



# **ATTACHMENTS MINUTES**

**Ordinary Council Meeting**

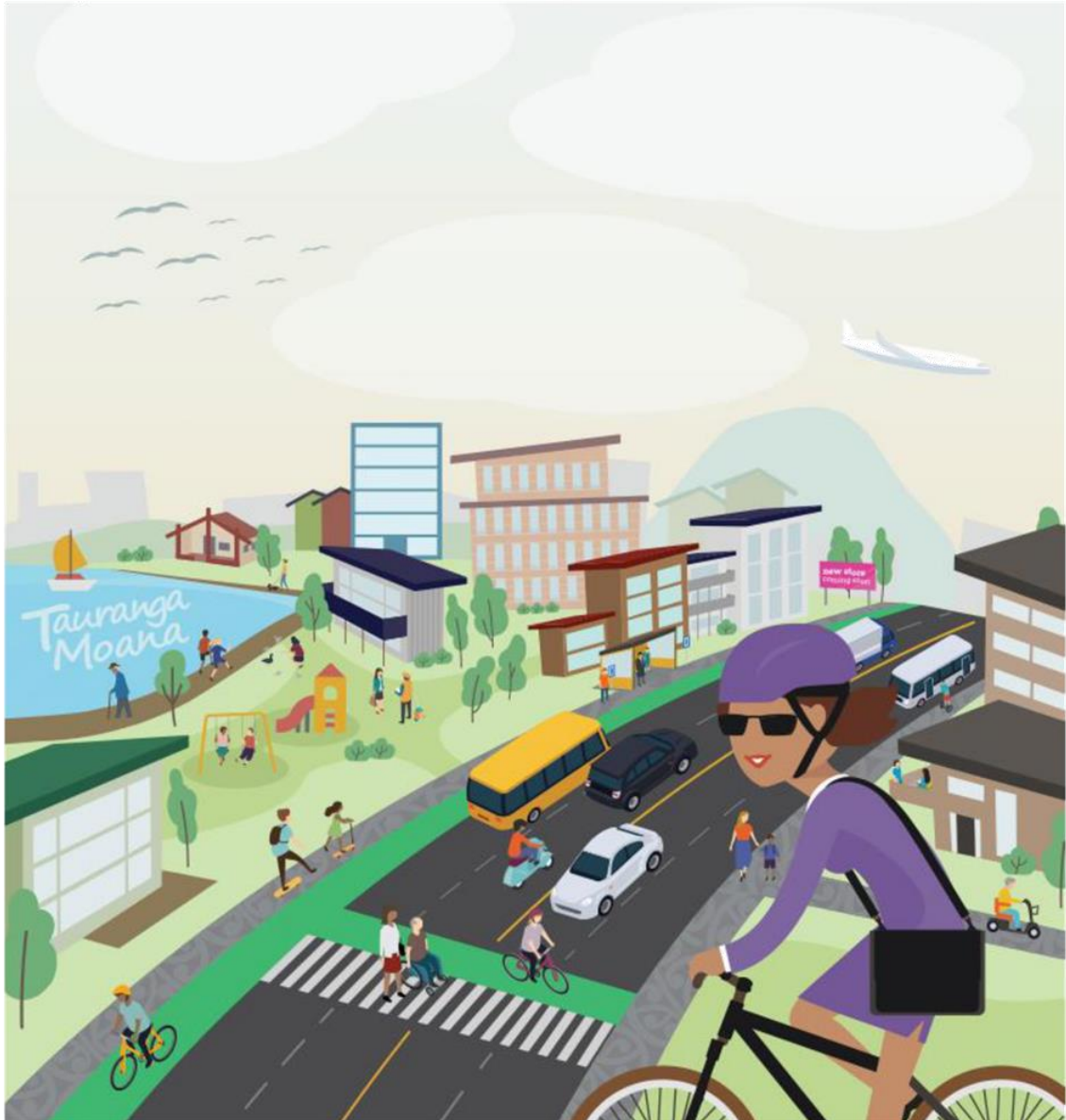
**Monday, 21 June 2021**



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# **Futureproofing Cameron Road – Stage 1 – Communications and Engagement Summary Report – December 2020**



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Futureproofing Cameron Road Stage 1 – Communicatons and Engagement Summary Report -  
December 2020



Rev	Date	Document Status	Update	Prepared by	Approved by
0	24/11/2020	First Draft		Clair Hill	-
1	27/01/2021	Draft	Proof reading, TCC formatting, standardising references, acronyms	Sarah Dove	Scott Williamson
2	19/02/2021	Final		Sarah Dove	Scott Williamson

28 January 2021

## Executive summary

This report provides a summary of the stakeholder engagement and consultation carried out for the Futureproofing Cameron Road Stage 1 between December 2018 and 31 December 2020 (as summarised by the timeline diagram overleaf). This report does not include a summary of any public consultation or engagement.

The changes proposed to Futureproof Cameron Road are in alignment with central government objectives to support growth, safety, alternate transport choices and create attractive public spaces for the community.

Over the course of the past two years, engagement and consultation has been with a variety of key stakeholders such as Cameron Road businesses, landowners, residents, schools (also known as the Cameron Road community) and also some diverse stakeholder groups who have been targeted due to their interest in Cameron Road.

This engagement and consultation has been held alongside project partners local hapū Ngai Tamarawaho, Ngati Tapu and Waka Kotahi NZ Transport Agency (Waka Kotahi) and Bay of Plenty Regional Council (BOPRC).

The project team have been completely transparent through the engagement and consultation process, continually providing information and opportunities for all stakeholders to provide feedback. These include: face-to-face meetings, open workshops with discussion time, webinars followed by question and answers, surveys/feedback forms and a project email address where all stakeholders can contact the project team. At nearly all workshops and webinars, there has been a wide range of expertise available to stakeholders to answer questions and provide more information, for example, BOPRC, Waka Kotahi, design engineers, planners and TCC accessible streets team.

The majority of feedback received has come from businesses and landowners who are most affected by the part-time bus lanes and loss of parking at peak times. Strong feedback has been received from a few stakeholders who represent 'transportation cyclists' who are more interested in journey time savings.

The significant amount of engagement over the past two years has enabled all stakeholders to be brought along on the journey and has provided a 'no surprises' approach. The project team has kept the focus on the need to 'Futureproof Cameron Road' to support the planned intensification through the Te Papa peninsula, along with our key project objectives always being at the forefront of the discussion.

This report is a summary of the views expressed during the consultation and engagement held with the CLG and key stakeholder groups and covers the period from December 2018 to December 2020, from pre-engagement to support a study to more formal engagement to inform preliminary design.

The following summarises the main themes of feedback:

- Majority of all stakeholders support the bi-directional cycle way on the eastern side of the corridor where there are schools and tertiary institutions.
- The University of Waikato, Tauranga Primary and Tauranga Boys College are all in favour of an eastern bi-directional cycle way, and as long as it is fully separated from pedestrians, cars and buses. It was also noted that from schools that there would need to be a strong educational focus on how to use the cycle ways.

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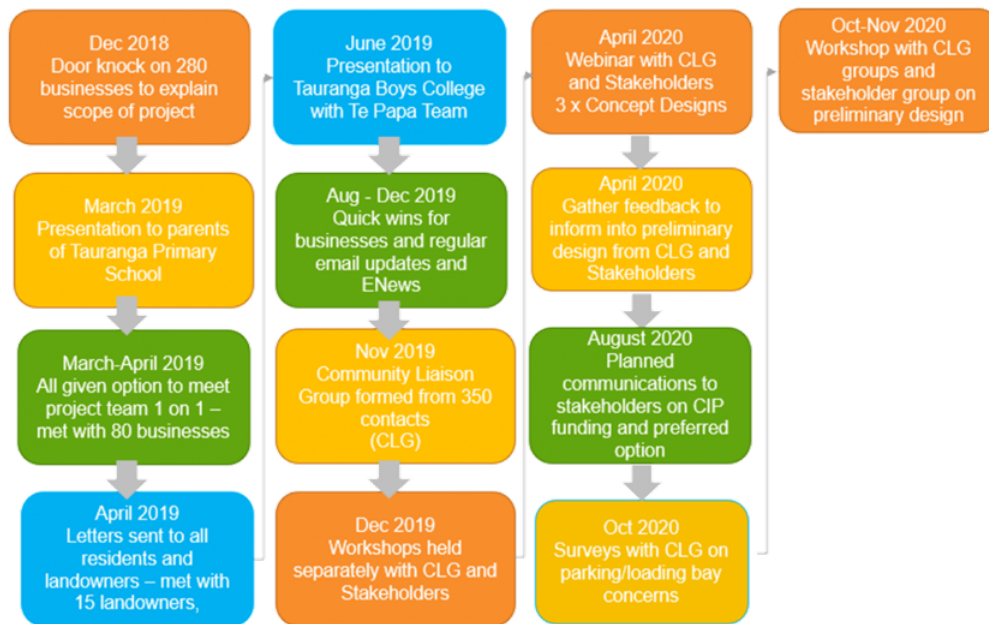
- Intersections should give priority to pedestrians, mobility device users and people on bikes to encourage a mode shift.
- All emergency services have concerns about requiring space to get their vehicles through traffic. The idea of bus lanes is very favourable and they would like to see them in place full time. The design would need to allow for emergency vehicles to utilise the median strip or at least allow enough lane width for these vehicles to be able to split the traffic.
- Much of the feedback centered on the resulting loss of car parking during peak part-time bus lanes. It has been clearly felt that these businesses and land owners (tenants) will be impacted and possibly will send some out of business. All CLG representatives have been advised that Council is willing to work with these businesses to change the layout in side street parking to shorter times to help support these businesses during the peak part-time bus clearway times.
- A few people suggested another option of introducing a T3 lane instead of a dedicated bus lane. This could be shared by buses, motorbikes, emergency vehicles and people in cars with three or more passengers, including the driver.
- A large proportion of businesses have existing parking for customers on site. Some businesses do not have any alternative parking other than what is on Cameron Road.
- A large number of stakeholders support and see the need for some road closures or LILOs to increase the safer turning movements of all users on and off Cameron Road.
- One stakeholder expressed grave concerns over the possibility of restricting turning movements at 6<sup>th</sup> Ave due to the amount of traffic utilising this intersection coming from the CBD, Tauranga Primary School parents and ambulances using 6<sup>th</sup> Ave to access medical centres. This feedback was taken on board by the project team, and a new controlled intersection has now been included into the preliminary design.
- The potential removal of trees along the centre of Cameron Road has had a mixed response from the businesses and stakeholders – the majority are in favour of greenery in the corridor, but this does not need to be down the median strip.
- Businesses are strongly in favour of park and ride facilities, which would support the bus network.
- There is still a lack of understanding from some stakeholders that there is a need to plan for the future as they do not yet see Tauranga at capacity. When buses are seen as empty, and money is being put towards infrastructure (separated cycle lanes), these decisions are being seen as support for the minority. However, keeping the two lanes of traffic in both directions has been fully supported by all.
- Some stakeholders are still not on board with the project and feel that they have not been listened to as the design outcome does not reflect what they want, which is to retain parking at all times.

