults 60* *Mentions kids 41*	• Cars entering and exiting car parks make it unsafe for people on bicycles. • Parked car doors opening make it unsafe for people on bicycles
Slow traffic speeds make it safe for people on bikes etc. *Mentions adults 51* *Mentions kids 23*	• Vehicles travel slowly through this area, which makes its safer for other users sharing this space. • Slower speed limit makes it safe.
Dangerous place to ride a bicycle (unsafe) *Mentions adults 18* *Mentions kids 18*	• Generally unsafe to ride a bicycle. • One of the most dangerous places in the Mount to ride a bicycle.
Pedestrians	
Footpath, grass area, and board walk provide a safe path for all users *Mentions adults 107* *Mentions kids 119*	• Boardwalk provides a safe route for all users. • Nice wide footpaths.
Not safe, legal, or socially acceptable to cycle on boardwalk *Mentions adults 32* *Mentions kids 32*	• Too many pedestrians on boardwalk. • Not socially acceptable to cycle on boardwalk. • Wooden boardwalk is no good for little wheels. • Generally not good for bicycles.
Footpath and boardwalk provide a safe path for pedestrians *Mentions adults 58*	• Boardwalk provides a safe route for pedestrians.
Footpath and boardwalk are not safe for pedestrians *Mentions adults 24* *Mentions kids 21*	• Unsafe due to bicycles/skateboards. • Too busy. • Too narrow.

Feedback theme	Main points
Pedestrian crossings make it safe to cross the road *Mentions adults 20* *Mentions kids 18*	• Generally think pedestrian crossings make it safer. • There are lots of pedestrian crossing which make it safe to cross the road.
Not safe to cross the road for pedestrians *Mentions adults 11* *Mentions kids 15*	• Visibility of people crossing the road is poor due to parked cars and/or traffic. • Road is generally unsafe for pedestrians. • Cars travel to fast. • Lighting of pedestrian crossings is poor at night time. • Not enough crossings.

Question – Should we trial improvements on this route?

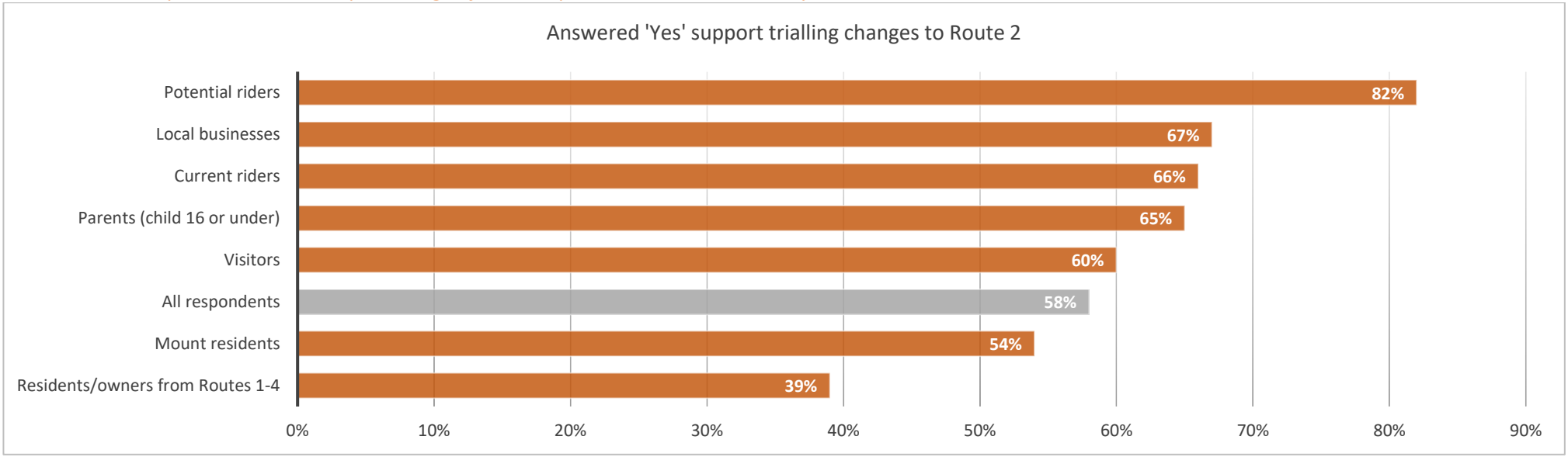
All respondents – Pilot Bay

Should we trial improvements?



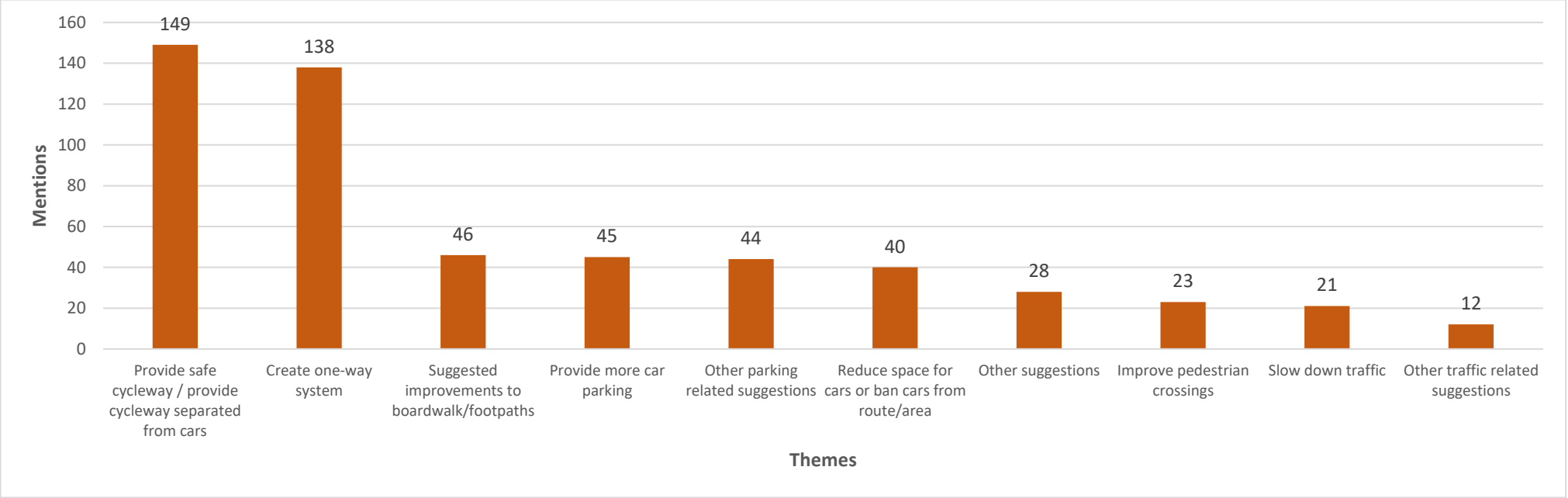
Respondent subsets

Should we trial improvements? What percentage of each respondent subset answered yes?



Question - What changes would you like to see to these streets to make them safer and easier to move around?

All respondents – Pilot Bay – Top 10 themes - *Things to change*



All respondents – Pilot Bay – All themes – *Things to change*

Feedback theme	Main points
	People on bicycles, scooters etc.
Provide safe cycleway / provide cycleway separated from traffic *Mentions 149*	• Cycleway should not be near cars. • Provide cycleway on houses side of the road. • Provide cycle lane on both sides of the road. • Cycleway should be physically separated from traffic. • A cycleway that cars cannot cross (e.g. to access car parks). • Provide a two-way cycleway. • Provide cycleway between parked cars and the berm. • Provide a cycleway on the grassed area on beach side of road. • Widen the cycle lane.

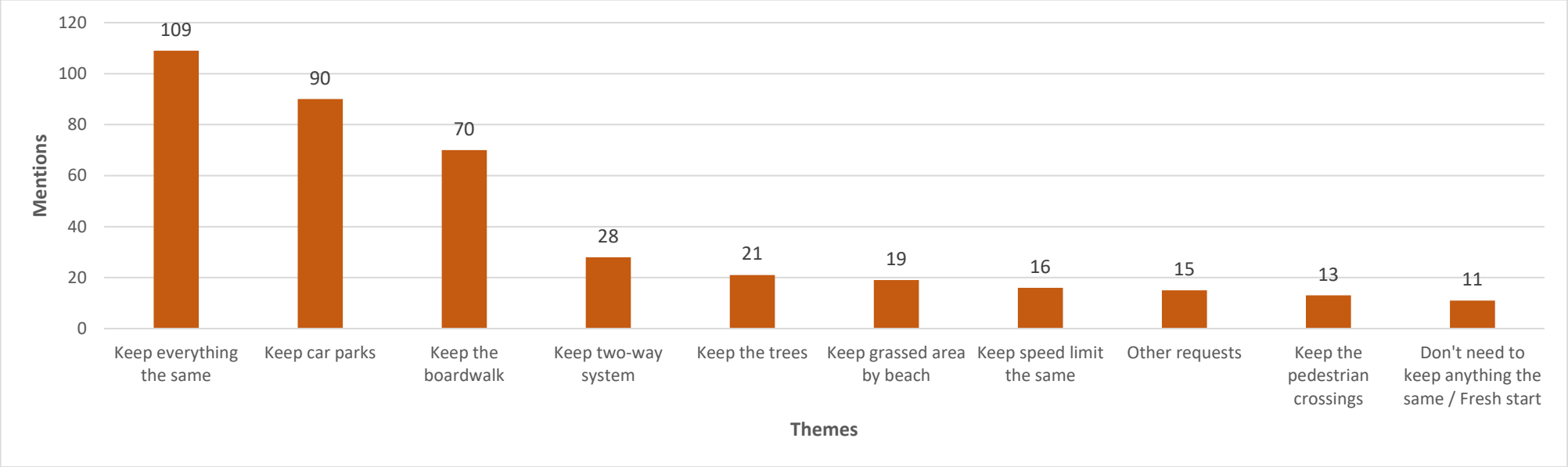
Feedback theme	Main points
	Traffic and parking
Create one-way system *Mentions 138*	• Provide a one-way system. • Clockwise system. • Including angled parking. • One way system Salibury Avenue, The Mall, Marine Parade, Banks Avenue. • Consider Maunganui Road in the one-way system. • Will reduce traffic congestion. • Will improve pedestrian safety. • Will improve experience of dining at cafes. • Make Maunganui Road one-way. • With no left turns onto the one-way system.
Reduce space for cars or ban cars from route/area *Mentions 40*	• Prohibit general car access. • Prohibit car access and provide a car park near the port. • Less vehicles. • Residents only allowed to access area in cars. • Reduce space allocated to cars. • Reduce car 'dominance'.
Slow down traffic *Mentions 21*	• Reduce traffic speeds. • Create a slow speed environment. • Provide speed humps. • Enforce speed limit
Other traffic related suggestions *Mentions 12*	• Close access from side streets. • More/improved signage. • Wider streets. • Reduce the number of pedestrian crossings.
Provide more car parking *Mentions 45*	• Provide more car parking. • Provide more angled parking. • Take the boat ramp out and turn this into parking for cars.

Feedback theme	Main points
	• Provide a carpark building. • Better parking.
Other parking related suggestions *Mentions 44*	• Provide time limited parking. • Remove parking from one side of the road. • Remove the parallel parking. • Create a drop-off zone for people to unload then go find parking further away. • Parking meters. • Increase quantity & size of loading zones. • Enforce vehicles parking in trailer parks without trailer. • No need for car and boat trailers.
Provide a park and ride *Mentions 10*	• Provide bus services that connect between park and ride and town. • Promote/encourage use.
Provide more mobility parking/assistance *Mentions 2*	• Provide more mobility parking.
Pedestrians	
Improve pedestrian crossings *Mentions 23*	• Provide more pedestrian crossings. • Another crossing or two between Victoria Road and Prince Ave. • Improve existing pedestrian crossings.
Suggested improvements to boardwalk/footpath *Mentions 46*	• Change wooden boardwalk to concrete. • Widen boardwalk. • Provide separate paths for pedestrians and other boardwalk users. • Keep bikes and skateboards off the boardwalk. • Change timber direction. • Speed limit for people on bicycles. • People on bicycles should give way to pedestrians. • Separate running/jogging/events path. • More seating along the boardwalk.

Feedback theme	Main points
	Public transport
Improve public transport in the area *Mentions 11*	• Generally improve public transport to/within the area. • A free mini bus that circles the main streets. • Shuttle bus. • Encourage public transport use. • Dedicated transport lane.
	Other suggestions
Other suggestions *Mentions 28*	• Stop putting new paving that jut's out into the cycleway like council has done outside the hotpools and before that at the surf club corner. • Close the boat ramp. • More trees. • Make more welcoming places to sit. • Maintaining surfaces. • Restore old boat ramp parking. • Move cruise ship buses.

Question - Is there anything about the streets you want kept the same?

All respondents – Pilot Bay – Top 10 themes - *Keep the same*



All respondents – Pilot Bay – All themes – *Keep the same*

Feedback theme	Main points
	General
Keep everything the same *Mentions 109*	• Don’t change anything.
Don’t need to keep anything the same / fresh start *Mentions 11*	• Don't need to keep anything the same. • It all needs to change.
Other requests *Mentions 15*	• Keep the toilets. • Keep bike parking. • Keep the cycle lanes. • Keep smooth road surface. • Keep the boat ramp. • Keep the boat ramp parking.

