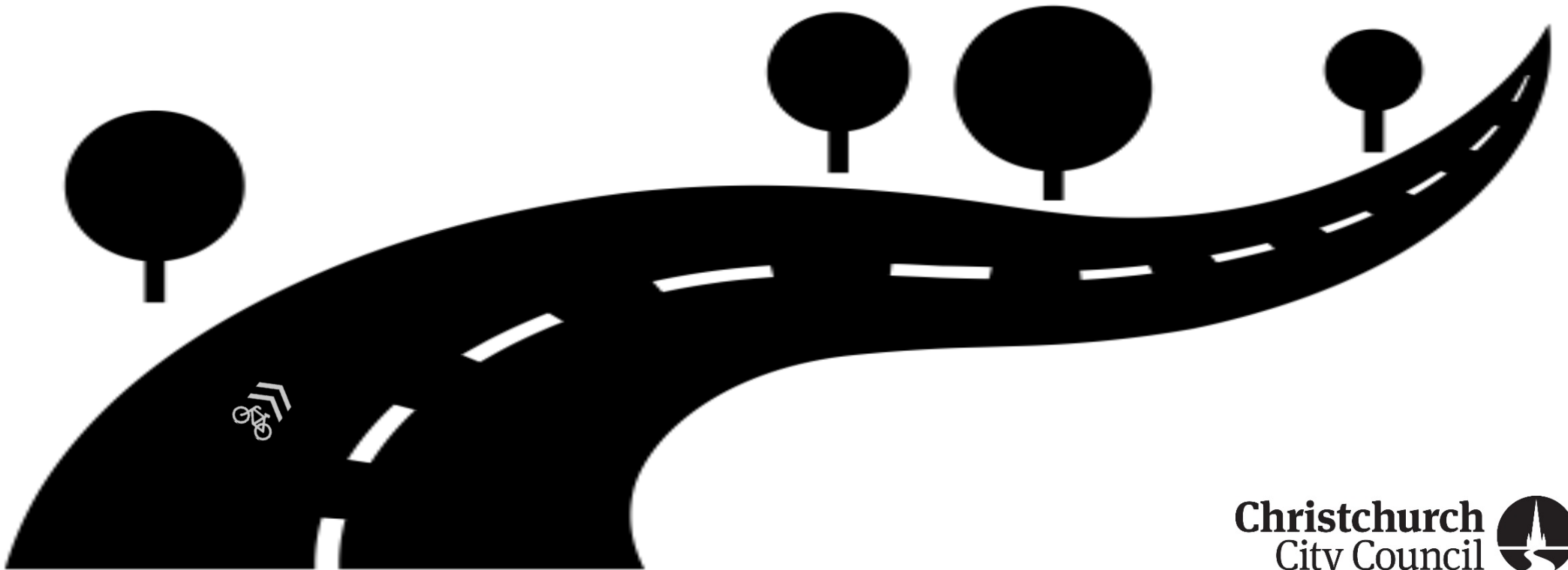


# Life in Christchurch 2018

## Transport

Produced by Monitoring and Research, October 2018





# Executive Summary

The 2018 Life in Christchurch Transport survey was in field for the month of August 2018 and received around 3000 responses. It sought feedback on how respondents travel to a range of activities, how easy it is to travel in Christchurch, and if respondents feel safe when they are travelling in Christchurch.

The results indicated that although there are still some areas that need improvement, generally we are seeing improvements in how easy and safe it is to travel by a range of modes in Christchurch.

- Car is still the dominant mode of transport in Christchurch, however respondents are reporting that it is becoming easier to travel by other modes.
- Around 45% of respondents reported that it is easy to travel by car in Christchurch. While there are still improvements to be made here, this is an increase of 11% on the 2017 result.
- Sixty three per cent of respondents who have travelled by bicycle in the last 12 months reported that it is easy to travel by bike in Christchurch, and increase of 9% on the 2017 result. However only a third of respondents reported feeling safe when travelling by bicycle in Christchurch.
- Walking is the mode with the highest proportion of respondents who report being satisfied with their journey (40%); 76% of respondents who had walked to a range of activities in the past 12 months reported finding walking Christchurch easy, while around half reported feeling safe when walking in Christchurch.
- Around a third of respondents have travelled by public transport in the past 12 months. For those who have not travelled by public transport, more direct routes and connections and a more frequent service would encourage them to utilise the public transport system more often.
- Around a third of respondents are satisfied with the condition of footpaths and pedestrian areas in Christchurch. Around 60% of respondents reported that they are dissatisfied with the condition of Christchurch's roads. The leading reasons for dissatisfaction are potholes, road surfaces issues and ongoing patch repairs to roads.

Our Strategic Transport Plan is a 30 year vision for transport within the city. The strategy has four key goals, all of which aim to improve ease of travel throughout the city, and ensure that residents feel safe when they are travelling in Christchurch. Our Community Outcomes echo this, acknowledging that Christchurch needs an efficient, integrated transport system that offers a range of choices for everyone. A well connected and accessible city will offer an excellent quality of life and help us compete internationally with other cities.

Results from this survey feed into the ongoing Community Outcomes monitoring programme, and also help us understand how we are tracking to meet the goals in our Strategic Transport Plan.

## About this survey

Since 2016, Christchurch City Council has gauged people's views about aspects of life in Christchurch through The Life in Christchurch survey series. The surveys aim to give us in-depth information on how residents feel. The Transport Survey follows surveys on Christchurch's central city (results released in July 2018) and a Natural Environment Survey, with results released in September 2018. The Arts and Culture Survey will come later this year.

The Transport Survey focuses on transport in Christchurch, including Banks Peninsula, first undertaken in June 2017. This year's survey was done in August 2018, with around 3250 responses from a range of people and communities throughout the city.

People were asked to give feedback on their travel around Christchurch by mode, including how often they used the mode, how safe they feel, how easy it is to travel by each mode, and what makes travel difficult.

## Interpreting the results

This report summarises the results from the Life in Christchurch Transport Survey, outlining results for each of the sub-themes, giving context around what the results mean for the city, and what we are doing to make improvements in these areas.

The results have been processed and summarised into high level monitoring data, broken down into five key topic areas. These results will feed into the ongoing Community Outcomes monitoring programme and help inform Council decision making. The results in this report give a high level overview of how respondents are using each mode of travel. People were asked the same set of questions for most modes, including whether they had used each mode, how often and what purposes they use it for, how safe they feel and how easy it is to travel. Those who reported that they had not used a mode were asked if there was anything that would encourage them to use that mode more often.

So the results from the survey do not provide absolute numbers on how many people are travelling by each mode, rather a good understanding of people's views on aspects of travel in Christchurch City. Most respondents will have used a mixture of several modes as part of their daily life, so a single respondent may have differing views on travel by each of the modes.

## A glance at the strategic direction for transport in Christchurch...

Our transport network should provide people and businesses with travel choices which make it safe and easy to move around the city, to do business and to live here.

Our [Transport Strategic Plan](#) is a 30 year vision for transport within Christchurch City (including Banks Peninsula). The strategy contains four key goals for transport in Christchurch. If we meet these goals, we should have a network that supports accessible, integrated, safe, affordable, resilient and sustainable transport throughout our city.

This means that you should find it easy, and feel safe when you are travelling—regardless of how you choose to travel. There are already a number of [roading and transport projects](#) happening in and around Christchurch city, with an end goal of ensuring that traffic is managed to support the growing number of commuters and having the appropriate infrastructure to support travel by a range of modes across the whole city.

Infrastructure is being repaired and rebuilt on a massive scale in Christchurch. While this has come with challenges, it has provided the opportunity to bring forward planned changes which in the long run will make travelling in Christchurch easier for everyone.

### What are our four goals?



Our [Community Outcomes](#) echo these four goals, acknowledging that Christchurch needs an efficient, integrated transport system that offers a range of choices for everyone. A well connected and accessible city will offer an excellent quality of life and help us compete internationally with other cities.

What this means for our city...

- We have a fully integrated and reliable transport system that is responsive to the needs of citizens and adapts to new technologies.
- An increased proportion of journeys are made by active, public, or shared transport.
- Residents have equitable access to public transport and cycleways across the city.

# Here's what you told us about your travel in Christchurch...

## CAR



3139  
have travelled by  
car in the past 12  
months

45%  
find it easy to  
travel by car in  
Christchurch

64 %  
feel safe when  
travelling by car  
in Christchurch

## BICYCLE



1164  
have travelled by  
bicycle in the  
past 12 months

47%  
find it easy to  
travel by bicycle  
in Christchurch

33%  
feel safe when  
travelling by  
bicycle in  
Christchurch

## WALKING



2002  
have walked to a  
range of  
activities in the  
past 12 months

76%  
find it easy to  
walk to activities  
in Christchurch

51%  
feel safe when  
walking to  
activities in  
Christchurch

## PUBLIC TRANSPORT



915  
have travelled by  
public transport  
in the past 12  
months

56%  
find it easy to  
travel by public  
transport in  
Christchurch

78%  
feel safe when  
travelling by  
public transport  
in Christchurch

## Where have we made improvements?

- The number of respondents who find it easy to travel by car has improved by 11% on the 2017 result, up to 45% in 2018.
- In 2017 70% of respondents identified the availability of parking as an issue that makes it difficult to travel in Christchurch; in 2018 this has decreased to 62%.
- The proportion of respondents who feel safe from crime and anti-social behaviour when on the bus and waiting at bus stops has increased by 8%, up to 65% in 2018.
- More cyclists are feeling safe when travelling by bike in Christchurch, up to 36% in 2018. An improvement of 11% on the 2017 result.
- Cyclists are also finding it easier to travel by bike in Christchurch. Sixty three percent reported that it was easy in 2018, compared to 54% in 2017.
- Those who choose to walk to a range of activities are feeling safer when they are walking on our streets; 74% reported feeling safe in 2018 compared to 69% in 2017.
- 17% of respondents reported that they travel by car less often than they did 12 months ago; 14% reported travelling by bicycle more often, 16% reported walking places more often, and 11% reported that they use public transport more often than they did 12 months ago.

## Areas where there is still room for improvement...

- The condition and quality of our roads remains a frustration for respondents, and is frequently identified as an issue that makes travel by all modes difficult. Respondents also highlighted that the condition of the roads can make travel by public transport uncomfortable, which can act as a deterrent to using the system.
  - 57% of respondents reported being dissatisfied with the condition of Christchurch's roads.
  - 23% were neither satisfied nor dissatisfied.
- Satisfaction with the condition of footpaths and pedestrian areas should be another key area of focus for improvement. Like roads, it is a key area of frustration for residents.
  - A third of respondents are dissatisfied with the condition of roads and footpaths in the city.
  - Around a third are neither satisfied nor dissatisfied.

# Travel by car in Christchurch

- 3139 (96%) respondents have travelled by car in the last 12 months. 932 (31%) have carpooled in the past 12 months.
- The most common activities people travel to by car are:
  - Shopping (38%)
  - Social activities (37%)
- More people find it easy or very easy to travel by car compared to 2017 results, with an 11% point increase, reaching 45% in 2018.
- Roadworks and road closures remain the leading difficulty for those who find it difficult to travel by car (80%). However, this has improved since 2017, where 86% noted this difficulty.
- 64% of respondents feel safe or very safe when travelling by car in Christchurch.
- The main reasons that respondents choose not to carpool include the loss of flexibility, irregular work hours.
- Seventeen per cent of respondents reported travelling by car less often that they did 12 months ago.

## What people told us...

“Apart from temporary road repairs, it's great. I do understand that they will go away or diminish soon.”

“Busy intersections should all have right turning arrows. If you can put in arrows for buses, bikes then why can't our roads be made safer with right turning arrows for cars?”

“Road works go on for too long. Often see nothing happening but road cones still in place hindering safe motoring.”

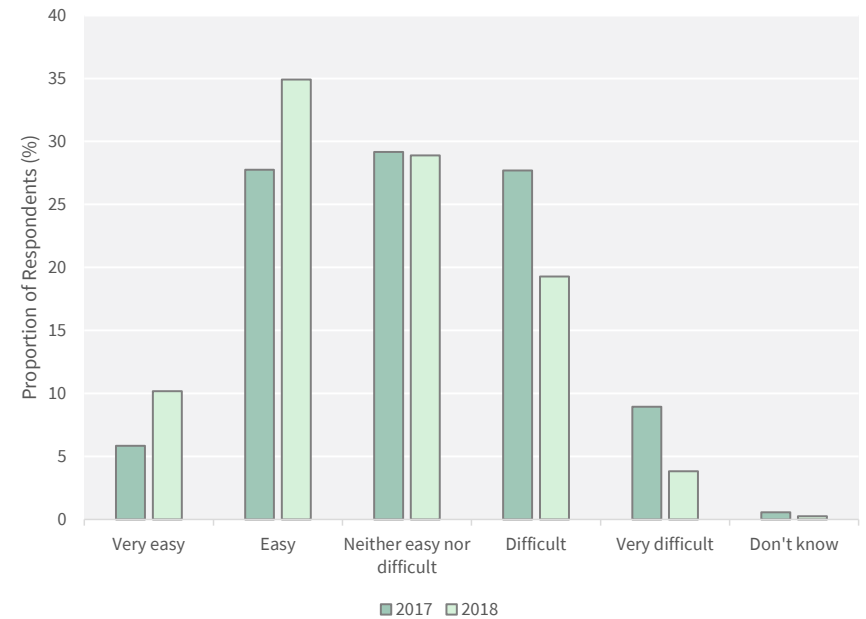


Figure 1: Overall, how easy is it for you to travel by car in Christchurch?

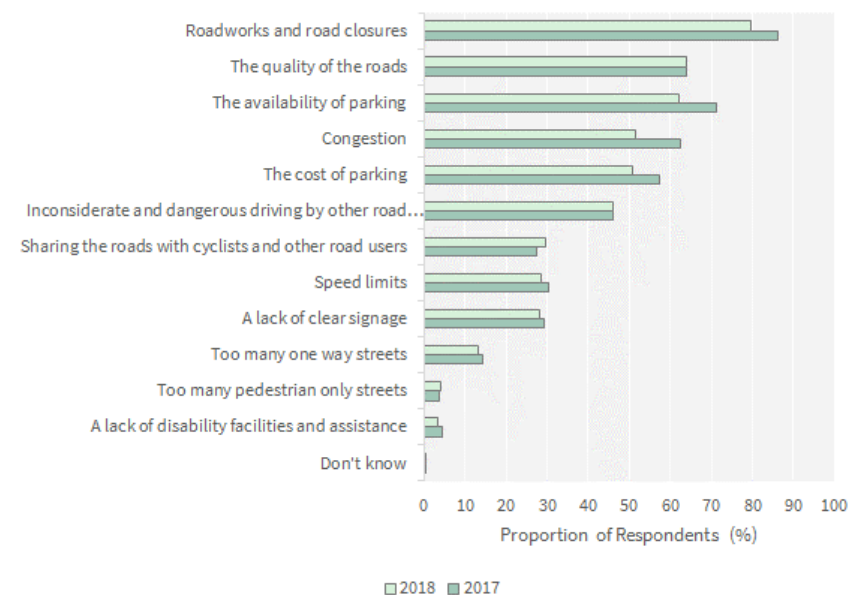


Figure 2: What makes it difficult for you to travel by car in Christchurch?



## What do these results mean?

Christchurch's transport network aims to provide transport options that make it easy and safe for people to travel around the city.

Christchurch has the highest rate of car ownership in New Zealand, meaning we have a lot of cars on our roads.

Although respondents still reported that roadworks and road closures remains the leading difficulty for travel by car, there has been a decrease in the proportion who reported this as an issue when compared to 2017.

As post-earthquake repairs of the city's roads and underground infrastructure continue to wrap up, overall road kilometres affected by road works has been steadily declining. As this continues we should see improvements in the number of residents who are impacted by roadworks and road closures.

Going forward we expect to see continued population growth across the whole city, but particularly in the greenfield areas. Unless there is significant uptake in active and public transport it is likely that residents will begin to experience the impacts of continued growth in vehicle traffic on the city's roads. This will be primarily through increased delay on the road network, and trips taking longer.

An important consideration to make, is the continuing development of Waimakariri and Selwyn and what this will mean for the number of commuters that we can expect to see into and out of Christchurch. As these surrounding districts continue to grow, we can expect this to have an impact on the city's transport network as the number of commuters inevitably increase.

There is already a large number of commuters who enter the city from Selwyn and Waimakariri each day, and the impacts of this can already be felt on the city's road network. As these numbers continue to grow, so too will the impacts that it has on the city's network, both in terms of delay and general wear and tear on the network.

## What are we doing?

We aim to balance the needs of all users of the city's travel network – with improved traffic flow and well-connected walking, cycling and public transport facilities and routes. Transport projects also take into account the requirements of urban design on the streetscape – making spaces that people want to spend time in, shop and enjoy. These spaces are green, tree-lined, people and cycle-friendly, and traffic moves at a slower pace.

We are working with Environment Canterbury and the New Zealand Transport Agency to provide travellers with information to help plan their journeys. People can now access:

- An [online map of roadworks and road closures in Christchurch](#), showing work underway, the impact on road users and expected completion dates.
- [Congestion maps](#) showing live data on traffic flows along Christchurch's major road corridors.
- [Driver guide videos](#) to show how simple changes in driver behaviour can help relieve congestion to help us all get a move on.
- An Accessibility Map has now been made available, identifying whether car parking is on-street or off-street, and whether it has mobility access.

allowing them to better plan for how much time they need to allow to make a trip and the delay that they can expect on certain areas of the network.

We're also doing significant road safety education programmes as part of the cross-agency Road Safety Action Plan. These are prioritised based on the key risk areas identified through crash analysis. Key programmes include:

- A Young Driver education programme for high schools
- A planned education campaign on safe driving at intersections, focusing on red light running
- Increased support for community-led education programmes, such as road safety courses run by Age Concern

We've also got a cross-agency education initiative on motorbike safety.

Smart Travel, working with the council, is a platform that connects people who want to share a commute, which then helps to save money, decrease congestion, and is better for the environment. Carpooling is also covered within journey planning support services as part of the Central City Travel Programme.

# Biking in Christchurch

- 1164 (38%) of respondents have travelled by bike in the last 12 months.
- 33% of people who have travelled by bike feel safe from injury when biking in Christchurch. This is an improvement from 2017, where 24% felt safe from injury.
- More people are finding it easy to travel by bike, with an increase of 7% points from 2017, up to 47%.
- The leading difficulty for biking around the city is inconsiderate and dangerous driving by other road users, with 74% of people citing this.
- 23% (n=439) of respondents said that more courteous drivers would encourage them to bike more often.
- Around a quarter of respondents who bike regularly are satisfied with their journey by bike, however 14% reported that they travel by bike more than they did 12 months ago.

## What people told us...

“Biking is by far the easiest way to get around. Less hassles and quite quick. The only downside is the motorists that hate cyclists.”

“Need to educate drivers about what cyclists are allowed to do and what a merged lane is. Also need to educate cyclists who don't know who the hook turn boxes are for.”

“There needs to be more bike racks around the city and suburbs. Mostly I have to lean it against a post or fence. The central city is good, but they are often full.”

“It's not only cars which makes the roads dangerous it is also other cyclists at times as they can be all over the place and often give you no warning they are coming and overtaking.”

“Like where the city is going with the improved cycle paths. Certainly looking into obtaining an electric bike now.”

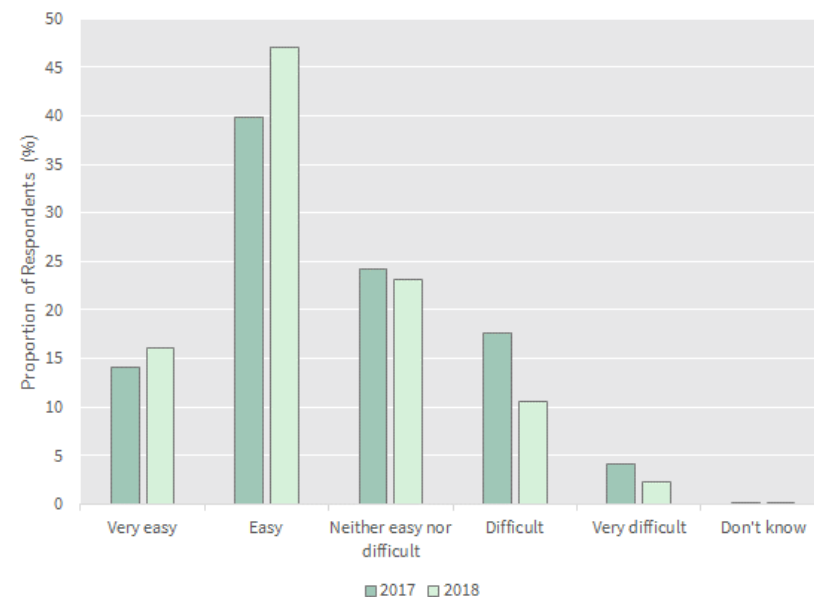


Figure 3: Overall, how easy is it for you to travel by bicycle in Christchurch?

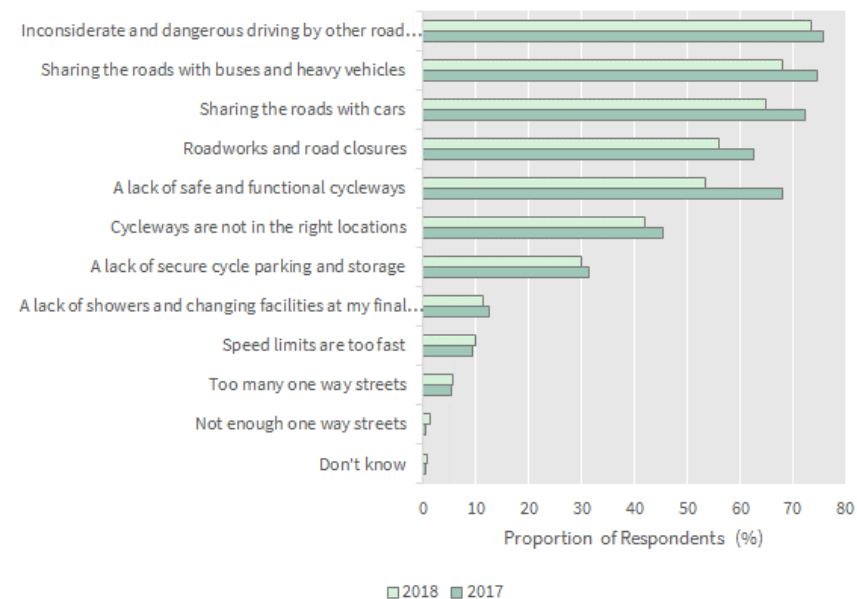


Figure 4: What makes it difficult for you to travel by bicycle in Christchurch?

# Biking in Christchurch

- 79% of respondents who have travelled by bike regularly in the past 12 months have used the new separated cycleways, up from 71% in 2017.
- 77% agree or strongly agree that the separated cycleways have improved their safety from injury when travelling by bike.
- 59% agree or strongly agree that the separated cycleways have made it faster and more convenient to travel by bike.

## What people told us...

“The separated cycle ways are excellent. I regularly plan my routes to utilise them, even if it does add some extra distance to the trip.”

“Raised concrete border makes passing other cyclists very dangerous. If the other person takes a bit too much of the lane or swerves slightly there is nowhere to go.”

“Every new or road rebuild should have separated cycle lanes included. Please keep investing in safe infrastructure for the sake of our children.”

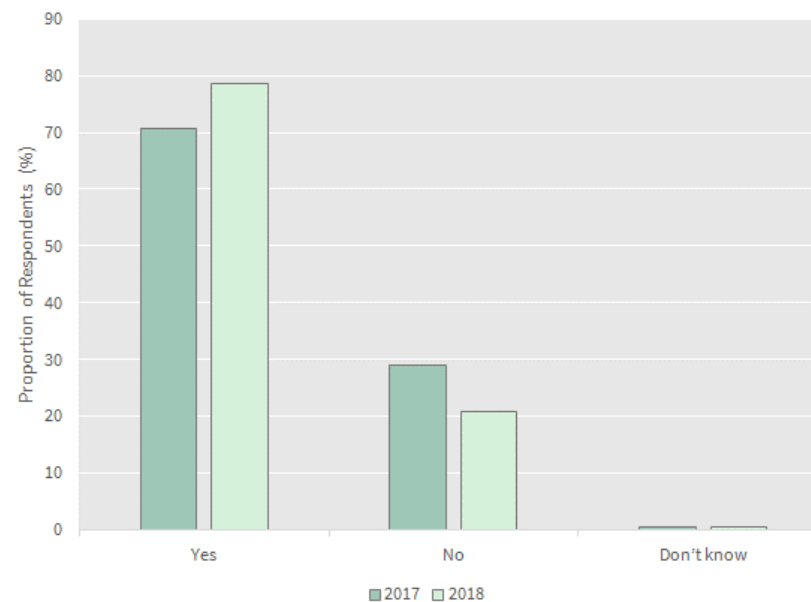
“I found some of the separated cycleways confusing for me and for motorists, with consequent risk of injury.”

“New cycle ways are brilliant. Just need safer connections to them now.”

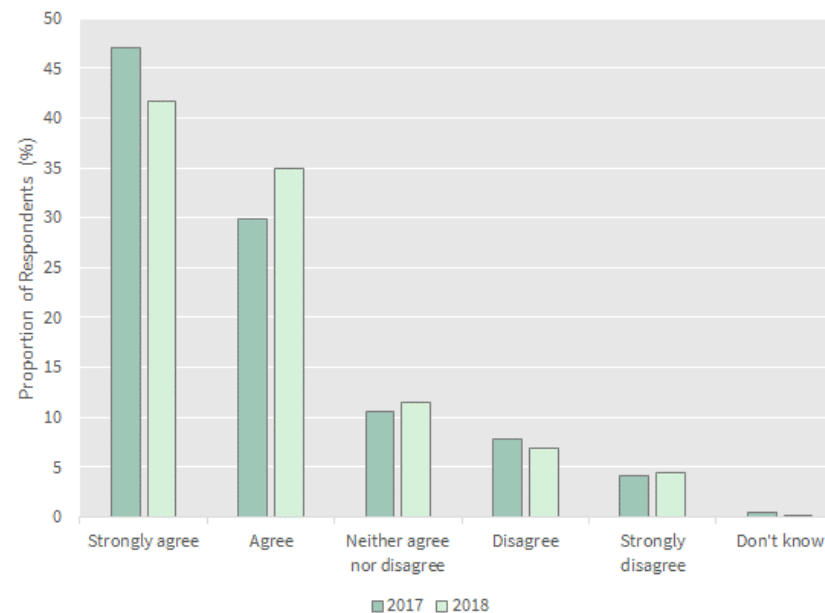
“As a keen cyclist, I find the cycleways program fantastic. Additionally, the reduced speed limit has made me feel much more comfortable biking in the inner city.”