The next phase of the project will be to continue to develop the design and prepare to start construction. The project team will continue to engage with project partners, stakeholders and the wider community as the project progresses.

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*Summary timeline of project stakeholder and community engagement end 2018 – end 2020:*



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## Our approach

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The engagement approach for Stage 1 improvements has been guided by an overarching and live Stakeholder Management/Engagement Plan. This plan provides a detailed base plan for continued engagement and consultation with project partners, stakeholder and information sharing with the community. It includes a detailed record of the actions that have been undertaken to date and will continue to be referred to by the project team as work progresses.

Tauranga City Council (TCC) engaged with stakeholders early to understand the concerns and needs of the community, so that all feedback could be considered as part of the decision-making process, where possible.

This allowed TCC to:

- seek comment, feedback, ideas and suggestions for consideration when making a decision on a matter that has not yet been determined;
- advise directly affected stakeholders of changes and/or proposals;
- build a database of interested and concerned community with whom to continue engagement with during the project's development and delivery.

The consultation and engagement approach is based on the principles and core values of International Association of Public Participation (IAP2). TCC used this spectrum to define levels of engagement at different phases of the project. This includes:

1. **Pre-engagement:** Develop relationships with the business, landowner, schools and residents on or directly facing Cameron Road.
2. **Involve:** Work with our project partners. Established a Community Liaison Group (CLG) and include stakeholders from sections along both sides of Cameron Road. Identified key stakeholder groups who are affected by change along Cameron Road. Established Mana Whenua representative relationships via the Te Papa peninsula project team.
3. **Inform:** Continued dialogue with all stakeholders to collaboratively develop options.
4. **Collaborate and inform:** Share and discuss preferred option with all stakeholders and continued to work with CLG through mitigation of concerns whilst considering feedback received.
5. **Engage and consult:** Continue to engage with all stakeholders and engage with the wider community informing them of the preferred design. Ensure there are elements of the design that could be consulted on and allowed for feedback, which was considered during detailed design.
6. **Engage and inform:** Maintain an ongoing dialogue with the community on the delivery of the preferred option and include how public feedback was included in our solution.

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Figure 1 IAP2 Public Participation spectrum

## IAP2'S PUBLIC PARTICIPATION SPECTRUM



The IAP2 Federation has developed the Spectrum to help groups define the public's role in any public participation process. The IAP2 Spectrum is quickly becoming an international standard.

INCREASING IMPACT ON THE DECISION 					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

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## Who are our stakeholders?

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### Project Partners

'Partners' in the context of Future Proofing Cameron Road Stage 1 are Waka Kotahi, BOPRC, and the local hapū (Ngai Tamarawaho and Ngāti Tapu).

Other project/organisation teams such as the Urban Form and Transport Initiative (UFTI), SmartGrowth, Accessible Streets, Tauranga Transport Plan and Te Papa Spatial Plan have also been liaised with.

Partner representatives, and representatives from various departments within these organisations have been engaged through workshops and meetings to exchange information, formulate solutions and assist in the decision making on the preferred options.

The project team is committed to continuing working with Waka Kotahi and BOPRC. Even though the single stage business case (SSBC) process was no longer mandatory, the desired outcome for Cameron Road from the Investment Logic Mapping (ILM) workshops to date, and the establishment of the key objectives of the project still remain the same, and will continue so through Stages 2 and 3 of this project.

Good relationships are being formed with Ngai Tamarawaho and Ngāti Tapu through regular hui. The project team have discussed how the project can best apply the design principles established through the Te Papa Spatial Framework. In December 2020, the design team met with hapū to introduce the detailed design team and began forming relationships with the hapū's local artists.

The project team will continue to engage with project partners as the project progresses.

### Cameron Road Community and CLG

Stage 1 includes a large number of local businesses, schools, landowners and residents (approximately 280); also known as the Cameron Road community. The project team want the local stakeholders involved for the duration of the project. A Community Liaison Group (CLG) was established in November 2019 following expressions of interest from this community. This channel will be available to the community during planning and early works phases of the project, right through to the construction phase.

The purpose of the CLG is to represent the Cameron Road community in collaboration with TCC. TCC recognises this group's local knowledge of the area, the social and community behaviours, the balance of agendas and desires of each unique area, and what each group considers important to the project outcome. A list of CLG members is located in Appendix A.

A charter agreement was set up for this group and is located in Appendix F.

### Key Stakeholder Group

The project team identified a large number of other key stakeholders that were considered to have a keen interest in Futureproofing Cameron Road. The project team are focused on ensuring these stakeholders represent the community that travel through this corridor in a variety of different ways. The project team have considered the lessons learnt through previous engagement projects in the area, and want to make sure the road users have a variety of stakeholder voices early on in the design, such as the Automobile Association and Road Transport Association. A full list of other key stakeholders can be found in Appendix B.



## Consultation and engagement activities

A significant and lengthy consultation process had already been undertaken prior to the Government awarding the \$45M grant from the Crown Infrastructure Projects (CIP) initiative.

However, that funding has come with some strict conditions around delivery timeframes as well as fixing some elements of the scope, to assure the project objectives align with government. This means the original plan to consult with the public on the full preliminary design is now not an option and we will now only be able to engage and inform the public. The parts of the project that are now fixed by central government funding criteria include:

- retaining existing traffic lanes (two lanes each way)
- installing additional part-time bus lanes, both sides
- installing a bi-directional cycle way, eastern side.

We recognise that having these elements fixed impacts the extent to which we can 'engage' on this project with the public. In saying that, the project is well aligned with TCC's wider strategies, including the Te Papa Spatial Plan, Urban Form Transport Initiative and the Tauranga Transport System Plan.

The following describes the key engagement activities carried out between December 2018 and December 2020.

### Stage 1 - Pre-engagement – Cameron Road Multimodal Study

In December 2018, TCC staff visited businesses along the length of Cameron Road from Harington Street to the Hospital. Engaging face-to-face with approximately 280 affected businesses, to have a conversation on what the initial thoughts would be on a peak time bus clearway along Cameron Road. The project team had a 'With Compliments' and business card to leave if the business was unattended. Otherwise the owner or manager was spoken to directly, or a business card left for the owner or manager if they were not available. An email address was set up specifically for Cameron Road communications – [cameron@tauranga.govt.nz](mailto:cameron@tauranga.govt.nz)

From initial conversations held, the majority had little or no comment to make at that time, however there was strong opposition from businesses that currently have no off-street parking available, apart from the limited parking available currently on Cameron Road.

In March 2019, businesses that had expressed concerns or a definite interest in the project were given the opportunity to meet with Council staff for a one-on-one meeting to discuss the options in more detail. These sessions enabled project staff to gain a greater understanding of the operational needs of the business, what impact the project may have on the business and what could potentially be done to mitigate some of these impacts. Approximately 71 businesses were identified during this time and Council staff ensured that the appointments were with the business owner or manager, meeting with them through April and May 2019.

At the Transport Committee in late March 2019, a resolution was passed to investigate a further option to take out one traffic lane on both sides of the road, where there are currently four lanes of traffic, and turning one lane on each side into a dedicated bus lane. When Council staff met one-on-one with the 71 businesses who had expressed an interest in the project during March/April 2019, they were given the opportunity to comment on both options.

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Council staff were concerned that not all 280 businesses were given this same opportunity to comment on both options and followed up with an email update on both options proposed. As a result of these follow-up emails an additional seven businesses and landlords wished to meet. These meetings followed a similar format as the original 71 one-on-one sessions.

A letter was sent out to all landowners, residents and tenants that may have not met with the project team, or were not home when visited initially, with both the proposed options for Cameron Road. They were offered opportunities to talk by phone or meet in person with the project team. Out of the 70 landowners and 69 residents contacted, 17 made contact to express an interest and to make an appointment to meet with staff or provided feedback via the email address.

At all times, businesses were reassured that the project was in the early stages of investigations and that they would be consulted with throughout the duration of the project. A personal thank you email was sent to each business owner after meeting with them reiterating the points raised during these meetings. The project team's email included information on the "bus videos" explaining why we are considering clearway bus lanes and provided more detail on the project via the project website.

Council staff kept a record of all the conversations held in a spreadsheet so they could build a 'map' of concerns that can help the team to develop options that achieve the wider project objectives, but where possible addresses their issues.

On 19 March 2019 the project team met with Fiona Hawes (Principal, Tauranga Primary School) and parents at the AGM at a general meeting to present the project and the options proposed.

The project team met with Ian Stuart (Associate Principal, Tauranga Boys College) on the 13 June 2019 to present the same options and obtain feedback.

#### Quick wins

While the project team was meeting with businesses one-on-one, they were also building relationships with the business community by seeking some quick wins for the businesses. Examples include parking time limit reviews, improving bus seating, more bike parking, exploring vacant sites to add extra parking, improved crossing points and footpath rehabilitation.

Current quick wins to date have been:

- Installation of 15 new bike parks along Cameron Road
- Footpath rehabilitation work
- Installation of more bus seating
- Adjustments to parking times to suit businesses and their customers on or adjacent to Cameron Road
- New mobility parks
- New loading bays

#### Stage 2 - Involve

The project team have been working with the CLG and key stakeholder groups since December 2019. An initial workshop was held in early December to work through the problem statements that were identified from our ILM workshop, as part of the SSBC process. The problem statements around safety, mode choice, place making and access

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were tested on all our stakeholders and the benefits agreed. There was full attendance from the CLG and 90% attendance from key stakeholder groups.

In December 2019, a short questionnaire was sent out to all side street residents living off Cameron Road between 3<sup>rd</sup> Ave and 17<sup>th</sup> Ave. We asked the residents a few questions about parking, safety and the attractiveness of the area that live in.

The results indicated that the responses reflect a broad range of interests and views and can be found in the feedback section.

### Stage 3 - Inform

Throughout 2019 and 2020 all of the Cameron Road community stakeholders and CLG members have been provided with regular email updates at key milestones.

### Stage 4 - Collaborate and Inform

Three webinars were held on 15 and 16 April 2020 after having to cancel the face-to-face workshops that were planned for 26 March due to the COVID-19 pandemic. The project team presented the three concept design options, and gave opportunity for question and answers. In attendance were CLG representatives and key stakeholder groups. A separate workshop was held with local hapū Ngai Tamarawaho and Ngati Tapu.

The webinars were also recorded, and a link sent out to all stakeholders who could not attend the live viewing times.

There was an opportunity for question and answer time at the end of each webinar, and these were minuted and circulated to all stakeholders including the wider Cameron Road community and added to our website for transparency. Immediately after the workshops a survey was sent to all attendees as a way for stakeholders to provide more feedback on their preferred design, and also included an offer to meet with the project team in a one-on-one Skype meeting if required. The project team Skyped with four different stakeholders and responded to three emails.