Feedback theme	Main points
	Traffic and parking
Keep car parks *Mentions 90*	• Keep car parks. • Parking required for Mauao. • Keep angled parking. • No metered parking.
Keep two-way system *Mentions 28*	• Keep the two-way system.
Keep the speed limit the same *Mentions 16*	• Keep speed limit the same.
	Pedestrians
Keep the boardwalk *Mentions 70*	• Keep boardwalk.
Keep the pedestrian crossings *Mentions 13*	• Keep the pedestrian crossings.
	Greenery and scenery
Keep the trees *Mentions 21*	• Keep the trees.
Keep grassed area by the beach *Mentions 19*	• Keep grassed area by beach. • Keep the open spaces.

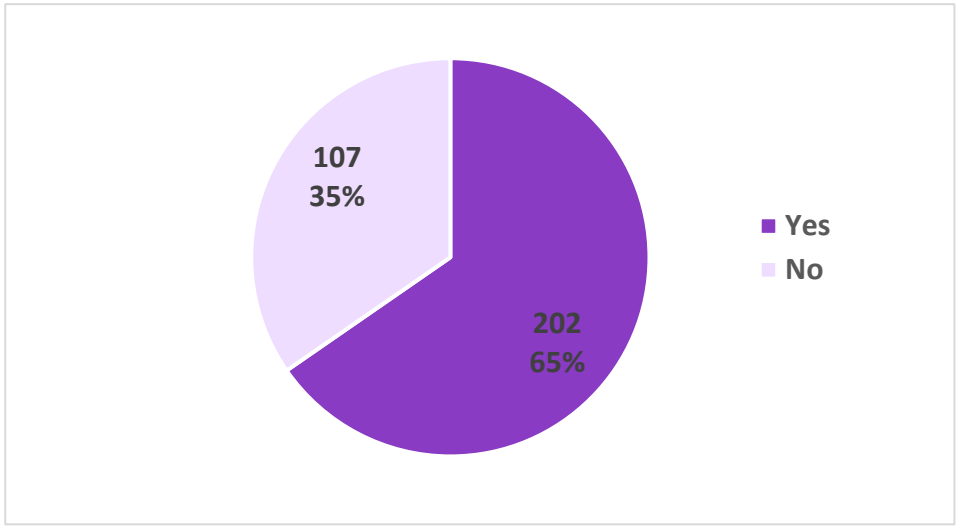
Route 3: Salisbury Avenue and Banks Avenue

Number of respondents for this route = 341

Question – Do you think this route is safe and easy for people to move around?

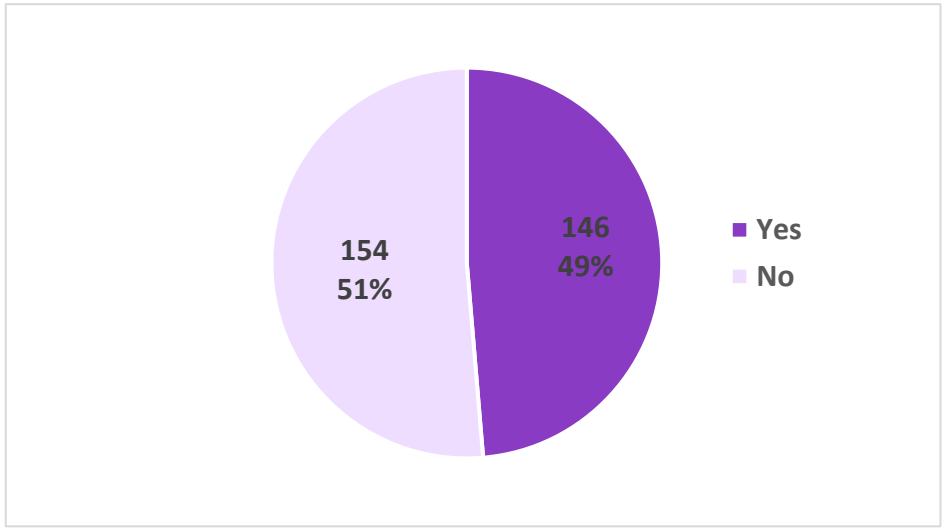
All respondents – Salisbury/Banks Ave

Do you think this route is safe and easy for adults to move around on foot, in a wheelchair, or with pushchairs?



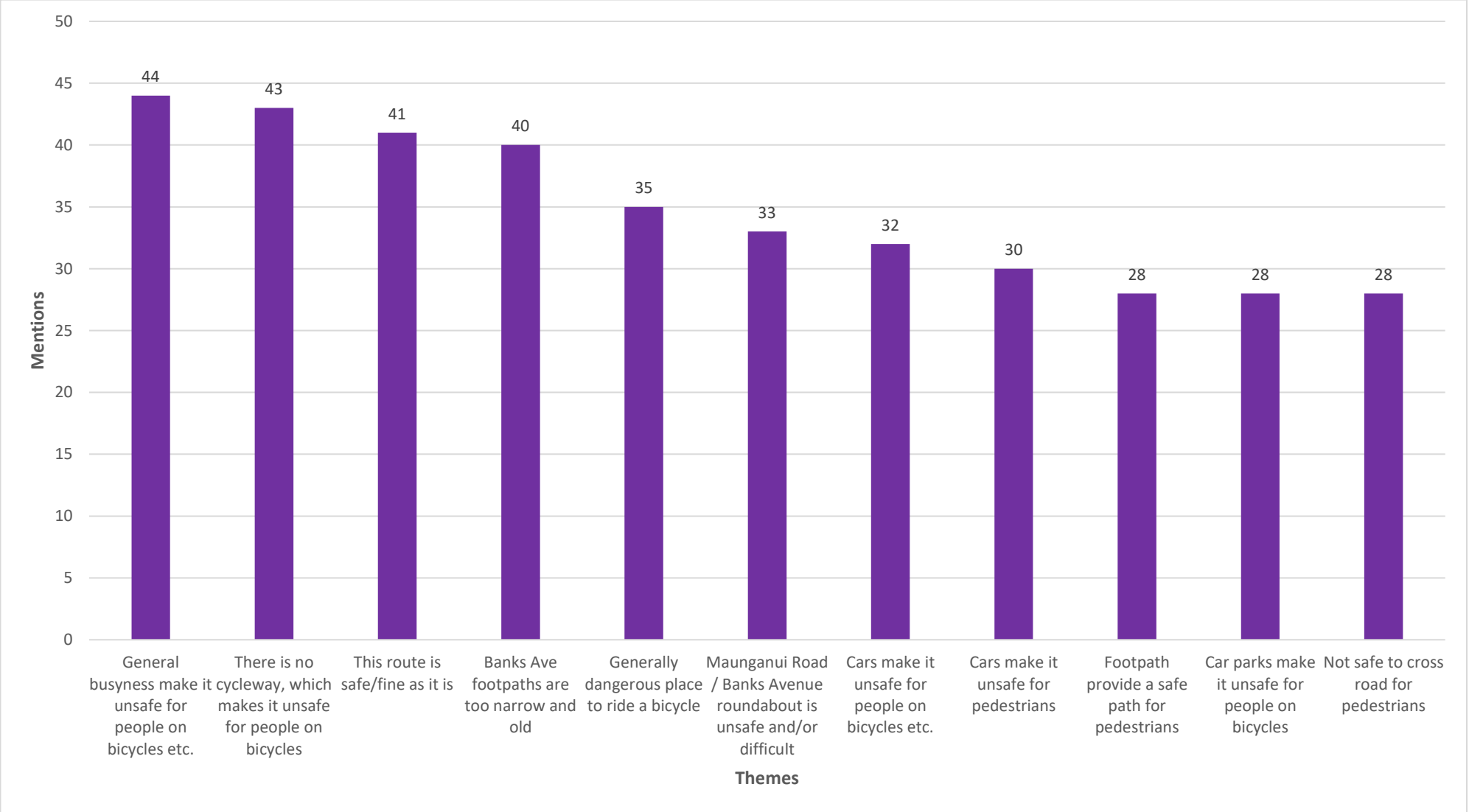
All respondents – Salisbury/Banks Ave

Do you think this route is safe and easy for adults to move around on a bike, scooter, skateboard, or other mobility-aid device?

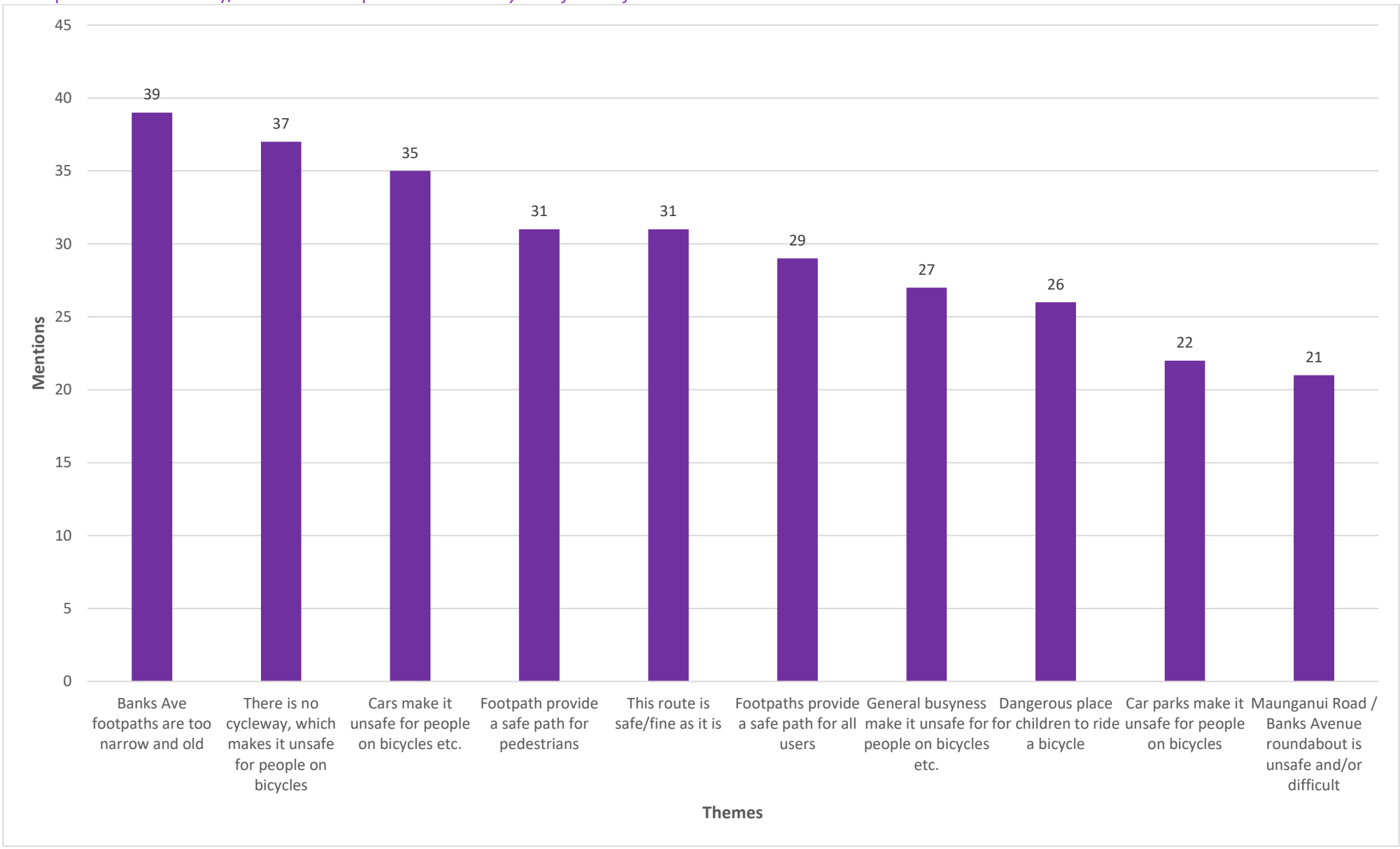


Question – Why do you think it is safe or unsafe for pedestrians and people on bikes etc?

All respondents – Salisbury/Banks Ave – Top 11 themes - *Why unsafe or safe FOR ADULTS?*



All respondents – Salisbury/Banks Ave – Top 10 themes - *Why unsafe or safe FOR KIDS?*



All respondents – Salisbury/Banks Ave – All themes – *Why unsafe or safe for adults and kids?*

Feedback theme	Main points
	General
The area is too busy making it unsafe or hard to get around *Mentions adults 44* *Mentions kids 27*	• Area is busy which makes it unsafe for people on bikes etc. • Busiest area in downtown The Mount. • Area is frequently busy with cars, pedestrians, shoppers, and cruise passengers. • People jaywalk. • Road is too busy for two-way traffic. • Road is especially busy during peak season when risk is increased.
The route is safe/fine as it is *Mentions adults 41* *Mentions kids 31*	• I use this route, it is safe. • No safety issues with current set-up. • Summer peak is congested but it's not for long. • Not a common route for pedestrians. • I cycle with my kids along this route. • This route is good. • This route is easy. • This route is safe. • Never seen problems with children using this route.
Footpaths provide a safe path for all users *Mentions adults 24* *Mentions kids 29*	• Footpaths provide a safe path for all users. • Footpaths are wide. • Where road does not feel safe, kids use footpath for bike and scooters.
Wide road and pavement makes road safe *Mentions adults 23*	• Road is wide. • Pavement is wide. • Area is safe for cyclists and pedestrians. • Comments are particularly aimed at Salisbury Ave end.
Kids are more vulnerable and/or unpredictable than adults (unsafe) *Mentions kids 16*	• Kids should not be riding on the road. • Kids are unpredictable. • Kids are safer on the footpath. • Kids are less visible to cars.