“I don't cycle but I love the new cycle ways. Brilliant!”

“I've mainly commuted by bicycle for 30 years and for 30 years the roading part of my rates bill has been spent on making my life worse (faster roads, more lanes for cars). I'm pleased that finally my rates are partly going to improve cycle conditions as well with the Major Cycleways Programme. Well done CCC.”



**Figure 5: In the last 12 months, have you used any of the council's new separated cycle lanes?**



**Figure 6: Overall how much do you agree or disagree with the following statements...The separated cycleways have improved my safety from injury when travelling by bicycle**

## What do these results mean?

Christchurch already has a strong cycling community, aided by its flat landscape. To encourage more people to travel by bicycle, 13 Major Cycleways are being developed to link shopping centres, businesses, schools, parks and popular recreation destinations. Three of these are now completed and open.

Investment in the major cycleways and local cycleways has benefits both for the city as a whole, and at an individual level. Cycling can lead to healthier people, reduced congestion and reduced costs for ratepayers as less cars on the road means less damage and consequent repair to the roads.

Improvements from the previous Life in Christchurch Transport survey can be seen in the results. A higher proportion of people find travelling by bicycle easy or very easy, as well as an increased feeling of safety when biking. This is a positive result, as it indicates that people are becoming more comfortable and confident when cycling around the city.

Now with three of the 13 Major Cycleways complete, including the completion of the Uni-cycle route, there has been an increase in the proportion of people who have used the Major Cycleways when compared to 2017. This is an indication that the construction of the Major Cycleways is beginning to pay off. As more Major Cycleways are completed, the council anticipates that there will continue to be an increase in cyclists.

A number of respondents who cycle regularly told us that the work that the council is doing to make Christchurch a more cycle friendly city is making a significant difference to their daily journey. While the impacts of this infrastructure is often considered a nuisance by other road users (e.g. narrowed roads, slower speed limits), these comments show that our significant investment in cycling infrastructure is making a difference for the very people it was put there for.

## What are we doing?

We are making it safer to bike through:

- Cycling routes that prioritise cycling with separated paths where possible.
- Using cycle-only signals when busy roads cross key cycleways.
- Routes for both commuter and recreational cyclists offering good connections between the wider city and the central city.

More than 3,000 Year 6 students in Christchurch take part in our Cycle Safe Programme each year. It aims to help school students learn how to cycle safely and ride with confidence.

We also run a School Travel Planning programme, working with schools on initiatives to encourage students, staff and parents to choose walking and cycling to travel, with a significant focus on road safety.

We provide a range of resources to help educate people about cycle safety and the new cycle infrastructure. These include videos, web pages, events, maps and printed information.

We promote cycling through leading the annual Aotearoa Bike Challenge, and supporting community-led events like Biketober.

We're already working with 30 central city organisations in our Central City Travel Programme, helping them to support staff with journey planning. For cycling, this generally involves individual support on the most appropriate cycling route to commute on, based on the customer's preferences and cycling confidence. Council education staff also have regular presence at key events, such as orientation for UC and Ara, to provide similar transport support.

The Uni-cycle route was the supreme winner at the National Bike to the Future Awards, also winning the award for built excellence, highlighting Christchurch as leading the way in cycleway infrastructure.

Sensibel is currently being trialled by the Smart Cities programme, which allows cyclists to record when they have a positive or negative experience while cycling. The data helps planners identify features that are enjoyable for cyclists, or others that need improvement.

# Travel by public transport

- 915 (29%) respondents have travelled by public transport more than once a month in the last 12 months.
- 25% of people report travelling to social activities at least once a month using public transport.
- Of the people who have travelled by public transport, 56% find it easy or very easy to use this mode of transport.
- 78% of respondents feel safe from injury, and 65% feel safe from crime and anti-social behaviour when waiting at a bus-stop or when on the bus.
- A more frequent service and more direct routes and connections are the leading factors that would encourage those who don't currently travel by public transport to use the service.

## What people told us...

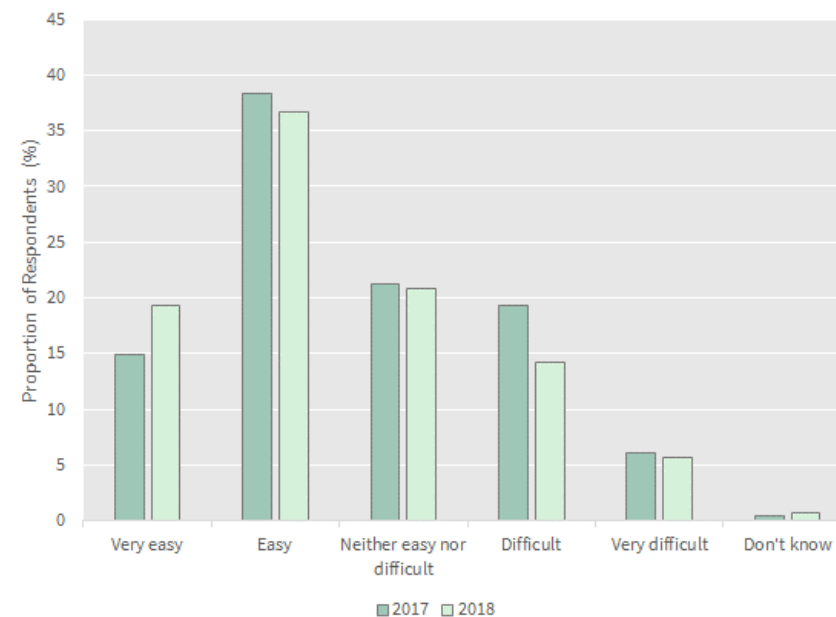
“The Diamond Harbour ferry is great. A faster connection with busses and across town in busses would make it possible for me to take public transport”

“A faster service that is more efficient once on the bus: no driver change during the bus route (why not at the interchange?), faster boarding and exiting, more priority for the bus.”

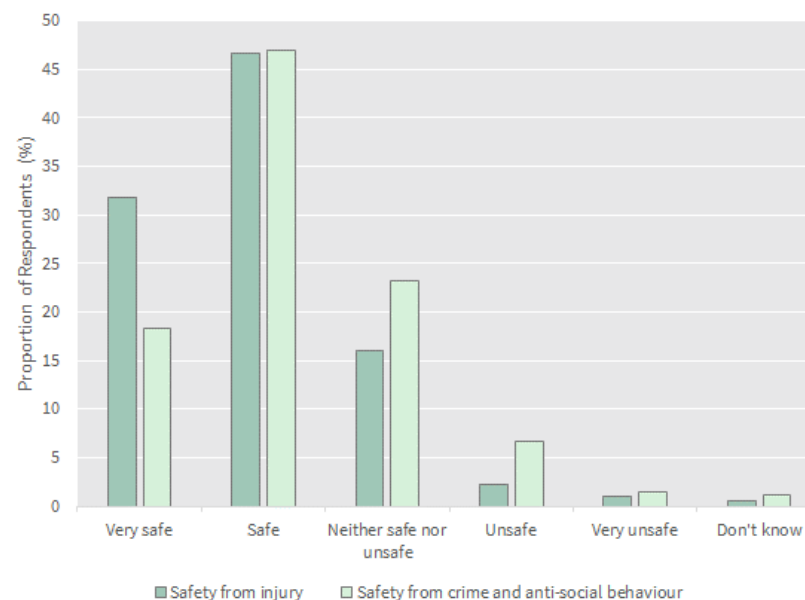
“There are two things that would encourage me to take the bus. Reduced fares and more frequent service. If bus fares were halved more people would bus and this it would pay for itself. I do not want to look up a timetable, particularly for the home trip. I want to know that a bus will come in 10 to 15 minutes; not half an hour.”

“I like using the bus to travel into the CBD as I find it easier than driving among the many road works and continual changes to the layout. I am lucky to live close to a bus route.”

“I would really appreciate having a bus service that went directly into the city. Both bus stops within walking distance necessitate an exchange at Riccarton. As an older person getting on and off buses can increase the chance of falls.”



**Figure 7: Overall how easy is it for you to travel by public transport in**



**Figure 8: How safe do you feel when travelling by public transport in Christchurch?**

## What do these results mean?

Christchurch has an extensive network of bus services for those living in or visiting the city. Much of the network that is running today was introduced in 2014 shortly after the Canterbury Earthquakes as a response to recovering the public transport system. However the network has not yet changed to respond to all of the significant land use changes that have occurred through the rebuild of the city.

Since 2010/2011 public transport has faced challenges as a result of the earthquakes. The number of passenger trips have decreased from 17 million to 13.5 million trips in 2018. It is worth noting, that there has been an increase in bus trips in the June 2018 year, increasing by 100,000 from the previous June year.

If private vehicle remains the most prevalent travel choice for both Christchurch residents and those travelling to the city from Selwyn and Waimakariri, it is estimated the central city would have severe traffic congestion by 2041, with an additional 70,000 car trips per day projected. To avoid this, a significantly larger proportion of journeys need to be made using public transport and active travel such as cycling, walking or ride sharing. Investment in infrastructure that supports public transport, walking and cycling across the city supports this objective.

The city is in a unique position where following the earthquakes a significant amount of land was made available for residential development on the city periphery. At the time that it was made available growth in these areas had not yet been fully planned for, particularly from the perspective of the impacts that it would have on the transport network. Under normal circumstances we would expect transport to shape land use, not respond to it; however in this case the city has been forced to respond. As growth is expected to continue in the greenfields, both in the short and long term, providing connections to an efficient, affordable and reliable public transport network is going to be essential to reducing the number of vehicles on the city's road network each day, and reducing the increasing levels of delay on the network that we can expect to accompany this.

## What are we doing?

We're asking people what they think - We're part of The Greater Christchurch Public Transport Joint Committee, along with Environment Canterbury, Christchurch City Council, Selwyn District Council, Waimakariri District Council, Canterbury Health Board and NZ Transport Agency. This group has developed a new Regional Public Transport Plan (currently out for consultation) that outlines significant investment in the Public Transport network over the next 3-10 years, and the future vision for next 30 years. The Plan outlines a system of higher frequency bus services supported by dedicated network of PT priority. This will provide a more attractive service for more people. The new network is proposed to take effect from 2020. In the meantime, there are some significant improvements underway on the existing PT network.

Early next year, three electric buses will be used for the bus route between the central city and Christchurch Airport, which carries more than 200,000 people each year. Core funding of this project came from the Christchurch Agency for Energy Trust, which was established by the Council. Use of the electric buses will reduce carbon emissions and noise levels inside and outside the bus, improving the service for passengers and residents.

The Central City Interchange and the Riccarton Bus Lounge, and improved services such as new Express Services, make some bus routes more attractive and comfortable as a travel option.

To make it easier and more comfortable to take the bus Riccarton Road Public transport priority is underway and super stops have been established along Riccarton Road and in the central city, with more to come.

# Walking in Christchurch

- 2002 (66%) respondents said they have walked to work, education, shopping, socialising activities or sport and recreation more than once a month in the last 12 months.
- Walking is the mode with the highest proportion of satisfied participants at 40%
- Over half feel safe from injury and crime and anti-social behaviour (51%, each) when walking in Christchurch.
- 76% find walking in Christchurch easy or very easy.
- The quality of footpaths remains the leading difficulty for walking in Christchurch at 63%, although this is a slight decrease from 2017 at 69%.
- Of those who had not walked in the last 12 months, 17% (said that improved footpaths and pedestrian areas would encourage them to walk more often.

**What people told us...**

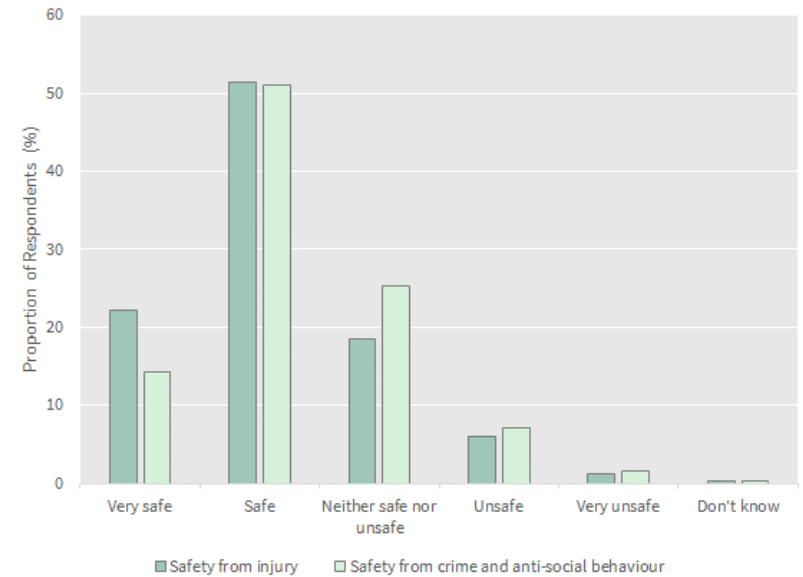
“It's so great, I don't know why people don't do it more often! I do live near Victoria Street and find it easy to walk either to Merivale or anywhere in the central city.”

“We have wonderful walking facilities, but crossing roads is always a challenge, largely because motorists have a careless attitude towards pedestrians.”

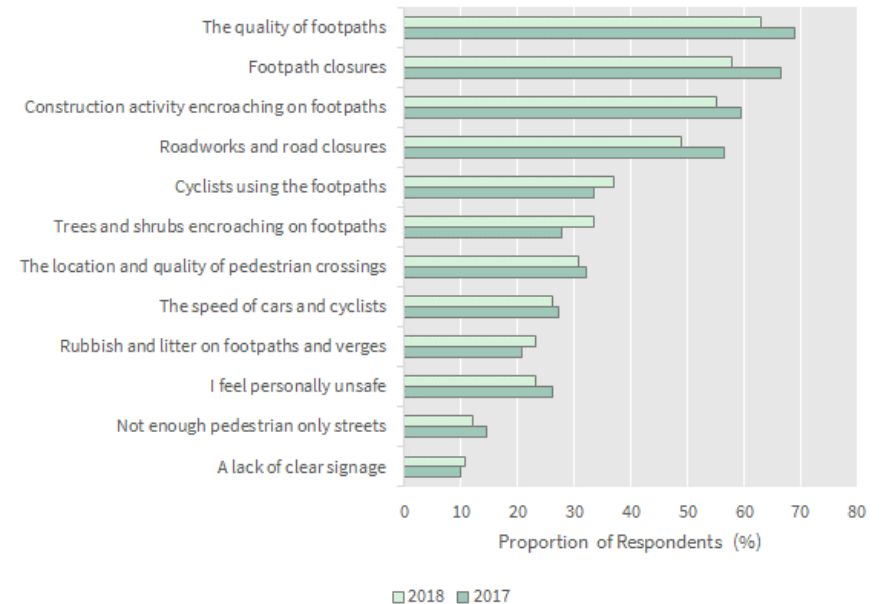
“Some pavements are of uneven surface and hinder the mobility of older people.”

“Walking at night feels unsafe. More lighting please. Also concerned about driver behaviour on zebra crossings - dangerous to pedestrians. Education?”

“Can't wait for shared open walking spaces in town where I can interact with people and enter shops without having to drive and park just to cross the street :)”



**Figure 9: How safe do you feel when walking in Christchurch?**



**Figure 10: What makes it difficult for you to walk in Christchurch?**

## What do these results mean?

Increasing the number of people who use active modes of travel, including walking, to move around the city will contribute to creating a healthy, liveable and resilient city.

Walking provides most people with a healthy and free travel alternative. Creating attractive streetscapes, quality footpaths, safe crossings and signage will assist in improving safety and encourage people to walk as their chosen travel mode.

Additionally, having well-connected public transport services and parking facilities in which people can walk to and from, is important when creating a safe, reliable and easy transport network.

Respondents indicated that they walk to shopping and social activities more often than walking to work. This may be due to the location of shopping and social activities in relation to where they live, as the distance is likely to be shorter than that to work. Accessible, functional and attractive footpaths, crossings and signage in local centres are critical to encouraging people to make more of their local journeys by foot.

The quality of footpaths was the leading reason that people find walking in Christchurch difficult. Much like the road network, the impacts that earthquake repair works are having on the walking network are expected to diminish as work progresses, eliminating or significantly reducing a number of issues that are currently making it hard for people to walk throughout the city. This is supported in this survey, as respondents indicate that improved footpaths and pedestrian areas would encourage them to walk more often.

## What are we doing?

We are significantly upgrading pedestrian areas throughout the city:

- Wider footpaths will be created in key areas for pedestrians, sometimes these may be shared with cyclists.
- Slower streets (30km/hr and slower) in the central city's core to make areas safer for pedestrians and cyclists.
- Attractive streets will encourage shoppers, residents and visitors into the central city.
- A number of shared zones will prioritise pedestrians and cyclists, making active travel a more appealing option in the central city.

As the central city redevelops, to help people get quickly and easily to key destinations, we are focussing on providing attractive, safe through-block laneway connections, particularly those with a north-south orientation.

New and upgraded pedestrian crossings will have universal access, making it easier for all pedestrians. This will be particularly important over the next 40 years as the city's population continues to age.

We understand the importance of completing roadworks that encroach on pedestrian space as soon as possible. We're working to identify and remove all redundant fences, cones, ramps and barriers from footpaths and roads in the central city is underway.

There is an ongoing programme of road and footpath repair and improvement happening throughout the city.

Council is developing more education on etiquette around road safety on new facilities that are opening in the city, in partnership with Otakaro.



# Travelling with disabilities

- 11% (n=337) of respondents report having a disability that last 6 months or more, and 66% (n=224) of respondents with a disability, indicated it stops them from doing everyday things.
- 43% (n=96) of respondents with a disability said footpaths and roads make it difficult to travel around the city. This is similar to the 2017 Life in Christchurch Transport survey, where 42% (n=117) indicated that footpaths and roads make it difficult to travel.
- 28% (n=63) said that difficulties accessing public transport makes it hard to travel around Christchurch.
- 45% (n=101) said that their disability always limits the use or access of biking.

## What people told us...

“Distances, there is not enough disabled parking so I can easily reach anywhere. I can only walk very short distances.”

“Tired of non-registered people using disability parking areas.”

“I have arthritic knees. Uneven footpaths can be a problem.”

“Could you ask the bus drivers to wait until people are seated after boarding the bus before driving off? I find it hard to balance on a moving bus due to my illness.”

“Some of the cycle ways have made it very difficult to get a car park close to shops etc. for a wheelchair user. Also driveways in many streets with cycleways are not level with the road making it impossible to cross the road in a wheelchair.”

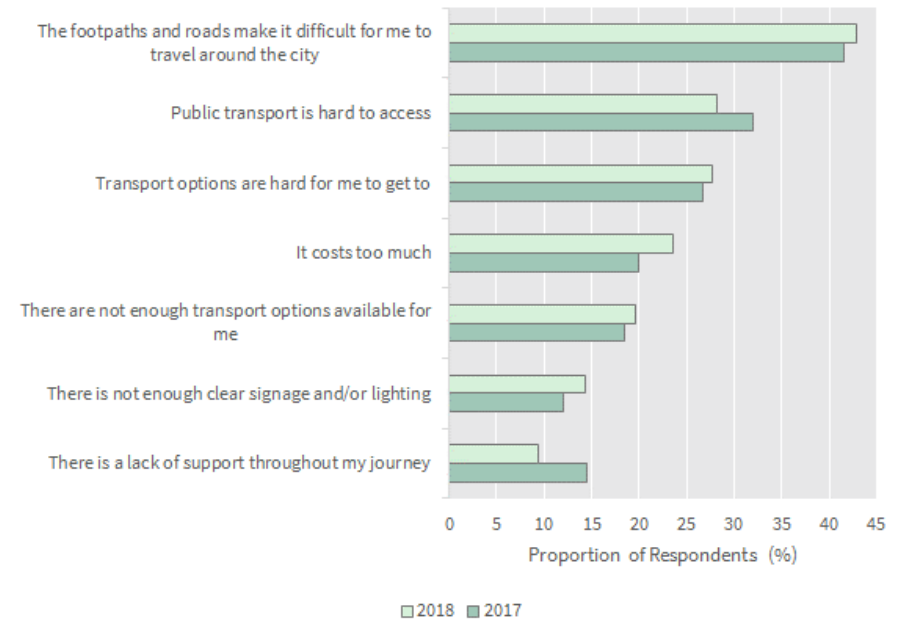


Figure 11: What makes it difficult for you to travel in Christchurch?

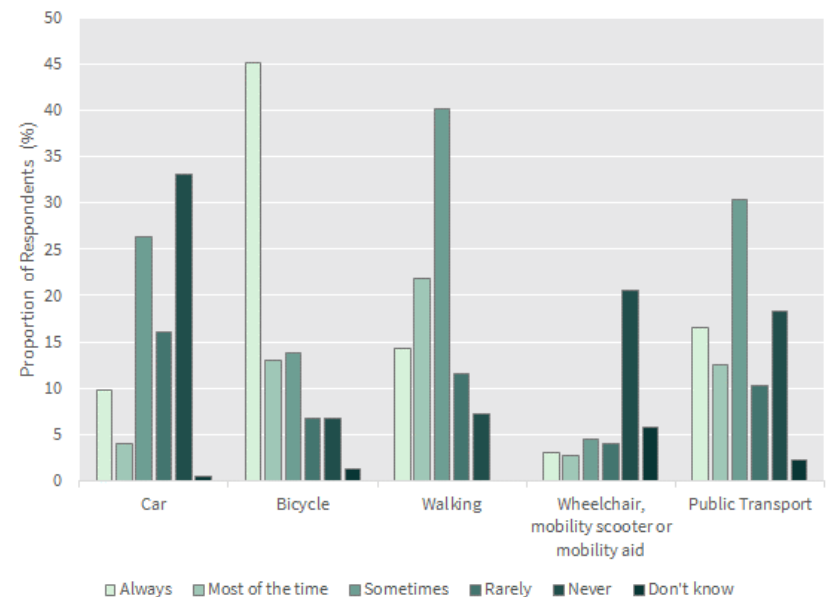


Figure 12: Does your disability have an impact on your ability to use or access the following transport options?

## What do these results mean?

Currently approximately 1 in 5 New Zealanders identify as having a long term disability that impacts their ability to undertake day to day activities. The number of people identifying as having a long term disability is expected to increase as the population continues to age. As a city we must be prepared for the challenges that will come with this.

The city's transport network should provide easy and equitable access to areas of the city for all residents, including those with disabilities and the older population.

Accessing public transport continues to present difficulties for people with disabilities. Although progress has been made to achieve a public transport system that is fully accessible and responsive to the needs of the disability community, there are still a number of areas where further progress and improvements are required. Service changes are likely to be needed to improve conditions for passengers with disabilities. These changes could include the timing of and connections between buses, their routes and the associated roadside and on-board infrastructure, to enable those with disabilities to better use the system with ease.

Not dissimilar to other road users, the footpaths and road quality is the most common reason that makes travelling difficult for those respondents with disabilities. This is largely due to the increased number of trip hazards and obstacles that roadworks and uneven footpaths present, especially impacting those with vision impairments.

## What are we doing?

We have representatives sitting on the Greater Christchurch Transport Public Transport Disability Reference Group, convened by Environment Canterbury. This group meets every 2 months, and includes Bus Companies, council and disability agencies. The group also reports to the Greater Christchurch Public Transport Advisory Group.

Our Disability Advisory Group is working to improve transport accessibility alongside appropriate council staff and units.

The Smart Cities programme is looking to include monitoring of accessible car parks as part of their carpark sensors projects.

There is ongoing work being done by the disability advisor and inclusive communities around making the city as accessible as possible for those with disabilities.

Special attention was given to the Bus Interchange, making it as accessible as possible. The design team consulted with specialist accessibility groups via Environment Canterbury's Public Transport Advisory Group to ensure the Bus Interchange is accessible to all. In addition, an independent accessibility auditor has worked with the project team to ensure that the facility is accessible for people of all ages and abilities.

Once completed, the central city transport network should ensure that the city is accessible for people of all ages and abilities is woven throughout the plan. This takes into consideration mobility parking, signage and designing buildings that will allow people with disabilities to carry out normal activities and processes within them.

# Satisfaction with infrastructure

- Around a third of respondents are satisfied with the condition of footpaths and pedestrian areas in Christchurch.
- 57% of respondents are dissatisfied or very dissatisfied with the condition of Christchurch roads. The GSS 2018 had similar results, with 58% of respondents dissatisfied or very dissatisfied with the condition of roads.
- The top three reasons for dissatisfaction with the condition of roads are:
  - Potholes (87%, n=1632)
  - Road surfaces are not smooth (77%, n=1431)
  - Ongoing patch repairs to roads (74%, n=1383)

## What people told us...

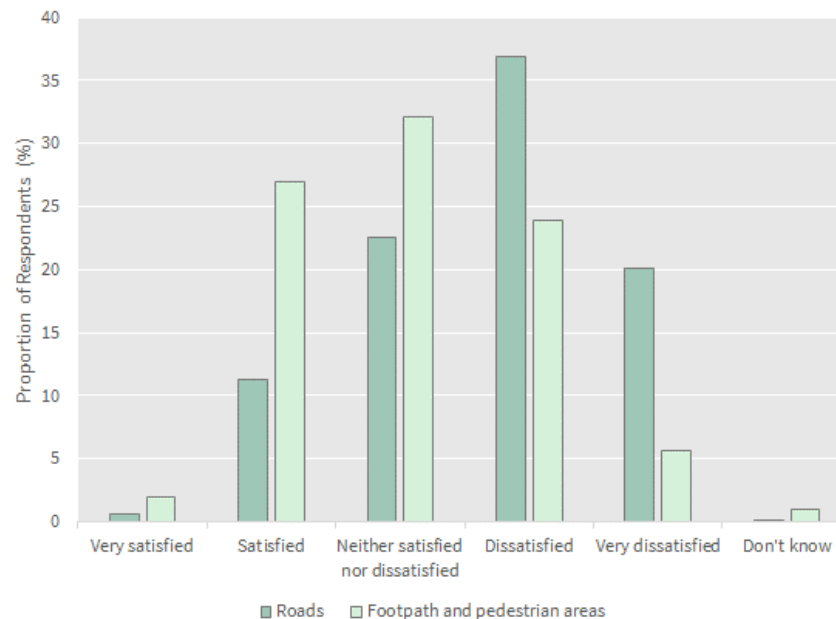
“I understand the need for the roadworks but I'm pretty over it after all this time.”