### Stage 5 – Engage and Consult

In August 2020 the Government (Crown Infrastructure Partners (CIP)) announced grant funding through their 'shovel ready' economic stimulus package for construction of Futureproofing Cameron Road Stage 1, along with funding a high level study of Stage 2. This led to an acceleration of the project programme, and between September and December 2020 the project team led the finalisation of the preliminary designs whilst procuring the detailed design along with the ECI contracts. This would ensure early contractor involvement and liaison between the design and contractor teams.

This news was communicated to all stakeholders in September 2020, along with the anticipated accelerated project timeframes and the CIP agreement requirements. These included the implementation of bus lanes between Elizabeth Street and 17<sup>th</sup> Ave (part time initially, full time within 10 years), the bi-directional cycle facility, and the amenity upgrades to support planned future Te Papa intensification.

In October 2020, two surveys were sent to all the Cameron Road community (businesses, landowners, residents and schools). The project team wanted to hear their thoughts on how we could make the Cameron Road Project work best for their business or organisation and learn more about how reliant they were on the parking and loading bays.

This feedback helped to inform a series of five workshops in late October 2020 with the Stakeholder Group and CLG area-based groups. This allowed the project team and

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supporting TCC staff to focus on specific feedback relating to those areas on the corridor received from our survey, for example where we could improve parking in the surrounding areas.

The stakeholder workshop was well attended by a diverse range of groups and was mostly focused on the debate for the cycle way on the eastern side of the corridor, and a further mono-directional one on the western side.

### Stage 6 – Engage and Inform

In December 2020, the project team shared an email project update with all the Cameron Road community stakeholders and CLG members (<https://mailchi.mp/6a28b4e87635/futureproofing-cameron-road-newsletter-1554683>). The update provided a summary of the workshops in October and notified stakeholders that a design team was appointed and that a contractor to deliver the work had been appointed.

TCC issued a media release on the 28 December 2020 highlighting the historic significance of Cameron Road and what the project team are aiming to do to preserve it.

A banner advertising campaign in local papers and on media websites started in late December to build awareness of the project and provide the wider public with links to the project website, ahead of the proposed Open Days planned for March 2021.

## Detailed Feedback to Date

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### December 2019 Side street resident survey - key feedback

In December 2019, we asked the residents that live on the side streets off Cameron Road a few questions about parking, safety and the attractiveness of the area that live in.

The results indicate that the responses reflect a broad range of interests and views. Here's what they told us.

#### **We asked what changes they would like to see on their streets?**

- Make our streets quieter and have less through traffic.
- We would like more parking for residents and our visitors.
- We would prefer our neighbourhood to be quieter and safer for our children to play in.

#### **We wanted to find out if the residents felt safe driving in and out of their street onto Cameron Road?**

Over 34% of residents felt unsafe. Here are some of the things they said:

- Car drivers travel too fast along Cameron Road and you cannot turn out of our street.
- Turning right onto Cameron Road is very difficult.
- I avoid doing right hand turns in peak traffic.
- When exiting to the left. I never enter from Cameron Road as it is too scary.
- As a car driver, I cannot cross over Cameron Road and turn right.
- Need to have no U-turn off Cameron Road into 3<sup>rd</sup> Ave .
- Road users do not always take sufficient care or look properly when turning or crossing onto Cameron Road from side streets.

#### **We asked how we could improve the look and feel of their street.**

It was pretty clear from residents on Edgecumbe Road that traffic speed and noise is an issue and they would like to see some traffic calming measures in place.

Some improvements or additional footpaths, more greenspaces and increasing the amount of crossing points to make it safer for pedestrians were important.

From all the feedback from residents about the speed people travel on Edgecumbe Road, we ran a speed survey between 31 January 2020 and 7 February 2020. The speed tubing was laid between 9<sup>th</sup> and 10<sup>th</sup> Aves to record the speed of vehicles travelling along Edgecumbe Road.

Overall, although speed across all times of day on average is under 50km/h, there are instances of speeding with the maximum speed recorded at 8.00am (at 102.3km/h). These speeding instances are irregular but are much higher than the averages.

The peak period data showed the following speeds:

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- During the morning peak average speed is 46.8km/h and 85th percentile speed (accepted speed) is 54.6km/h.
- During the afternoon peak average speed is 47.3km/h and 85th percentile speed (accepted speed) is 55.9km/h.
- There are also some low speeds recorded at 10km/h but this could be a result of a driver turning into/out from a vehicle access.

Overall, a total of 10,362 vehicles (65.7% of all vehicles) travelled within the speed limit and 5,420 vehicles (34.3% of all vehicles) travelled above the speed limit.

There was also some concern over the intersection on 11<sup>th</sup> Ave and turning into Edgecumbe Road.

**We also received a large number of questions from our survey from the residents. Here are some of the things they asked us:**

Why are commuters allowed to park in my street all day, and why are Council not putting in more parking for them? We have no room for our visitors to park.

Why can't residents have parking permits for their dwellings so that commuters cannot park there?

Why can people park all over the berm on my property? I cannot even see to reverse out of my driveway.

There were some concerns about health issues as a direct result of the silver birch trees.

### December 2019: CLG and Stakeholder Group workshops – problem statements

On the 11 and 12 December 2019, the first CLG workshop was held, along with a separate key stakeholder workshop.

The purpose of this workshop was to work through the problem statements that were identified through the single stage business case.

**Safety**, with the issue/problem being summarised as the existing form and legibility of the corridor results in perceived and actual risk of injury to corridor users. The key benefit of addressing this issue being summarised as improved safety for all road users but particularly active users (pedestrians and cyclists).

**Reliability**, with the issue/problem being summarised as the current lack of safe facilities and safe and reliable service for sustainable transport modes means current transport mode choice and use is unbalanced (e.g. high private car travel compared to bus use or cycling). The key benefit of addressing this is more reliable travel times for all modes in order to encourage a mode shift and therefore more balanced mode share.

**Place making**, with the issue/problem being summarised as the existing form and function (current role in the road network) of the corridor does not support desired future land use state for the peninsula (e.g. greater intensification and activity.) The key benefit of addressing this is improved economic productivity with improved streetscape and centres along the corridor study area. Therefore, making the corridor more attractive to business investment and attracting more customers.

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**Access**, with the issue/problem being summarised as the current corridor form and function inhibiting east to west movements and community connection across Cameron Road. The benefit of addressing this issue is improved access and connection for people across the corridor – more inclusive access.

In these workshops, all CLG reps and stakeholders were broken down into smaller groups to work through the ranking of the problem statements and identify the benefits to solving these overall problems.

**From the workshops they were ranked in this order:** Safety, Access, Place Making, Reliability

Below are some examples of the answers from attendees at the workshops.

<p><b>Safety: What are the problems?</b></p> <ul style="list-style-type: none"> <li>• Not geared up for mobility users</li> <li>• Vehicle speed in some locations is an issue – especially Elizabeth Street → Port</li> <li>• Pinch point from 15<sup>th</sup> Ave south presents problems with access</li> <li>• Lack of controlled crossing points for pedestrians and mobility users</li> <li>• Issue of pedestrians not using current crossings already available</li> <li>• Cycle crossing, no good flow, right turns generate issues</li> <li>• U-Turns at intersections</li> <li>• Crossing lanes and turning right from 3rd Ave</li> <li>• Heavy trucks long Cameron Road – ban them</li> <li>• Buses playing leapfrog with cyclists</li> <li>• Homeless disrupting businesses and staff</li> <li>• Buses travelling at speed</li> <li>• Texting</li> <li>• Homeless approaching children i.e. asking for money</li> <li>• Opening car doors onto cyclists</li> <li>• Driver 'behaviour' – unaware of pedestrians, cyclists road rules - education</li> </ul>	<p><b>What are the benefits to solving safety?</b></p> <ul style="list-style-type: none"> <li>• Improved wellbeing with less accidents and injuries</li> <li>• Fitter healthier community</li> <li>• Climate control</li> <li>• Work later (safer) flexi time</li> <li>• Safety – more people on buses (especially school children)</li> <li>• Safer crossings mean better access to cafes/shops for business staff and visitors to corridor</li> <li>• More people would choose alternative ways to travel</li> </ul>
<p><b>Place making: What's good and not good?</b></p> <ul style="list-style-type: none"> <li>• Lack of green spaces / concrete dominates – retain trees</li> <li>• Too much pavement (not attractive)</li> <li>• Want more carparks – concentrated buildings</li> <li>• Need more targeted amenity at certain areas (i.e. Needs to create areas that are targeted for different types of businesses e.g. cafes / seating, etc.</li> <li>• Maintenance of median strips – untidy and unkempt</li> <li>• Not very inviting – uninviting surrounds</li> <li>• Piece meal (a bit too bitsy)</li> <li>• Congestion - unappealing</li> <li>• Trees / sightlines</li> <li>• Choice of trees making footpaths hazardous</li> <li>• Homeless people have become too comfortable</li> <li>• No junk food / liquor stores near schools</li> </ul>	<p><b>What are the benefits to solving place making?</b></p> <ul style="list-style-type: none"> <li>• More beautiful – places to sit</li> <li>• Like the history of Te Papa and trees</li> <li>• Nicer place to live / work</li> <li>• More likely for people to walk the street</li> <li>• Good for blokes to stop and rest while wife shopping</li> <li>• More customers – walking / cycling traffic</li> <li>• Willing to spend more time in the area</li> <li>• Aesthetics attract people</li> <li>• Improved visibility / sight lines</li> <li>• More walk-in customers</li> <li>• Inviting areas to shop / sit / socialise</li> <li>• Shared parking between businesses – alleviates staff parking demand</li> <li>• Create safe businesses for school children walking home, e.g. if approached</li> <li>• More shade</li> <li>• Vibrancy</li> </ul>