Feedback theme	Main points
Kids should be supervised, which will keep them safe *Mentions kids 8*	• Kids should have adult supervision making sure they are safe. • Kids should not be riding on the road.
Pedestrians/Other modes are not prioritised (unsafe) *Mentions adults 14*	• Priority in this area is on cars, pedestrians and other modes are secondary. • There are more pedestrians and cyclists than cars. • Safety of pedestrians and cyclists is not prioritised compared to traffic flow and traffic speeds.
There isn't a significant accident history along this route (safe) *Mentions adults 1* *Mentions kids 1*	• The number of accidents along this route is no greater than other busy locations.
People on bicycles, scooters etc.	
Unsafe because there is no safe/separated cycleway *Mentions adults 43* *Mentions kids 37*	• No cycleway makes it unsafe. • People on bikes are unsafe in the traffic. • People on bicycles are not protected from traffic.
Generally, a dangerous place to ride a bicycle (unsafe) *Mentions adults 35* *Mentions kids 26*	• Generally unsafe to ride a bicycle. • Traffic (including heavy vehicles) and parked cars pose a danger to people on bicycles.
Cars make it unsafe for people on bicycles etc. *Mentions adults 32* *Mentions kids 35*	• Too much traffic makes it unsafe. • Cars travel to fast. • Inattentive drivers make it unsafe for people on bicycles (e.g. generally inattentive, not indicating, looking for car parks). • Difficult to see cars coming out of side streets. • Cars u turning. • Cars circulating looking for parks. • During summer peak increased vehicles pose risk to people on bicycles.
Car parks make it unsafe for people on bicycles etc. *Mentions adults 28* *Mentions kids 22*	• Car parks on both sides of the road are narrow and block the road making it unsafe. • Marine Parade end of street is narrow, which causes problems when cars park there. • Parked cars obscure visibility at intersections. • Cars entering and exiting carparks make it unsafe for people on bicycles. • Parallel parking is unsafe for cyclists.

Feedback theme	Main points
Narrow road (limited room) makes it unsafe for people on bicycles *Mentions adults 26* *Mentions kids 14*	• Lack of space on the road makes it unsafe for people on bicycles. • Too close to parked cars and opening doors. • Road is very narrow from Burger King to Marine Parade. • When cars are parked on both sides at the Marine Parade end, the road essentially becomes one way. • When cars are parked on both sides, visibility is poor, and cyclists and pedestrians are at risk. • The space allocated to cyclists is narrow.
Skateboarders are a hazard/ area hazardous for skateboards (unsafe) *Mention adults 7* *Mentions kids 4*	• Should use cycle lane. • Skateboarders on footpaths are dangerous to pedestrians. • This route is not sae for skateboards. • Road surface not smooth enough for skateboards.
Side streets on to Banks Ave make it unsafe for people on bikes etc. *Mentions adults 5*	• Side streets make it less safe. • Side streets intersect road at various angles, which makes it less safe. • Cars obscure side street junctions. • Busy driveways have lots of cars entering and exiting and obscured vision.
Traffic and parking	
Maunganui Road / Banks Avenue roundabout is unsafe and/or difficult *Mention adults 33* *Mentions kids 21*	• Roundabout is generally unsafe for all vulnerable users. • Roundabout is difficult to navigate on a bicycle. • Roundabout causes congestion for cars. • Roundabout is busy, cycling through it is dangerous. • Pedestrian crossings are too close to roundabout. • Roundabout is designed to encourage cars to move quickly left onto Salisbury, this is dangerous as encourages speed and there is a crossing around corner.
Slow traffic speeds make it safe for people on bicycles etc. *Mentions adults 10* *Mentions Kids 8*	• No accidents occur. • Cars are forced to move slowly through this area. • Vehicles travel slowly through this area, which makes its safe. • Slower speed limit makes it safe. • Speed humps slow traffic and make it safe.
Not much traffic makes it safe for people on bicycles etc. *Mentions adults 10* *Mention kids 5*	• Not much traffic on this street. • This is a side street.

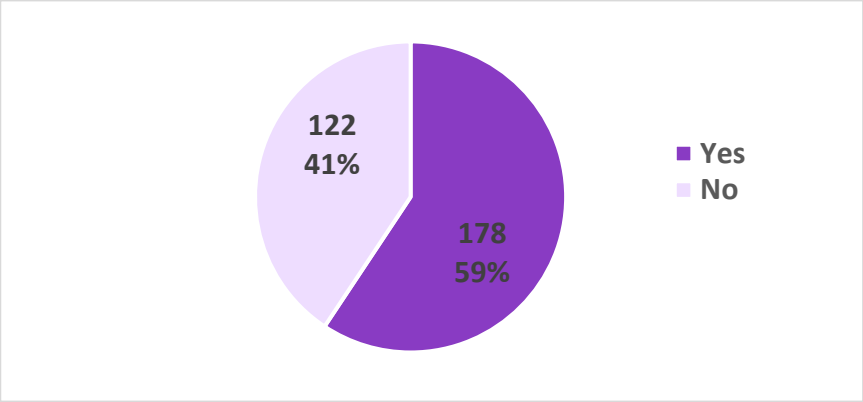
Feedback theme	Main points
Cruise ships and associated traffic make Salisbury Ave unsafe and/or difficult *Mention adults 9* *Mentions kids 2*	• Unsafe/crazy for all users (including cars). • Causes congestion. • Entrance to Mall becomes blocked which causes congestion throughout the area. • People Jaywalk.
Car parks at top of the hill narrows road and forces traffic to cross double yellow lines (unsafe) *Mentions adults 5*	• Car parks narrow the road making it unsafe as they force traffic to cross the centre line.
Right turn into Marine Parade is an unsafe spot for all users *Mentions adults 3* *Mentions kids 1*	• Right turn into Marine Parade is an unsafe spot for all users. • Right turn onto Marine parade is difficult.
Pedestrians	
Banks Ave footpaths are too narrow and old (unsafe) *Mentions adults 40* *Mentions kids 39*	• Footpaths are too narrow, needs to be wider. • Footpaths are too narrow for kids. • Footpaths are old/cracked/uneven. • Cobbles pose a risk to pedestrians and those with mobility devices. • Footpath is too steep in parts. • Wheelchairs/pushchairs are at risk of falling off narrow footpaths. • Cannot pass a wheelchair or pushchair without going off footpath. • Social distancing is not possible on footpath.
Footpaths provide a safe path for pedestrians *Mentions adults 28* *Mentions kids 29*	• Footpaths provide a safe path for pedestrians. • Footpaths are wide at Salisbury Ave end.
Cars make it unsafe for pedestrians. *Mentions adults 30* *Mentions kids 35*	• Area is dangerous for pedestrians due to cars. • Cars don't look out for pedestrians in this area. • Cars park over the pedestrian crossings. • Cars travel too fast.
No safe place to cross the road for pedestrians (unsafe) *Mentions adults 28* *Mentions kids 20*	• Not enough pedestrian crossings. • No safe places to cross the road. • Blind spots by Rita Street make it dangerous for pedestrians.

Feedback theme	Main points
	• Visibility of people crossing the road is poor due to parked cars and/or traffic. • Road is generally unsafe for pedestrians. • Cars travel too fast. • Lighting of pedestrian crossings is poor at night time. • Cars do not stop for pedestrians, lights would help. • Roundabout is dangerous for pedestrians. • Left turn slip lane onto Salisbursy is dangerous. • Pedestrian crossings are too close to roundabout. • Cars park over the pedestrian crossing.
Pedestrian crossings make it safe to cross the road *Mentions adults 11* *Mentions kids 11*	• Generally think pedestrian crossings make it safer. • Crossings are easy and safe to use.
Pedestrian crossings are too close to roundabout (unsafe) *Mentions adults 16*	• Cars are distracted and do not see pedestrian crossing. • Cars drive too fast out of roundabout to stop at crossing. • Pedestrian crossings cause congestion on the roundabout.

Question – Should we trial improvements on this route?

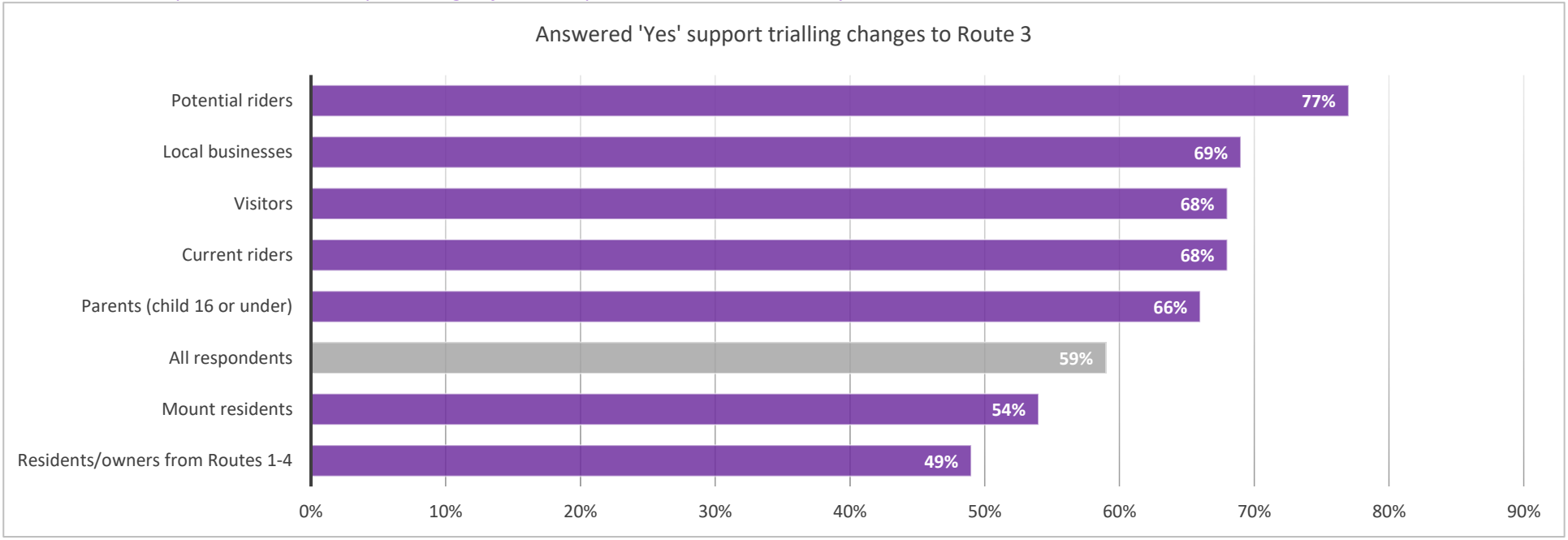
All respondents – Salisbury/Banks Ave

Should we trial improvements?



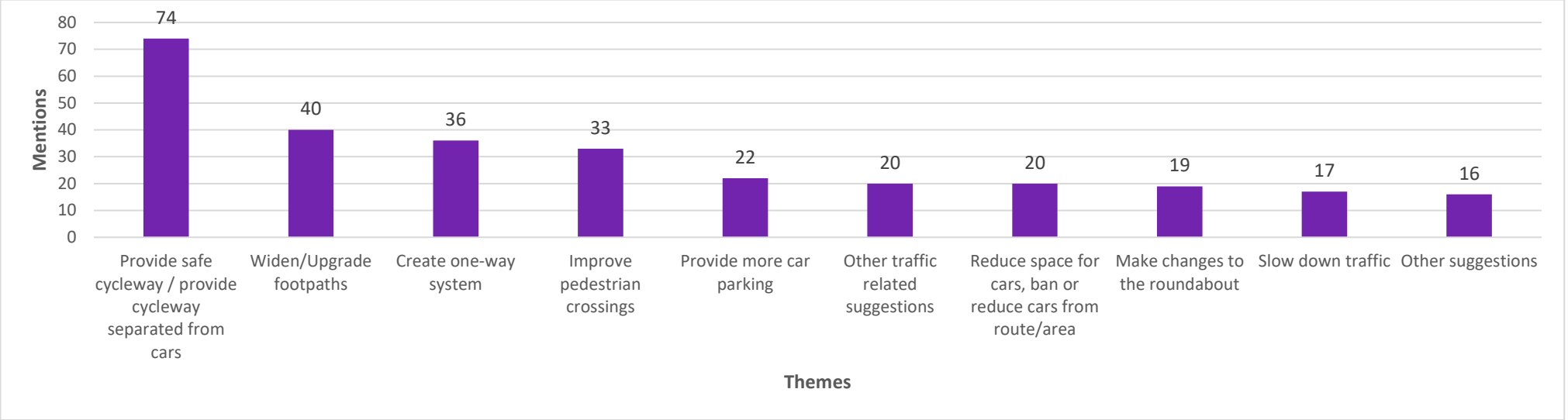
Respondent subsets

Should we trial improvements? What percentage of each respondent subset answered yes?