“Many of the roads get repaired only for the same issues to resurface within a few months. Repairs are inconsistent. The general road quality in Christchurch is very poor since the earthquakes and has not been well repaired or maintained.”

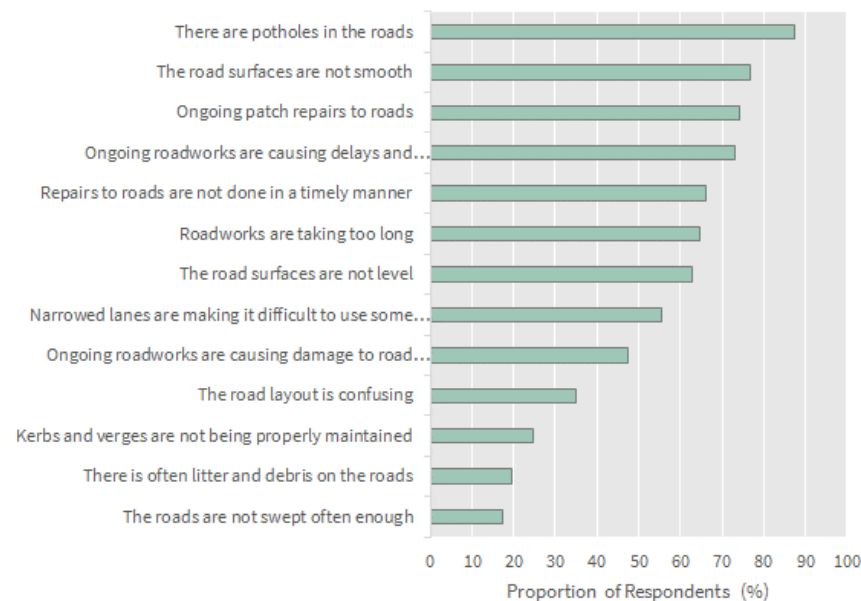
“Repairs are taking too long. Often once complete the new layouts are very confusing and too narrow.”

“Fix the potholes properly then they don't have to be done every few weeks. It may take longer the first time. Do it once and do it right.”

“Over all things are ok huge job to have everything fixed yes get frustrated but is a bigger job than it looks.”



**Figure 13: Overall how satisfied or dissatisfied are you with the condition of Christchurch's...**



**Figure 14: Which of the following best describes why you are dissatisfied with the condition of Christchurch's roads?**

## What do these results mean?

The transport network in Christchurch is reliant on the condition of roads and footpaths in the city. A strong infrastructure of roads and footpaths will provide the foundation for a high quality transport network. The total length of roads in Christchurch is 2,342 kilometres, and of this, 359 kilometres is unsealed. Associated with the road network are 2,546 kilometres of formed footpaths.

The Canterbury Earthquake Sequence caused significant damage across the transport infrastructure. Damage was mainly concentrated in the eastern suburbs, and requires years' worth of repairs to return the city's infrastructure to its former level of service.

Roadworks and road closures are an inconvenient reality of the rebuild and repair process that can cause disruptions to resident and visitor journeys throughout the city. This is reflected in this survey, as the majority of respondents have indicated that they are dissatisfied with the quality of the road conditions. Although many of the roads have been repaired and roadworks completed, there is still a lot of work to be done to return the infrastructure to its original level of service.

People are generally accepting of the rebuild and repair process, however it is still a great inconvenience for people and frustrations are beginning to surface as can be seen in the survey results.

Going forward, it is important that the frustrations of people in the city are acknowledged, and reassured that progress is being made. It is also important to limit the amount of repairs that is required when fixing roads and footpaths, by minimising the number of times a road is repaired. This will reduce extra costs, reduce disruptions for road users, and ensure as much of the road network is available for public use as possible.

## What are we doing?

Following the earthquakes, around 1,300,000m<sup>2</sup> of roads and over 300 bridges were repaired throughout the city.

Our 2018-2028 Long Term Plan has specified that the road network will remain a top priority, resealing and surfacing roads, footpaths and kerbs. Repairing the roads faster was a major theme during the Long Term Plan hearings, and so additional funding will be given to fixing the roads and footpaths.

We are proposing a \$40m bid against the Capital Acceleration Facility to deliver greater levels of roading and footpath repairs. This additional funding will be targeted towards areas of greatest earthquake roading damage and in the areas of safety and supporting An Accessible City or public transport.

The council has adopted a 'dig once' policy to protect transport and underground utility assets, and to make sure as much of the road network is available for public use.

A NZTA Roadworks Map is available on the council website. It identifies any roadworks and road closures in Christchurch and is available for the public to assist in planning journeys when travelling around the city. Live traffic updates are also available on the Council website, which informs the public of expected journey times and any delays for main routes. This information is updated every five minutes.

# Travel to events

- The majority of respondents travel to events in Christchurch and Banks Peninsula by car (74%, n=2439).
- 23% (n=755) of respondents said that they walked to events in the last 12 months in Christchurch and Banks Peninsula.
- 37% (n=1199) of respondents said that special event bus services would encourage them to start using public transport or use public transport more often to travel to events.
- 29% (n=914) of respondents said having more direct routes would encourage them to start using public transport or use public transport more often to travel to events

## What people told us...

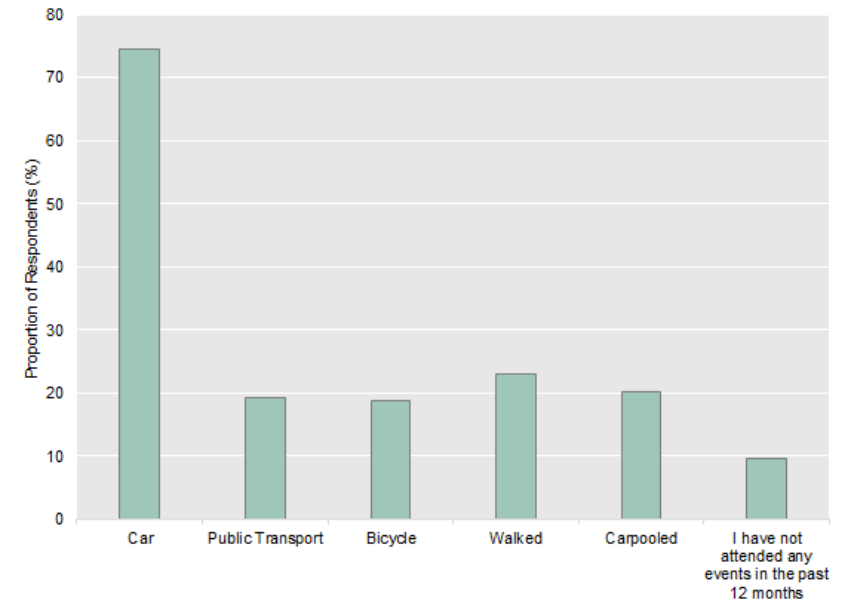
*“We would love to use buses to get to sparks, fireworks events but have heard buses get full, long wait in queues-too stressful for young children.”*

*“It would be great if buses could be provided to bring families to events in the city.”*

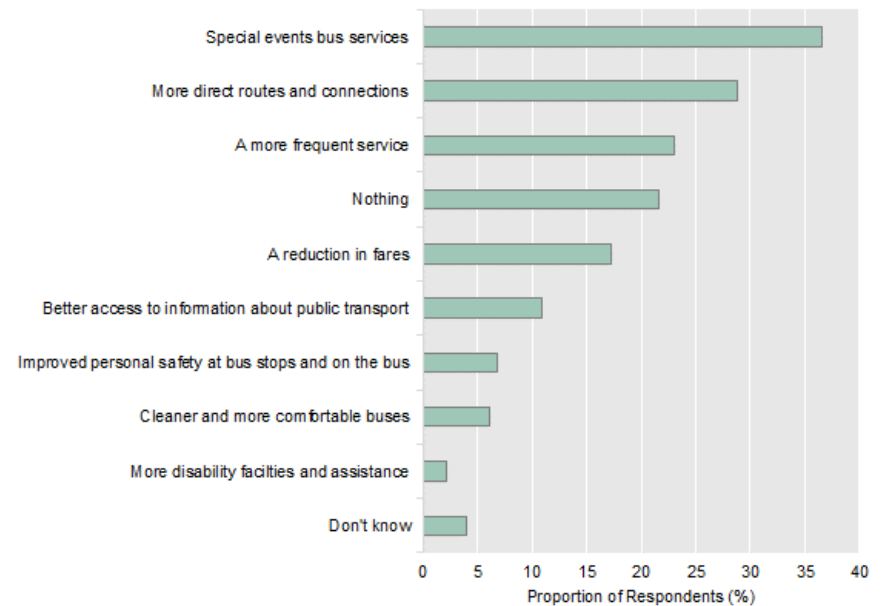
*“I've used the bus to the rugby and had to wait AGES for the bus home. This was not nice and haven't done that again!”*

*“Time and flexibility are usually the key plus we don't usually even think of Public Transport as an option.”*

*“With a growing (young) family there is often a lot of gear required which makes using public transport a hassle.”*



**Figure 15: Which of the following have you used to travel to events in Christchurch and Banks Peninsula in the last 12 months?**



**Figure 16: Which of the following would encourage you to start using public transport or use more often to travel to events in Christchurch City and Banks Peninsula?**

## Survey methodology

Life in Christchurch is a web based survey that uses a snowball method to reach respondents, using a "word of mouth" approach rather than a traditional random sample selection methodology. The snowball method works on the premise that participants will then recruit further participants; it is called snowballing as (in theory) once you have the ball rolling, it picks up more "snow" along the way and continues to grow.

The advantages of this is that it enables targeting of specific groups of interest, such as people with disabilities, smaller ethnic groups or people who might not respond to traditional survey methods or forms of formal consultation, like young people. The disadvantage is that it does not provide results that are representative of the wider community; rather they are indicative. Because this approach is not limited to a particular survey size, this form of sampling could potentially result in much higher numbers of respondents participating in the survey.

## Background to Life in Christchurch

First undertaken in 2016, the Life in Christchurch survey started as a comprehensive survey of resident perceptions of various aspects of life in Christchurch. The survey covered a range of areas, including:

- Community and culture
- The central city and local neighbourhoods
- Moving around the city
- Leadership and decision making
- Our natural environment

From 2017 onward, it was decided that the Life in Christchurch survey series would consist of a series of shorter targeted surveys. The topics covered will be reviewed each year. The 2018 survey topics are:

- The central city
- Transport
- Natural Environment
- Arts and Culture

**Appendix 1: Ward Analysis of reasons for dissatisfaction with condition of Christchurch's roads**

# Christchurch City Overview

A total of 3250 respondents gave feedback through the Life in Christchurch 2018 Transport

- 86% of respondents lived in Christchurch City (including Banks Peninsula)
- 62% of respondents who live in Christchurch City are dissatisfied (= dissatisfied & very dissatisfied) with the conditions of Christchurch's roads.

The main reasons for dissatisfaction with the condition of Christchurch's roads include:

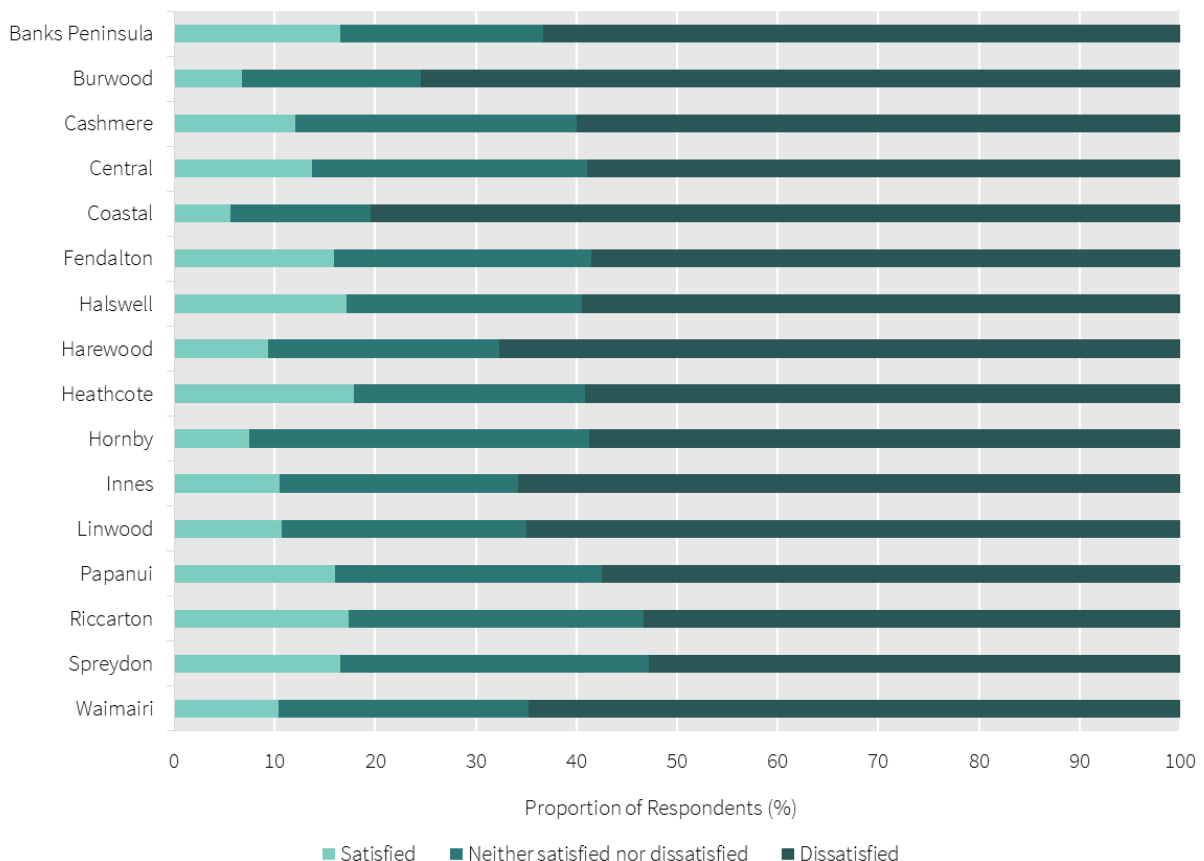
- Potholes in the roads
- The road surfaces are not smooth
- Ongoing patch repairs to roads
- Ongoing roadworks are causing delays and disruption

This was reflected across the wards, where the main reasons for dissatisfaction were consistently potholes in the roads, ongoing roadworks causing delays and disruption, road surfaces are not smooth, and ongoing patch repairs to roads in almost all wards.

Generally areas in the east tend to be less satisfied than those to the west of the city..

- The coastal ward had the highest reported levels of dissatisfaction with the condition of the roads (80%); this was followed by Burwood (75%).
- Respondents from the Heathcote (17%), Riccarton (17%) and Halswell (17%) wards tended to be the most satisfied.

The open ended comments show that there is a general feeling across the city that the council does not have it's priorities correct, and that budgets are not reflective of what citizens keep telling us that they want.

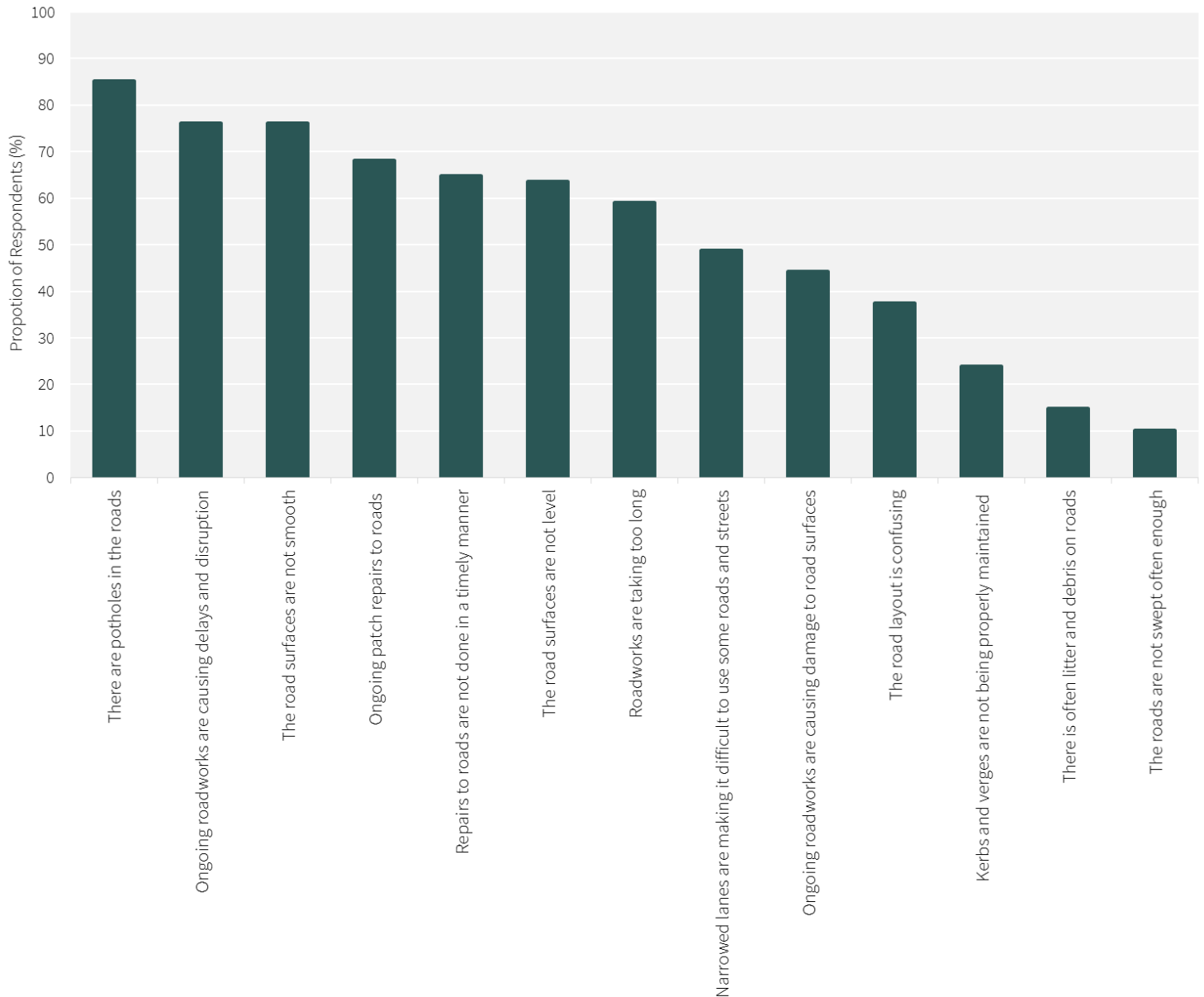




# Banks Peninsula Ward

There was a total of 139 respondents from the Banks Peninsula ward, 4% of the total sample.

- Around 63% of Banks Peninsula respondents were dissatisfied with the condition of Christchurch’s roads.
- Outside of the four main reasons for dissatisfaction across most wards, repairs to roads not being done in a timely manner (65%), road surfaces that are not level (, and roadworks taking too long are driving dissatisfaction with roads for Banks Peninsula respondents.
- Maintenance issues such as kerbs and verges not being properly maintained, litter and debris on the roads, and roads not being swept often enough are seen as less of an issue.



## What Banks Peninsula respondents told us...

Respondents frequently identified a range of issues with the road surface. These included the impacts that tour buses coming to and from Akaroa are having on the road surface and quality, ongoing issues with potholes that are not being fixed properly and the consequent damage to vehicles, and a general lack of maintenance of the road surface which is leading to increased levels of wear and tear on the road surface.

A number of respondents raised safety issues related to Dyers Pass Road. Icy roads during winter, potholes and poor maintenance of pull off areas on the road into Governors Bay, and an increased number of cyclists on the road were raised.

Other issues raised by respondents from the Banks Peninsula ward included a desire for cycling access through the Lyttelton tunnel, and a feeling that the council is not giving enough consideration to issues in the harbour and on the peninsula.

## Road surface issues

“The lack of upkeep on the roads is appalling, the road to Akaroa has been wrecked by buses and there is only patch up work undertaken. I currently feel we are not getting value for rates paid to the council.”

“I would like to see gravel roads around Diamond Harbour sealed to reduce the amount of sediment in road runoff entering local streams during rain events, particularly Bayview Road.”

“The roads to where I live - governors bay are poorly maintained. Regular comments have been made on our community Facebook page about the inaction from the ccc with complaints made about dangerous road conditions.”

“I've had to have 3 wheel rim repairs done on my car's wheels in the last 2 years. This is due to pot holes and harsh unlevel surfaces of the Christchurch and Akaroa roads. \$395 for one rim repair - next time I feel like sending CCC the bill.”

“The pull off areas especially on the Governors Bay road are very uneven and big pot holes. people wont use them - these need fixing. Also more space on the side of the road to park from the intersection to Governors Bay to Rapaki.”

## Ongoing patch repairs

“Inner city roads are not good but they are better than those on the Peninsula which have potholes fixed continually (usually in the same places) and cause tyre wear and misalignment.”

“The irregular road undulations and sudden potholes are dangerous and damaging to vehicles. I understand the reasons and difficulties. But would just like to say our roads are an obstacle course and you must constantly remember where all the old and newly developing dips, holes and rough surfaces are. I hope we don't need to wait 20 years before the majority of roads in the inner city are up to standard. Also some repairs are disappointing.”

## Safety

“Don't feel safe on Dyers Pass”

“Icy dangerous roads with the possibility of killing cyclists on a daily basis.”

“Dyers Pass Road is just plain dangerous with the cycles and cars together. This needs to be addressed. There are more cyclists now with the adventure park open and no useable mountain track back down on the top park of the hill towards Cashmere.”

## Other Comments

“I am involved in looking at public transport options in Diamond Harbour and are finding the views of ECan quite limiting for the long term development of such services. The apparent lack of involvement of the City Council in such issues is confusing and limiting”

“Cycling access through the Lyttelton Road Tunnel please.”

“Please bring back express busses to/from Lyttelton and figure out how people can ride bikes through the tunnel”

“We need a public service to Governors Bay.”

“I love public transport, and would love a later ferry service to Diamond Harbour in line with the bus times”

## Bouquets

“Each year negotiation roads in city gets easier post earthquake. I love the Art Gallery car park and intend to use the Lichfield facility when I need to.”

“Love the bus exchange. I find it efficient and feel safe while waiting for bus.”

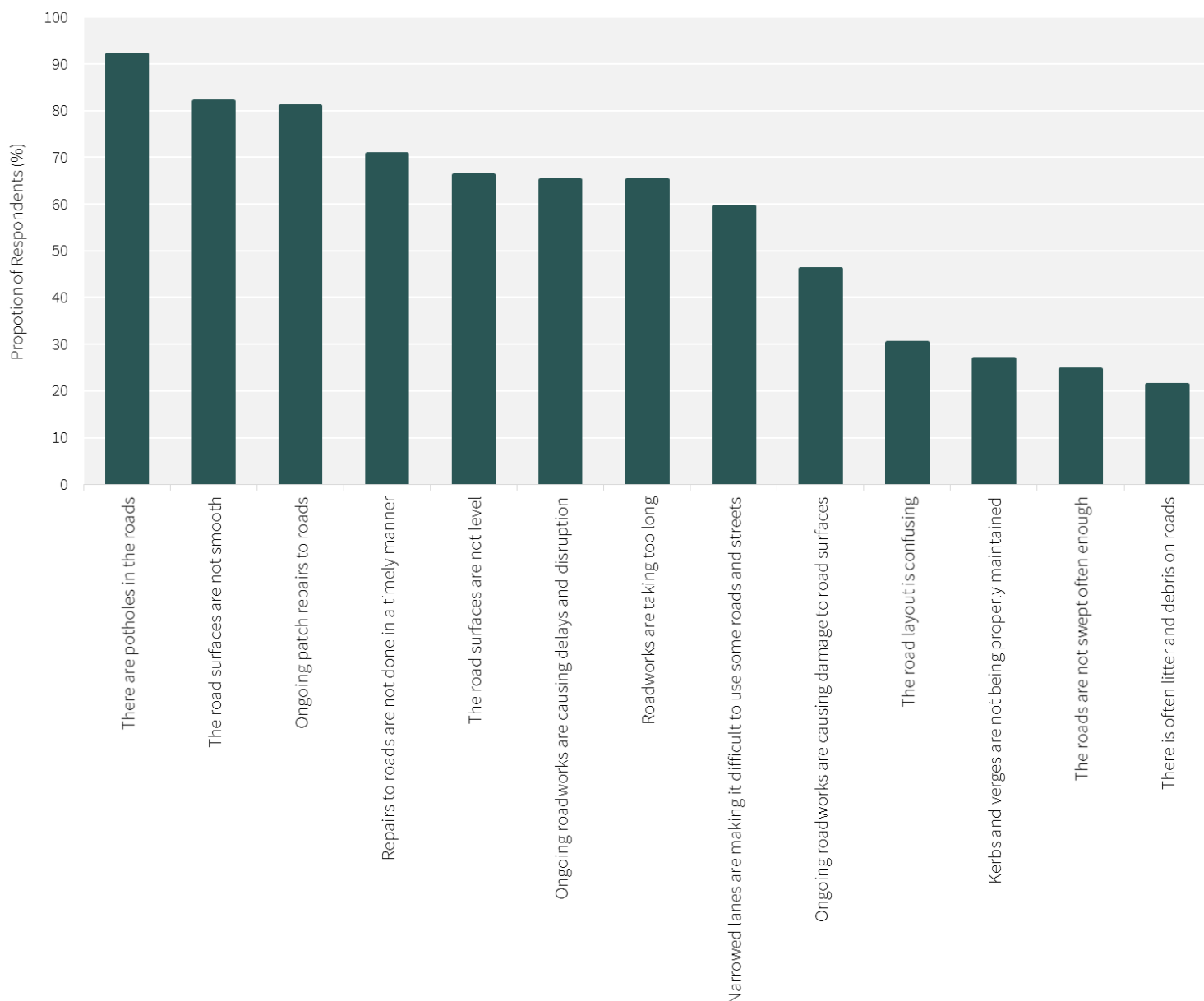
“I appreciate the public transport provided by ferry and bus being available.”