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<ul style="list-style-type: none"> <li>• Balance and Manage: mature trees are providing shelter for homeless and loss of sightlines</li> </ul>	
<p><b>When we think about reliability along Cameron Road, what do you see currently as problems?</b></p> <ul style="list-style-type: none"> <li>• Major issue when MOE stopped funding school buses</li> <li>• Unknown key origins and destinations</li> <li>• When other parts of network have issues – affects this corridor (pinch points)</li> <li>• Understanding work patterns and flexibility options</li> <li>• Reliance on cars – partly due to where people live (WBOPDC)</li> <li>• Bus price not relative to car use</li> <li>• Staff not using as too unreliable – fluctuates day to day – late to work</li> <li>• Lack of changing facilities for cyclists</li> <li>• No bus stops near (3km away)</li> <li>• Present lack of options – trams??</li> <li>• Lack of direct routes</li> <li>• A lot of the parts of the city do not have access to buses</li> <li>• Bus use uptake – free buses</li> <li>• Need to consider changing demographics – i.e. students</li> <li>• E-bikes could make journey times reliable, but let down by lack of safe infrastructure and multiple unsignalised intersections which slows journeys</li> <li>• School out times – makes Cameron Road chaotic at these times and impacts on reliability of travel time</li> <li>• Interchanges on bus service making it unreliable or inconvenient - Interchanges means it takes 40min compared to 10min drive</li> <li>• Buses are too expensive and unreliable – not enough incentive yet to use them</li> <li>• Businesses need to support staff flexi time to take pressure off peak times on roads</li> <li>• Buses too big – need smaller and more frequent</li> <li>• Failure of connecting networks</li> <li>• Lack of work pattern information</li> <li>• Lack of public bike stands along Cameron Road</li> <li>• Successive green lights</li> <li>• It is difficult to distinguish which side of the road the services are on the public transport phone app (Transit)</li> <li>• Parallel roadways – Fraser Street, Edgecumbe Road</li> <li>• Toll road – too expensive</li> <li>• Traffic modelling</li> <li>• What the key destinations – transiting to and from?</li> <li>• Provision of amenities key to movements</li> </ul>	<p><b>What would be the benefits to solving unreliable transportation?</b></p> <ul style="list-style-type: none"> <li>• Less congestion</li> <li>• Bus network more attractive and reliable</li> <li>• Express buses that are faster than cars</li> <li>• Able to commute at a reasonable time</li> <li>• Certainty of arrival at work without having to leave 20-30 early due to congestion / lack of facilities.</li> <li>• Flexibility of work / private life with improved reliability of transport modes</li> <li>• Safer, calmer environment, efficient</li> <li>• Might re-energise the CBD if easily accessed</li> <li>• Staff on time</li> <li>• More staff using cycles</li> <li>• Productivity</li> <li>• Certainty</li> <li>• Flexibility in working hours</li> <li>• Increased productivity</li> <li>• Healthier population – biking / walking</li> <li>• Fewer cars and less congestion</li> <li>• Less parking issues</li> <li>• Accessible city – corridor and wider CBD – all uses and demographics and minority groups</li> <li>• Environment outcome benefits</li> <li>• Effective access to all destinations on Cameron Road</li> <li>• E-bikes have removed barrier for topography around Tauranga just need safer infrastructure</li> <li>• Better productivity for staff /businesses</li> <li>• Work / life balance</li> <li>• Staff will use other modes – less parking issues</li> <li>• More customer flow</li> <li>• Hop on, hop off, smaller frequent buses - Japan scheme for buses</li> <li>• Safer and more flexibility</li> </ul>
<p><b>When we think about accessing each side of Cameron Road – what do you see as the existing problems?</b></p>	<p><b>What would be the benefits to solving accessibility?</b></p> <ul style="list-style-type: none"> <li>• Improved access from east to west along Cameron Road</li> </ul>

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<ul style="list-style-type: none"> <li>• Difficult and dangerous to cross – only six crossings along this Stage 1 of Cameron Road</li> <li>• Right hand turns for cars / cyclists dangerous</li> <li>• School entrance / exit points – need crossing points accessible for students</li> <li>• Controlled crossing can impede traffic flow</li> <li>• Not enough controlled crossings</li> <li>• Too much distance between</li> <li>• Unsafe choice made by pedestrians – zig zag crossing movements</li> <li>• Right hand lanes too short, e.g. 15<sup>th</sup> Ave</li> <li>• Speed of traffic – near impossible with speeds up to 60kph</li> <li>• Cars doing U-turns</li> <li>• Signal light rather than roundabout at 9<sup>th</sup> Ave</li> <li>• 9<sup>th</sup> Ave lights tied in with all the lights at 6<sup>th</sup> Ave roundabout</li> <li>• Limited crossing points (a lot of) walking across corridor, in particular outside Pak N Save and The Warehouse</li> <li>• Poor decision making by all</li> <li>• Lack of planning and consultation, e.g. bike stands outside Gluten Free (not near bike store) hazard on footpath – not all businesses consulted with</li> <li>• Phases of lights interfering with traffic flows?</li> <li>• Conflicting movements</li> </ul>	<ul style="list-style-type: none"> <li>• Improve crossing points where bus stops are</li> <li>• Improve access to businesses for shoppers</li> <li>• Ease for injured patients accessing healthcare facilities – large health sector along Cameron Road</li> <li>• Safer for all</li> <li>• Availability of crossing points for pedestrians to and from businesses</li> <li>• Beg buttons that give priority to pedestrians</li> <li>• Reliable access and reduced congestion</li> </ul>
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Our project investment objectives were developed from these workshops:

Investment Objective	Summary
Investment Objective 1	Improved road safety on the corridor by reducing deaths and serious injuries
Investment Objective 2	Improved sense of place on the corridor by improved personal safety and cultural identity
Investment Objective 3	Increased active and public transport mode choice and use

#### April 2020: CLG and Stakeholder Group workshops (webinars) – concept options

Workshops were planned for late March with local hapū, CLG and stakeholders, but due to COVID-19 we were unable to meet face-to-face.

#### Local hapū

A Zoom meeting was held with representatives from Ngai Tamarawaho (Peri Kohu) and Ngati Tapu (Puhirake Ihaka) along with Josh Te Kani from the (Takawaenga Maori Unit) on April 16 2020. The purpose of the Zoom meeting was to outline progress with the project, and enable them to provide their input on how we can embed the Tauranga Moana Design Principles into the concept and preliminary designs going forward.

A general discussion was had concerning the misinterpretation and loss of cultural identity through this corridor, and how the Te Aranga Principles is key. Mana whenua felt there had

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already been a lot of high level discussion, but this now needs to be delivered at a local level. Peri noted that opportunities for environmental reflection are particularly important for local hapū. An example he gave of where fitness overrides this in some situations is the Daisy Hardwick, so consideration of encouraging active modes and health benefits but whilst enabling cultural and environment reflection is important.

#### CLG and key stakeholder groups

Webinars were set up on 15 and 16 April to present the three concept design options by way of a video flyover of each option. All CLG and stakeholders were given the opportunity to view the webinar recordings in their own time if unable to attend due to COVID-19.

The purpose of the webinars held in April were to:

- keep the consistency of the approach with the CLG and stakeholders;
- inform the CLG and stakeholders of the three 3D concept designs that were being proposed;
- walk through each design in depth including 3D videos of each option; and
- to provide opportunity for feedback on the designs by way of survey and their preferred option.

We had 15 out of 24 members of the CLG virtually attend or watch in their own time.

14 provided feedback through the survey.

We had 12 stakeholders out of 22 attend the virtual webinars, with a couple choosing to watch the webinars in their own time. We had 12 responses to our survey.

Each webinar had the same format with presentation taking the participants through the project journey and where the project had landed since we last met in December 2019.

3D cube software enabled the participants to view each option as a video flyover format with the design engineer describing each option in more detail.

A question and answer session was held at the end of each webinar and each attendee was sent a survey at the end of each session. The Q&A document can be found in Appendix C.

The purpose of the survey was to determine from the CLG and stakeholders what their preferred option would be, and also an opportunity for them to set up an agreed time to meet with the project team on a one-to-one Skype meeting, to speak privately, express any concerns and to ask any further questions that may have come up after the webinar. Full detailed responses from the survey can be found in Appendix D.

Below is the matrix we used in the survey to remind the attendees what was proposed in each option:

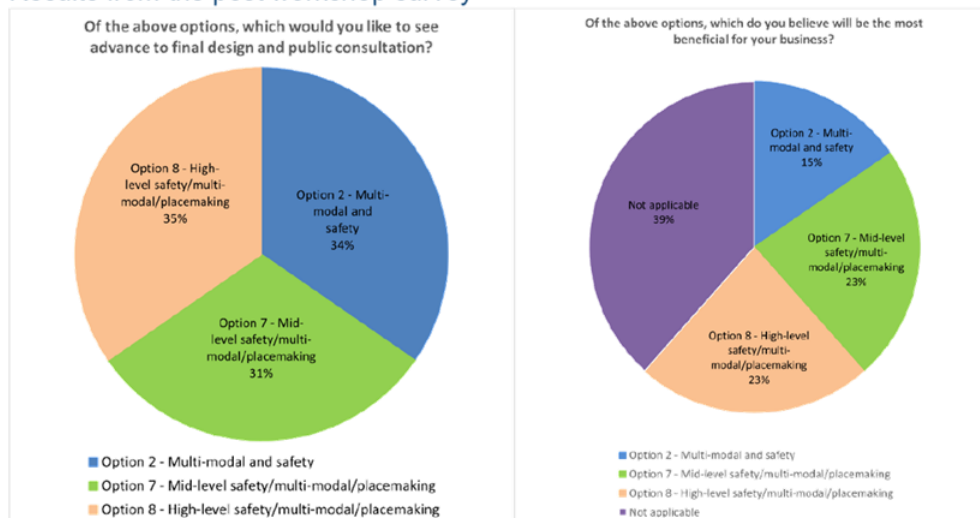
Features	Option 2: Multi Modal	Option 7: Mid-Level	Option 8: High- Level
2 x traffic lanes in each direction except 1 x traffic lane Harington Street to Elizabeth Street	✓	✓	✓
Bus lane 9 <sup>th</sup> to 16 <sup>th</sup> Aves	✓		✓
Bus clearway (car parking off peak) Elizabeth Street to 9 <sup>th</sup> Ave			✓
Bus clearway (car parking off peak) 9 <sup>th</sup> to 16 <sup>th</sup> Aves		✓	

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Features	Option 2: Multi Modal	Option 7: Mid-Level	Option 8: High- Level
Car parking Harington Street to Elizabeth Street	✓	✓	✓
Car parking Elizabeth Street to 9 <sup>th</sup> Ave	✓	✓	
3 <sup>rd</sup> and 9 <sup>th</sup> intersection signalisation (traffic lights)	✓	✓	✓
Footpath widening and upgrades	✓	✓	✓
Fully separated (off road) two-way cycle way on eastern side	✓		✓
Protected (on road) two-way cycle way on eastern side		✓	
Separated one-way cycle way on western side	✓		
Controlled pedestrian crossings	✓	✓	✓
Uncontrolled pedestrian crossings	✓	✓	
Place making	Some planting and place making elements	Future proofing for boulevard approach	Full boulevard approach

### Results from the post workshop survey



The results of the survey were spread quite evenly between stakeholders and the CLG with Option 2 (Multi Modal and Safety) and Option 8 (High-level safety/multi-modal/place making) coming through the strongest.

However, when asked which option they believed was most beneficial to their business, the split between Option 7 and 8 was equal. The 'not applicable' was selected if they had no response.

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Stakeholders were more in favour of mono-directional cycle ways and were most keen on how the intersections were going to work for cyclists and pedestrians, and how everything would connect to other cycle ways.