Question - What changes would you like to see to these streets to make them safer and easier to move around?

All respondents – Salisbury/Banks Ave – Top 10 themes - *Things to change*



All respondents – Salisbury/Banks Ave – All themes – *Things to change*

Feedback theme	Main points
	People on bicycles, scooters etc.
Provide safe cycleway / provide cycleway separated from cars *Mentions 74*	• Provide a two-way cycleway. • Provide cycle lane on both sides of the road. • Put cyclists on one side and pedestrians on the other. • Cycleway should be physically separated from traffic. • A cycleway that cars cannot cross (e.g. to access car parks). • Segregate all modes, not a shared path. • Provide cycleway between parked cars and the berm. • Cycleway in Coronation park from roundabout to Pilot Bay. • Provide a shared path for cyclists and pedestrians utilising the berm. • Create lane for scooter. • Cycleway needed to link Pilot Bay and Main Beach. • Extend boardwalk behind old police station for pedestrians and people on bicycles.

Feedback theme	Main points
Cyclists would be better encouraged to use an alternative to Banks Ave *Mentions 10*	• Divert cyclists away from Banks Ave. • Deter cycling away from this area with a path via Mt Drury and Grace Ave. • Keep kids off road, make bike access on park side not road.
Traffic and parking	
Create one-way system *Mentions 36*	• Provide a one-way system. • Will reduce congestion at roundabout. • Will reduce pollution. • Clockwise system. • Include angled parking. • Making one way will create space needed for cycle lane. • One-way system Salibury Avenue, The Mall, Marine Parage, Banks Avenue, Adams Ave. • One-way system with Salisbury Ave but not Banks Ave.
Reduce space for cars or ban cars from route/area *Mentions 20*	• Prohibit general car access. • Allow service vehicles and residents only. • Make the area mixed mode space for all, no car priority. • Close to cars during summer. • Less vehicles. • Less space for vehicles. • Reduce space allocated to cars (narrow the road). • Don't allow traffic on Maunganui Road between Pacific Parade and Banks Ave. This would help reduce congestion at the Banks Ave roundabout (all the time, or peak hours/seasons only). • Making downtown The Mount car free is a cost-effective change.
Make changes to the roundabout *Mentions 19*	• Install traffic lights for pedestrians. • Move pedestrian crossings away from roundabout for safety. • Change roundabout to traffic lights. • Remove priority left turn lane from roundabout.
Slow down traffic *Mentions 17*	• Reduce traffic speeds. • Create a slow speed environment. • Provide speed humps.

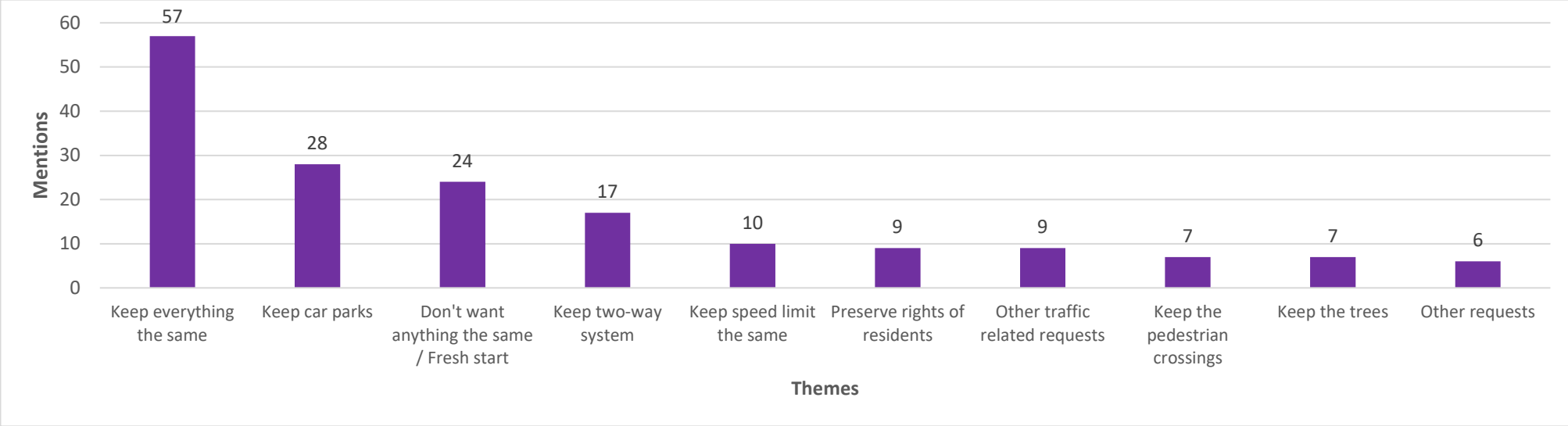
Feedback theme	Main points
	• Lower the speed limit to 30km/hr (if it already is then put up more signage). • Signage for low speed zone needs to be prevalent. • Speed limit in this area is ambiguous. • Narrow the road to prevent speeding.
Other traffic related suggestions *Mentions 20*	• Clearer road markings. • Wider streets. • Mixed mode space with signage and education. • Ban scooters, skateboards etc from road. • Prioritise traffic flow. • Less exits from businesses around Burger King and side roads. • Improve visibility on roads. • Make it possible to merge from Victoria Rd onto Salisbury Ave and Banks onto Marine Parade. • Roundabout onto Marine Parade. • Do not allow ferry buses to Salisbury, use Rata or Nikau Streets. • Continue Victoria St through the park to provide an alternative to using the roundabout. • Do not allow RV's or motorhomes to park here.
Provide more car parking *Mentions 22*	• Provide more car parking. • Provide a carpark building. • By providing more off-street parking could eliminate on-street parking which narrows roadway. • Coronation Park could be used for overflow carparking. • Turn underused Banks Reserve into a carpark. • Carparking to be in same direction as one-way traffic.
Remove/ change parking in some areas *Mentions 11*	• If one-way system is used, remove parking on one side of the road. • Parking on one side to widen carriageway. • Restrict cars parking too close to intersections (to improve visibility). • Remove the angle parking between Victoria Street and Maunganui Road. • Remove parking at Marine Parade end but replace somewhere close by. • Remove parking to create space or cycle lane.

Feedback theme	Main points
Provide a park and ride *Mentions 7*	• Provide in a handy location, such as edge of town. • Access to scooters from park and ride. • Provide bus services that connect between park and ride and town. • Promote/encourage use of the park and ride once operational. • Make a loop with shuttles.
Move the cruise ship buses out of Pilot Bay. *Mentions 6*	• Move the cruise ship buses out of Pilot Bay. • Situate the buses on Tasman Quay or Rata Street.
Other parking related suggestions *Mentions 3*	• Time limit parking for better parking turnover. • Bike parking.
Pedestrians	
Widen/upgrade footpaths *Mentions 40*	• Widen footpaths on Banks Ave. • Widen footpath at Pilot Bay end. • Footpaths should be 2.5m. • Provide a wider footpath on Burger King side of Banks Ave. • Footpath could be upgraded to a shared path. • Footpath in need of upgrade. • Widen through the hill area. • Footpaths should be uniform in width along length of road. • Repair ramps up from streets (Victoria Rd).
Improve pedestrian crossings *Mentions 33*	• Provide more pedestrian crossings. • Provide pedestrian crossing by Spongedrop. • Provide pedestrian crossing on Banks Ave by Rita St. • Provide pedestrian crossing by old police station. • Provide pedestrian crossing directly over to Coronation Park from Banks Ave. • Provide a pedestrian crossing on south leg of the Maunganui Rd/Banks Ave roundabout. • Move pedestrian crossings further away from roundabouts to make them safer (drivers focused on gaps in traffic, not pedestrians). • Raise the zebra crossings. • Make an underpass or over-bridge. • Signalise the pedestrian crossings at the roundabout.

Feedback theme	Main points
	Public transport
Improve public transport in the area *Mentions 1*	• Make bus more reliable so it is a viable alternative to driving.
	Other suggestions
Other suggestions *Mentions 16*	• Make road smooth for skateboards. • Install a pump-track. • Provide harder surfacing at Coronation Park, use as a transport link, overflow parking and events. • Redevelop Coronation Park into a multi purpose urban space. • Provide seating on edge of Coronation Park. • Coronation Park pathways and other pathways are slippery when wet. • Don't have so many events running at the same time. • Bins on one side of road only. • Repair footpaths. • Banks Ave/Salisbury Avenue problems will reduce if other roads in The Mount are fixed. • Only change this area as part of a wider plan for all of downtown. • More trees and greenspaces. • Wayfinding signage. • Lockers for beach goers. • More street lights.

Question - Is there anything about the streets you want kept the same?

All respondents – Salisbury/Banks Ave – Top 10 themes - *Keep the same*



All respondents – Salisbury/Banks Ave – All themes – *Keep the same*

Feedback theme	Main points
	General
Keep everything the same *Mentions 57*	• Don't change anything. • There is nothing wrong with this area. • Don't change anything on Salisbury Avenue. • Concerns that changes may be poor, like Greerton changes.
Don’t need to keep anything the same / fresh start *Mentions 24*	• Don't need to keep anything the same. • Not a nice area at present.
Preserve rights of residents *Mentions 9*	• Holiday makers are accommodated, not residents. • Residents are short on parking as it is. • Changes will affect accessibility and usability for residents and businesses. • Impressions council won't listen to residents. • Changes will negatively impact residents. • Concerns for residents with kids not being able to get around.

Feedback theme	Main points
Other requests *Mentions 6*	• Don't lose the look and feel of area by making it a concrete jungle. • Don't make another mistake like Greerton or Phoenix Park.
Traffic and parking	
Keep car parks *Mentions 28*	• Keep car parks. • Parking required for shoppers. • Keep angled parking.
Keep two-way system *Mentions 17*	• Keep two-way system.
Keep the speed limit the same *Mentions 10*	• Keep the speed limit the same.
Other traffic related requests *Mentions 9*	• Keep speed humps. • Keep smooth road surface. • Retain carriage way width.
Pedestrians	
Keep the pedestrian crossings *Mentions 7*	• Keep the pedestrian crossings.
Greenery and scenery	
Keep the trees *Mentions 7*	• Keep the trees.

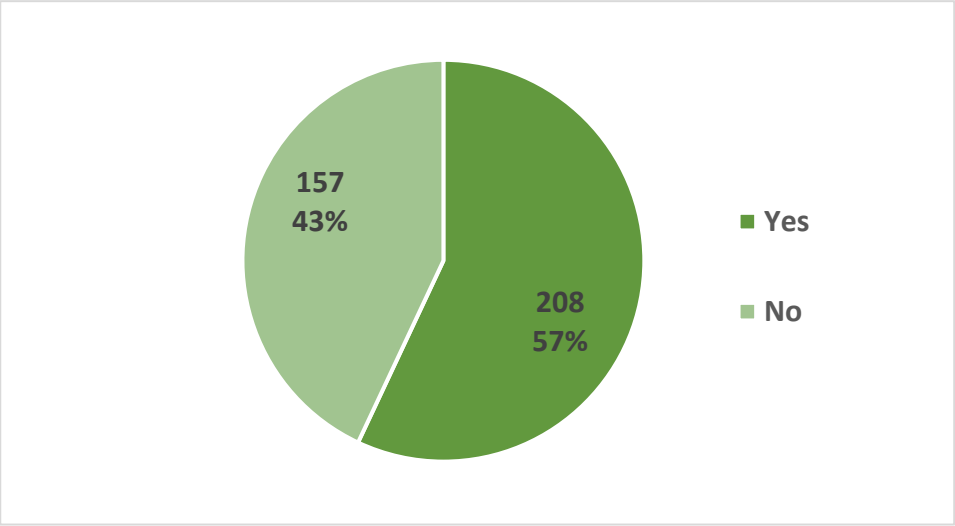
Route 4: Tay Street Link

Number of respondents for this route = 404

Question – Do you think this route is safe and easy for people to move around?

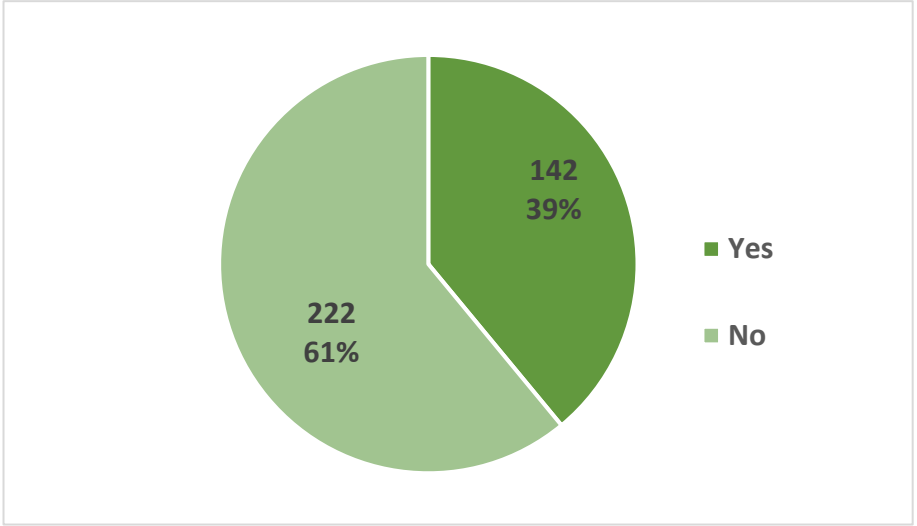
All respondents – Tay Street Link

Do you think this route is safe and easy for adults to move around on foot, in a wheelchair, or with pushchairs?