“It's great to see it all coming together. Don't be discouraged with the keyboard warriors dissing the CBD/cycleways/parking - it's great now and it's going to awesome. Plenty of my workmates really love it and have no trouble getting around because we live it everyday and we are used to it already.”

# Burwood Ward

There was a total of 119 respondents from the Burwood ward, 4% of the total sample.

- Around 75% of respondents from the Burwood ward are dissatisfied with the condition of Christchurch's roads.
- Outside of the four main reasons for dissatisfaction across most wards, repairs to roads not being done in a timely manner (71%), road surfaces that are not level (66%), and roadworks taking too long (65%) are driving dissatisfaction with roads for Burwood respondents.
- Maintenance issues such as kerbs and verges not being properly maintained, litter and debris on the roads, and roads not being swept often enough are seen as less of an issue.



## What Burwood respondents told us...

Respondents from Burwood expressed ongoing frustrations with the perceived poor condition of the surface of roads, and the time that it is taking to get the roads repaired. This, coupled with ongoing patch repairs to roads, has led to a desire for the council to “do it once, and do it right”.

There is a feeling amongst respondents that fixing roads in the east is not being prioritised by the council, and roads in other areas of town are being resealed again while they still have roads that have not been fixed following the earthquakes.

Respondents also frequently highlighted intersections where right turn arrows would substantially improve safety.

## Road surface issues

"The east has been forgotten when the roadworks plan was established. When I used to get the bus from Parklands it was terrible having to sit on the bus or 30 minutes into town having the bus shudder the whole way because of the state of the roads. There is a pot hole before the Travis Road roundabout that reappears every time it rains. Surely the roads on the east should have been given priority."

"On the east of Christchurch in particular New Brighton Road. It is unsafe biking as the road is narrow and the margin is in a bad state of repair"

"Seems to be better roads on the West side of town compared to the East where roads are not maintained to a good standard or not at all. Too many potholes and damaged roads on the East with little change since the Quake! Some roads on the East have remained untouched since the Quake and badly need repair."

"The road outside our house on 142 Lake Terrace Road has practically disintegrated due to council works on the Shirley Golf course. I logged a job and a single pothole further down the road was filled in. Honestly sick of trying to get even basic repairs done."

"I'm so sick of the Avon river not being fixed around Avondale ..it floods the road so we have to detour when its very high tide or rains a lot and the river is very untidy looking ..We are personally looking to move in the next few years due to increased traffic bad roads and continuing roads dug up ...also the amount of trucks shaking the ground ..we used to love this area ..not now though ..."

"If you want people to ride bikes fix the pot holes and clean the area bike are expected to use."

## Repairs not done in a timely manner

"We have been here 27 years but have recently had enough and decided to leave - fed up with councils lack of progress and proposed rate hikes. It was such a fabulous city and now it is just sad :("

"My street in the east is still damaged from the earthquakes. Carters Road Aranui"

"It really annoys me to see roads that do not need repair getting resealed while other roads in particular east are being left in an abysmal condition. It's not fair. Fix Breezes Road between Wainoni and Avondale roads."

"It's a mess in the East especially we are sick of it. Do it once do it right"

## Ongoing patch repairs

"The Council would have been better to re-seal all damaged roads in Christchurch, rather than spending millions on these silly cycle ways. Too many roads have pot holes and when they are filled it makes the road un-even and bumpy. I have a new car that now needs new shocks."

"Current way of fixing potholes needs review as the very next train after a fix, the pothole opens back up and is bigger than before."

"The council need to stop patch repairs and fix the roads in the east 7 years on and it's a mess still."

"The quality of road repairs is appalling - holes appearing in roads sealed just a few months ago is unacceptable. Some footpaths in Aranui have been untouched since the earthquakes - no seal, just the temporary gravel surface. In an area where not everyone has a car and there are many people with mobility issues, this is unacceptable."

## Road layout & traffic lights

"I think the Council needs to strongly consider making Travis Road from Burwood Road to Anzac Drive 4 lanes which was proposed prior to earthquakes and remove the roundabout at Anzac Drive and replace with lights. With Shirley Boys & Avonside Girls relocating traffic is only going to increase and the intersection will become more dangerous than it already is now."

"Turning arrows especially New Brighton Road turning into Marshland Road need to be addressed. I have lived in this area for over 30 years and regularly have to turn right into Marshland Road. Peak hours you can ONLY turn on a red light."

"There are also intersections that desperately need right turning arrows for traffic safety. On the other hand there are inappropriate right turning arrows (eg Fitzgerald Ave/Avonside Drive - the right turning arrow is more often than not red when there is absolutely no oncoming traffic - there is actually no need for an arrow here)."

"You need more Right turning arrows on some of your roads. With the law change a few years ago it caused a problem with right turning traffic."

## Other Comments

"Areas are sometimes coned off in preparation for work to start. And then not started for several weeks."

"Bike lanes in city make it unsafe to get my disabled husband out of the car and into his chair and on to a foot path."

"Would like a more frequent bus service from Shirley to the city."

## Bouquets

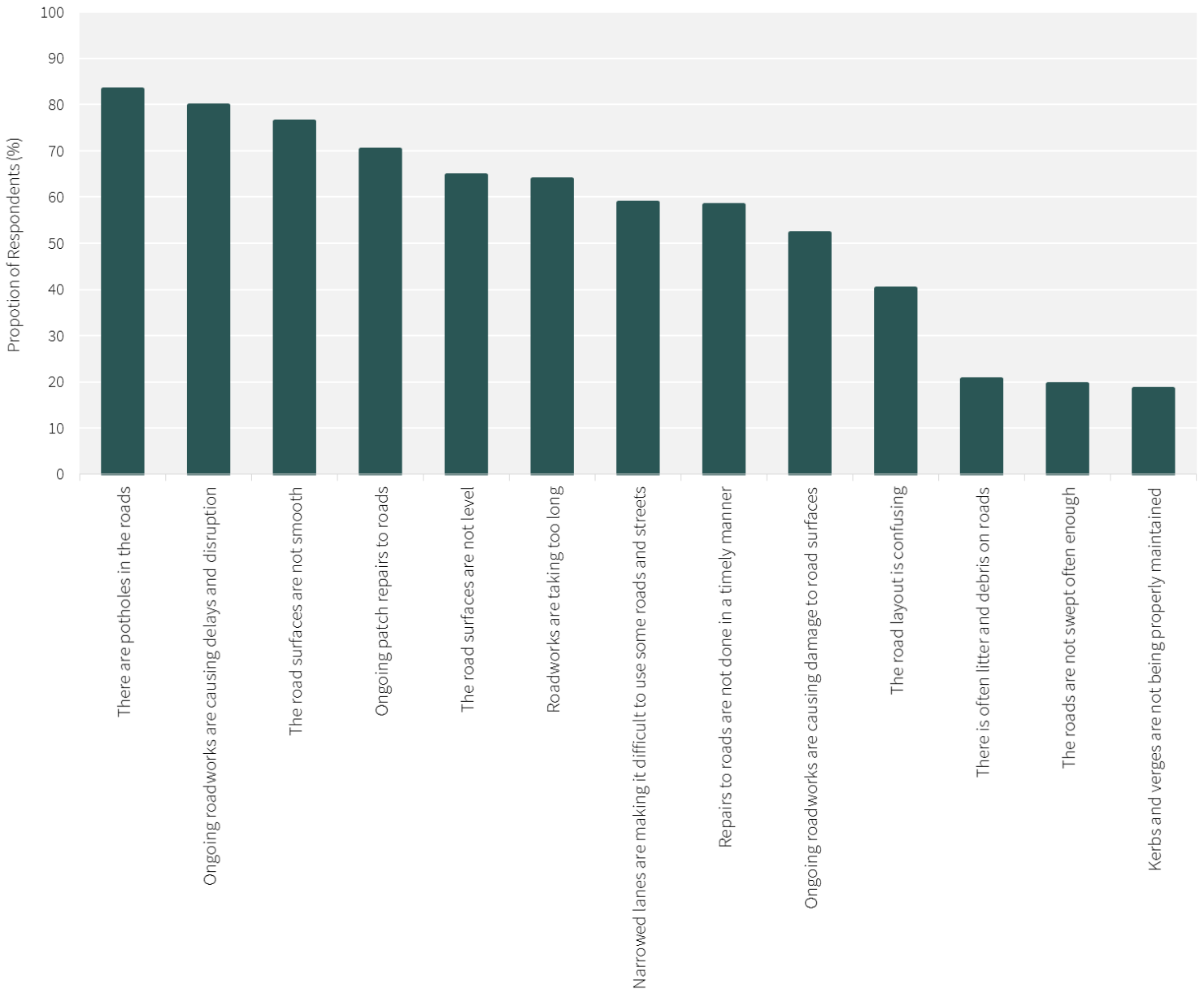
"To be fair, Christchurch does have a good Public Transport Service."

"I appreciate that everyone is doing their best in very trying circumstances and feel people have to take responsibility when travelling - planning their journeys, allowing time, showing consideration to others etc. Thank you."

# Cashmere Ward

There was a total of 333 respondents from the Cashmere ward, 10% of the total sample.

- Around 60% of respondents from the Cashmere ward are dissatisfied with the condition of Christchurch’s roads.
- Outside of the four main reasons for dissatisfaction across most wards, road surfaces that are not level (65%), roadworks taking too long (64%), narrowed lanes making it difficult to use some roads and streets (59%) and repairs to roads not being done in a timely manner (58%) are driving dissatisfaction with roads for Cashmere respondents.
- Maintenance issues such as kerbs and verges not being properly maintained, litter and debris on the roads, and roads not being swept often enough are seen as less of an issue.



## What Cashmere respondents told us...

Issues to do with the layout of the road, traffic lights, and wayfinding were prominent for respondents in the Cashmere ward. Whilst a large number of respondents commented that they feel the narrowed roads as a result of the cycleways is causing safety issue, a large number also commented on how much the cycleways had improved their travel safety and encouraged further development of cycleways.

A large number of respondents noted that the seal on recently repaired roads is lifting and wearing much quicker than they would expect, and that ongoing patch repairs are an issue in specific locations throughout the ward.

General maintenance issues were another common theme, particularly in relation to cycling. A number of respondents have experienced punctures as a result of cycleways and road margins not being maintained and swept regularly.

There were a number of respondents from Cashmere who questioned whether the council was prioritising its spending appropriately, with a general feeling that “nice to haves” such as cycleways were being prioritised over getting the basics right.

## Road layout, traffic signals and wayfinding

“Traffic lights at Colombo-Cashmere road would certainly be beneficial at peak traffic times”

“A Roundabout or Traffic lights at foot of Hackthorne Road would greatly assist entering the increasingly-busy Cashmere Road.”

“Priority traffic signals for pedestrians and cyclists are very annoying if there is no pedestrian or cyclist waiting, and cars are delayed from turning. Some traffic light sequences are ridiculous short, and drivers need to do Le Mans style acceleration to get more than a couple of cars through a sequence. Often bad on Colombo Street at intersection with Brougham. And in a Brougham a light sequence to allow southbound cars on Brougham to turn into Montreal would be a good idea and eliminate dangerous risk taking currently required to make this turn.”

“The markings on the road on Strickland Street are difficult to see due to the old markings still being visible. I find there is less traffic on this road now - people are avoiding this street and I've found myself doing this also.”

“The lack of street name signs, or signs around the corner of the street you are looking for so you drive past, is really frustrating. Not everyone has sat-navs!”

“Your traffic designers are slowly getting better when thinking about cyclists on roads without cycle lanes. There's more they could do, e.g. left turning slip lanes around roundabouts, keeping traffic islands narrow.”

“The Tennyson - Colombo-Strickland St area is very unsafe for cyclists. At Peak time it is difficult and dangerous to cross from Centaurus Road heading North to St Martins Rd.”

“I don't have major problems because I time my commute to avoid the peaks. I am concerned about a lack of turning arrows at major intersections and lack of red light cameras. Both I believe would improve safety.”

## Road Surface

“It appears that the council has a new roading contractor doing the sealing of the roads - Higgins. Around Cashmere Road and then Hoon Hay Road, the seal lifted immediately. A good new seal was put on Cashmere Road but a very bumpy seal was put on Hoon Hay to repair it.”

“I can't even count the number of times the Cashmere Road by Shalamar Drive was repaired and re-repaired this year - also we have had potholes repaired by Higgins on Worsleys Road which last a day if that before they are back how they were”

“Earthquake damage to a nearby hill road and adjoining retaining walls still have not been fixed. A patch job was done several months ago. The assets would have been insured by CCC but the funds to repair these items has gone elsewhere. All our cars continually have their wheels put out of alignment and tyre wear is ridiculous. We are spending so much more on tyre related issues than pre-quake. If only there was light at the end of the tunnel.”

“The same area of road often seems to get redone and redone but nothing improves. The corner by St Martins supermarket, there is a massive pothole that is refixed and refixed but is constantly poor, Salisbury St is very rough and bumpy, Centaurus Road is in a very poor state.”

“Simeon Street outside Barrington mall is a natural route to /from little river cycle way but the surface is absolutely terrible. A bike needs to be in the centre of the lane to get a reasonable surface.”

“The dangerous 'drop' around existing metal manhole covers and new bitumen road surfaces needs to be addressed. Sometimes the difference between these surfaces is more than 5 cm, and on the bike it's very dangerous! Please lift the manhole covers to be level with the new road surface!”

“Many of the roads get repaired only for the same issues to resurface within a few months. Repairs are inconsistent. The general road quality in Christchurch is very poor since the earthquakes and has not been well repaired or maintained.”

“Holes are a continuing and widespread potential disaster for cyclists, especially at night. Fortunately I have not yet been unseated. Without greatly improving this situation I fear your chances of attracting more cyclists are small.”

## Maintenance

“You need to clear the cycleways of GLASS and fix roads and footpaths that haven't even been looked at they are in disgusting condition.”

“Cycling on CHCH roads is a nightmare. Punctures occur all the time. Its bad enough in the car with the crap roads, its worse on the bike.”

“I mean litter and debris on cycleways - roads are swept, into cycleways.”

## Other Comments

“I am self-employed. It annoys me that Council continues to increase rates for a stadium and cathedral while neglecting core maintenance for roads, footpaths and cycleways or lanes.”

“Council does not seem to be getting consistent good quality or value for money from its contractors.”

“I think the Council needs to stop spending on unnecessary things (Victoria Square, \$900k in a lighting project that is not required) and sort out the basics. Some stretches of busy roads are a disgrace and an embarrassment when I have taken out of town visitors around”

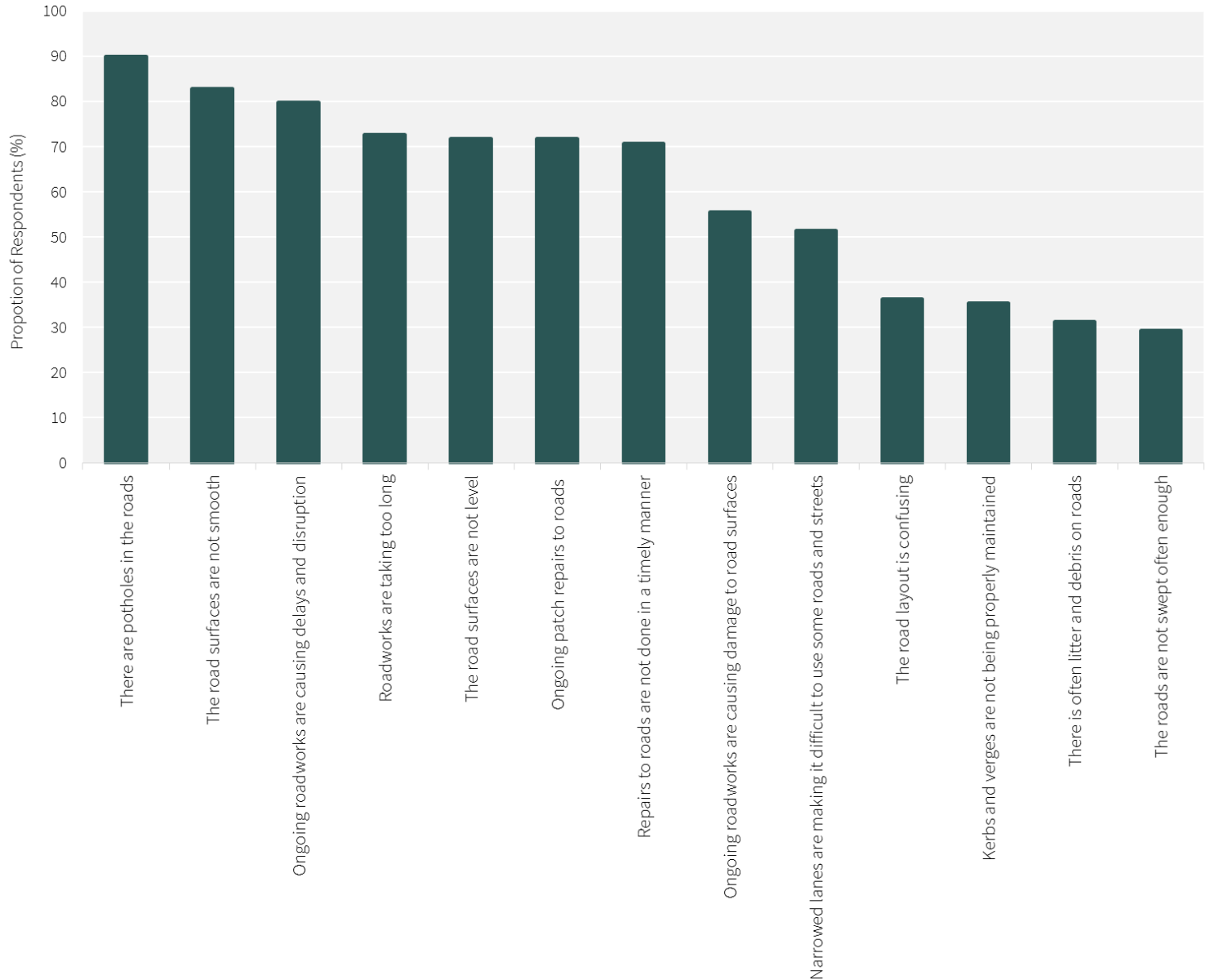
## Bouquets

“I've mainly commuted by bicycle for 30 years and for 30 years the roading part of my rates bill has been spent on making my life worse (faster roads, more lanes for cars). I'm pleased that finally my rates are partly going to improve cycle conditions as well with the Major Cycleways Programme. Well done CCC.”

# Central Ward

There was a total of 168 respondents from the Central ward, 5% of the total sample.

- Around 59% of respondents from the Central ward are dissatisfied with the condition of Christchurch's roads.
- Outside of the four main reasons for dissatisfaction across most wards, roadworks taking too long (73%), road surfaces that are not level (72%), and repairs to roads not being done in a timely manner (71%) are driving dissatisfaction with roads for Central respondents.
- Maintenance issues such as kerbs and verges not being properly maintained, litter and debris on the roads, and roads not being swept often enough are seen as less of an issue.



## What Central respondents told us...

Respondents from the Central ward expressed some frustration with the new road layout of some roads throughout the central city. Perceptions include that the narrowing of roads with the introduction of cycleways has made it dangerous to drive in the central city, as well as causing frustration.

The other issue frequently raised by respondents from the central ward was the poor quality of road surfaces in the city, and the time that it is taking for repairs to get done. Richmond in particular is highlighted as an area with ongoing issues to do with the surface of the roads, and repairs not being done in a timely manner.

## Road layout, traffic signals and wayfinding

"Primarily the upgrades 'cough cough' that have been done to central Christchurch are a mess. We don't enjoy living here anymore and have made plans to abandon the central city. We hate it, unfortunately I will still have to go there for work a number of times a day but we are looking forward to moving to Belfast."

"Leave Hereford street alone.. make STOP signs very large. Improve the street signs , half non existent . Fix long standing potholes Madras street, James K Baxter place. Before there's an accident."

"Buses traveling up Colombo St. between Bealey Ave and Edgeware roads straddle the centre line because the road is too narrow."

"Travelling by car within the central city and CBD is both frustrating and dangerous for both the vehicle and other road users. The streets are being narrowed unnecessarily and cyclists are not abiding by the road rules i.e. stopping at red lights, and cycling on Durham Street in the car lane rather than using the separate cycle lane. "

"Wayfinding in the city is poor and a joined up system with parking app showing spaces on and off street would be helpful. A smart city should use technology to reduce congestion, circling for spaces, increase traffic flow and offer intelligent alternatives for commuters. Park and Ride? Also need to deal with the legacy of Wilson parks which are a blight on Christchurch."

"Some traffic light sensors don't pick up motorcycles!"

## Road Surface

"The roads and footpaths in Richmond and other eastern suburbs are disgusting and need immediate attention."

"I live in Richmond, Christchurch. The state of the roads are appalling and its taking way to long to fix them. The Dudley Creek project has added to the sub standard state of the roads. These were supposed to be fixed within the Dudley Creek project time frame. They have not."

"Salisbury Street is no better than it was immediately after the earthquakes. My own small street is full of potholes and recent repairs have not fixed them - just moved them. Very unimpressed with the quality of repairs and what a waste of money doing repairs which do not last."

"The state of our roads has ruined my cars suspension."

"It can be a grind. The state of some of the roads is appalling. When someone fixes potholes, could they at least clear the stones off the road? "

"I live in the Eastern suburbs, Richmond, and am exhausted by the potholes, bumpy roads, quick individual road fixes that cause more bumps, rerouting, Dudley creek diversions etc etc etc...."

## Repairs not done in a timely manner

"I live in Richmond and on Medway Street so the issues are well known and documented! Hopefully this will have improved next time the survey comes out (-;"

"I live off North Avon road in Richmond. The way our roads have been left for years after the earthquake is terrible. Would have never happened in a rich suburb."

"I understand that it takes time to repair the earthquake damage but it seems to be going on forever."

"We had roadworks that were only half completed on our street and the rest has to wait for summer?! Average communication at best."

## Other Comments

"The council has not invested in core infrastructure. Too much money is spent on community facilities, swimming pools, libraries, 'smart cities'. Council's core job is to provide residents with transport and water infrastructure and should concentrate on these key areas before rebuilding community/cultural/sporting facilities."

"The disinterest and incompetence of the Council has forced me to put my property on the market. I choose not to live with the social problems that blight my neighbourhood, nor to keep contributing to an ineffective, self-interested governance body."

"Get annoyed when you're not told at beginning of street that it's closed or there are works , then have to do u turn . Very tardy ."

"Make a city for pedestrians and the disabled to get around effortlessly, and you will attract people spending money and economic activity. On this measure, Christchurch city centre is an abject failure."

"Good to see some of the long-standing roadworks near completion (eg. Manchester St) and look forward to these being completed. Cycleways are worth pursuing despite some of the reaction from car-driving majority. Would welcome some options to bring the trams back into more of a commuter service as well as more e-vehicle initiatives and charging points."

## Bouquets

"We've got a great city for walking around in and the central city shopping is coming along nicely... perhaps focus on getting people in for a stroll instead of the bike lanes for a bit seeing as they've gotten so topical?"