Summarised feedback:

- Preference for a bus clearway between 16<sup>th</sup> and 9<sup>th</sup> Aves with the availability for off-peak parking.
- No requirement for a bus clearway between 9<sup>th</sup> Ave and Harington Street as it is seen as an area with little congestion.
- Would like to see cycle lanes on both sides of the road if able to accommodate.
- Need to have shared crossings up and down Cameron Road, wide enough to accommodate pedestrians, mobility scooters and cyclists, with vehicles giving way to all.
- A bus clear way instead of a dedicated bus lane between 9<sup>th</sup> and 16<sup>th</sup> Aves and parking retained between 9<sup>th</sup> Ave and Harington Street.
- Good physical distancing between cyclists and pedestrians.

**In favour of Option 8 were:**

- Two CLG group members (1<sup>st</sup> Ave to 3<sup>rd</sup> Aves eastern side, 6<sup>th</sup> to 10<sup>th</sup> Aves eastern side (all have own off street parking).
- Seven stakeholders preferred Option 8: Ministry of Education, Bay of Plenty Regional Council (two votes), Toi Te Ora Public Health (BOPDHB), NZ Fire and Emergency, bus user representative and Positive Ageing.

**In favour of Option 2 were:**

- Five CLG group members (Harington to Spring Street (eastern and western sides), 3<sup>rd</sup> Ave to 6<sup>th</sup> Ave on the western side, 10<sup>th</sup> Ave to 11<sup>th</sup> Ave on the western side (but only if bus clearway was an option) and 15<sup>th</sup> to 17<sup>th</sup> Ave on the eastern side.
- Four stakeholders preferred option 2: Glen Crowther (Sustainable Business Network), Bryce McFall (Disability Advisory Chairperson), Vicktoria Blake (To Te Ora Public Health) and Jo Wills (Sustainability Options).

**In favour of Option 7 were:**

- Seven CLG group members (1<sup>st</sup> to 3<sup>rd</sup> Ave – 15 businesses), 6<sup>th</sup> to 10<sup>th</sup> Aves (eastern side – 11 businesses), 6<sup>th</sup> to 10<sup>th</sup> Aves (western side – 19 businesses), 10<sup>th</sup> to 11<sup>th</sup> Aves (eastern side – eight businesses and landowners), 11<sup>th</sup> to 12<sup>th</sup> Aves (eastern side 22 businesses and landowners), 12<sup>th</sup> to 15<sup>th</sup> Aves (eastern and western sides – 30 businesses and landowners), 15<sup>th</sup> to 17<sup>th</sup> Aves (western and eastern sides – 24 businesses).
- One stakeholder preferred Option 7 which was Simon Thompson from St John's Ambulance.

As we designed the survey with mandatory answers, we gave no option at that time to not choose a preferred design. In the comments section it was noted that two CLG members would have selected no option was preferable.

#### Responses to survey feedback

In May 2020, we responded to all the Cameron Road community by way of email regarding their feedback. The majority of businesses favoured Option 2 (removal of a traffic lane and on-street parking kept) over Option 1 (peak hour bus lane with off peak car parking and two



traffic lanes), however they understood that this could impact greatly on traffic flow and congestion along Cameron Road. Here is the summarised feedback:

- A few people suggested another option of introducing a T3 lane instead of a dedicated bus lane. This could be shared by buses, motorbikes, emergency vehicles and people in cars with three or more passengers, including the driver.
- The majority of the businesses spoken with would like to see better access from Cameron Road onto the expressways off 11<sup>th</sup>, 15<sup>th</sup> and 17<sup>th</sup> Avenues.
- The potential removal of trees along the centre of Cameron Road has had a mixed response from the businesses we spoke with – the majority seem to be in favour of greenery in the corridor, but this does not necessarily need to be down the median strip.
- People were strongly in favour of park and ride facilities, which would support the bus network.
- Many people pointed out that there are issues with the bus system at the moment and that this impacts people's ability to see the bus clearway option as a success. However, people were supportive of the long-term need for good public transport.
- Leased car parking is a real concern for some businesses. People spoken with would like to be able to lease car parking for staff and would pay if it were available.
- People we spoke with wanted more pedestrian crossings for safety, as currently along Cameron Road these are limited.
- Most people spoken with wanted safe cycle ways and a majority thought a bi-directional cycle way on the school's side would work best.
- People spoken with would like to see some investment in better use of technology signage for existing parking in and around Cameron Road – similar to what is used in shopping malls with car spaces that are available.
- Business owners were in favour of having more cycle parking and associated facilities (lockers, etc.) along Cameron Road and in the City Centre to provide more options for travel.
- Some of the businesses and landlords we spoke with would like the idea of light rail or underground metro and/or ferries developed.
- People seem to be more supportive of urban intensification rather than sprawl.
- There were mixed reactions to the level of congestion on Cameron Road. People noticed that during the peak hours there was congestion at 15<sup>th</sup> Ave but not really anywhere else apart from Elizabeth Street in the afternoon peak.
- The overspill of parking from the hospital is of concern to many people we spoke with and has a major impact on local businesses in the area and the lack of turnover for car parking.

Note: All stakeholder feedback was taken into consideration within the project development and forming of the options. However, the SSBC MCA (multi criteria assessment) ranking process only provides stakeholders a small proportion of weighting when determining the preferred option. This was sensitivity tested, but this did not affect the overall option prioritisation results.

### October 2020: CLG and Stakeholder Group workshops – preferred option refinement

In mid-October 2020, a survey was sent to all the Cameron Road community (businesses, landowners, residents and schools). We wanted to hear their thoughts on how we could make the Cameron Road Project work best for their business or organisation. We wanted to

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learn a bit more about how reliant they were on the parking and loading bays along Cameron Road so we would have solid feedback for the October round of workshops.

### Results from the pre workshop survey

A survey was sent out to the Cameron Road community just prior to hosting workshops in October 2020. The survey can be found in Appendix E.

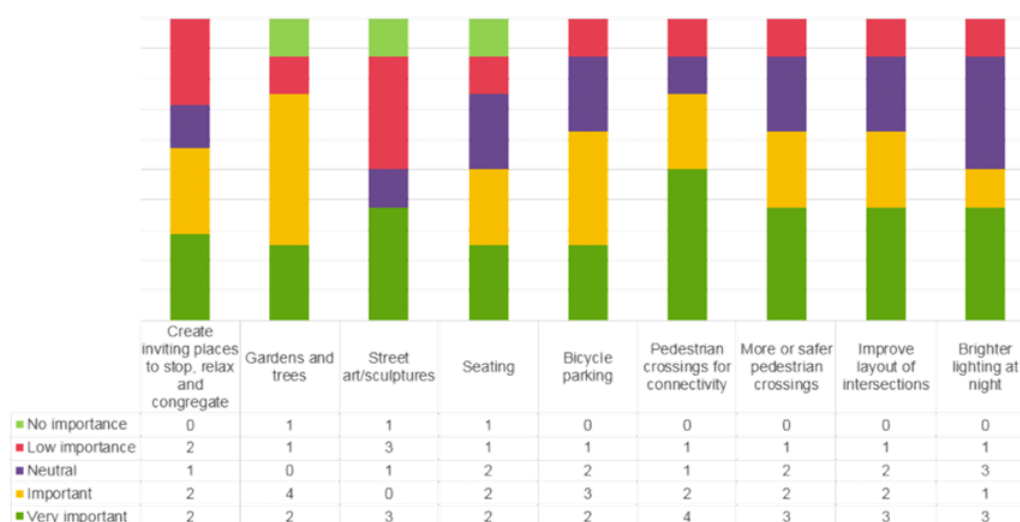
The purpose of the survey was to hear their thoughts on how we could make the Cameron Road Project work best for their business or organisation. We wanted to learn a bit more about how reliant they were on the parking and loading bays along Cameron Road so we would have solid feedback for our next round of workshops.

Out of the 280 surveys that were sent, we received 56 responses. It is important to note that some businesses did not complete the survey as they are genuinely not affected by loss of parking.

The following diagrams provides an indication of the general opinions of the Cameron Road community that responded.

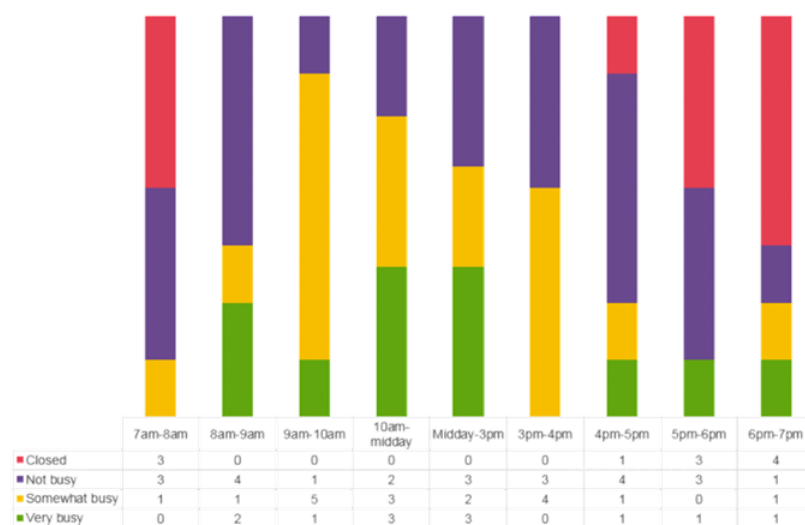
### Group A – Harington Street to Elizabeth Street – total of eight surveys received from 50 sent out

*What is most important to you when considering making Cameron Road more attractive?*



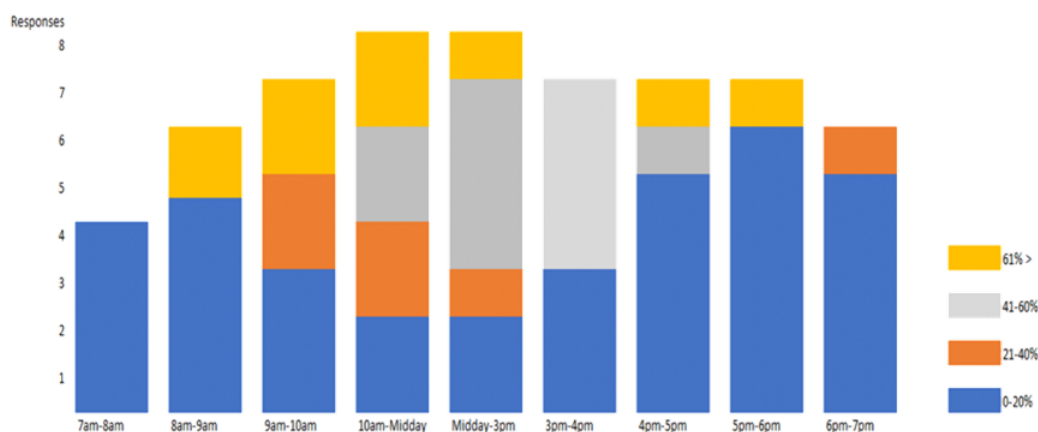
- Improvements to pedestrian crossing points by the majority were seen as most important to this section as there are no safe crossing points until you reach Elizabeth Street.