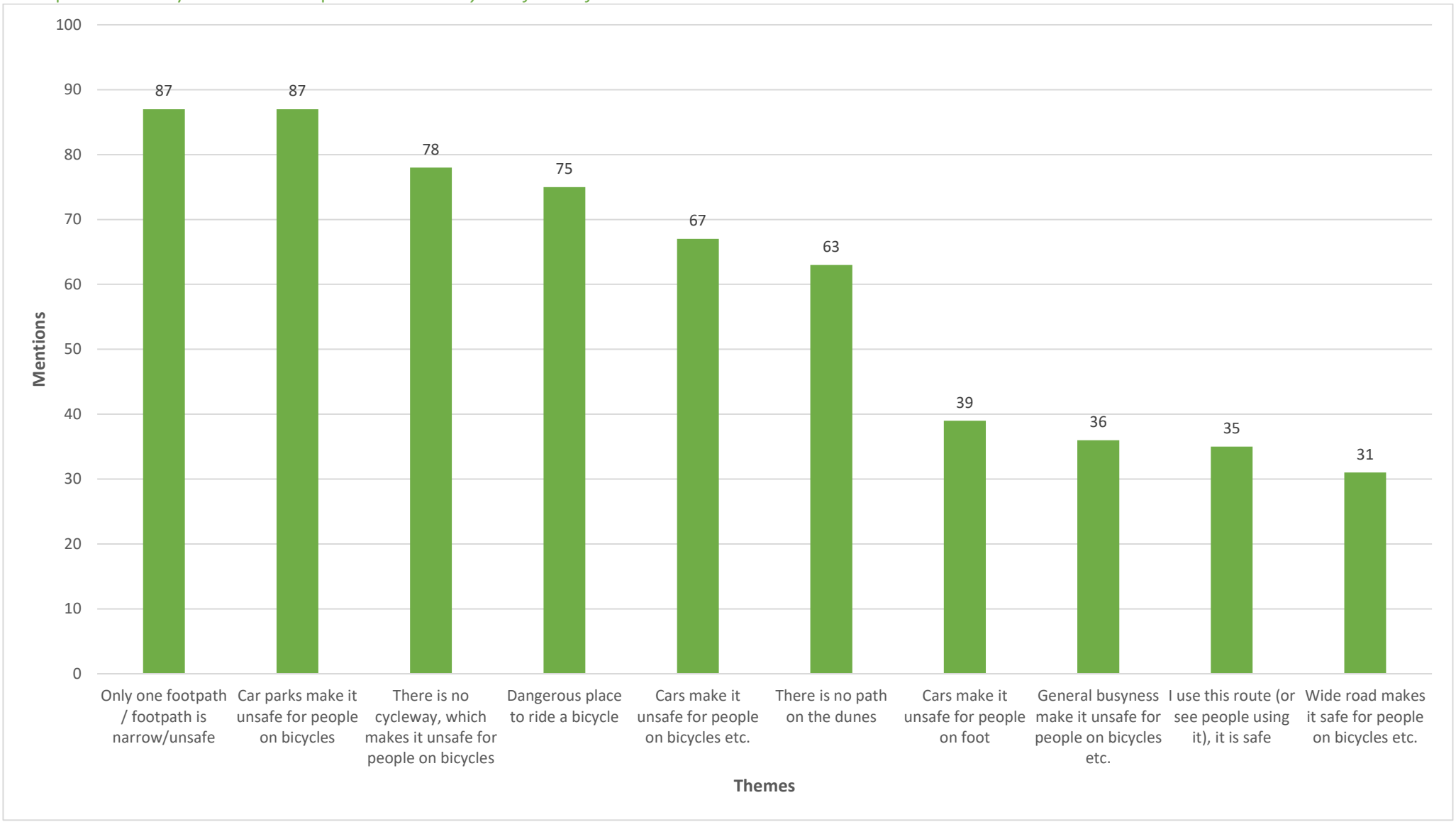
All respondents – Tay Street Link

Do you think this route is safe and easy for adults to move around on a bike, scooter, skateboard, or other mobility-aid device?

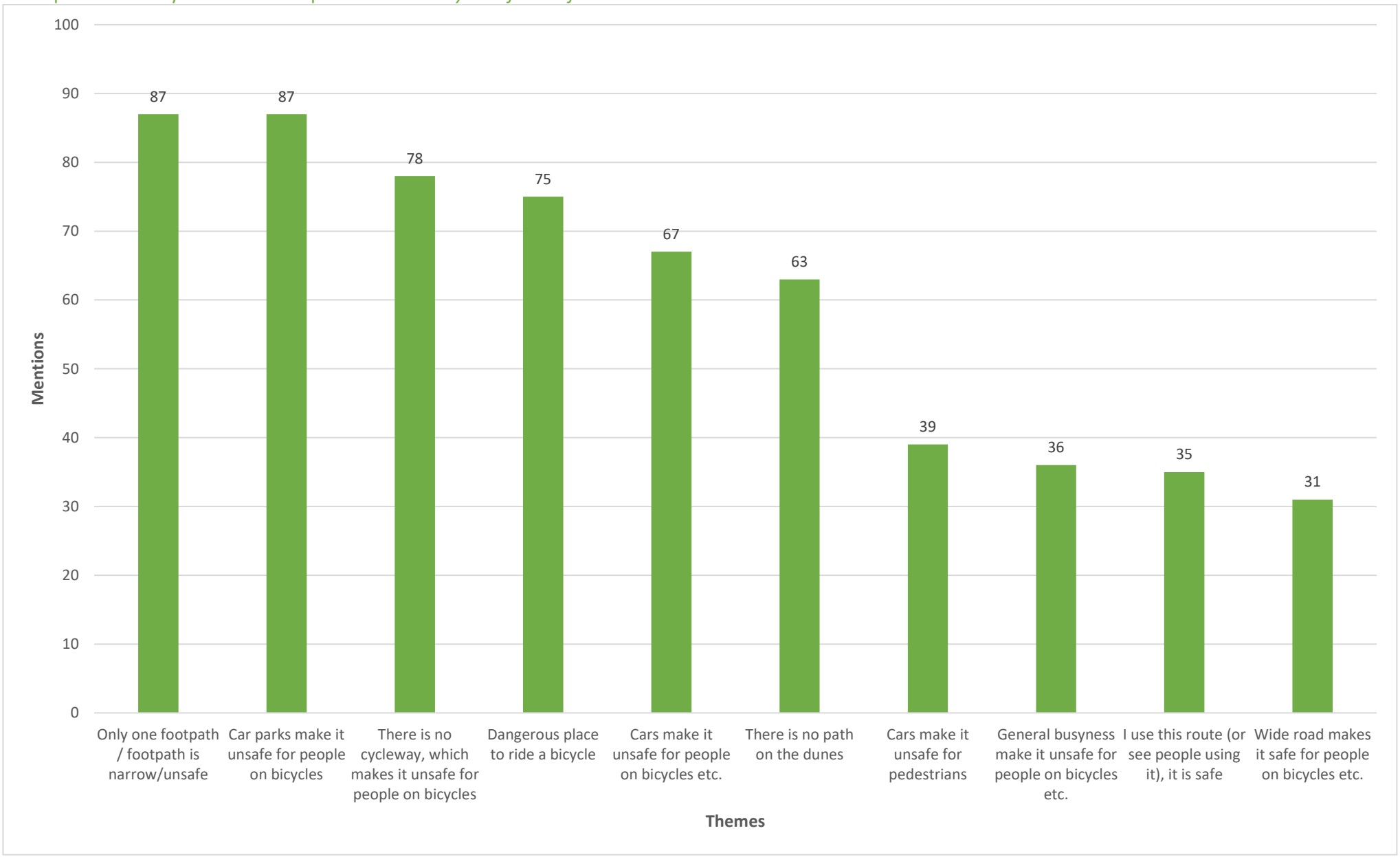


Question – Why do you think it is safe or unsafe for pedestrians and people on bikes etc?

All respondents – Tay Street Link – Top 10 themes - *Why unsafe or safe FOR ADULTS?*



All respondents – Tay Street Link – Top 10 themes - *Why unsafe or safe FOR KIDS?*



Feedback theme	Main points
	General
I use this route (or see people using it), it is safe *Mentions 35* *Mentions kids 23*	• I use this route it is safe. • I cycle with my kids along this route. • I have seen kids riding safely along this route. • Kids are capable of safely cycling in cycle lane. • There is a cycle lane for kids to use.
I know or see **kids** who use this route, it is unsafe *Mentions kids 13*	• Route/ current cycle options are dangerous for kids. • Bikes, electric scooters, and skateboards go too fast.
Kids are more vulnerable and/or unpredictable than adults (unsafe) *Mentions kids 28*	• Unsafe for kids to be riding on the road. • Beach side position of cycle lane is not suitable for kids to use, with the angled carparks. • Kids are unpredictable. • Kids on bikes are harder to see. • Kids don't tend to bike on the road. • Road is difficult to skate on or across.
Kids should be supervised, which will keep them safe *Mentions kids 8*	• Kids should have adult supervision making sure they are safe. • If a child is with an adult then they can cycle in the cycle lane. • Kids should not be riding on the road.
There isn't a significant accident history along this route (safe) *Mentions adults 2* *Mentions kids 3*	• There are very few accidents.
	People on bicycles, scooters etc.
There is no cycleway, which makes it unsafe for people on bicycles *Mentions adults 78*	• No designated separate cycleway, this makes it unsafe. • Current cycle lanes are poorly marked. • No cycleway on beach side, it needs one. • Boardwalk doesn't extend down to Tay St. • Other modes (runners, skateboards, prams) use the road / cycle lane which makes it more dangerous for all users.

Feedback theme	Main points
Cars make it unsafe for people on bicycles etc. *Mentions adults 78* *Mentions kids 67*	• Too much traffic makes it unsafe. • Cars travel too fast (due to wide road). • Inattentive drivers make it unsafe for people on bicycles (e.g. generally inattentive, not indicating, looking for car parks). • Difficult to see cars coming out of side streets. • Area is extra busy in summertime with more beach goers and visitors. • Cars make crossing the road difficult.
Car parks make it unsafe for people on bicycles *Mentions adults 87* *Mentions kids 71*	• Angled car parks are unsafe as cars back into people on bicycles using the road. • Car parks narrow the road making it unsafe. • Parked cars obscure visibility at intersections. • Cars entering and exiting car parks on both sides of the road make it unsafe for other road users. • Parked car doors opening into cycling space make it unsafe for people on bicycles. • Oversized vehicles block bicycle lane.
Already adequate provisions for bikes (safe) *Mentions adults 21*	• This area has a bike lane on beach side. • This areas bike lane is a good width. • Cycling in this area is already easy.
Dangerous place to ride a bicycle (unsafe) *Mentions adults 75* *Mentions kids 33*	• Generally unsafe to ride a bicycle. • One of the most dangerous places in The Mount to ride a bicycle. • Angled parking makes road dangerous for people on bicycles. • Concealed exits and t-intersections are dangerous. • Painted lines for cycles disappear along route. • Drivers are distracted and do not see people on bicycles. • Cyclists are forced out into traffic when cars block cycle lane. • People accessing their boot block the cycle lane. • Very dangerous for bikes in peak season.
General busyness makes it unsafe for people on bicycles etc. *Mentions adults 36* *Mentions kids 25*	• Area is busy which makes it unsafe for people on bikes etc. • Area is less safe in summertime.
Wide road makes it safe for people on bicycles etc. *Mentions adults 31* *Mentions kids 19*	• Wide road means there is plenty of room for people on bicycles etc. • Wide road allows people to access their car boots safely. • Cycling is only a problem when cyclists ride two or more abreast.