"I love being able to bike and walk everywhere, and it should be encouraged as much as possible. It's good for health, both physical and mental"

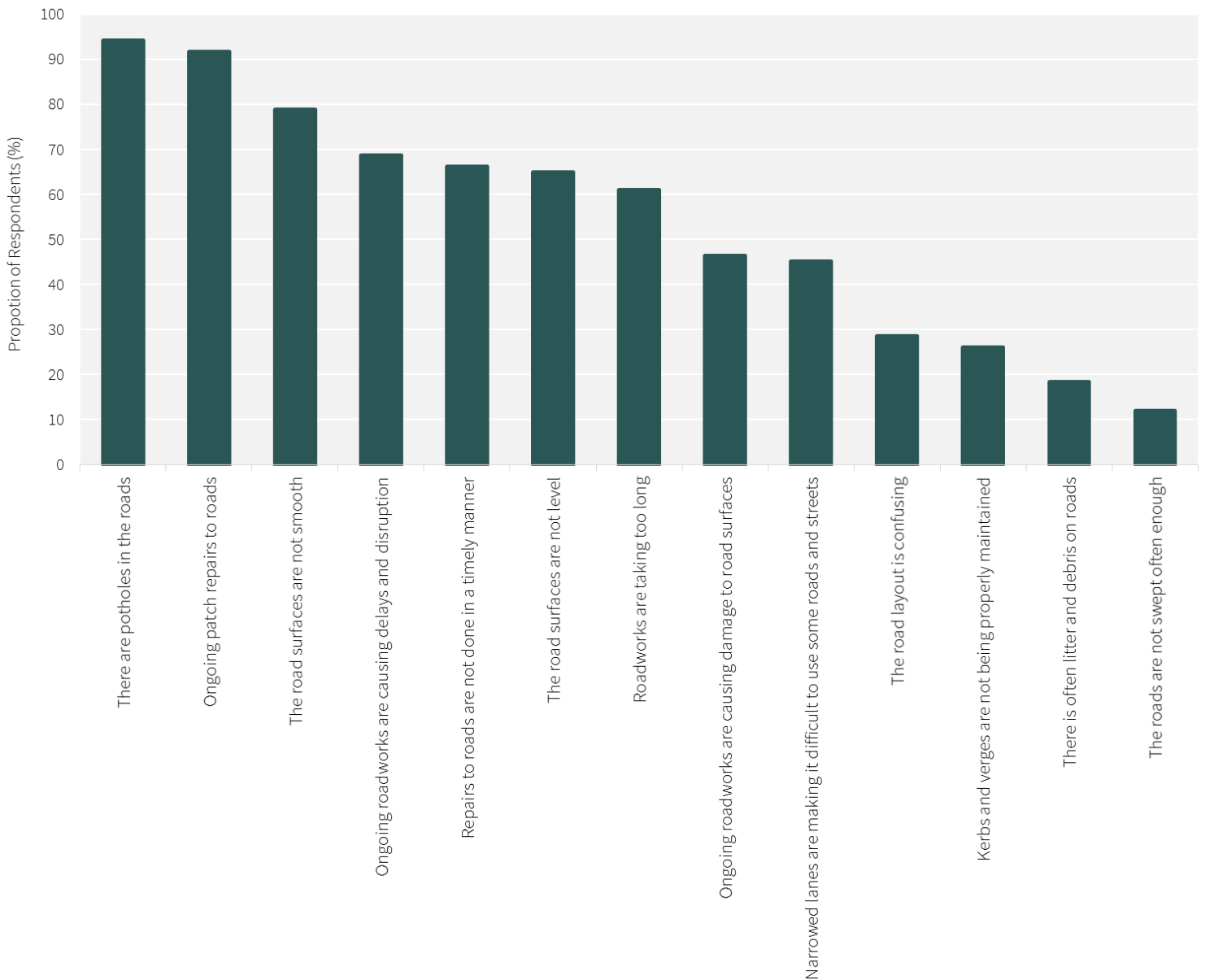
"I don't envy your jobs haha thanks so much for asking for public opinion on these things though - and high 5 all the Christchurch bus workers - they're amazing!"



# Coastal Ward

There was a total of 195 respondents from the Coastal ward, 6% of the total sample.

- Around 81% of respondents from the Coastal ward are dissatisfied with the condition of Christchurch’s roads, the highest across all of the wards.
- Outside of the four main reasons for dissatisfaction across most wards, repairs to roads not being done in a timely manner (66%), road surfaces that are not level (65%) and roadworks that are taking too long (61%) are driving dissatisfaction with roads for Coastal respondents.
- Maintenance issues such as kerbs and verges not being properly maintained, litter and debris on the roads, and roads not being swept often enough are seen as less of an issue.



## What Coastal respondents told us...

Ongoing issues with the quality of the roads surface, ongoing patch repairs, and issues with the road layout were commonly discussed by respondents from the Coastal ward.

There is an ongoing sense of frustration that more than eight years on from the earthquakes, there are still a number of roads in the Coastal ward that have not yet had earthquake repairs done. New Brighton Road is cited often, and the poor quality of the road is a problem for both those in vehicles and cyclists.

Both ongoing patch repairs, and the poor quality of the patch repairs are another source of frustration for respondents. A number noted that often a pothole will be patched, the patch will fail, and the pothole then returns often larger than it was previously.

Respondents frequently reported feeling as though council do not have their priorities in order, opting for nice to haves before they have the basics sorted.

## Road surface

“The roads on the Eastside are appalling. More slumps on Pages Road. Pages Road slip way on to the Bexley Road floods every time it rains. Slumps on Bowhill Road again and Bower Avenue. The pot holes on the corner of Bower and New Brighton Road is dangerous.”

“Rough roads in the East make travel unpleasant - e.g. Estuary Road, Marine Parade, Breezes Road, Wainoni Road, New Brighton Road.”

“I live on the East side and feel like I drive a rally car each day swerving against pot holes and breaking down roads that haven't been fixed properly or not at all! I pay huge rates and feel let down by this process and quite angry too”

“The East side roads are appalling. Biking is generally not safe.”

“Roads on east side a disgrace. Road was resurfaced outside our home over a year ago and we are still getting stones in our home from our internal access garage.”

“In some areas we look like a third world country. We can do better than that.”

The east side roads are terrible. Pot holes continue to form in the same place there are always new big ones to watch out for.”

“Eastern CHRISTCHURCH roads are shocking and unsafe in places where dangerous pot holes exist.”

““The same main routes seem to be fixed or repaired but some streets haven't been done at all since initial temp repairs after earthquake. There are some real shockers out there.”

“I forgot to add that many of the roads I travel by bike on, have potholes, gravel etc that make it unsafe, especially at night. All roadworks need to ensure they remove all small shingle etc. Potholes need fixing. All major roads need bikelanes.”

## Ongoing patch repairs

“I know there is a lot to do but there seems to be no communication between organisations and we are seeing the same roads being dug up multiple times. This is bad for motorists but also for people with businesses and those living in these areas. We should have multiple shifts working on the roads to get the work done quicker and hopefully reduce costs. (Not having machinery sitting idle for 16 hours of the day and lengthy road closures and being able to get on to another job sooner thus speeding the whole process up).”

“Travis Road near the ANZAC round about. It's time a permanent repair was undertaken. The potholes are filled and in less than a week they are back again.”

“Reoccurring potholes should not be happening. Fix it right the first time, there is literally zero point in half-assed fixing it, KNOWING that it will be back again in 2-6 months. Waste of money, waste of time, makes drivers that use the roads daily frustrated. I'm sure the Council is sick of hearing about it - why not do something about it?????!!”

“So frustrating that the same potholes are appearing shortly after a patch - why not fix it properly?”

“The roads are taking far too long to repair - patch jobs do not work!”

## Traffic signals

“Turning right out of Show Place on a weekday is a terrifying experience. Most of us who work there can manage this by crushing into oncoming traffic and pausing on the median until someone lets you in. There are cyclists and pedestrians navigating the area too. It's incredibly dangerous. How many years does this have to go on before that intersection is controlled to allow turning?”

“I believe right turning arrows at more traffic light controlled intersections would help to reduce the amount of red light running and near miss incidents at intersections. There also needs to be a public campaign to educate the meaning of an amber light!”

“With all the traffic lights in Christchurch (some in unnecessary places) there are none at the intersection of Edgware Road and Hills Road. I would have thought that of all places that intersection would have been a contender.”

## Other Comments

“Your priorities are wrong. Fix roads, water/drains before 'fluff items' like cycleways, subsidising art and festivals.”

“Especially in the east, neglect is very obvious and rather galling - I notice the difference when I visit other areas e.g. Sumner or Merivale.”

“Spend some money on roads in the East for a change instead of everywhere BUT the East!”

“Temporary road cones and vehicle signage, blocking cycle routes. Cars using/ blocking g cycle routes. Inconsiderate road users.”

“The roads and interruptions are much better. I resent the lack of resources in New Brighton that other Suburbs take for granted. The lack of pedestrian crossings and lack of cycle lanes.”

## Bouquets

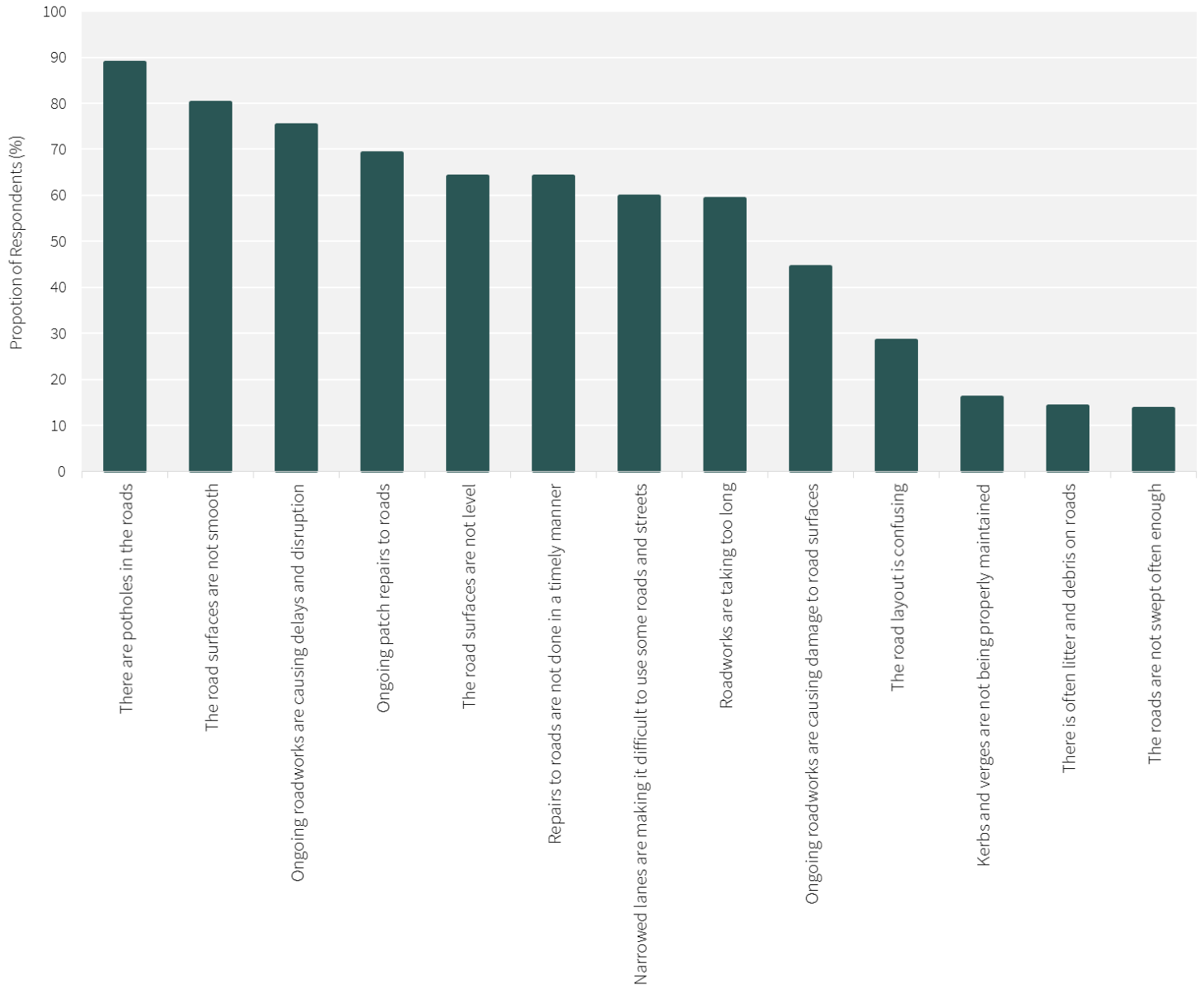
“Some great work happening to keep traffic moving, with 3 forward lanes and turning arrows.”

“I tried out the new Avon-Otakaro city to sea route, on a bike, and think its fabulous. Pathway could do with being wider at points (most of it really) and marking for cycles/walkers to ensure safe travel on these narrow routes. Would be great to have cycle/walk map of the route and the places you can visit, via cycle tracks, at both ends. Its really coming together!”

# Fendalton Ward

There was a total of 277 respondents from the Fendalton ward, 9% of the total sample.

- Around 58% of respondents from the Fendalton ward are dissatisfied with the condition of Christchurch's roads.
- Outside of the four main reasons for dissatisfaction across most wards, road surfaces that are not level (64%), repairs not being done in a timely manner (64%), narrowed lanes making it difficult to use some roads and streets (60%) and roadworks that are taking too long (59%) are driving dissatisfaction with roads for Fendalton respondents.
- Maintenance issues such as kerbs and verges not being properly maintained, litter and debris on the roads, and roads not being swept often enough are seen as less of an issue.



## What Fendalton respondents told us...

While some respondents from the Fendalton ward expressed dissatisfaction over the narrowed roads and increased perception of poor safety for road users caused by the installation of the major cycle routes, others noted that the cycleways had significantly improved their safety when travelling by bicycle in Christchurch.

Road surface was also mentioned frequently. This predominantly related to potholes and ongoing, ineffective patch repairs. A theme that was common across almost all of the wards.

A number of respondents commented on the number of heavy vehicles travelling down suburban streets in the Fendalton ward. This is leading to a range of safety concerns, as well as issues with noise.

## Road layout, traffic signals and wayfinding

“Although it is easier to get around by car than other Cities, the implementation of cycle infrastructure appears to be creating new risks in its attempt to minimise risks. Narrower roads create choke points combined with changed traffic patterns (e.g. Rutland Street is busier than it ever has been); cycle ways behind parked cars hide cyclists from cars having to turn into driveways with haste to access limited parking, or shops due to narrower roads and traffic flows ; and phasing/establishing of signals to speed cycle transit can add short but regular delays to vehicles on certain routes leading to frustration and more risky driving behaviours. Cycle infrastructure is great, the question is how to balance this against cars still being primary transport. “

“St Asaph St and Rutland St and surrounds feel dangerous, with obstacles everywhere.”

“The excess of turning arrows staying red when a pedestrian crossing has been activated is extremely annoying. Most of the time someone has activated it and the crossed early so cars sit at red arrows for no reason. Then drivers become irritated and make poor decisions. It is far more frustrating and difficult to drive in the city now than pre-earthquake. People are driving more dangerously at intersections and the more restrictions and lights that keep being put in place, the more dangerous the intersections become.”

“City planners are doing some weird road layouts. We have narrow lanes in streets where busses are travelling over 1.5 lanes. The block traffic whilst sitting in turning lanes. There are many examples of why is the layout like this?”

“An unforeseen consequence of the cycle lanes on Strickland street is that at intersections, because the cycle lanes aren't narrowed, there's not room for two lanes of traffic.”

“The new cycle routes are great but parts of my journey don't have a cycle lane e.g. once I bike through Hagley Park, I have to get to Tuam Street and there's not an easy cycle route to get there.”

“Maybe it's because things are in transition... but the road markings, signs, traffic lights etc. in the central city are making driving tiresome. You are spoiling the rebuild. Get us to drive quite slowly (40 kph) and work it out for ourselves. Of course, if you want me not to use a car you're tending to succeed! Yet I will continue to use my car while I can, so I must endure being treated like an infant who needs overload of directions to go exactly where you want them.”

## Road Surface

“Once roads are done properly (e.g. Durham Street, Manchester Street) the surface is great, but there are so many streets that have ripped up and down with the pipe repairs underneath that the surface is awful. And even Rutland St - which only recently had the cycleway completed is getting potholes already! Seems to be a lack of quality in the roadworks.”

“I used the car park accessed from Armagh St bridge. I was amazed (and very unimpressed) that the potholes in the parking area have not been fixed. Seriously bad. Huge, in fact and getting worse. The whole area needs grading then resingled. Go and look! It's seriously bad. As a person who walks with two walking sticks, I feel very unsafe.”

“Need to accelerate road surface improvement post earthquake. Good work on Holmwood Road. A good outcome after years of rough surfaces.”

“Where do I send the bill for the cost of repairing for 3 wheels due to potholes everywhere?”

“I had to replace a car tire recently due to a pothole.”

“Repairs are not to a high standard, we have a pothole patch that was done last week and it's already falling apart. You should look at getting someone else in who will do them properly as it's causing damage to our cars and costing the council millions.”

“A good surface on the road is important, but to be honest cycleways are a higher priority for public safety.”

## Other Comments

“We live on the corner of Fendalton Road and Idris road, we witness at least one crash at that corner a month but what we are very concerned about is if there was an accident involving a truck and trailer unit. We can't believe these vehicles are allowed down these roads that service several major schools and it is no wonder that we never see kids on bikes because it is just not safe. I thought the whole idea about Christchurch being transport safe city was to encourage more cycling and children to be able to feel safe going to school on their bikes which would also relieve congestion in the morning with parents dropping kids off and in the afternoon picking them up, when the roads in that area become diabolical.”

“Far too many trucks are using suburban roads as thoroughfares. I get the feeling that the roads are being made for the benefit of business, with a total disregard for the health, wellbeing and safety of home owners. Trucks need to be removed from all but the major dual carriageway roads, and the companies should be penalised for failure to comply. The transport policy should focus on the health and safety of the public, not profit for freight companies. This should include consideration of noise and pollution levels when deciding what roads are able to be used for.”

“Stop frittering away limited funds on unnecessary things and do those of importance.”

“The city council has gone mad about providing for cycles, at the expense of every other kind of travel.”

## Bouquets

“I look forward to Christchurch becoming more pedestrian and cycle friendly to both attract Cantabrians to our CBD but also all ChristchurchNZ to attract more talent to our city, as we compete for talent worldwide. More cars and congestion are not what we want to be known for!”

“I love having the freedom to live without a motor vehicle. Lets work towards keeping the streets pedestrian and bike friendly.”

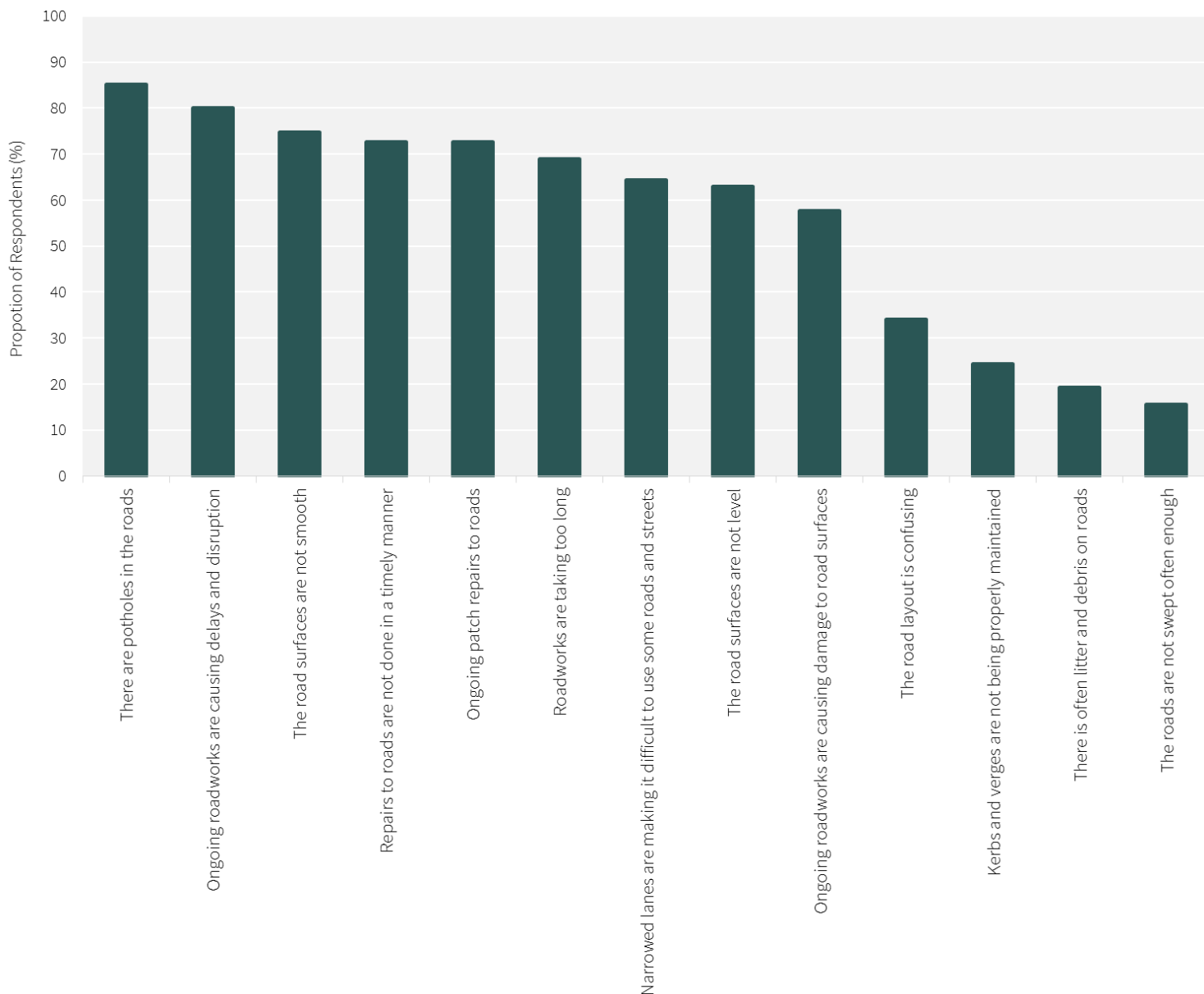
“Understand current roading and repair needs. Thankful to live in this city not for example Auckland.”

“Considering EQ repairs and associated works, public transport (bus) & private car transport is very good in Christchurch!

# Halswell Ward

There was a total of 228 respondents from the Halswell ward, 7% of the total sample.

- Around 59% of respondents from the Halswell ward are dissatisfied with the condition of Christchurch’s roads.
- Respondents from Halswell tend to be more dissatisfied due to ongoing roadworks causing delays and disruption than other wards, with it rating as the second most common reason for dissatisfaction with the condition of roads. They also rated repairs not being done in a timely manner higher than other wards.
- Other issues driving dissatisfaction with roads for respondents from Halswell include narrowed lanes making it difficult to use some roads and streets (64%), road surfaces that are not level (63%) and ongoing roadworks causing damage to road surfaces.
- Maintenance issues such as kerbs and verges not being properly maintained, litter and debris on the roads, and roads not being swept often enough are seen as less of an issue.



## What Halswell respondents told us...

Respondents from Halswell expressed concerns about the council’s priorities, and the way in which it is allocating funding. There is a general feeling that council needs to get its core business right first, and then look at allocating funding to “nice to haves”. Getting roads repaired throughout the city is a priority for Halswell respondents.

The impacts of cycle infrastructure was raised by a number of respondents from Halswell. There is a feeling that it is making it less safe for people on the road, and that the impacts of this infrastructure on the disabled community have not been fully considered. There were also a number of comments that mentioned Aidenfield Drive; at the time of the survey a local school was lobbying the council to provide car parking for parents dropping off and picking up their children. This has since been resolved and a school travel plan will be prepared for the school.

Public transport was also discussed frequently by respondents. Comments were made that until busses are more regular and convenient “the car will rule”.

## Road layout, traffic signals and wayfinding

"I see many new cycle lanes. The cost must have been huge. Some I feel are dangerous ( Strickland Street is a good example). The cycle lane juts out causing cars to swerve into oncoming traffic. My issue is that with so many more important things to do to fix our city, why are you, the CCC, wasting my rates on something that so few use. I travel on a daily basis from Somerfield to Halswell and I'm yet to see a cyclist on the Strickland Street cycle lane and have seen no more than 8-10 on the Hoon hay lanes. What an abuse of OUR money!!"

"I feel there is a need for more controlled intersections and right turning lights."

"The unexplained delays on Brougham must be due to light timings and lack of Right Turn arrows. It is worse than ever in that "R" road, so you have to fix it. "R" roads are mandated by law to be a priority."

"Sick of the waste of money on cycles ways on roads where this should be spent on improving roads for all, installing right hand turn lights, leaving on street parking and bus stops. The current footpaths should be made wider for both cyclist and pedestrians to use. This would be far cheaper, safer and improve footpath standard."

"I just feel every time I now travel where there is a cycle way, as a motorist we are worse off."

## Roadworks are taking too long & repairs are not done in a timely manner

"I feel sorry for the residents of Sparks Rd. The alterations have taken forever, and narrowed the road so much that there is now no room for parking or for rubbish collection trucks. Rubbish trucks and buses cause congestion when they have to stop on the carriageway. The dirt and disruption must have been intolerable for the locals. The lights are an improvement."

"I try to be patient but it is all taking too long and too much time and money is being spent on art, rugby stadium etc planning and consultants instead of getting the roads fixed."

"The ongoing roadworks is not okay. They keep popping up in the same areas, too."

"I have stated that I am dissatisfied with transport, roads etc, this is mainly frustration of rebuild times. Things are improving and I believe on the right track."

"Just get on with it."

## Ongoing Patch Repairs

"Patch repairs are often poor economy when you see the same holes be patch repaired on a regular basis - same hole same repair and repeat - sometimes fortnightly. Sometimes they repair one hole and ignore the others in its immediate vicinity."

"Lots of potholes and damaged roads due to flooding etc ongoing patch ups but need a permanent solution do the job once and do it well."

"All of these factors, and slapdash repair jobs that do not last. Do it once, do it right. Feels like a lot of cost cutting, and contractors taking the mickey."

## Public Transport

"I think we do have a great bus service but some real effort into encouraging people to use it more needs to happen. Park and rides could work really well to save people from driving too much. Our roads are stressful and people like myself commute 1-2 hours a day. Let's try and bring people into town from the suburbs so its easy and cost effective. it should be clean and comfortable, have we considered light rail?"

"Until buses are regular and convenient the car will rule. A loss will need to be made to get regular services underway."

"I work both at home and in the city, I have just moved back here from living in Auckland - I have noticed a difference in the frequency of buses here."

## Other Comments

"Do less, well. With new urban landscapes it is better to make it as good as possible and maybe if takes a big longer to get everything done. Some of the cycleways have been compromised (footpath, berm, bikepath = lost parking) and I think that is a shame because they will be around for a while."

"Road works typically take no account of people on bikes (and, to a certain degree, people walking). One is forced to merge with vehicles, often on very busy roads such as Tuam St and Halswell Rd. This feels very unsafe - although local drivers are generally pretty considerate of people on bikes."

"Please listen to what the people of Christchurch have been telling we want and stop wasting our hard earned rates on things that can wait until the more important things have been fixed first such as roads outside of the CBD, sorting the water quality etc. Some parts are still to this day un-drive able and an eyesore, it's past embarrassing now."