*What are the busiest times of the day for your business?*



- A section of businesses between Spring and Elizabeth Street have off-street parking for customers and it is fully utilized.
- Others like cafés, laundromats, dairies need parking for high turnover customers throughout the day.

*Over the course of the day, what percentage of your customers utilize the parking on Cameron Road?*



- The higher percentages are mostly the high turnover businesses, i.e. cafés, dairies. Some businesses already have parking on site, but say their customers also utilize Cameron Road for parking.

What parking times on Cameron Road or its side streets would benefit your business or organisation?



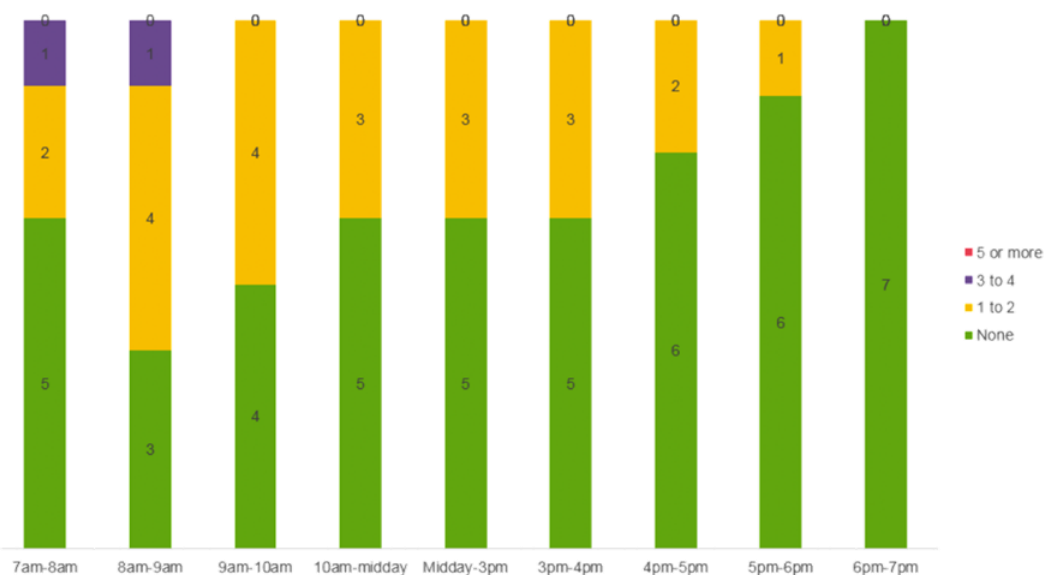
- On the whole, most who responded felt there could be improvements to side streets timed parking.
- One business has sales staff who use the on-street parking on and off all day. Car parking buildings too expensive and too far away.

Could your customers park on the side streets off Cameron Road and if not, why?



"Elderly clients and service people need easy access to our front door"  
 "Customers are carrying boxes and bags to their cars" – Jenny Craig

Over the course of the day, how many goods deliveries, or goods loading activities do you typically have to rely on on-street parking or loading bays on Cameron Road?

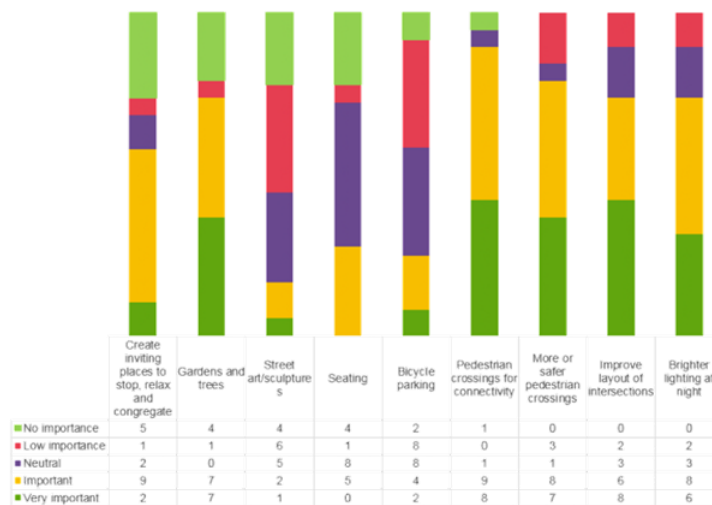


- In this area, there are service lanes and access to most properties that couriers and freight deliveries could utilize.



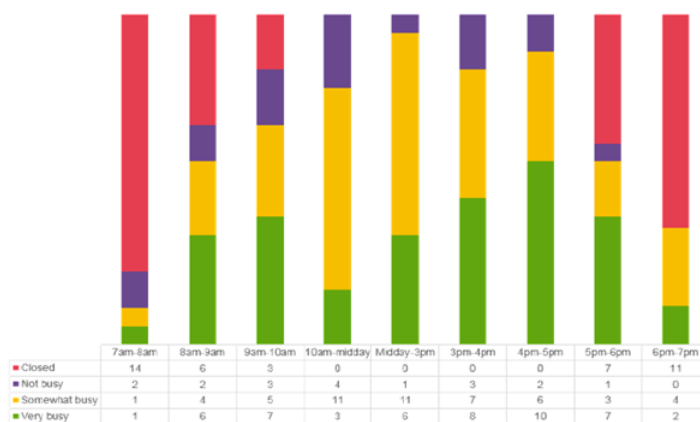
**Group B – Elizabeth Street to 9<sup>th</sup> Ave – total of 22 surveys received from 89 sent out**

*What is most important to you when considering making Cameron Road more attractive?*



- Making improvements to access in this part of the corridor for pedestrians is seen as very important along with providing gardens and trees.
- There are some businesses that think providing nicer more amenable spaces only attracts the homeless.

*What are the busiest times of the day for your business?*

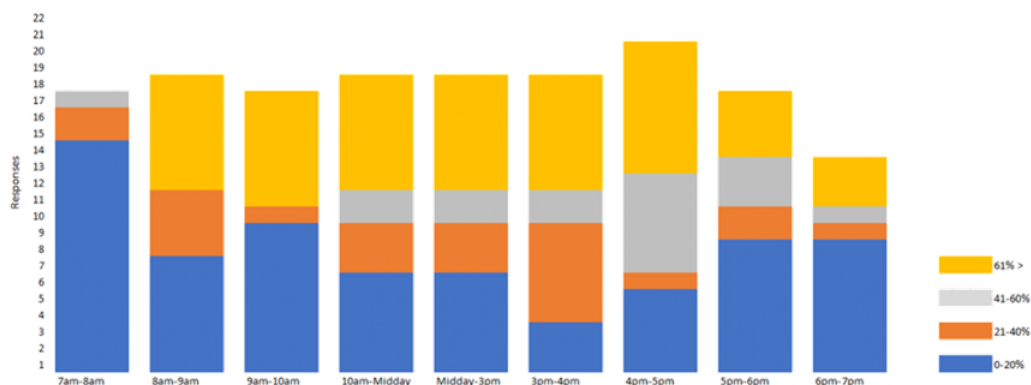


- Tauranga Primary sits in this area and has a lot of parent drop off during the planned part-time bus lanes.
- Other businesses, such as café's and cycle shops are somewhat busy during early hours with high turnover customers needing short term parking. Pizza Hut would be impacted by afternoon peak part-time bus lanes.

*Over the course of the day, what percentage of your customers utilize the parking on Cameron Road?*

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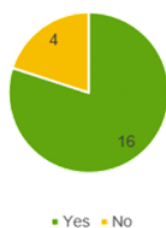
- Café's early morning coffee picks ups, customers dropping off equipment for repair and takeaway outlets in the evening peaks.

*What parking times on Cameron Road or its side streets would benefit your business or organization?*



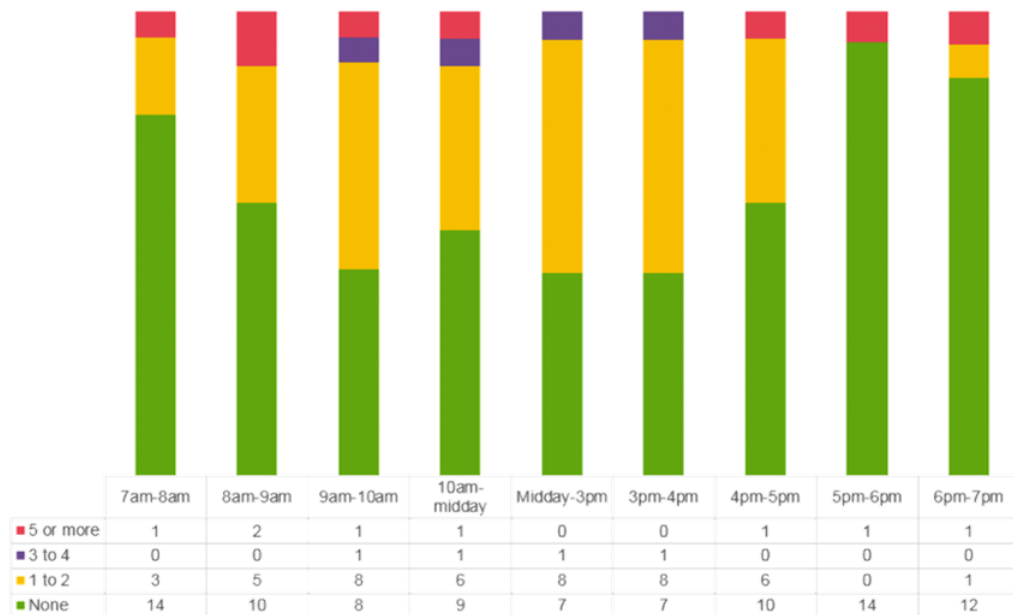
- P30 and P60 seemed to be most favorable for customers to allow for short term pick up or drop offs, and an hour would allow customers to spend time.

*Could your customers park on the side streets off Cameron Road and if not, why?*



- "Already busy parking on the side street"
- "The parking spaces on the nearest side streets are nearly always full"
- "People bring / carry large items to the store"
- "Because the parking spaces are usually always taken"

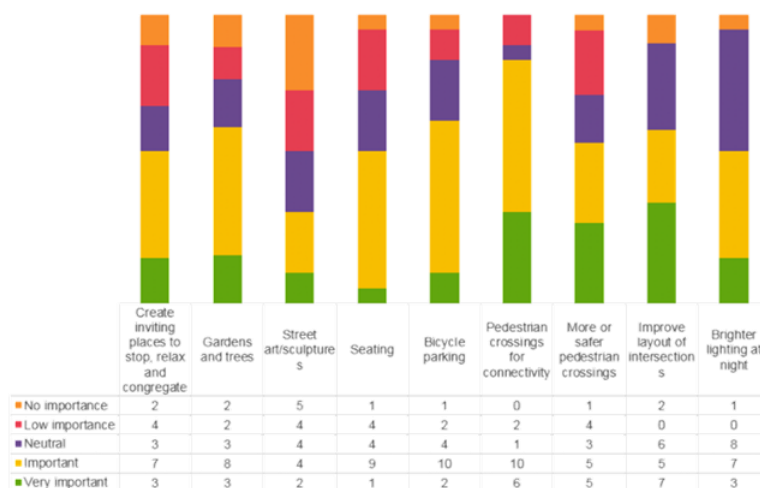
Over the course of the day, how many goods deliveries, or goods loading activities do you typically have that rely on on-street parking or loading bays on Cameron Road?