Feedback theme	Main points
Wide road makes it unsafe for people on bicycles etc. *Mentions adults 9* *Mentions kids 2*	• Wide road means cars travel to fast. • Wide road means cyclists ride 2 or 3 abreast and are in the way of cars. • Wide road means skaters use it.
Slow traffic speeds make it safe for people on bicycles etc. *Mentions adults 8* *Mentions kids 4*	• Vehicles travel slowly through this area, which makes its safe. • Slower speed limit makes it safe. • Current speed restriction is appropriate.
Narrow road (limited room) makes it unsafe for people on bicycles etc. *Mention adults 6* *Mentions kids 6*	• Lack of space on the road makes it unsafe for people on bicycles etc. • Road is narrow around Tay Street due to pedestrian crossing and right turn lane. • Road narrows at pedestrian refuges making cycle lane dangerous to use. • Cycling too close to parked cars and opening doors. • Where road narrows for pedestrian refuges it is difficult to cycle.
Not much traffic makes it safe for people on bicycles etc. *Mentions 5* *Mentions kids 4*	• Not much traffic on this street so it is safe for people on bicycles etc. • Route is only busy in summer, quiet otherwise.
Not safe, legal, or socially acceptable to cycle on footpath *Mentions adults 2*	• Bikes and scooters should not be on the footpath they are a danger to pedestrians.
Pedestrians	
Only one footpath / footpath is narrow/ unsafe *Mentions adults 87* *Mentions kids 75*	• Footpath is too narrow. • Footpath is too narrow for wheelchairs/prams etc to pass without going on road. • Footpath has too many driveways with many houses where cars back across footpath. • Frequent side roads are too wide and unsafe to cross. • Footpath is unsafe for people in wheelchairs. • Area between Sutherland Avenue and Cutter Cove is too narrow. • Footpath is poor quality and a trip hazard in places. • Footpath is too narrow for people to pass eachother (wheelchairs, prams etc).
There is no path on the dunes (unsafe) *Mentions adults 63* *Mentions kids 46*	• Pedestrians, runners and other modes are not catered for on seaward side of Tay STreet link route. • Walkers, runners and skateboards all use cycle lane in the road. • Other modes on the road are a danger to cyclists and they are at risk of being hit by cars.

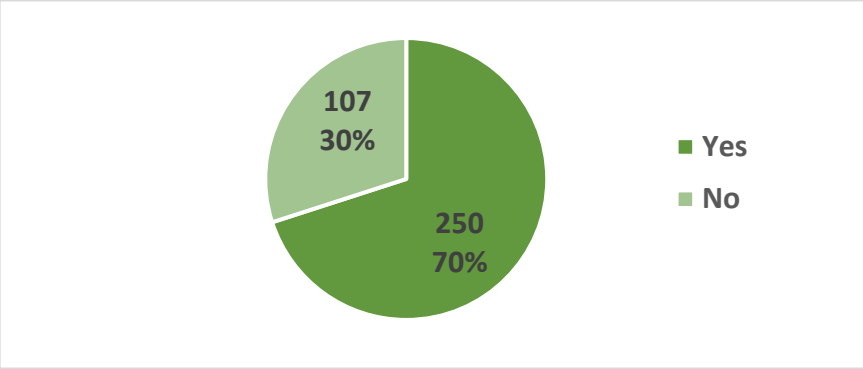
Feedback theme	Main points
	• Pushchairs and wheelchairs are difficult to use on the grassy dune so need to use narrow west side path. • Beach side berm is getting goat tracks from different access points.
Cars make it unsafe for pedestrians *Mentions adults 39*	• Too much traffic. • Cars are travelling too fast. • Cars make it difficult to cross Marine Parade to the beach. • Footpath narrow so pedestrians need to take road to pass each other. • Cars do not see pedestrians.
Footpath provides a safe path for pedestrians *Mentions adults 24* *Mentions kids 13*	• Footpath provides a safe path for pedestrians. • Plenty of footpath space. • Current footpath is adequate. • People can walk on the dunes.
Not safe to cross the road for pedestrians *Mentions adults 24* *Mentions kids 31*	• Not enough pedestrian crossings. • Traffic drives fast which makes crossing road difficult. • Side roads need pedestrian crossings in absence of a path along bech with no side streets. • Pedestrian crossings near t-intersections are dangerous. • Kerbs drop dramatically. • Visibility of people crossing the road is poor due to parked cars, cars entering/exiting car parks, and/or traffic. • Road is too wide making it unsafe to cross. • Road is generally unsafe for pedestrians. • Road is unsafe for pedestrians due to cars/amount of traffic. • Car drivers are not considerate of other road users. • Lighting of pedestrian crossings is poor at night time. • Pedestrian refuges do not make crossing safe. • Pedestrian crossing for primary school students needed on Tay St. • Sutherland Ave area is difficult to cross at, need a pedestrian crossing. • Install something to block people from Jaywalking instead of using crossing.
Footpaths provide a safe path for all users *Mentions adults 20* *Mentions kids 17*	• Footpaths provide a safe path for all users. • In this area children are only safe on the footpath. • Scooters and skateboards can use the footpath.

Feedback theme	Main points
Pedestrian crossings make it safe to cross the road *Mention adults 8* *Mentions kids 7*	• There are pedestrian crossings, people should use these. • Pedestrian crossing by Tay Street is excellent.
Traffic and parking	
Side streets and driveways on to Marine Parade make it unsafe for people on bikes etc. *Mentions adults 14* *Mentions kids 21*	• Side streets make it less safe. • Many driveways make the footpath unsafe for cyclists. • Cars reverse out of driveways and do not see cyclists. • T intersections have less visibility due to closely parked cars. • Turning out of Tay St onto Marine Parade is dangerous.
Angled parking makes it easier for cars to back out *Mentions adults 4*	• Angeled parks do not hinder traffic flow.

Question – Should we trial improvements on this route?

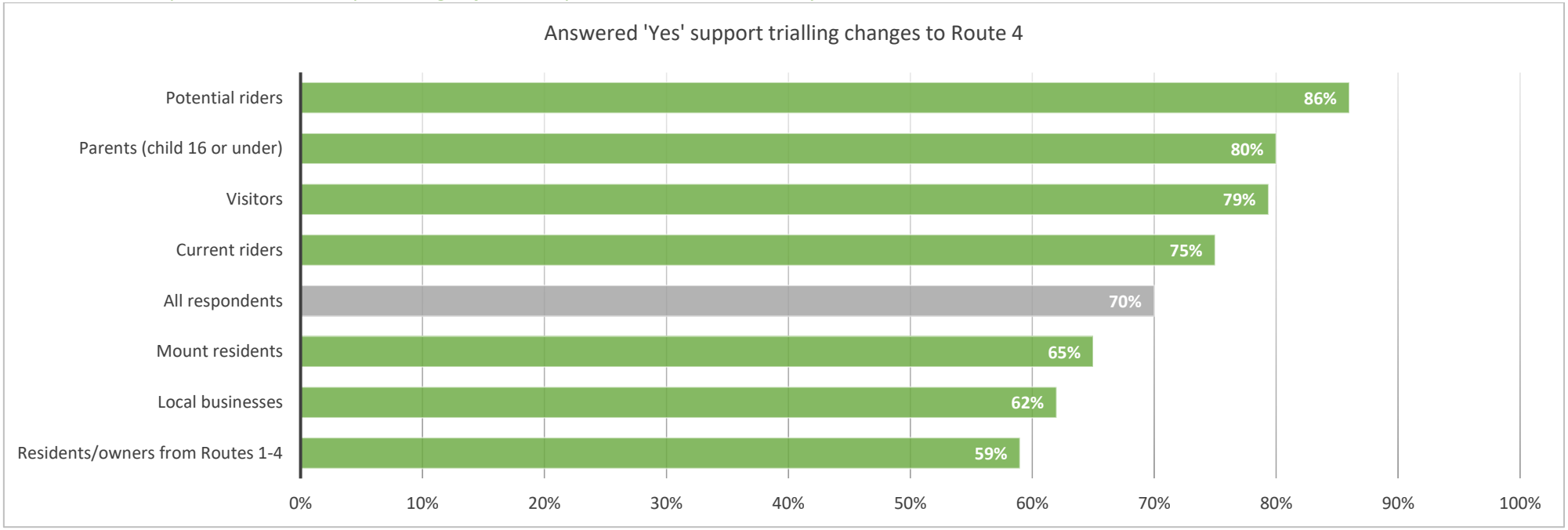
All respondents – Tay Street Link

Should we trial improvements?



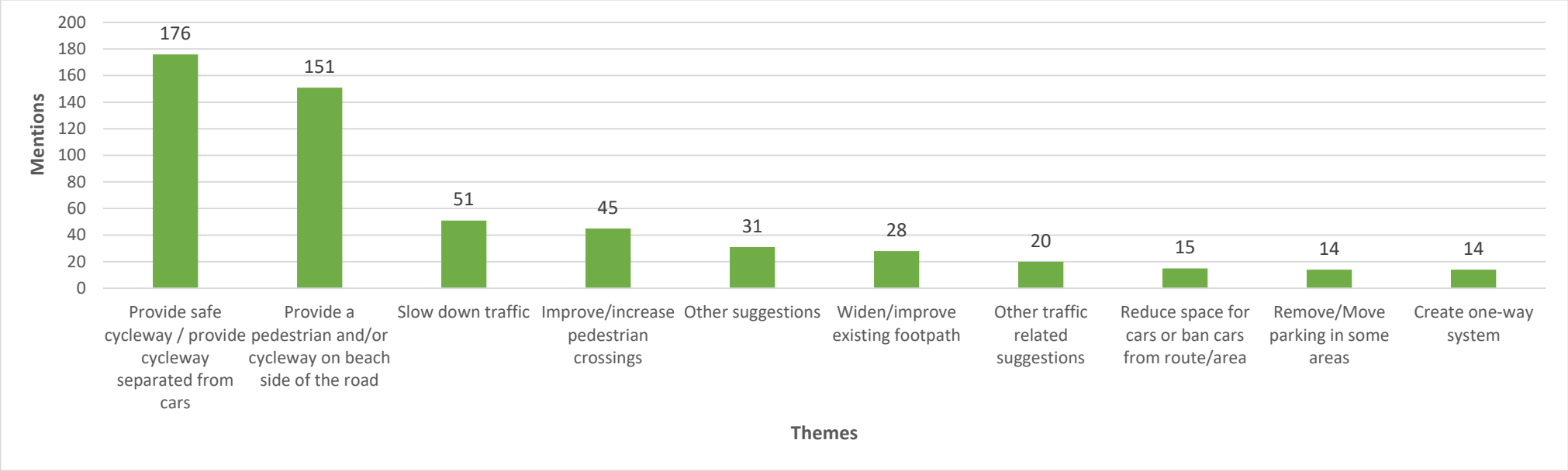
Respondent subsets

Should we trial improvements? What percentage of each respondent subset answered yes?



Question - What changes would you like to see to these streets to make them safer and easier to move around?

All respondents – Tay Street Link – Top 10 themes - *Things to change*



All respondents – Tay Street Link – All themes – *Things to change*

Feedback theme	Main points
	People on bicycles, scooters etc.
Provide safe cycleway / provide cycleway separated from cars *Mentions 176*	• Cycleway on beach side of the road. • Shared path on beach side of road. • Need to extend cycleway. • Cycle lane needs to be bigger. • Make the road only for cars. • Cycleway should be physically separated from traffic. • Cycleway should be nice and wide for multiple bikes to pass each other. • Cycleway should be between parked cars and kerb on beach side with a low kerb between parked cars. • Cycleway should be on residential side, no parking on residential side. • Begin cycleway at Crossroads roundabout (Tweed St).

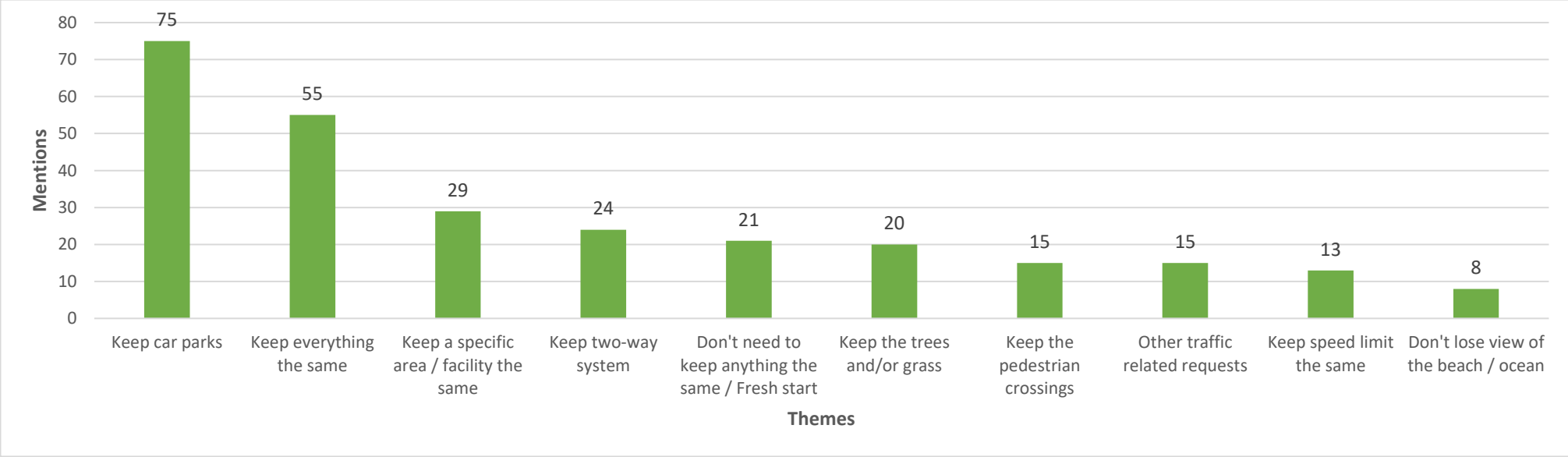
Feedback theme	Main points
Provide a pedestrian and/or cycleway on beach side of the road *Mentions 151*	• Make it a shared path. • Separate pedestrians and people on bikes. • Make it a pedestrian only path. • Path at dune level separated from traffic. • On beach side of parked cars. • Continue boardwalk to Tay Street. • Continue boardwalk to Ocean Beach Rd. • Continue boardwalk to Omanu. • Make path concrete.
Traffic and parking	
Create one-way system *Mentions 14*	• Provide a one-way system. • One-way system will leave more room for additional parking. • Provides plenty of room for dedicated cycleway. • Will reduce traffic congestion. • Start one way system at Tay St.
Reduce space for cars or ban cars from route/area *Mentions 15*	• Prohibit general car access. • Less vehicles. • Cars are allocated too much of the road in this area. • Make walking and cycling only in this area. • Reduce space allocated to cars (narrow the road). • Narrowing road will reduce speeding. • Ban cars during summer. • Do not allow heavy vehicles.
Other traffic related suggestions *Mentions 20*	• Address visibility issue at Tay St/Marine Parade intersection. • Ban bikes, skateboards etc from footpath. • On-road cycleway needs better marking and/or green paint/ neon paint. • Remove buses off Marine Parade. • Please don't do the works during peak season. • Traffic lights on Tay St intersection.