## Bouquets

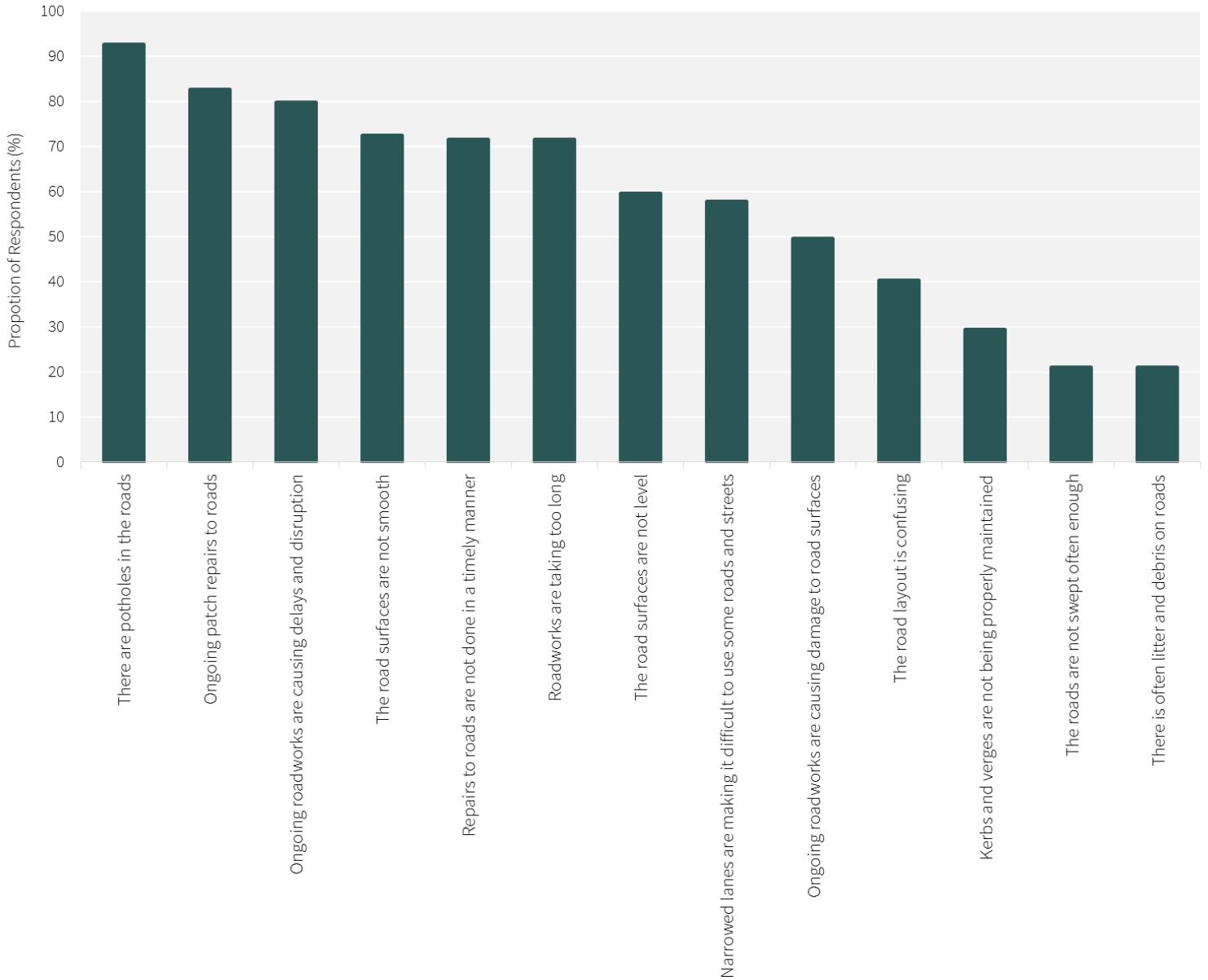
"Keeping going with the cycleway developments. So much of the angry and backlash towards cycleways is so short sighted and mischaracterised. Cycleways make sense if you want to build a city that make senses in the future, which is what I though we all agreed would be a great thing after the opportunities afforded to Christchurch from the earthquakes."

"The new cycle way alongside the motorway and into the city from Halswell is great, I really appreciate the sensors that change the lights for cycles. Just waiting for the lane in Tuam St to be finished now, that would make my 17km commute nearly perfect..."

# Harewood Ward

There was a total of 161 respondents from the Harewood ward, 5% of the total sample.

- Around 68% of respondents from the Harewood ward are dissatisfied with the condition of Christchurch’s roads. This is significantly higher than neighbouring ward Fendalton (58%), but just 3% higher than Waimairi ward (65%).
- Outside of the four main reasons for dissatisfaction across all wards, repairs not being done in a timely manner (72%), roadworks taking too long (72%), and road surfaces that are not level (60%) are driving dissatisfaction with roads for Harewood respondents.
- Maintenance issues such as kerbs and verges not being properly maintained, litter and debris on the roads, and roads not being swept often enough are seen as less of an issue.



## What Harewood respondents told us...

A lack of right turning arrows throughout the city is a significant frustration for respondents from Harewood. There is a feeling that the lack of right turning arrows is causing safety and delay issues across the network. The narrowing of roads as a result of the installation of the major cycle routes is also a frustration for respondents from Harewood.

Public Transport is another area of concern for respondents. It was highlighted that the changes made to the network in recent years have made it harder to utilise the public transport network, and there are concerns about routes being cut from local areas.

Poor maintenance of road margins and cycle lanes is a problem for cyclists in Harewood, who report often ending up with punctures as a result of glass and debris in cycle lanes, or having to ride out onto the road into traffic to avoid punctures.

## Road layout, traffic signals and wayfinding

“Pedestrian crossing places beside roundabouts are ridiculous. Some who never walks anywhere designs these. Take a look at the new roundabout on the Johns Road, Harewood Road intersection. While the underpass is truly wonderful but crossings for walkers on either side of Johns rd are right on the corner/highway. Also the island at the end of Wooldridge Road coming on to Harewood Road sticks out stupidly and is dangerous to cyclists biking up Harewood Road. Coming out of Trafford street is a nightmare because of the phone box on the corner which blocks the vision. Trucks parking there are not helpful either and the lack of lights further down the road means an endless stream of cars to negotiate.”

“we need more right turn arrows at major intersections. this will reduce red light runners and improve traffic flow. These are used extensively in other cities and need to be adopted in Chch to assist traffic flow.”

“The road planners have complicated everything in this city. Stick to the basics. A road should be a clear right of way for cars and cyclists. Don't make our roads dangerous with islands and cycle way curbs. Install more zebra crossings with flashing lights for pedestrians. In the past we did it like that and it worked. Now it's a mess.”

“I really hope the council will improve street signage, especially for night-time driving, and that they implement the use of green turning arrows much more than they are now. The arrows are there. Why not use them?????”

“Only problem is getting out and in at the Trafford St/Harewood Road intersection due busy 4 lanes on Harewood Rd and often hard to get clear sight of coming traffic both ways.”

“It is just frustrating trying to move around the city with continual lane reductions and traffic jams so once I finish work I don't come back. Red arrows on left turns are frustrating as they are quite often on when there are no pedestrians or cyclists. Please put in Right turning arrows in as it just causes anger and frustration as people cannot get across the intersections in a timely manner and the Right turning lanes get clogged up”

“Road flow is getting worse. Many supposed developments are retrograde. E.g. number of times trapped on new motorways like Johns Road or QEII Drive owing to accidents or right turning traffic blocking up lanes.”

“Concerned about inner city traffic road layouts and design. Very narrow for larger transport.”

## Maintenance issues

“Road conditions need improving for all road users, I get tired of tire punctures on my bike cos the roads are littered with glass.”

“As a frequent cyclist I'm frequently avoiding rough sections of road, potholes, glass smashed on the road (often from spill over when the bin truck empty's bins) and sometimes leftover piles of metal/stones/shingle from roadworks that haven't been swept up.”

“There is a lot of gravel being spilled by trucks in the western areas of the city and this does not appear to be monitored or controlled.”

“Most of the debris, rocks, stones, glass etc seem to end up in cycle lanes which forces you to ride out in traffic to avoid obstacles”

“There is normally litter and debris in the cycle lanes. In some places it is safer to cycle outside of them.”

“Cycle lanes are full of glass and debris.”

“We get sick of boy racers doing burnouts in the early hours, wrecking the roads (Radcliffe, Blakes and Belfast Roads) leaving their broken bottles and litter behind them.”

## Roadworks are taking too long

“Road works are poorly planned. Signage is up causing disruption and no work is being done. The entire road is closed when with better planning access could be maintained.”

“Poor planning and lack of comms among contractors have caused more woes to users. Not mentioning additional cost in fuel and car parks.”

“Detours for no obvious reason are a real pain.”

## Public Transport

“Please look to the 1980's and re-instate a workable public transport system. I have worked in town for almost all of my working life (over 30 years) and the busses worked fine until all the changes were made after the quakes... that was an interim solution but id not feasible long term...”

Don't cut bus services in the Casebrook area.”

“Cheap and frequent trains and bus networks would be great for those that can't cycle walk to work.”

“Still very car-centric but it needs to be more about multi-mode (bicycle/bus/walk/skate) and better public transport. Good luck.”

“I would prefer to use public transport but there has been no direct bus service from Bishopdale to the central city for too long. I have had to resort to walking 30mins to get to a direct service or it takes 4 times as long as driving!”

## Bouquets

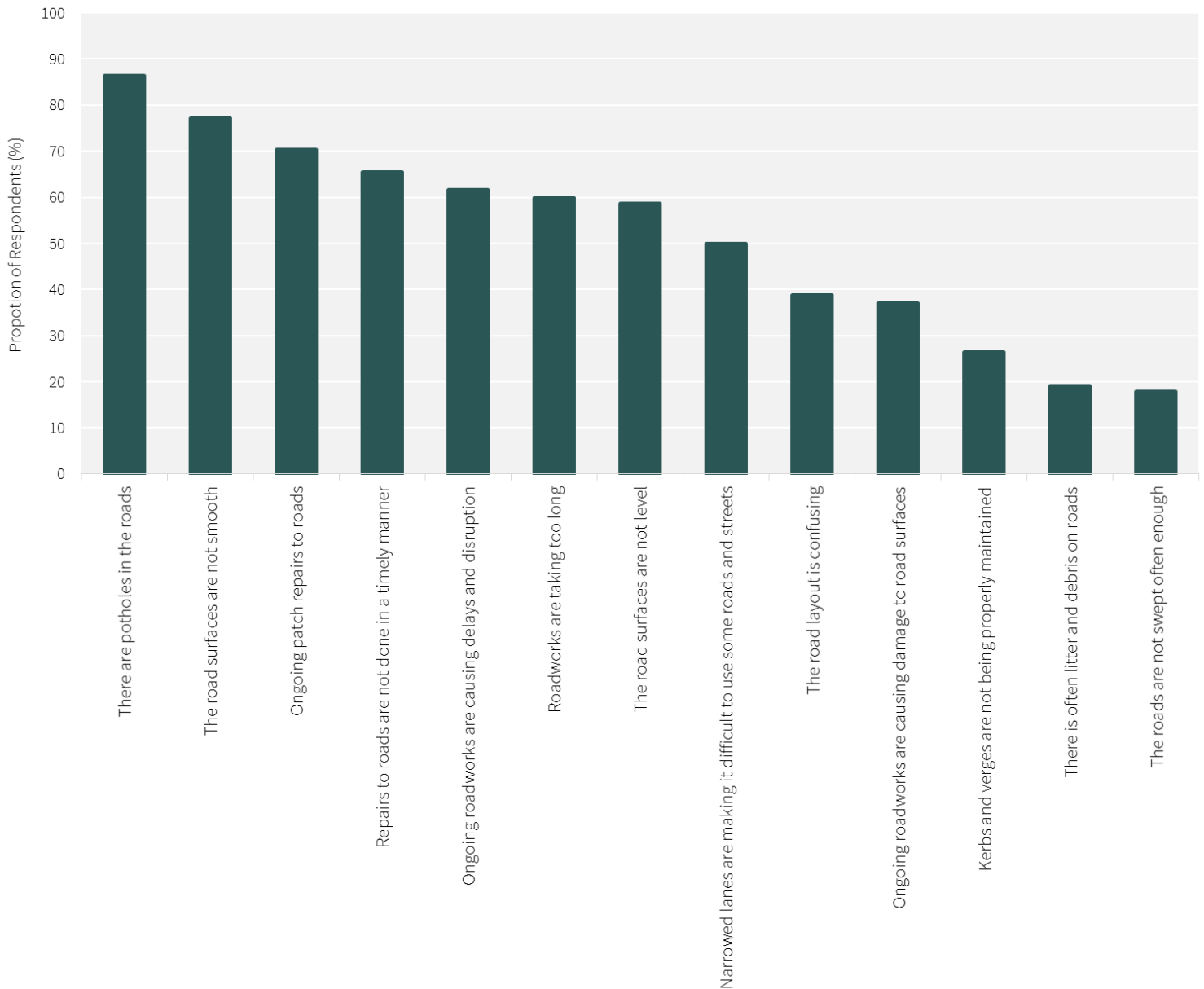
“I regularly take a disabled friend out and really appreciate the disabled parking spaces. Have seen CCC people checking parking at the gardens. Great.”



# Heathcote Ward

There was a total of 273 respondents from the Heathcote ward, 8% of the total sample.

- Around 59% of respondents from the Heathcote ward are dissatisfied with the condition of Christchurch’s roads.
- Respondents from Heathcote ranked repairs not being done in a timely manner (65%) as a bigger issue than other wards across the city.
- Outside of the four main reasons for satisfaction across most wards, other key drivers of dissatisfaction for respondents from the Heathcote ward include roadworks taking too long, and road surfaces that are not level (59%).
- Maintenance issues such as kerbs and verges not being properly maintained, litter and debris on the roads, and roads not being swept often enough are seen as less of an issue.



## What Heathcote respondents told us...

Issues to do with road layout, traffic signals and wayfinding were common amongst respondents from Heathcote. There is a feeling from some that the new major cycle infrastructure is not “traffic friendly”, and is making travel unsafe for other road users. However, there were also a number of respondents who commended the council for its work on the major cycle routes, and highlighted how much safer it has made cycling throughout the city.

Traffic signals were also brought up often, particularly in the context of more left and right turn arrows being required to improve traffic flow and safety. Others highlighted issues to do with a lack of street signs and wayfinding difficulties.

Road surface and maintenance issues were also highlighted frequently. These largely relate to roads that have not yet been resurfaced following the earthquakes, ongoing potholes in specific areas, and poor upkeep and maintenance of the road margins and cycleways which causes problems for cyclists.

## Road layout, traffic signals and wayfinding

“The large green road signs around the city should include in blue the street name. How this has been overlooked is a mystery and a frustration to me. I have seen two with the road name included. Many of us are looking for specific roads or turnoffs.”

“Traffic light sequencing could be improved at a number of Intersections. Some don't allow enough time to turn, others turn Red, when no vehicles are actually waiting in any of the lanes. The lights were recently changed at the Intersection on Ferry Road and Rutherford/Palinurus rd, which has made a huge difference in traffic flow.”

“Great that major access to the North and South out of Chch have been or are being improved. The roads in the CBD seem to be taking a LONG time though and this, coupled with street signs being limited, and a lot of one-way streets, must make it difficult for visitors to the city. I have lived here a long time and am finding it a lot trickier to navigate round the CBD.”

“I support safer cycleways, but not the way CCC have done it at the expense & inconvenience of everyone else (ie the majority) Apart from car doors opening in front of way, I prefer cycling on the road to the new cycleways, which should be completely away from pedestrians and other traffic.”

“I would love Colombo street North of Brougham to be restricted to buses and cyclists at peak times, or the street architecture adjusted somehow to make it safer. It's the only sensible bike route to work for me, but it's very dangerous in heavy traffic. It's not uncommon for me to be forced off the road by people turning left across my path when cycling on the stretch between Brougham and the bus interchange, northbound or southbound. It happens several times a week, and occasionally more than once on the same journey. I wear bright clothing, I'm sure it's people not looking, rather than looking and not seeing me. I've also had many near misses with being car-doored along here, as well as some with people pulling in to park without checking for cyclists. I pay very close attention to what drivers are doing, and I think this is the only reason I haven't actually had an accident yet.”

“Have recently moved to Chch from Auckland at beginning of 2017. Street signage here is sometimes difficult to find and one way system in the city is confusing to outsiders.”

“i cant stress enough how ridiculous this signage clutter has become ... Reduce, reduce, reduce. it just increases confusion and accidents. give responsibility back to the road users otherwise they just go into autopilot mode and pay no attention.”

## Road Surface and maintenance

“The edges of the road along which I travel as a cyclist are often the roughest piece of road with the most litter, gravel and debris, which makes cycling unpleasant. Often the edges don't seem to get the same attention as the car lanes. Sometimes when I cycle I think that it's no wonder that more people don't cycle on account of the rough surface along the edge where cyclists travel.”

“Salisbury and Kilmore Street are in need of a reseal plus I live on the lower slopes of St Andrews Hill and the road from the Ferrymead bridge to Te Awakura Terrace is cracking up and sinking. Needs urgent attention. People have asked the Council several times on this subject but it seems to have fallen on deaf ears.”

“Have complained to council about state of road and kerb outside where we live and apart from spraying some orange paint around several months ago nothing has happened and still waiting to hear back from the council.”

“I live in the Sydenham Beckenham area and we pay \$80 a week for our rates and we continue to have a road that has pot holes and uneven surfaces and many other streets in our area are the same. It's very frustrating.”

“Obviously there is still earthquake damage but once you get out of town you realise how bad our roads are. My street is just awful (Southampton Street).”

Resurfacing without grading the existing surface only exaggerates the existing problems. So much money for temporary work. The way loose gravel is left on the surface AFTER signage taken down is completely unacceptable for PTWs and less than ideal for everyone else too. There are some excellent new road surfaces around town, so it can be done. I'd like Centaurus Hillsborough to be reviewed - it's always torn up, never good grip on the outside of the westbound curve. Drivers continue to dive in early and cut the centre line and cyclists have to choose between the uneven edge of the lane or the junction side which is always covered in loose grit.”

## Safety

“Please do something about Richmond Hill Rd. There are so many near misses with cars and people. I lost a wing mirror and all our neighbours have some story to tell about some kind of accident or near miss.”

“Locally the main road has been repaired and is excellent but there is still an awful lot left to do. I'd like to go back to biking again but until the repairs are finished and the bollards have been retired I'll stay in the car.”

“The jutting out things being built on sides of roads are dangerous at night. There is no warning that they are there and I have seen people hitting them including taxis, cyclists etc.”

## Bouquets

“There has been good progress on the infrastructure for cycling since I arrived in Chch (about 5 years ago). There is still a lot that could be done but I know good things take time. Please keep it up!”

“Keep delivering projects that will improve journeys for non-car modes even if it means getting rid of on-street parking on arterial roads.”

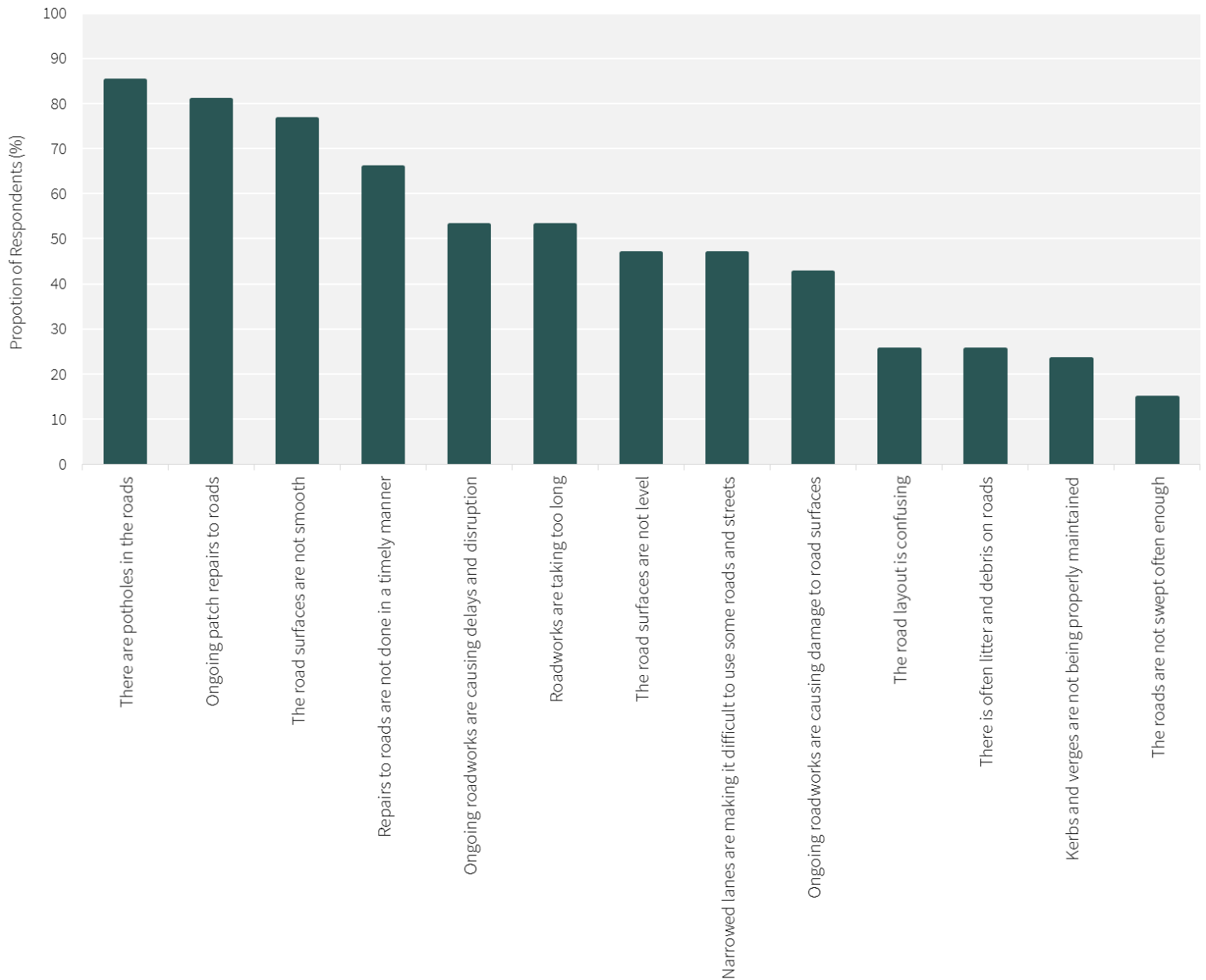
“I think the council is doing a good job with improving the city's roads and it is great to see that cyclists are being considered in the city plan.”

“I am really pleased to see the development of a comprehensive cycling network, particularly after returning from Europe where such networks are established. I appreciate the multi-modal approach the council is taking when planning transport infrastructure and new urban developments.”

# Hornby Ward

There was a total of 80 respondents from the Hornby ward, 2% of the total sample.

- Around 59% of respondents from the Hornby ward are dissatisfied with the condition of Christchurch's roads.
- Respondents from Hornby ranked repairs not being done in a timely manner (66%) as a bigger issue than other wards across the city.
- Outside of the four main reasons for satisfaction across most wards, other key drivers of dissatisfaction for respondents from the Hornby ward include roadworks taking too long (53%), road surfaces that are not level (59%), and narrowed lanes making it difficult to use some roads and streets (47%).
- Maintenance issues such as kerbs and verges not being properly maintained, litter and debris on the roads, and roads not being swept often enough are seen as less of an issue.



## What Hornby respondents told us...

Safety issues were the most common thing addressed by respondents from Hornby. Concerns are mainly around the speed at which traffic is travelling in Templeton and concerns around safety when trying to cross Main South Road. The safety risk that train tracks impose on motorcyclists was also raised.

A lack of street signage and signage often being obscured from view is another point of annoyance for respondents. The need for more right turning arrows at controlled intersections was raised.

## Road layout, traffic signals and wayfinding

“The biggest frustration for me is street signage you can't see. The main reason for not going into the city is lack of free parking. I know there is one hour free but with young kids everything takes longer than one hour!”

“More right turning arrows at intersections. Longer green light time so more traffic can get through.”

“Lack of sign posts. Numbers between streets would be very helpful on signs in the business areas especially for location.”

“strange or incorrect road markings or none where there should be. e.g two places in the city where there are traffic lights Why are they there and where do I stop? There are no lines marked out on the road and no intersection? No speed limit signs in area's where there should be etc.”

## Safety

“My husband and I enjoyed cycling around the Templeton area, but after the earthquakes, the traffic, trucks, etc., increased dramatically, that we felt really unsafe and gave our bikes away. I had a near miss with a chap who didn't give way and nearly hit me.”

“Speed is a problem in Templeton. A lot of drivers using Kirk Rd and Waterloo Rd as a thoroughfare and there speed can be scary. There is one part of Railway Terrace that drivers are often driving on the wrong side of the road.”

“Roadworks and congestion are frustrating and crossing Main South Road is a dangerous nightmare a lot of the time. Roads are often in poor condition which is hard on my vehicle. Bus services are unreliable and expensive often with poor driving shown.”

“Some idiot left train tracks in the road on a bend - unsafe for motorcycles! (Waterloo Road)”

## Other Comments

“As a cyclist, everyday there is new debris on the road or cycle lane on side of road - broken glass, plastic, rubbish, metal screws, washers, gravel. It is amazing I don't get a puncture more regularly. I don't know where all this stuff comes from, it is remarkable. I have recently been overseas and noticed the streets being swept/cleaned every morning. I guess we don't have the money to pay people to do this in NZ. There is a rough patch of road at the end of our street. It is has been patched about 5 times in 5 years, if it was done properly in the first place, surely this would have saved money by not having to re-patch it all the time? It is a hazard for cyclists, pedestrians and cars. Corner Cheyenne and Bucknell Streets.”

“Creating more bicycle parks/stands would help increase cycling. You have done well with the cycleways but the cycle stands need to increase as well.”

“Cyclists and motorists seem like rivals, and a danger/frustration to one another. Cyclists seem arrogant and inconvenient, riding 2 abreast or in groups. Motorists seem careless, reckless or rushed. But people seem frustrated when money is spent on cyclists because it blocks parking, and because cyclists don't pay via road user charges like motorists do.”