- During the early morning peaks, most of these businesses have access onto their business through side streets.
- The most impacted in the early evenings is the Pizza Hut with their delivery drivers.

**Group C – 9<sup>th</sup> Ave to 15<sup>th</sup> Ave (northern end) – total of 19 surveys received from 76 sent out**

What is most important to you when considering making Cameron Road more attractive?

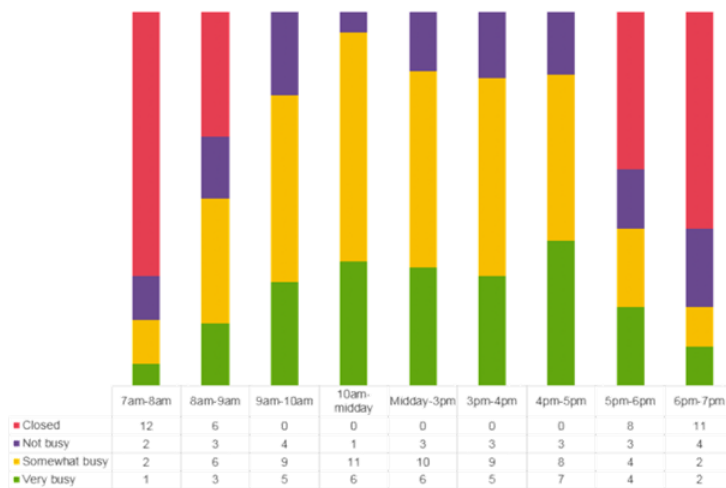


- Once again, the improvements to accessibility is seen as the most important in this section along with the provision of more bike parking, seating and trees/gardens.

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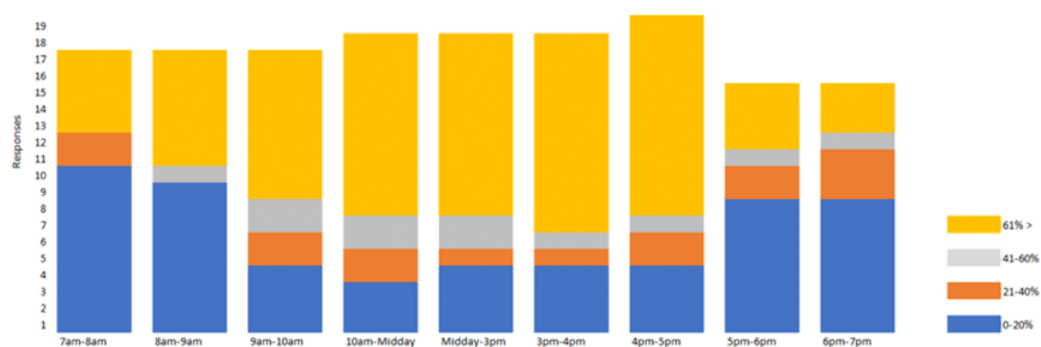
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*What are the busiest times of the day for your business?*



- In this section there are two businesses who will be severely impacted by loss of parking during peak time part-time bus lanes. Naismith and Jones who service and sell motor mowers, generators and have no large enough alternative access to their property for drop offs which occur in the mornings and open at 7.00am. Industrial Safety and Footwear also have many customers from 8.00am who are contractors calling in on their way to a job requiring equipment.

*Over the course of the day, what percentage of your customers utilize the parking on Cameron Road?*



- Most impacted are Naismith and Jones, Industrial Footwear and Safety, The Cheesecake Shop and The Bottle-O in the evening peaks.

*What parking times on Cameron Road or its side streets would benefit your business or organization?*

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P30 and P60 seem to be the most beneficial parking times.

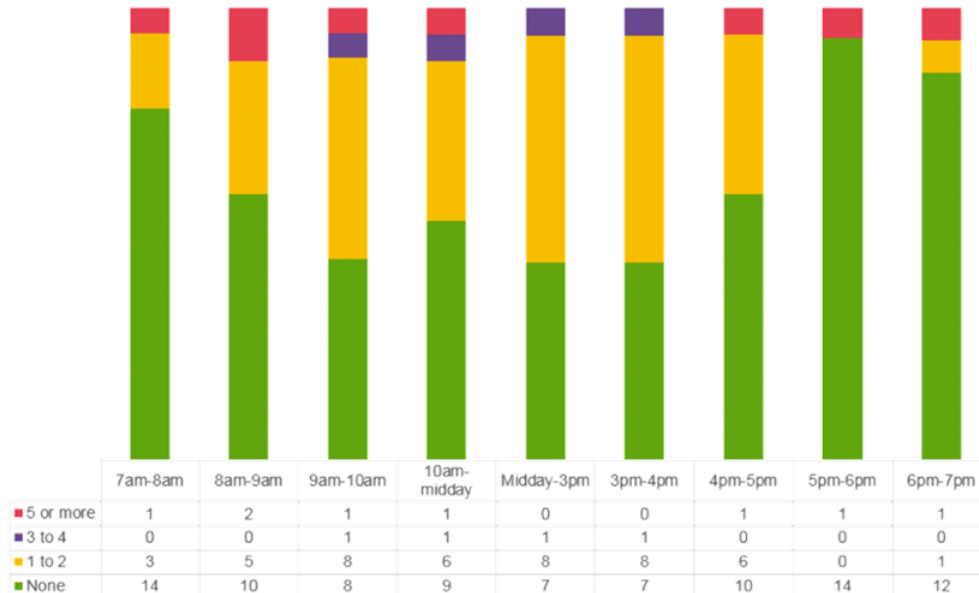
- Businesses like the Bottle-O do not have any other alternatives for parking on or around their business.
- 9<sup>th</sup> Ave has a very busy café 'Love Rosie' that takes a lot of car parks from other businesses during peak hours.

Could your customers park on the side streets off Cameron Road and if not, why?



- "Customers will not walk the distance".
- "Customers are looking at buying cars. They won't stop if they can't park outside our premises".
- "Lifting heavy machines out of car and carrying too far for some is impossible, 60% of our client base is elderly".
- "Too near an intersection".
- "Because the nearest side street is about 500m away from my business and there are a lot of liquor shops around. Tauranga that they would go to instead".
- "The nearest side street for us is 12<sup>th</sup> Ave which is a bit of a walk if you have expensive delicate product to carry".

Over the course of the day how many goods deliveries, or goods loading activities, do you typically have that rely on on-street parking or loading bays on Cameron Road?



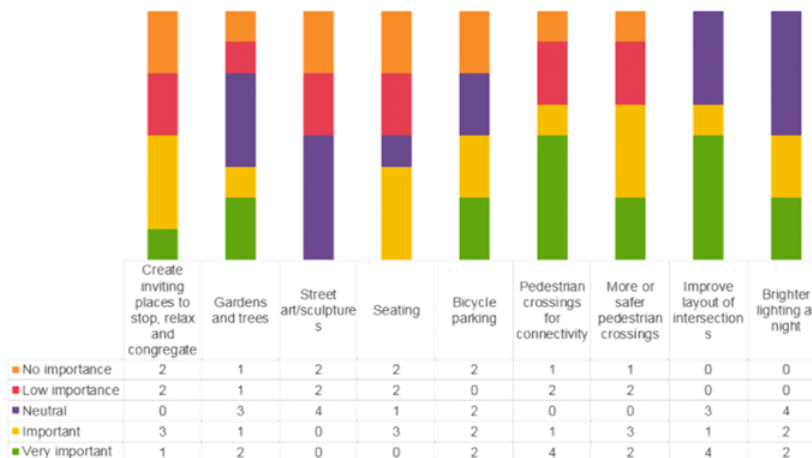
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- Most impacted are Industrial Footwear and Safety and The Cheesecake Shop who have no alternative access during morning peaks.
- The Bottle-O receive product on pallet and rely solely on parking and loading bay on Cameron Road, however their deliveries seem to more on the off-peak times.

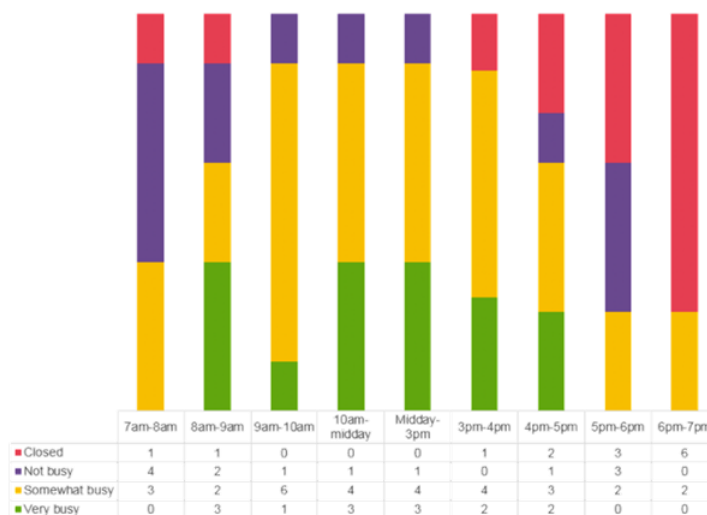
**Group D – 15<sup>th</sup> Ave to 17<sup>th</sup> Ave (southern end) – total of eight surveys received from 23 sent out**

*What is most important to you when considering making Cameron Road more attractive?*



- Connectivity and improvements to intersection layouts are the most important in this section.

*What are the busiest times of the day for your business?*



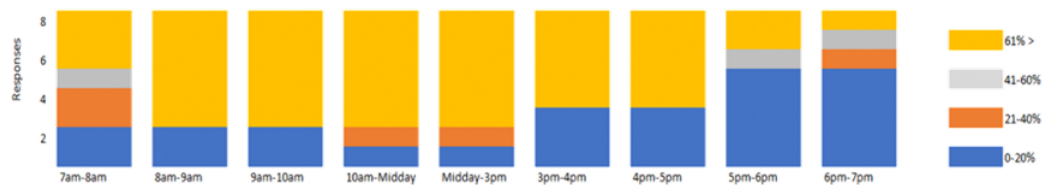
- This is a very mixed use area with a proposed surgical hospital development. Retail businesses like Mama's Donuts, Koops Cycles, Cameronian Dairy, 16<sup>th</sup> Ave Café

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and Cuts on Cameron all service the hospital, but also have a high turnover of customers who travel along Cameron Road and use the on-street parking at peak times.