Feedback theme	Main points
	• Roundabout on Tay St Intersection. • Adjust centre line closer to beach.
Slow down traffic *Mentions 51*	• Reduce traffic speeds. • Reduce traffic speeds in busy times of year (summer peak season, weekends). • 50km is too fast and cars travel faster still. • Lower the speed limit to 30km/hr from Tay St to Mauao. • Provide speed humps. • Put speedhumps around crossing areas. • Install median islands to slow traffic. • Narrow the road.
Remove/move parking in some areas *Mentions 14*	• Don't allow cars to park so close to intersection of Tay St (to improve visibility). • Remove the angle parking to create a cycleway. • Move all parking to houses sides of road and add pedestrian access to beach side. • Only have beach side parking. • Remove parking from one side of the road. • Remove the parallel parking.
Pedestrians	
Improve/increase pedestrian crossings *Mentions 45*	• Provide more pedestrian crossings. • There is only one pedestrian crossing on this part of Marine Parade. • Put a pedestrian crossing at Sutherland Ave. • Have additional pedestrian crossings in summertime. • Pedestrian refuges are needed, like Ocean Beach Rd. • Align new pedestrian crossings with beach accesses. • Raise zebra pedestrian crossings. • Narrow the road at sideroads to make it easier for pedestrians to cross. • Put pedestrian crossings on Tay St. • Improve visibility at pedestrian crossings. • Provide lights for pedestrians to press to warn cars they are about to cross.

Feedback theme	Main points
Widen/improve existing footpath *Mentions 28*	• Widen existing footpath. • Widen footpath so it can be shared with multiple modes.
	Other suggestions
Other suggestions *Mentions 31*	• Provide a central median for cycles to wait in when turning into properties and side streets. • Spray the Onehunga weed. • Encourage food carts to this end of beach. • Plant more trees. • A pump track. • More seats. • Install more CCTV for safety at night. • More drinking stations. • Request for playgrounds along beach. • Exercise equipment. • Wayfinding signage for people on bicycles. • Make any boardwalk concrete. • Ensure it is part of a wider plans for whole peninsula. • Area needs shade. • Picnic tables at Tay St. • A train/tram system on beachside. • Fix street lights. • Add hedges between path and road by Tay Street shop and café.

Question - Is there anything about the streets you want kept the same?

All respondents – Tay Street Link – Top 10 themes - *Keep the same*



All respondents – Tay Street Link – All themes – *Keep the same*

Feedback theme	Main points
	General
Keep everything the same *Mentions 55*	• Don’t change anything. • It is fine as it is.
Keep a specific area/facility the same *Mentions 29*	• Don't change the beach / dunes. • Don't change the road. • Keep current cycle lane. • Keep toilets. • Keep BBQ. • Keep picnic tables.
Don’t need to keep anything the same / fresh start *Mentions 21*	• Don’t need to keep anything the same.

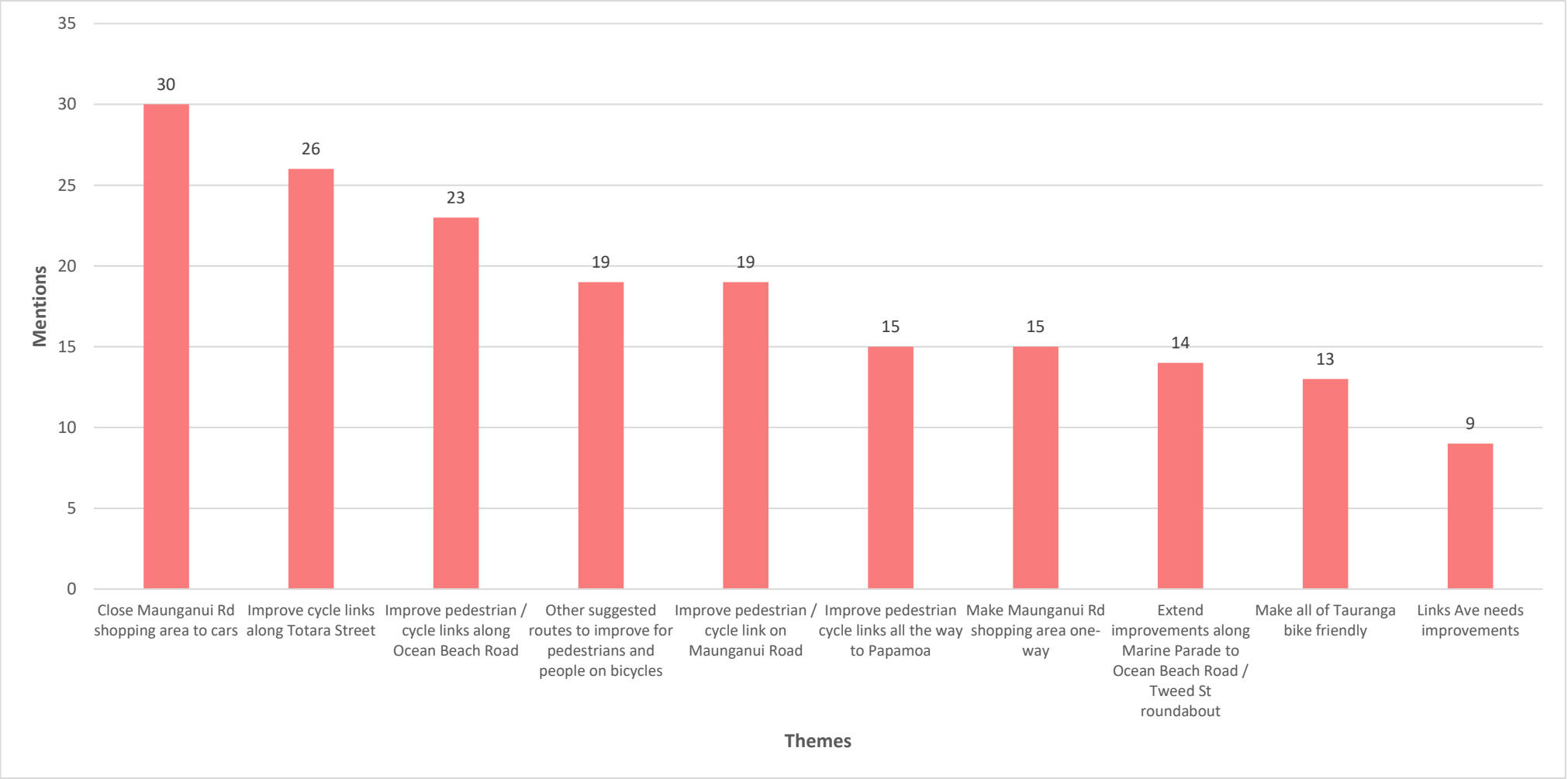
Feedback theme	Main points
	Traffic and parking
Keep car parks *Mentions 75*	• Keep car parks. • The carparks are all needed come summertime. • More carparks are needed, not less. • Keep angled parking, but only if cars do not need to cross the cycleway to access car parking. • Keep angled parking. • Recent removal of carparks on Marine Parade for bus stops will displace many beachgoers cars come summertime. • Move all parking to houses sides of road and add pedestrian path to beach side.
Keep two-way system *Mentions 24*	• Keep two-way system.
Keep the speed limit the same *Mentions 13*	• Keep speed limit the same.
Other traffic related requests *Mentions 15*	• Keep the road width the same. • Keep the smooth road surface. • Keep the cycle lanes. • Keep parking free.
	Pedestrians
Keep the pedestrian crossings *Mentions 15*	• Keep the pedestrian crossings. • Add more if anything.
	Greenery and scenery
Keep the trees and/or grass *Mentions 20*	• Keep the trees. • Need the shade. • Keep the grass. • Keep the dunes the same.
Don’t lose view of the beach / ocean *Mentions 6*	• Don’t lose views of the beach / ocean.

Other routes suggested for improvements

Number of respondents = 270

Question – Are there any other streets where you would like us to trial improvements that make it more inclusive? If so, please explain?

All respondents – Top 10 themes – Other routes



All respondents – All themes – *Other routes*

Feedback theme	Main points
Changes to Maunganui Rd	
Close Maunganui Rd shopping area to cars *Mentions 30*	• Close this stretch every Sunday. • Close this stretch on the weekends. • Close this stretch in the evenings (use Bollards to do it). • Fumes are a put off to those dining on footpaths. • Pedestrian only between Banks Avenue and Pacific Avenue. • Pedestrian only Banks Ave to Mauao (Adams Ave). • Would allow markets and events. • Create dining areas and ambience. • Road serves little purpose. • Close it during events. • Remove carparks. • Relocate “Our Place” containers to Maunganui Rd shopping area.
Make Maunganui Rd shopping area one-way *Mentions 14*	• From Mauao through the shopping centre. • One-way would allow more footpath space, more eating/dining space and more parking (angled parking). • One way with angle parking.
Close main shopping street to heavy vehicles during day *Mentions 2*	• Open road for deliveries before 10am or after 10pm. • Open road for deliveries between 7pm and 6am.
Improve pedestrian / cycle link on Maunganui Road *Mentions 16*	• Cycleway from Salisbury Avenue to Blake Park. • Cycleway from Blake Park to Mauao. • Carry on enhancements from Grove Street northwards. • Current pedestrian crossings are dangerous. • Need safe crossing for Mount Primary. • Frequent near misses by library pedestrian crossing. • Reduce speed limit on Maunganui Rd. • Plenty of bike parking. • Mixed use from Banks to Pacific Ave, 30km cobbled street. • Pave Street and make speed limit 10km/h.

Feedback theme	Main points
Other Mount Maunganui roads need changes	
Improve cycle links along Totara Street *Mentions 26*	• Currently a dangerous passageway for cyclists. • Very popular route with cyclists commuting. • Make a cycleway off road by using Port of Tauranga Land.
Other suggested routes to improve for pedestrians and people on bicycles *Mentions 19*	• Consider all streets north of Banks/Salisbury Avenue. • Consider Coronation Park/Nikau etc. • Pedestrian and cycle loop: Blake Park, Tay Street, Marine Parade, Main Beach, The Mall, Maunganui Road, Blake Park. • Matai St, only 1 sided footpath. • Use Victoria St for pedestrians and cyclists as it is already wide. • Tui St needs pedestrian crossing. • Don't allow bikes north of Pacific Ave, people should walk to Mauao from there, bike parking. • Remove dangerous pedestrian crossings by roundabouts, Mt hotpools, Coronation Park by roundabout. • May St needs wider path. • Rita St needs footpath on both sides and is over run by parking. • Deter cyclists from using Banks and Salisbury by making Grace Ave and into Mount Drury accessible for cycles by a path. • Cycle lane from Marine parade is not on Adams Ave so currently no safe link. • Pedestrian crossing at Ranch Rd and Tui Rd for students coming to school.
Link Nikau Cres to Salisbury Ave behind Coronation park *Mentions 6*	• Nikau Rd and Salisbury Ave should connect behind/through Coronation park.
Improvements required to Rata Street *Mentions 3*	• Traffic flow management is needed when this area is busy. • Provide more car parking. • Introduce a cycleway that directs cyclists down Rata.
Ocean view Rd between Banks and Grove Avenues is dangerous *Mentions 5*	• Numerous pets run over. • Pedestrians hit. • Needs traffic calming. • Cars park on both sides and make it one way. • No room for mobility scooters. • Remove parking from one side.