## Bouquets

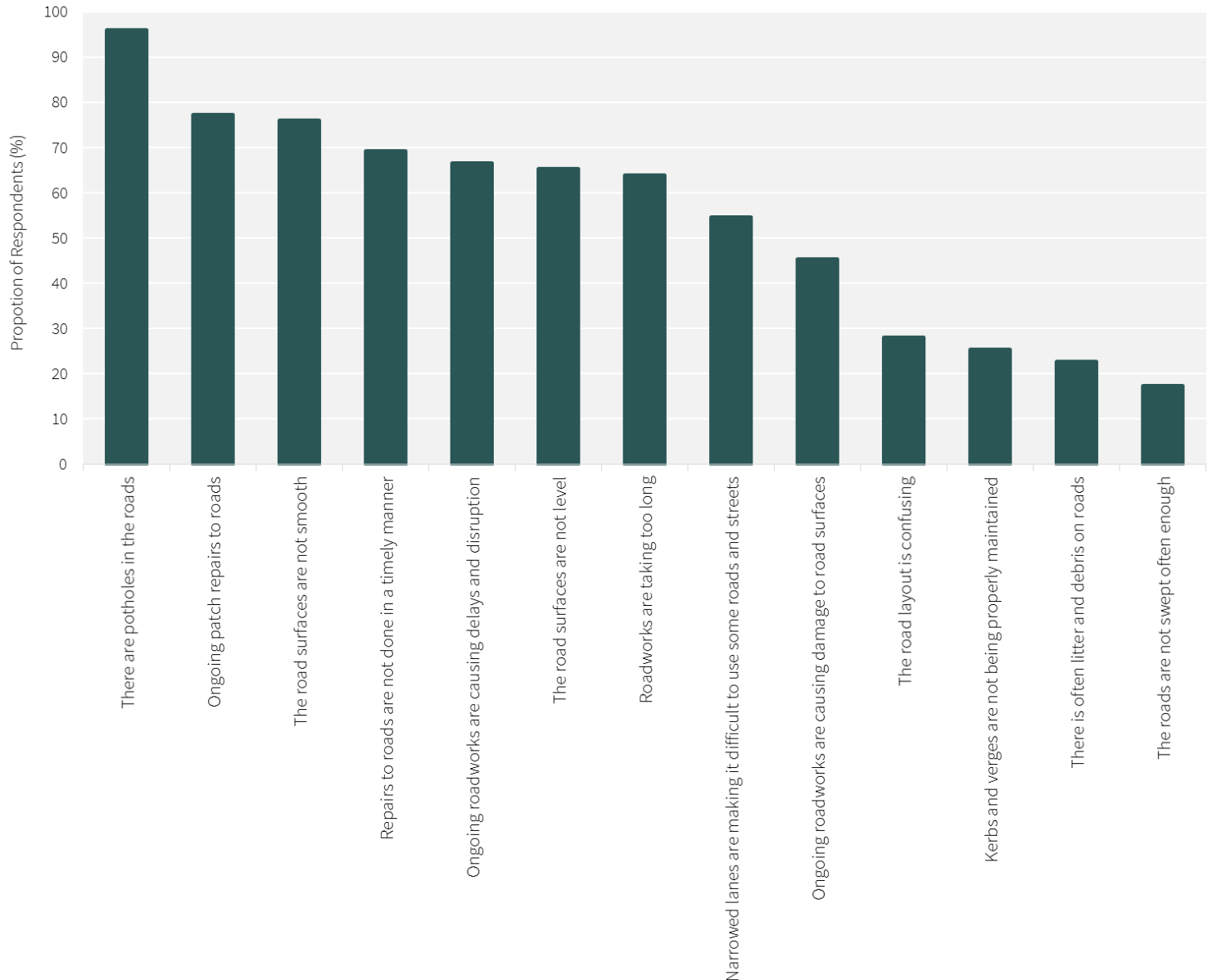
“I acknowledge the very wet winter has affected our roads, and pot holes are fixed within days of my emailing details.”

“I love that the council cares.”

# Innes Ward

There was a total of 114 respondents from the Innes ward, 4% of the total sample.

- Around 66% of respondents from the Innes ward are dissatisfied with the condition of Christchurch's roads. This is significantly higher than neighbouring ward Papanui (57%).
- Repairs to roads not being done in a timely manner (69%) is a more predominant issue for respondents in the Innes ward than other wards across the city. Other drivers of dissatisfaction for respondents in the Innes ward include road surfaces that are not level (65%) and narrowed lanes making it difficult to use some roads and streets (55%).
- Maintenance issues such as kerbs and verges not being properly maintained, litter and debris on the roads, and roads not being swept often enough are seen as less of an issue.



## What Innes respondents told us...

Issues associated with road layout, traffic signals and wayfinding were prominent among respondents from the Innes ward, particularly the impacts of the increasing population at Prestons, and the impacts that it is having on the network in the city's northwest. There are also concerns around the impacts that the completion of the Northern Corridor will have, particularly on walking and cycling; there is a feeling that the safety of those who choose to walk and cycle will be compromised.

Roadworks taking too long and general maintenance issues were highlighted by respondents. This tended to relate to general frustration around how long things are taking, as opposed to any one issue in particular.

Respondents from Innes also raised issues with public transport. These largely related to accessibility and affordability. Respondents noted that if services were more frequent and connections were more direct then they would be more likely to use them.

## Road layout, traffic signals and wayfinding

“The lights at the corner of Te Rito Street and Prestons Road need adjusting. Now more people are living in Prestons Park we can hardly do a right hand turn from Te Rito onto Prestons Road before the lights turn red.”

“Walking and cycling are going to get a lot worse around here with the opening of the Northern Corridor. Council needs to take serious action to make sure that this doesn't happen.”

“Pretty good on the whole. However the operation of traffic lights leaves a lot to be desired especially right turning arrows which are used mainly to stop you rather than give the go ahead to turn. I cannot understand this philosophy when right turning arrows are always used in Auckland to give the authority for a driver to turn right rather than stop him/her.”

“More signage on roads and streets would also increase safety. So that you don't have to slow down to look for street signs. Also signs on the roads to indicate the different speed limited would be great. Plus having a 70km zone and then 50km zone before approaching the city. Now you go from 80-100km to 50km with only a couple of kilometres notice.”

“Sorting out the issues with the green turning arrow out on the Prestons Road and Marshland Road lights would be great.”

“I would consider cycling if there was a safe route that did not disrupt traffic. The new cycle lanes just cause more issues as they disrupt the flow of traffic and are not used correctly making everyone rage more.”

“Please, please, please make Marshlands Road two lanes in each direction all the way from Briggs Road right through to Styx Mill Road. The congestion on this section is largely caused by cars having to slow as they merge back into a single lane from the two lanes. This is extremely frustrating. It could easily be avoided as there is room for two lanes each way now. I know it will happen at some stage in the future but given that is known please please get on and make it happen now!”

## Roadworks are taking too long

“Roadworks always seem to take way too much time. How long has Oxford Terrace overrun? Total disgrace!”

“Stop allowing contractors to take the piss. Time frame & cost.”

## Maintenance

“Our street is a mess. People park on the grass verges and turn them into a muddy hole of water. It looks terrible and is not necessary because the asphalt width of the road is easily wide enough.”

“I once took great pride in the clean tidy Garden City, however now roadsides and verges are left unmowed and untidy, road medium strips are boring and unweeded or kept. When we are recovering CCC should have taken a lead and keep something constant and maintained or lovely city, not use the earthquakes as an excuse for everything. Not Good Enough.”

## Public Transport

“Public transport needs to be more accessible and affordable for people with disabilities. They need to introduce voice destination arrival for each of the stops to assist blind and low vision people and have bus stop timetables in more accessible font.”

“Just want to say thanks heaps to the bus drivers I have met on the rare occasion I catch a bus. They do well weaving in and out the road works especially near the public hospital”

“The worst thing you ever did was mess with the buses - they used to work great, now they are not efficient.”

“Rerouting some buses from the Bus Station to Burwood Hospital and vice versa via Prestons Rd would assist residents in Prestons, Waitikiri, and Alpine View Retirement Village.”

“If direct service existed between Prestons subdivision and central Christchurch I'd use it several times a week instead of driving there. “

## Other Comments

“I think the council is doing all the right things regarding improving cycle and pedestrian infrastructure. Now all that is needed is a culture change from an unfortunately large proportion of drivers to be considerate of other road users e.g. slow down if passing a cyclist closely, don't cut corners across cycle lanes, use dutch reach when opening doors into traffic, generally not driving aggressively, empathy with other road users (treating them as human beings instead of obstacles)”

## Bouquets

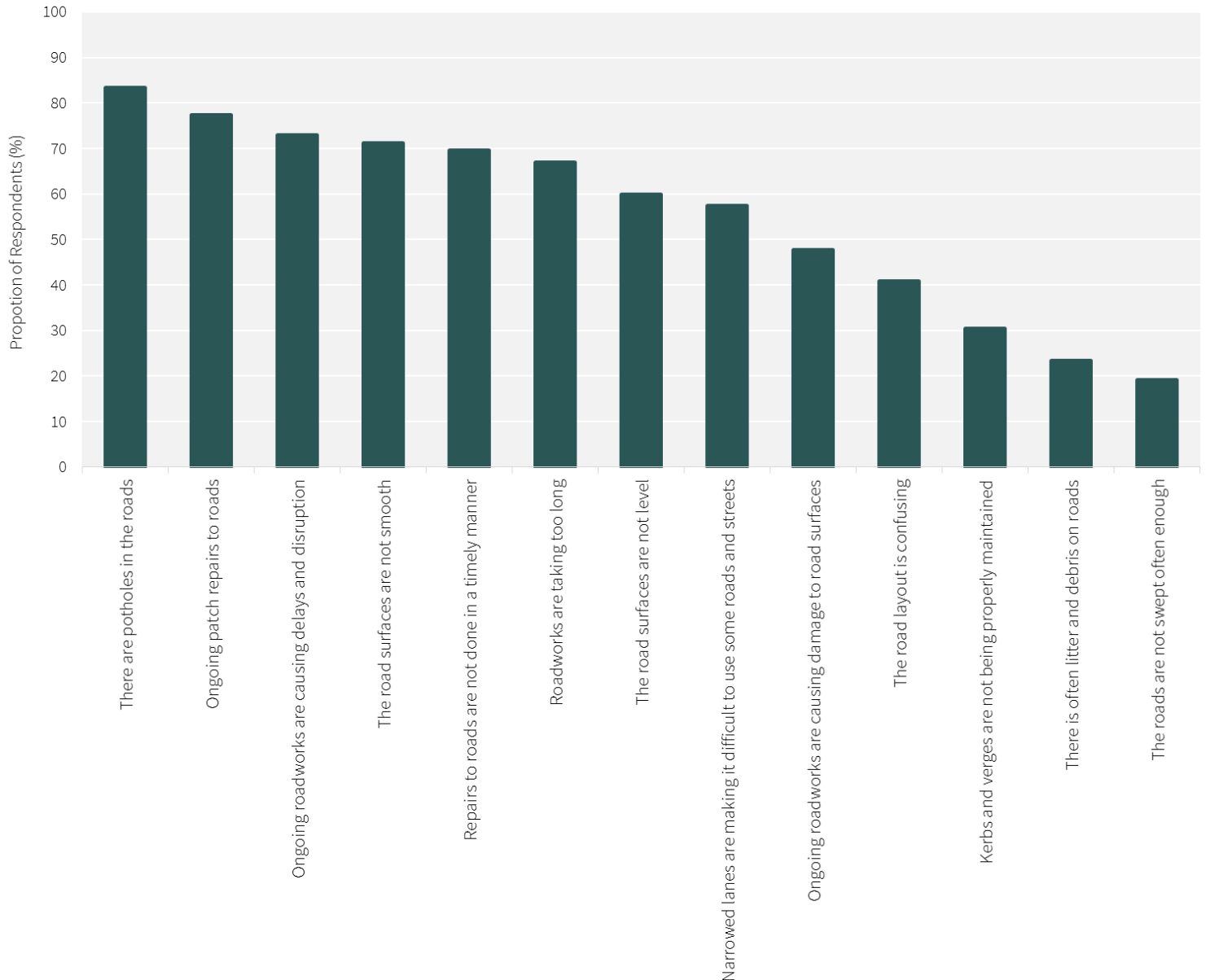
“I've been really impressed and appreciative of the work that has been done on our infrastructure since the quakes. It's been an incredible feat that is still in progress. Thank you”

“Personally I think we are lucky with where we live and work and that we have a range of options to travel including convenient bus routes. Admittedly I am a bit of a nice-weather cyclist, so in the colder months I usually swap the bike for the bus and so it is important to me to choose areas to live in Christchurch that do not make it impossible to use public transport or safe cycling paths. But I know other areas where we used to live where it was less convenient to take the bus or the bike, so I am currently considering us lucky.”

# Linwood Ward

There was a total of 179 respondents from the Linwood ward, 6% of the total sample.

- Around 65% of respondents from the Linwood ward are dissatisfied with the condition of Christchurch's roads.
- Outside of the four main reasons for satisfaction across most wards, other key drivers of dissatisfaction for respondents from Linwood include roadworks taking too long (67%), road surfaces that are not level (60%), and narrowed lanes making it difficult to use some roads and streets (57%).
- Maintenance issues such as kerbs and verges not being properly maintained, litter and debris on the roads, and roads not being swept often enough are seen as less of an issue.



## What Linwood respondents told us...

Issues with road layout, wayfinding and traffic signals were the most common theme discussed by respondents from Linwood. A lack of right turning arrows, the phasing of traffic signals, narrowed roads as a result of the major cycle routes and visibility issues with road markings were the most common issues identified.

Road surface issues are also a source of frustration for Linwood respondents. Road surfaces that are not smooth leading to an uncomfortable travel by a range of modes is the key driver of this frustration, however there is also a perception that the east is getting left behind while other areas of the city have roads that have been resurfaced on a number of occasions.

There is also a sense that general maintenance standards have fallen throughout the Linwood ward, particularly in relation to regular sweeping of streets and cycleways and cleaning of gutters.

## Road layout, traffic signals and wayfinding

"It's just silly. Stop putting lights in silly places e.g. Ensors Road. The roads and footpaths are so rough. I feel for people with a disability who rely on a scooter or wheelchair to get around. Sort it out."

"Find black "repair lines" along cracks make road markings hard to see at night and/or when wet."

"Since the road has been resurfaced, I have difficulty seeing the white lines along Moorhouse Ave when it rains. The water creates a sheen on the road, and the lines disappear."

"Once again the traffic lights work too slowly and need updating to work with traffic flow in the 21st century."

"Cycle lane construction is great, but the teams building them are not cyclists! They are often blocked or confusing when being constructed: Tuam St has been a confusing, dangerous mess for months."

"Lights that turn red when there are no cyclists or pedestrians in sight, and left-turn red arrows in lanes that are shared with straight-through traffic, are just a couple of examples of dumb ideas that are slowly but surely turning Chch roads into a nightmare."

"Fix the bloody traffic lights, they need more green turning arrows, and phasing needs to be adjusted to meet the traffic flows, set them on a sensor during the night so you aren't sitting waiting for traffic that just isn't there."

"The new narrowed streets in the city are awful, hardly any room for driving safely and you never know what the car next to you is going to do next. Also all the cycle lanes marked on the road are very confusing and all the time you spend watching these actually takes your mind off being aware of what else is happening on the road, way too many everywhere and to me it is such a pain."

"The new cycle lanes are cutting space on roads for cars, not enough room to manoeuvre safely. It is time the council stopped using ratepayers money for stupid unnecessary things like statues etc. and got on with fixing infrastructure instead."

## Road Surface

"I sometimes tow my child in a cycle trailer but uneven road surfaces can make that a really uncomfortable ride for him. Sometimes I have opted not to bike somewhere because of the quality of the roading along the route I would need to take."

"The quality of the roads and footpaths in the eastern side of the city have been a source of constant frustration since the earthquake. While they have improved significantly in that period, there are still areas of improvement needed."

"I am very sad about the condition of our roads and footpaths. This is a core job for the council and we are failing."

"I travel by bus and find the roads around the Nth. Brighton area are shocking. The further East you travel, the worse they get!"

"I live on the eastern side of town and the roads around me are still in an appalling condition and nothing seems to get done about them."

"Absolutely appalling roads in Christchurch since the quakes, except for the Fendalton and surrounding areas which are perfect."

"Pot holes everywhere in the east, while rich suburbs get whole streets resealed with very little damage to them."

"Our roads are third world."

"I'm impressed with what has been done but I'm getting tired of roadworks and potholes."

"Have you seen some of the roads, hello! Oh and lets just patch repair or rip up the same road over and over and over ..."

## Maintenance

"Street sweeping on the Rapanui-Shag Rock cycleway was not carried out until July-August, by then the fallen autumn leaves had rotted and disappeared, but had caused slippery conditions in the cycle bypasses."

"I live in Linwood and many of the gutters are the old style the do not seem to be cleaned regularly, they are filled with rubbish. Roads in the suburbs affected by the earthquakes should be repaired probably instead of patched."

"Biking to work is great, being late or having to walk home as I've got another puncture is not. Got to the point where my employer asked me not to bike to work any more due to consistent lateness with one or two punctures a week. Glass bottles being smashed on the roads, pot holes not good for bike tyres."

"Drive around the east and wonder why people are sick of anything central City being prettied up. We're finally getting our riverbanks mowed, but NO ONE bothers to suck up the debris in our gutters, we the homeowner get out with our shovels and brooms. When I do try and get a sucker truck to come they suck ONE block along the river and do not do the whole gutters. I'm sick of asking for this and that, give us the service we had before the earthquakes and we would all be happy, do the basic's first."

## Bouquets

"Separated cycle lanes rock!! :D"

"Like where the city is going with the improved cycle paths. Certainly looking into obtaining an electric bike now."

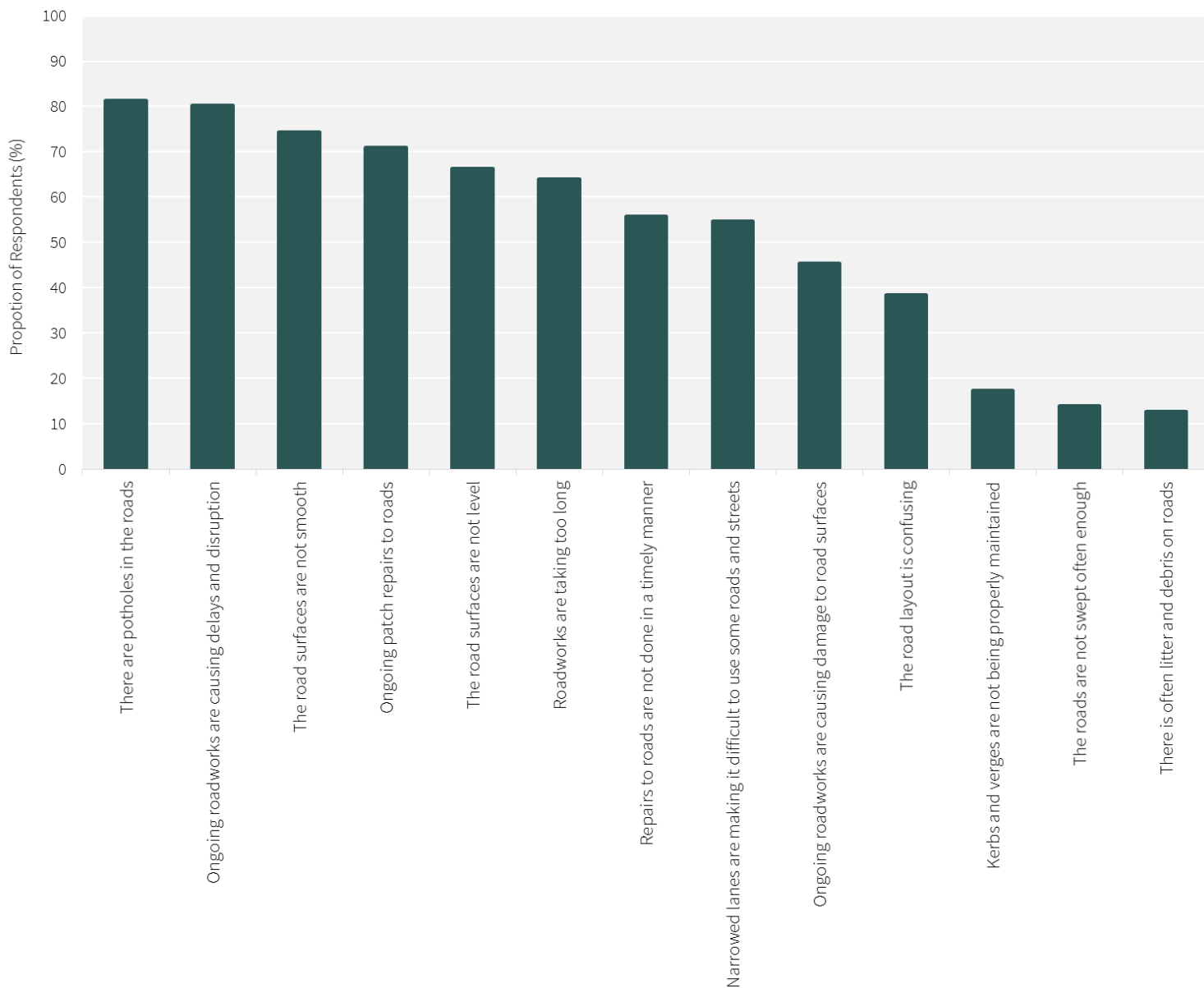
"I love the new cycle ways. Keep working on them and get them finished, please."



# Papanui Ward

There was a total of 94 respondents from the Papanui ward, 3% of the total sample.

- Around 57% of respondents from the Papanui ward are dissatisfied with the condition of Christchurch’s roads.
- Roads that are not level is more of a predominant issue for respondents from the Papanui ward than other wards. Other areas driving dissatisfaction for respondents from the Papanui ward include ongoing roadworks causing delays and disruption (67%), repairs to roads not being done in a timely manner (65%) and roadwork taking too long (65%).
- Maintenance issues such as kerbs and verges not being properly maintained, litter and debris on the roads, and roads not being swept often enough are seen as less of an issue.



## What Papanui respondents told us...

Issues with traffic signals and road layout were highlighted by respondents from Papanui, particularly the coordination of traffic lights and pedestrian lights, and narrowed roads in areas of the city. There is a sense that the introduction of separated cycle infrastructure in some streets has improved safety for cyclists at the expense of safety and ease of travel for motorists. However, cyclists commended the council for the work that is being done to make Christchurch a more cycle friendly city.

Papanui respondents also cited issues with road surfaces, particularly potholes and the general length of time it is taking to address some areas where it is felt that the road surface requires improvement. This was a problem for both cyclists and those who travel by car.

A series of respondents from Papanui also addressed the relationship between motorists and cyclists, acknowledging that the feeling of resentment, often from both sides, was fostering unsafe behaviour on the roads.

## Road layout, traffic signals and wayfinding

“The roads are awful and there are too many cycle lanes and too much priority given to the councils wish list instead of fixing our roads first!”

“Currently my travel options are severely limited due to the construction of the northern arterial and only one exit from my area . A right turn from Fraser St on to Cranford Street is almost impossible at busy times.”

“Think more about how people travel in vehicles. Some badly placed road islands. And coordinating road works in different areas so there is still a clear path, thanks .”

“Traffic lights 'v' pedestrian lights could be better co-ordinated. A lot of time is spent waiting for non-existent pedestrians. Same goes for on coming traffic at intersections.”

“Dislike the shambles of poor road markings that change at each intersection with no overhead signage that is actually visible.”

“Narrowed roads are very unnecessary in some places e.g. Rutland st where the bike lane is on both sides where one side for the bike lane would have been sufficient.”

“You have made the roads narrow and unsafe in the central city. My friends and I will no longer shop in town.”

## Road Surface

“Accessibility is improving but the unexpected potholes and uneven surfaces in parts are very off-putting!”

“I travel by bike every day. Victoria Street is an example that has a very poor surface. I have biked on Hereford Street a few times as well, road marking is poor it is also pretty rough, I feel myself focusing on too many things (effectively the environment is adding danger). There are also a lot of screws, nails and glass on the roads. I get a puncture while biking every couple of months.”

“The road surface of our roads are a disgrace. The city overall is dirty and untidy. The contractor system is not working. The contractors couldn't give a toss about the job they are doing.”

“I understand that getting the city up and running takes time, but surely we could have better road surfaces and fewer fancy footpaths and street obstructions.”

## Public Transport

“Due to my visual impairment and the fact that I can't get a bus to make it into work on time (and home) means I spend on average \$60 or more on Uber taxis which is disappointing when I live in a city. Also - why is the railway line not better utilised to commute people into/home from the city...it seems such a waste!”

“Sometimes they get bus capacity wrong and I've ended up with full buses driving past me and I've been late for work. Other times I've had to stand for most of the journey. They need a review of morning and evening peak hour bus services.”

“I am in the age group of 65-79 however I have only just had my 65th birthday - I work fulltime and am active in the community. in 2019 I aim to make use of the free public transport. The used to be a no 18 Papanui bus - given the growing (congested) traffic down Papanui Rd and Cranford St, it may be useful to reconsider a smaller service that runs between these 2 major roads.”

## Other Comments

“Read comments on Facebook, there are people that have an unjustified hate toward people that ride bikes. This hate translates to danger on the roads for vulnerable road users. Please ask the question of central government as to how the plan to improve this. If it cannot be resolved, a significantly larger proportion of the overall roading budget needs to be allocated to active transports like cycling and walking.”

“Have mentioned abusive behaviour by both cyclists and motorists. The Council appears to be spending Ratepayers money in the wrong places. The City is untidy and dirty. The new plantings in the City Centre are wrong for our City and once planted don't receive the correct maintenance and attention.”