*Over the course of the day, what percentage of your customers utilize the parking on Cameron Road?*



- Mama's Donuts, Koops Cycles, Cameronian Dairy, 16<sup>th</sup> Ave Café and Cuts on Cameron, Spice World and The Vape Merchant.
- The Mail House which is a graphic design and printer has no customer access except for Cameron Road. They have large heavy print jobs being collected by customers during peak times.

*What parking times on Cameron Road or its side streets would benefit your business or organization?*



- Shorter time periods of P15, P30 and P60 would work better for these businesses, as a lot of parking on side streets is taken up with hospital all day commuters.
- More stringent policing of current parking times would help businesses.

*Could your customers park on the side streets off Cameron Road and if not, why?*

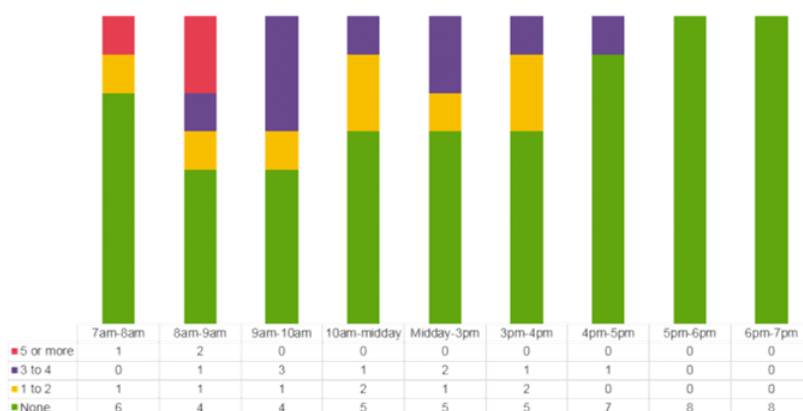


"At the moment there isn't any available"

"Because they are usually picking up large volumes of printing or are elderly and unable to walk a distance"

*Over the course of the day how many goods deliveries, or goods loading activities, do you typically have that rely on on-street parking or loading bays on Cameron Road?*





- Proposed surgical development will have regular courier/freight drop offs, but are planning for this to be accessed via 17<sup>th</sup> Ave.
- Koops Cycles, Mamas Donuts and The Mail House all receive at least one to two deliveries between 8.00am and 9.00am with no alternative access.

#### October 2020 workshops feedback

A series of five workshops were held with the CLG and stakeholders in late October 2020. The CLG was broken down into key intersections points.

**Group A** – Harington Street to Elizabeth Street – 22 October 8.00am to 9.30am

**Group B** – Elizabeth Street to 9<sup>th</sup> Ave – 27 October 8.00am to 9.30am

**Group C** – 9<sup>th</sup> Ave to 15<sup>th</sup> Ave – 27 October 1.00pm to 2.30pm

**Group D** – 15<sup>th</sup> to 17<sup>th</sup> Ave – 29 October 8.00am to 9.30am

This allowed the project team and supporting TCC staff to focus on specific feedback relating to those areas on the corridor received from our survey, for example where we could improve parking in the surrounding areas.

All workshops had discipline leads from Council who were able to provide advice and expertise where needed, such as Traffic and Safety Engineers, Cycle Team, Travel Safe, Landscape Architects and Urban Space designers.

The stakeholder workshop was well attended by a diverse range of groups and was mostly focused on the debate for the cycle way on the eastern side of the corridor, and a further mono-directional one on the western side.

All concerns raised from these workshops were recorded and the project team were able to respond to these concerns with either solutions, or with reasons why certain things could not be accommodated. This was all completed by the end of 2020.

Here is a summary of the feedback from the workshops held:

#### Group A – Harington Street to Elizabeth Street

- Many concerns from this group on the proposed road closures and LILOs especially Spring Street. Spring Street is the main feeder into the heart of the city. This will put more pressure onto Durham Street funneling more traffic down a street that is already busy with buses and students from University of Waikato.

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- When planning for amenity (trees) keep in mind the size and shape of trees – can be a block for visibility for traffic.
- Fire Service need space, not necessarily two lanes, just need space for traffic to be able to move out of way. There are implications for fire service if lanes are too narrow and traffic cannot split. Right hand turning lanes are good for traffic to pull into.
- Median strip needs to be wide enough to accommodate pedestrians who won't walk the distance to a signalized crossing, and who will stand and wait for traffic to pass. It is human nature to take the shortest route.
- Emergency services like the bus lanes as they can use them at peak times.
- There is a need for small businesses who have high turnover of clients to have some provision for parking. Intermittent parking between Spring and Elizabeth Streets would be a support for these businesses, e.g. laundromat, dairy, superette and barber shop.

#### **Group B – Elizabeth Street to 9<sup>th</sup> Ave**

- The impact of closing 6<sup>th</sup> Ave or even making it LILLO would be detrimental to Liquorland, and the businesses behind them (e.g. gym). This area along Cameron Road is used by many people traveling from CBD south, who turn into these businesses on their way home, and is also utilized by the many parents from Tauranga Primary School and emergency services to access 5<sup>th</sup> Ave Family Practice and Chadwick Health/South City.
- When choosing the types of trees, remember cyclists using the cycle lanes can skid or slip on leaves that drop into the lanes. Evergreens do not lose their leaves and remain green year round.
- Would be good to see the cycle lane with its own branding of colour like you see in other cities.
- 3<sup>rd</sup> Ave drycleaners need good access into their business off Cameron Road into 3<sup>rd</sup> Ave and sharp right hand turn into driveway. Yellow hatching good help with this so that customers are not holding up traffic trying to move through the intersection.
- Businesses are in support of signalised lights at 3<sup>rd</sup> Ave from a safety perspective - see a lot of people running the gauntlet.
- Visibility issues with side street planting – need to be at a height where people can still see clearly in cars.
- Supportive of decreased lane width to slow traffic.

#### **Group C – 9<sup>th</sup> Ave to north side of 15<sup>th</sup> Ave**

- Major concerns from representatives on loss of parking for businesses during peak hour part-time bus lanes. Landlords will lose tenants.
- Will the Greerton racecourse be looked at as a potential park and ride facility?
- Suggestions of 10<sup>th</sup> Ave east, 11<sup>th</sup> Ave (TCC carpark) and road, 13<sup>th</sup> Ave, 14<sup>th</sup> Ave could have car parking times and layouts improved to support more businesses in the area.
- Supportive of a LILLO at 12<sup>th</sup> Ave.
- Off-ramps needed at 11<sup>th</sup>, 15<sup>th</sup> and 17<sup>th</sup> Aves to take pressure of Cameron Road.
- Intersection at Elizabeth Street needs looking at during afternoon peaks.

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- Access for freight and courier deliveries during peak hour part-time bus lanes will be difficult for businesses who have no service lanes or alternative access off Cameron Road.
- Tauranga Boys College in support of all alternatives giving full separation of cycle way from pedestrians.
- U-turns needed at 12<sup>th</sup> Ave - allow for more stacking / bigger bays for right turns.
- Need continuous access to business during construction.
- 14<sup>th</sup> Ave closure could be a problem when the old Caltex site on corner is redeveloped.

#### **Group D – 15<sup>th</sup> Ave south side to 17<sup>th</sup> Ave**

- Generally don't see people using the bus or cycling much. How are you going to promote this widely to encourage people to walk and cycle more to get healthier and fitter? Carpooling needs to be promoted more.
- We had a water project last year that was supposed to be a few weeks and ended up being six months. Contractor turned up on day one with a piece of paper saying we are starting today. Good to hear that TCC providing a controlled construction process.
- Preference is no trees. Trees just get rid of them - still huge root systems under building - make a mess.
- With the introduction of more controlled pedestrian crossings, there needs to be a green wave for lights ... too much stop start.
- Needs to have fully separated cycle ways from pedestrians. Need to be full barriers that pedestrians cannot walk over.
- Preference is to take out median barriers and give more space to pedestrians and cyclists.
- A large potential development (confidential) proposed between 16<sup>th</sup> and 17<sup>th</sup> Ave. Potential to need multiple entries. Only at pre pre-app stage.
- New developers want to try and retain existing tenants and provide parking for them where they can.
- Would be good to align the proposed development into TCC construction timeline to ensure we are not digging up the road again.
- Freight and courier is different for hospitals - separate from patients via 17<sup>th</sup> Ave or Cameron Road.
- Protected cycle facility - right turns at uncontrolled intersections on multi-laned roads are where the most accidents occur. 16<sup>th</sup> Ave may need to be signalised if generating that many traffic movements (2000 per day).

#### **Key Stakeholder Groups Workshop**

- Much debate over the requirement for a separated mono-directional cycle way on the western side of Cameron Road. Would like to see modeling done to see how long it takes cyclists to get down length of Cameron Road from Greerton to CBD.
- Why are we using TCC guidelines for lane widths and not NZTA? NZTA provided for wider lanes to accommodate buses and cyclists. Makes it easier for bus drivers to make a call when cyclist using the lane and can overtake.
- In favour of trees, but not in place of functionality.

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- Could the western side of Cameron Road have a shared path for pedestrians and cyclists?
- Is there capacity for a transport hub at 17<sup>th</sup> Ave?
- More consideration needs to be given to a walkability plan in this area considering the amount of proposed intensification.
- Trees have own inherent value but they also provide shade for pedestrians. Making it a living environment. If we prioritise trees and walkability and pedestrians, we are enhancing the environment.
- Support for using planting as a treatment for storm water. How is this working out for Durham Street?
- Narrowing car lanes and taking away the painted cycle lane would make it impossible for ambulances to split the traffic. Need to have somewhere to go (life and death), so median is somewhere we can use if the they are lower enough to get the truck onto. Greerton/Barkes Corner is an absolute nightmare with single lanes.
- NZ Police support the eastern bi-directional cycle way.
- Need to make sure there is a good balance of trees. Whatever you take out needs to be replaced elsewhere.
- Bus stops and bus routes to hospital for patients/staff/visitors is terrible making it too difficult for people to use.

### Next steps

The next phase of the project will be to continue to develop the design and prepare to start construction.

The project team will continue to engage with project partners, stakeholders and the wider community as the project progresses. Due to the nature of the project, including the CIP grant funding requirements and the preferred option design progress, the majority of future engagement will be in the IPA2 'Inform' box. However the project team will continue to hold stakeholder and CLG sessions and one-on-one discussions to assist with tweaking the design to accommodate access needs and amenity and movement requests where possible during the detailed design process.

The project team will continue to work with the Partners to influence the design, for example building in cultural narratives and ensuring that intersections meet bus priority requirements.

This process will ensure stakeholders, the wider community and project partners are all informed and involved in the project design development as much as possible within the project timescales and remit.