Feedback theme	Main points
Improve cycle links along Hewletts Rd *Mentions 4*	• Hewletts Rd needs improvements for pedestrians and cyclists. • Hewletts Rd provides a link for cyclists from Tauranga to the beaches.
Make links between Pilot Bay and Main Beach prominent *Mentions 3*	• Encourage pedestrians and cyclists to use Grace Ave. • Encourage pedestrians and cyclists to use Pacific Ave. • Direct pedestrians and cyclists from Pilot Bay to Beach via Mt Drury.
Improve pedestrian/cycle links along Tay Street *Mentions 3*	• Improve Tay Street for cyclists. • Put a pedestrian crossing from Tay Street to Blake Park.
Clyde Street needs improvements *Mentions 2*	• Move bus stop away from intersection where it takes up 4 parks. • Provide more defined parking for sport players to park in to maximise parking.
Tweed St needs improvements *Mentions 1*	• Needs traffic calming, cars speed
Extend improvements along Marine Parade / Ocean Beach Road	
Improve pedestrian / cycle links along Ocean Beach Road *Mentions 23*	• Improve pedestrian cycle links along the entire Ocean Beach Road. • Improve links to Omanu first. • Link cycling to Girven Rd. • Cyclists use footpaths and endanger pedestrians. • Put the cycle lane inside the parking instead of on the outer side behind parks. • More pedestrian crossings to playgrounds on Ocean Beach Rd. • Pedestrian crossing at Tweed Street end for students. • Remove parking in peak times to allow children safe passage to local schools.
Extend improvements along Marine Parade to Ocean Beach Road / Tweed St roundabout *Mentions 14*	• Extend pedestrian and cycle links all the way to Crossroads at Tweed St. • Reduce vehicle speeds. • Improve pedestrian crossings. • Extending the improvements this bit further would benefit a lot more people.
Address issues in Omanu area	
Links Ave needs improvements *Mentions 9*	• Currently unsafe for children. • 2000+ school children in the area every day.

Feedback theme	Main points
	• Footpath too narrow. • Needs 2 lanes for traffic turning onto Golf Rd, cars already do it. • Cycleway needed Links Avenue, Golf Road and along Maunganui road from the Bayfair roundabout to the Golf road roundabout. • Buses are too big for Links Ave intersection with Concord Ave, the area is still unsafe for cyclists and needs to be addressed. • Instead of cycling on Links Ave, put cycle path on the golf course edge, off the road. • Remove bus lane and give the space to a large shared path. • Area between Ascot and Golf Rd the most dangerous.
Improve pedestrian/cycling links to Golf Road for college and intermediate students *Mentions 5*	• If extended to Golf Rd, students can participate in trial. • Will provide safe passage to the schools. • Golf Road is hard to cross.
Extend to and include Bayfair and pedestrian and cycling improvements *Mentions 3*	• Get people safely to Bayfair. • Extend improvements from Mount to Bayfair for cyclists and pedestrians. • Progress the Bayfair underpass.
Wider area improvements	
Papamoa Beach needs attention *Mentions 3*	• A cycle lane along beach in Papamoa to get children safely to schools. • Encourage bike use in Papamoa, Mount roads are already fine. • Provisions for cyclists along Gloucester Rd.
Improve pedestrian cycle links all the way to Papamoa *Mentions 15*	• Improve pedestrian cycle links all the way to Papamoa. • Links to Papamoa shopping areas. • Make Papamoa more of a destination as an alternative to the Mount for beach goers.
Make all of Tauranga bike friendly *Mentions 13*	• Local cyclelanes have tendancy to start and end abruptly, need to be continuous. • A connected network, Mount, Tauranga and Papamoa. • Link Mount to Welcome Bay. • Link Mount to Down town Tauranga.
Request for trams, light rail etc *Mentions 5*	• Tram, cable car or bus line from Totara St to Adams Ave, down Pilots Bay, up Maunganui Rd.

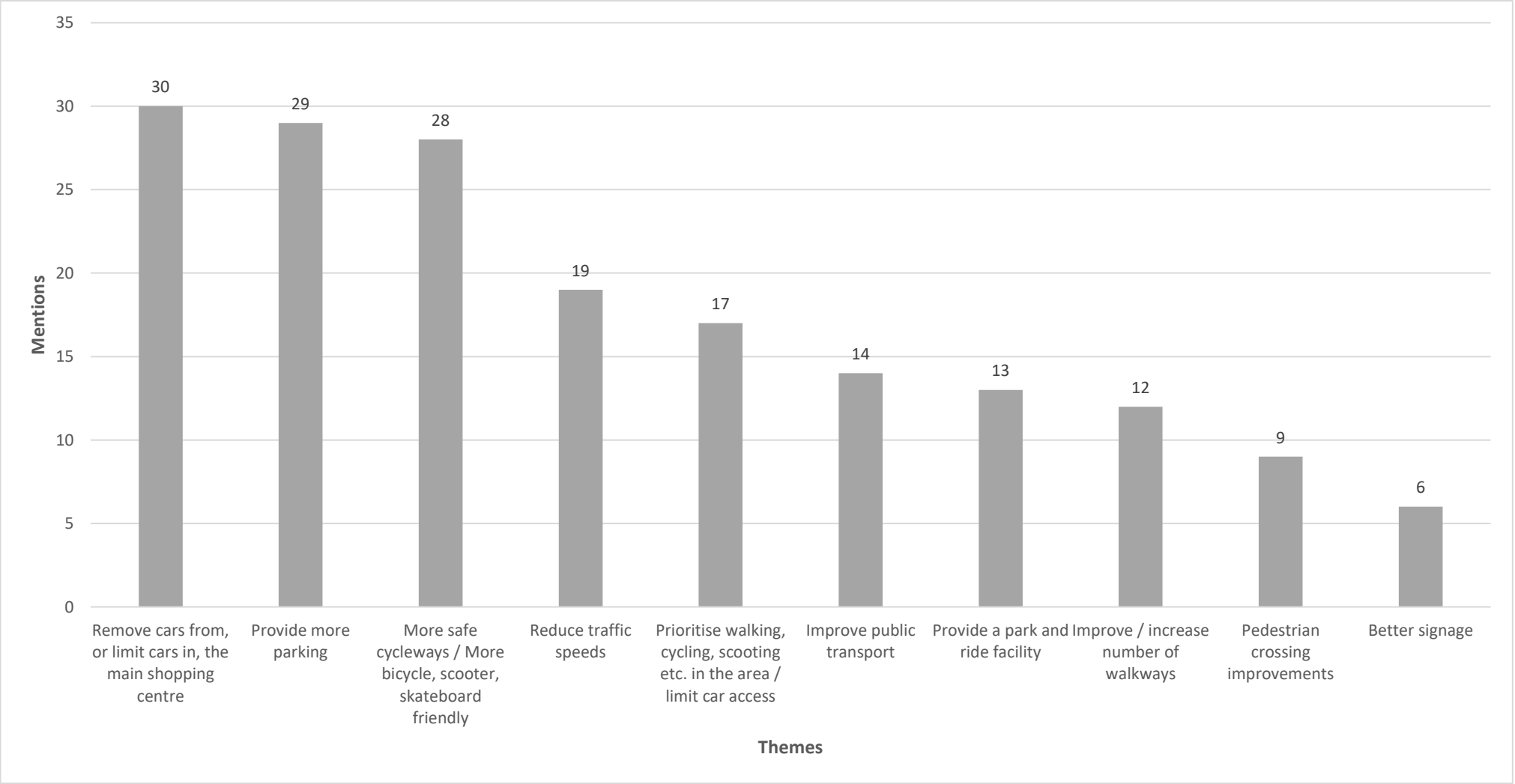
Feedback theme	Main points
Other	
Good Point Other *Mentions 7*	• Cyclists on footpaths are dangerous to pedestrians. • Cyclists should be banned from cycling on footpaths. • Don't take away left turn lane to Northern Port gate for a few cyclists, it causes traffic congestion.

Other ideas

Number of respondents = 279

Question – Do you have any other ideas on how we can make The Mount streets safe and easy to move around for everyone?

All respondents – Top 10 themes – *Other ideas*



Feedback theme	Main points
Greenery, street furniture, and signage	
Suggested changes to the streetscapes in the area *Mentions 4*	• Shade trees/More trees. • Feature lighting. • Seating. • Artwork. • Lockers.
Better signage *Mentions 6*	• Better signage of which paths different transport modes can use. • Introduce signage warning motorists to watch for pedestrians and people on bicycles. • Signage to stop people parking on berms.
Traffic and parking	
Remove cars from/or limit cars in, the main shopping centre *Mentions 30*	• Remove on Sundays. • Make part of main shopping centre permanently traffic free. • Trial a one-way system through the main shopping centre. • Introduce a congestion toll.
Provide more parking *Mentions 29*	• Provide more parking south of Salisbury Avenue. • Parking building. • Provide more off-street parking, while removing on-street parking. • Make a parking specific area. • More mobility parking.
Remove parking *Mentions 5*	• Remove all parking to encourage alternative access. • Remove parking from one side of Marine Parade.
Reduce traffic speeds *Mentions 19*	• 30km/hr on beach side roads. • 30km/hr south of Banks Ave. • Generally, slow the traffic. • Paint big dots on the road to slow traffic. • Enforce lower speed limits.

Feedback theme	Main points
Provide a park and ride facility *Mentions 13*	• On the edge of the Mount area. • Provide shuttles from park and ride to attractions in the area. • Provide more parking away from Mount area. • Provide year-round. • Increased promotion.
Introduce seasonal changes to the transport network *Mentions 1*	• Introduce seasonal changes for peak season (changes not specified).
Improve road network for general vehicles *Mentions 1*	• Reduce congestion at the Banks Avenue / Maunganui Road roundabout.
Don't allow commercial vehicles / food trucks to take up car parking *Mentions 1*	• Provide beach side huts for them to rent instead.
Better enforce and/or manage parking *Mentions 3*	• Better enforce parking. • Introduce paid parking to discourage car use.
Prioritise walking, cycling, scooting etc. in the area / limit car access *Mentions 17*	• Prioritise more space efficient modes of transport. • Prioritise healthier modes of transport. • Ban cars from certain areas e.g. north of Banks Avenue. • Widen footpaths.
People on bicycles, scooters etc.	
More safe cycleways/ More bicycle, scooter, skateboard friendly *Mentions 28*	• More cycleways. • More separated cycleways. • Beach side wide shared path to Tay Street. • Put cycleways between car parks and berm. • Connect to Totara Street cycleway. • Provide a cycleway along Ocean Beach Road, from Girven Road. • Widen cycle lanes.
Pedestrians	
Improve / increase number of walkways *Mentions 12*	• Beach side wide shared path to Tay Street. • Widen inland footpath on Marine Parade.

Feedback theme	Main points
	• Wider footpaths. • Smooth footpaths for skating and scooting.
Pedestrian crossing improvements *Mentions 9*	• Flashing lights on the road before crossings. • Warnings e.g. flashing lights on the road for cars approaching crossings. • More pedestrian crossings.
Remove pedestrian crossings *Mentions 1*	• Generally, reduce the number of pedestrian crossings.
Public transport	
Improve public transport *Mentions 14*	• Need better buses, current services are not attractive/practical. • Provide services around the area every 10 minutes. • Ferry from Tauranga. • Promote Public Transport. • Add trams. • Remove buses from main shopping area. • Lime scooters.

5. Where to next for this project?

Project decisions

Feedback shows that the majority of the submitters support the four proposed routes, so these have now been confirmed as the routes we are developing trials for. As a next step, TCC is continuing the design process for the trials and will seek public feedback in November 2020 on the design options developed for each route. The project decisions that have, and have not, been made are:

- ✓ That TCC will develop design options that could be implemented on a trial basis
- ? What the design options look like
- ? Whether the designs proceed to trial
- ? What designs will be trialled

Next steps

Aug-Sep 2020:	Public feedback round 1 (completed)
Sep-Oct 2020:	Develop design options for public feedback with the community design group.
Nov 2020:	Round two of community feedback: share design options and find out what the community thinks.
Dec 2020:	Subject to community feedback, finalise a design per route that can be set up as a trial.
Feb 2021:	Seek approval for trials from mayor and councillors.
Mar 2021:	Set up trials – if approved by mayor and councillors.
After Apr 2021:	Round three of community feedback: once the trials are set up, evaluate how the community feels about the changes.
Beyond Feb 2022:	Consider permanent solutions.

Appendix 1: Summary of workshops with local schools

During the public feedback period TCC held workshops with several local schools to hear what students had to say about the project. They visited the following schools:

- Omanu Primary School
- Arataki Primary School
- Mount Maunganui Primary School
- Mount Maunganui Intermediate
- Mount Maunganui College

At the workshops TCC staff found out how students use these streets, whether they feel safe, and their ideas to make these streets safer and more enjoyable for pedestrian, people on bicycles, scooters etc. Overall, students think these routes need improving. Their feedback has been incorporated into the wider public feedback, but some of their ideas and quotes are outlined below.

Ideas:

- Make the path/street wider
- Smoothen/flatten the pathway/curbs
- Make it more colourful – paint waves/polka dots/sharks on the street
- Make more room for bikers and scooters
- More crossings
- Flowers, planter boxes and trees
- Skateboard/scooter/cycle lane
- The boardwalk is too bumpy
- Slow cars down / reduce speed limit
- Take carparks out or move elsewhere
- Put more lights in
- Speed bumps
- Skate park
- Bike track
- BBQs/picnic tables and benches

Quotes:

"Make it more flat so roller skaters don't fall over on the bumpy bits because I've fallen over and it hurts really bad"

"Make bike lanes bigger, they are quite thin. It's scary being close to cars! And more crossings. Paint the ground with rainbow stripes or ice creams"

"I think when I bike to school, I feel slightly unsafe because the cars go very close to the bike track"

"I don't feel safe around the roundabout, we could add traffic lights or more lollipop poles. Add bike lanes but make them fatter because they are thin"

"More colours so it's something to look forward to and make it fun. Add more bike lanes! More picnic tables!"