“You need to start changing zoning laws to encourage denser development, including residential, along arterial transport routes. This is the only way to encourage people onto public transport or even cycling. People need to have more of what they need within shorter distances to feel they don't need to resort to the car. Look at Wellington and Auckland with higher levels of public transport use. This is because residential development and arterial transport routes are geographically constrained to narrow valleys and isthmuses, meaning the catchment for a given route is much greater. “

## Bouquets

“The city is getting back to normal. Great work with the cycle lanes. Just hard work getting others to get out of their cars. Well done.”

“I really like the new bike paths, and all the work done to the sidewalks and the rivers - thank you.”

“Thank you for improving safety for cyclists. I hope this is only the beginning as there is a lot more work to do!”

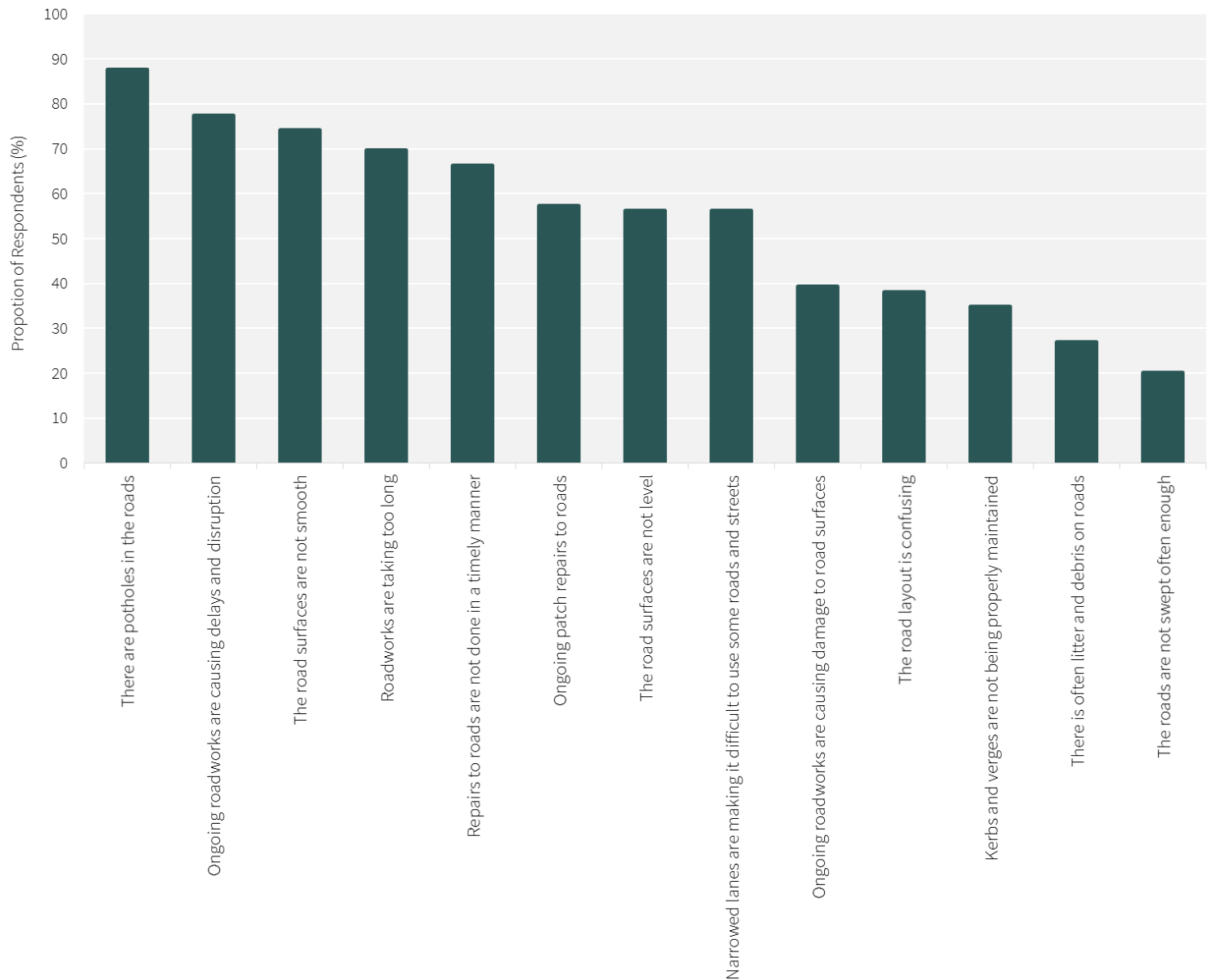
“More separate cycleways the better!!”

“Keeping going with the cycle and bus lanes!”

# Riccarton Ward

There was a total of 167 respondents from the Riccarton ward, 5% of the total sample.

- Around 53% of respondents from the Riccarton ward are dissatisfied with the condition of Christchurch's roads.
- Ongoing patch repairs to roads are seen as less of an issues for respondents from the Riccarton ward than other wards. Dissatisfaction with roads for respondents from the Riccarton ward is primarily driven by the length of time taken to complete repairs and roadworks and the associated disruption and delay; ongoing roadworks are causing delays and disruption (78%), roadworks are taking too long (70%), and repairs are not done in a timely manner (66%).
- Maintenance issues such as kerbs and verges not being properly maintained, litter and debris on the roads, and roads not being swept often enough are seen as less of an issue.



## What Riccarton respondents told us...

Riccarton respondents brought a number of issues to do with road layout, traffic signals and wayfinding to attention. These included issues around visibility of road markings, particularly at night and in poor weather conditions, the need for more right turning arrows at intersections, and frustration with changing road layouts—particularly in the central city.

Road surface issues were another topic that Riccarton respondents frequently discussed. These were predominantly related to ongoing patch repairs that fail soon after being repaired, and a lack of satisfaction with road surfaces not being smooth, including roads that have recently been resurfaced.

Ongoing roadworks have been a prominent issue in Riccarton and a number of respondents highlighted frustration with how long roadworks are taking, both in the Riccarton area and the wider city.

## Road layout, traffic signals and wayfinding

"We think you have created a car city not a cycle city. Its so easy to travel by car and not safe or pleasant to travel by cycle on the same roads. What a terrible result for our city and planet."

"Hate the layout of roads leading to the city . Confusing signage ,too many traffic lights and dangerously narrow roads. I choose not to travel into city . Unsuitable for elderly."

"I think the street signage is very bad in Christchurch - often absent and often hard to see or find. I also think there are many things that obscure important signs and road vision as a driver such as road signs, poles, other business signs, trees etc. Makes driving even more difficult."

"Who on earth is designing and who is allowing those dangerous cycle ways with concrete protruding into the road - where in the world did that idea come from - its called obstructive. It might be a whole different story if car lanes were in actual fact wide enough to enable the safe carriage of a car. Is that not what a road is all about - safety?"

"Far too many controls and therefore drivers do not have to take ownership. Bring in free left turn on red as they have in Brisbane and the traffic will flow better and people will have to take ownership , no time then for being on the cell phone !"

"The road layouts are confusing due to constantly changing roadworks, particularly in the city centre."

"There are very little cats eyes on roads -- This makes it very hard to see the lines in the road when it is raining at night time, making it dangerous for drivers and cyclists."

"Is it not possible to use reflective paint on the road?"

"When road layouts are changed, there is nothing from the council to communicate the changes."

"More green turning arrows are lights would help the insane amount of red light running occurring - maybe also red light cameras! where are the consequences to people driving so poorly and dangerously? I had a very bad road rager last December and it was terrifying, people are angry and frustrated at the state of the city. I'd also like to see more speed limit signage on roads. Seems like a deliberate action to not have 50km speed limit signs on inner city roads, which then leads drivers to believe it's a 30km limit, causing back up and confusion. WHERE ARE THE SIGNS???"

"The new cycle ways in Christchurch are fantastic, well done! However there are still many busy roads and junctions that seem intimidating and/or dangerous for cyclists to use so I feel there is much more that can be done to improve cycling facilities in the city. This will make the city a more pleasant place to live for all."

## Road surface and maintenance

"I feel with the externally high property rates that I pay, roads and sidewalks should be better cared for. It don't attend a lot of activities in the city, but my community seems run down and uncared for."

"Leaves in the late autumn blocking gutters and when it rains there is flooding over the roads near the drain grates. Roads used to be swept regularly. I phoned over a period of 2 months to get our street swept and the leaves vacuumed up. This was not the case in previous years. A neighbour would phone the council and the leaves would be swept within the week. Avonhead Road is in a very poor state with holes being refilled after the previous repair job fails and the hole subsiding again. It is particularly bad from Maidstone Road to Merrin Street."

"Riccarton Road bit from KFC towards Hagley Park is worse even though it has been done few months back... its like driving on rocks..."

"Heavy vehicles bounce in dips on local roads, causing nearby houses to shake. This is particularly bad if they are speeding. Suburban roads, especially on main routes, need attention."

"Just fix our roads so all Chch residents can use them, not just cyclists."

"Find a better filler for potholes edges that doesn't break up next time it rains. E.g. Wainui Street."

## Roadworks taking too long

"They trying their best but not good enough! Speed and Quality are not there! lacking!"

"Roadworks take far too long, often roads are pulled up and repaved multiple times, which I'm sure is at the cost of a taxpayer. It's incredibly frustrating."

"Progress on repairing roads and footpaths has been painfully slow. Perhaps the council should spend more on repairing roads and footpaths and less on "beautification". The inspection of completed repairs also needs to be reviewed. It should not be allowed to become just a "box-ticking" exercise."

"Glacial valleys on the West Coast have been completed in less time than many road works in Christchurch."

"I think businesses would cope better if roads were closed for a short time and road crews worked shifts to get the job done. Riccarton Road, I'm looking at you."

## Bouquets

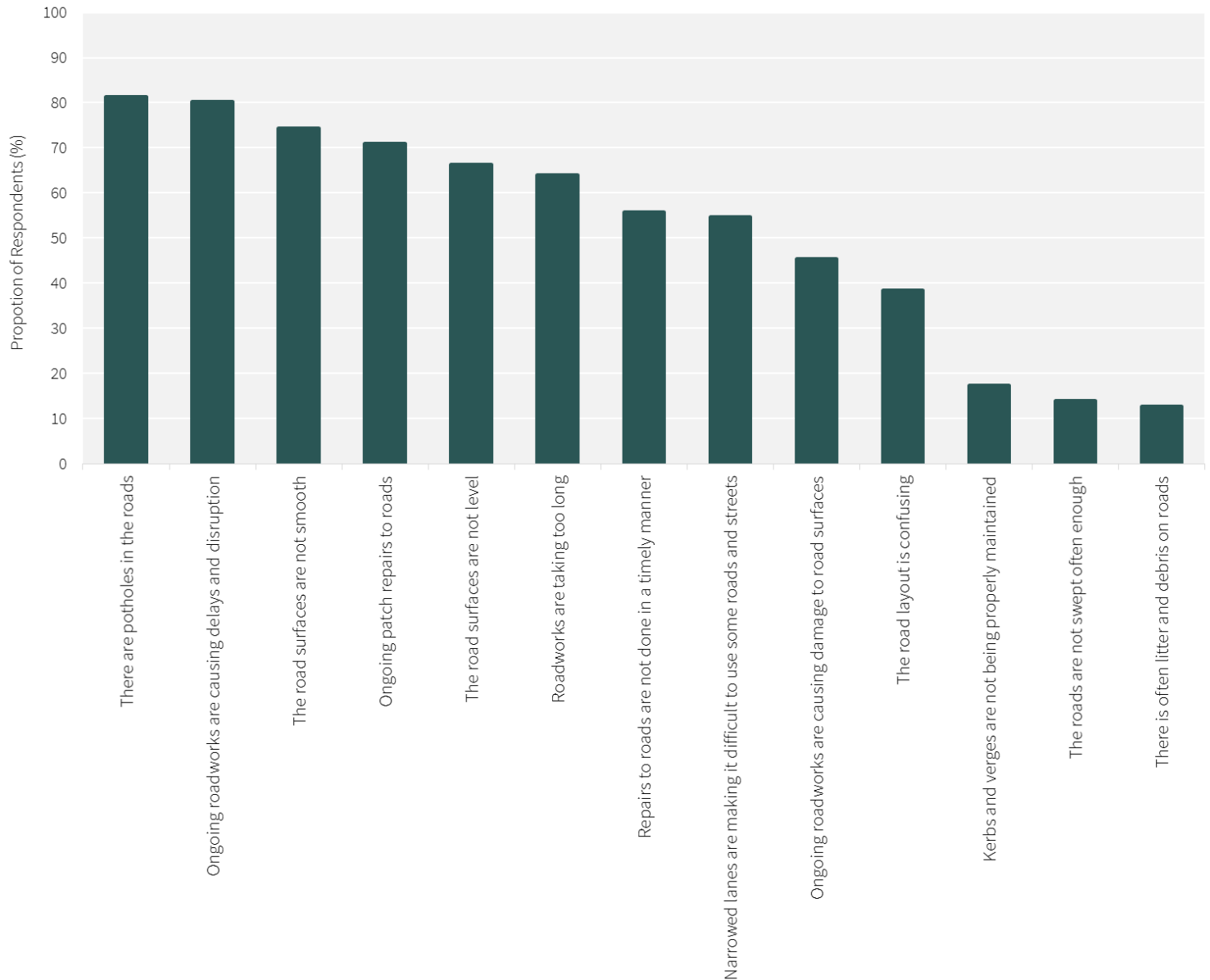
"I would love to use more modes of transport in the future. I'm not a cyclist but think the cycle ways are great!"

"I'm originally from Sydney. I enjoy living in Christchurch, and one of the reasons I have chosen to stay here is the convenience of transport, particularly by foot and bicycle. I bought my house in Riccarton (Mona Vale area) because of its proximity to both the Unicycle (to get to/from work and to/from the city), and the Railway cycle path (to get to/from Graham Condon recreation centre, where I swim twice a week). I can also easily walk and ride to the Mall for shopping. Every time I go back to Sydney I am reminded what a 'rats race' it is over there, and how much better my quality of life is in Christchurch."

# Spreydon Ward

There was a total of 163 respondents from the Spreydon ward, 5% of the total sample.

- Around 53% of respondents from the Spreydon ward are dissatisfied with the condition of Christchurch's roads.
- Outside of the four main reasons for satisfaction across most wards, other key drivers of dissatisfaction for respondents from Spreydon include road surfaces that are not level (66%), roadworks taking too long (64%), and repairs not being done in a timely manner (56%).
- Maintenance issues such as kerbs and verges not being properly maintained, litter and debris on the roads, and roads not being swept often enough are seen as less of an issue.



## What Spreydon respondents told us...

Wayfinding and a lack of right turning arrows at intersections are a prominent frustration for respondents from Spreydon. A series of respondents highlighted that street signage is often hard to see, obscured or in the wrong places or simply not there at all. A large number also feel that an increase of right turning arrows at intersections would improve help to improve traffic flow in places, and their safety when travelling in Christchurch. A number feel that the new road layouts associated with the new separated cycling infrastructure are confusing, particularly for other road users, and in some cases over engineered.

The length of time taken to complete roadworks was also highlighted by respondents. This is more of a general frustration for respondents, as opposed to being isolated to particular area or project.

Respondents frequently raised issues to do with potholes not being repaired following the completion of roadworks. Cyclists also highlighted difficulties with the road surface on road margins, which forces them to ride in the main carriageway creating safety issues.

## Road layout, traffic signals and wayfinding

"Town is a nightmare - roads are a terrible to navigate and are not designed for cars. Lack of parking is a problem. Avoid town, take my business to those located outside town as easier to get to and better parking. Much less stress."

"Adding right turning light to intersections would benefit the overall traffic flow in Christchurch. Driver education to stop orange/red light runners."

"Consistency is king! If road designs are wildly different between areas it is confusing and frustrating. Also coordinate all aspects of a project to shorten time to completion."

"I feel the cycle lanes are over engineered- fine to have them but keep them to a green lane to the left side of a ride. The concrete separators are dangerous. I believe there is too much focus on cycle lanes in a city where I believe motorised cycles will become the most used cycling commuter mode - which would likely stick to the road."

"Lack of visible street signs is often a problem when trying to find a place."

"Traffic lights need more right green lights, not just red lights."

"Having signs behind power poles - Barrington St Signs pointing in any direction Tuam - Manchester? No signs or reversed signs many streets around Christchurch."

"Many of the new cycle lanes are excellent well done. But many are dangerous because even with the little concrete barrier they are still at the same height as the cars and they are still on the same road as cars, same colour as a normal road. Bicycle lanes have to be separated by height and colour and have to be easy for cars to get across them. The safety of cyclists on some of these cycle ways has been made worse."

"Junction Street signs - some do not exist and some need replacing."

"The drivers are shocking and road signage is too small and placed in wrong places. Cannot even see street signs most of the time. Poorly placed."

"I think they are doing a good job with the on-going repairs as it is a huge task; some of the new layouts where they new cycle lanes have been added are confusing now."

"Lack of right turning arrows at traffic lights mean people take risks. Some intersections lane markings are not clear and with cycle lanes there is too much to think about making it dangerous as people make stupid decisions."

"Picton Ave is so narrow that it becomes one way with parked cars being damaged by inconsiderate drivers, too much verge compromising the road width."

"The new Quarry cycle way is extremely problematic. The car lanes are too narrow down Strickland street often causing near misses as cars are forced to drive on the centre line. The lights are dangerous for right hand turning cars as we do not know what the cyclists are doing, we are obligated by law to allow traffic going straight through, but then they sometimes get a red light to stop them from proceeding. This may lead to confusion and accidents."

## Roadworks taking too long

"Once the road works are finished and the projects complete it will be a lot better. It is taking longer than I expected. "

"I don't see why there isn't more night works and done once done right. "

"I do realize that things are still difficult after the quakes and repair work is still being done but more needs to be done and done quicker."

I have to use Brougham Street each day, at peak times it is congested and doesn't flow, if the road works that largely contribute to this on the immediate side streets were sorted quickly it would make traffic on this side of town much more pleasant."

"Sparks Road was ripped up and resealed in Oct 17' only to be ripped up less than a month later when the cycle lane works started. The original surface didn't require resurfacing anyway."

## Road Surface

"The footpaths on our street were recently upgraded yet Simeon St is in serious need of repairs - half the road is unrideable by bike. The footpath seemed an unnecessary use of resources where roads were in far worse condition."

"There are many areas where cyclists are forced to ride in the car lane and the surface is very uneven etc. which always makes me feel unsafe."

"Road repairs seem to only last a short time and then the road is back in the same state of disrepair. I question the cost effectiveness of continual repairs when they last such a short time."

"Interesting that when work, ie cycle lanes are put in, the road on side tends to get potholes BUT they never re seal the patch before going."

## Bouquets

"Keep doing the great work on the cycle lanes. Do not listen to the moaners, once the network is complete it will be a wonderful addition to our infrastructure that will benefit generations to come."

"The new cycle paths are definitely an improvement for the safety of cyclists and will encourage more residents to use this mode of transport which is great."

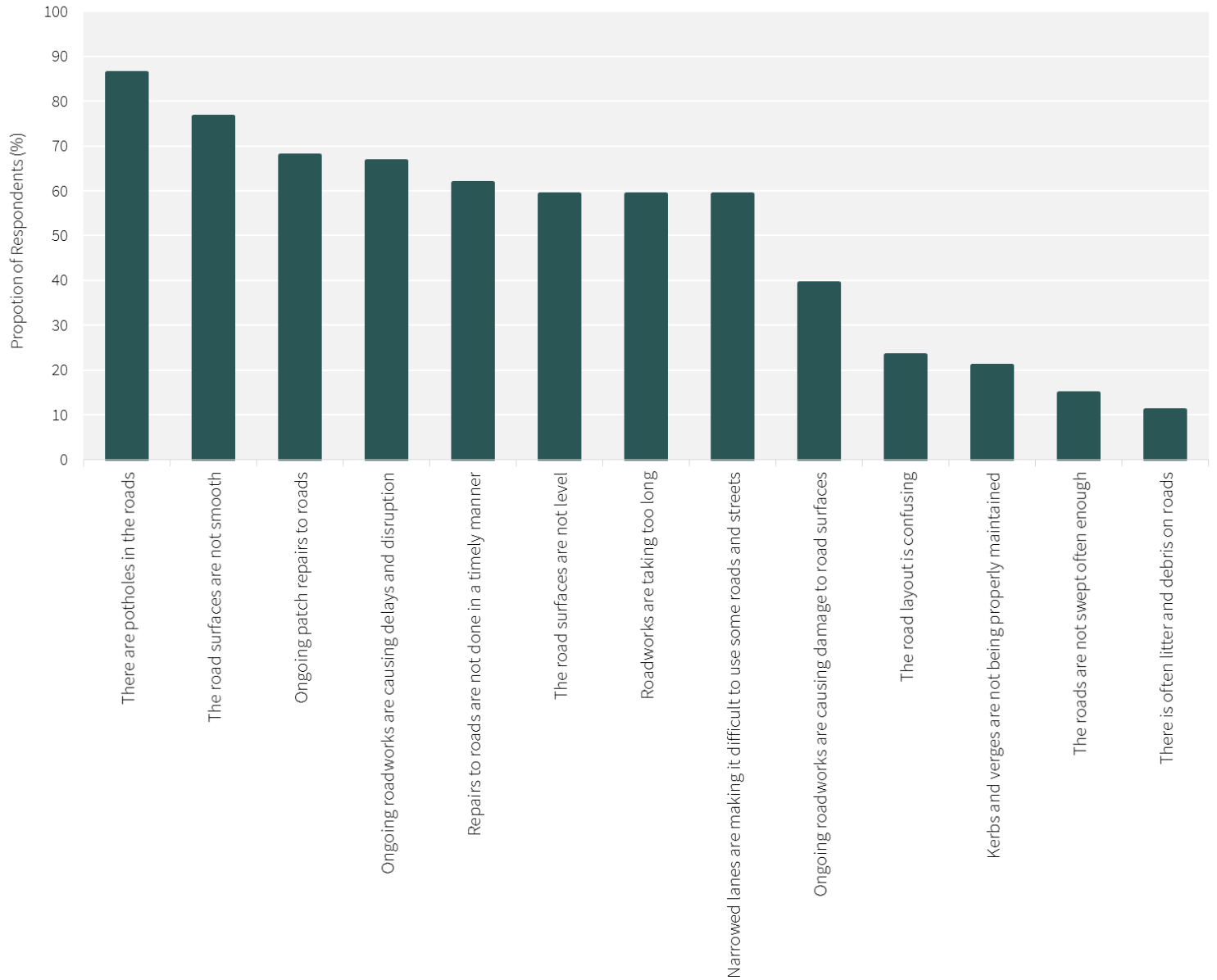
"Overall very happy nothing can ever be perfect you can never please everyone."

"Regardless of the chaos of rebuild from the disaster I still love my city."

# Waimairi Ward

There was a total of 124 respondents from the Waimairi ward, 4% of the total sample.

- Around 65% of respondents from the Waimairi ward are dissatisfied with the condition of Christchurch’s roads.
- Outside of the four main reasons for satisfaction across most wards, other key drivers of dissatisfaction for respondents from the Waimairi ward include repairs to roads not being done in a timely manner (62%), road surfaces that are not level (59%), roadworks taking too long (59%) and narrowed lanes making it difficult to use some roads and streets (59%).
- Maintenance issues such as kerbs and verges not being properly maintained, litter and debris on the roads, and roads not being swept often enough are seen as less of an issue.



## What Waimairi respondents told us...

The poor condition of road surfaces was the most common theme discussed by respondents from Waimairi. While some did acknowledge that it is starting to get better, they also felt like it had taken too long and there was still a long way to go. A number cited issues with potholes, particularly in specific locations such as Maidstone Road. There is a feeling that it is time to “up the game” when it comes to road repairs and maintenance.

A number of respondents expressed frustration at the lack of right turning arrows at intersections, and pointed out associated safety issues. Others were frustrated with the impacts that road repairs and upgrades are having on their day to day travel.

There was a series of comments about the city’s public transport network from respondents in the Waimairi ward. These were primarily focused on frustration with the current routes and connections, and the cost of using the service.

## Road Surface

“Poor conditioned roads. Too much emphasis and money spent on cycle ways. Not enough parking. 30Km/h speed limit is absurd. Not enough public seating for disabled people. All signage must include English as well.”

“Too many potholes and road surfaces that are uneven and do damage to cars. Things are improving but far too slowly.”

“Need to improve investment in road repairs and maintenance.”

“There is a huge need to "up the game" when it comes to road maintenance and upgrading.”

“I am sure there are more difficulties in other areas that are urgent, but I have noticed deteriorating road surfaces and frequently potholes that can be hard to see or negotiate which are hard on the car.”

“In Maidstone Road a section of the road has been resealed...great! But 10 metres down the road there is an enormous pot hole. It seems a waste of time and money that this wasn't repaired at the same time. These deep potholes are a danger for cyclists. I have personal experience of this as a few years ago my son hit one in another area of town and went over his handlebars and broke his wrist. He required two operations and bone removed from his hip to facilitate the mending.”

“Maidstone road is full of potholes that are filled with cold asphalt. Lasts no more than a couple of days. The recent resurfacing missed most of the bad spots. A complete waste of time.”

“Construction vehicles damage roads and footpaths”

“The roads were dreadful and have taken much longer to fix than I ever expected, especially when they were dug up several times. The quality isn't great everywhere as with heavy rain they deteriorate quite quickly. However I have got used to the roads being fixed and try to be patient.”

## Road layout, traffic signals and wayfinding

“Upgraded roads have gardens, bike lanes (understandably) and narrow vehicle lanes. St Asaph Street has little room for buses and cars if travelling side by side. I am happy to no longer need to use St Asaph on a daily basis. Johns Road is amazing for getting onto the Northern motorway. It is a vast improvement, thanks. Please put traffic lights in at Withells & Yaldhurst Roads. Avonhead Road onto Yaldhurst is held up and near a long school zone.”

“I am amazed at the lack of knowledge of road rules by people in the suburbs, running the lights etc. Also lack of right turning arrows particularly on Memorial Avenue.”

“More road planning needed. Like why have Memorial Ave (in each direction) going from 2 lanes then into ONE lane then back into 2 lanes. Peak Hour Traffic means Traffic Jams & many delays. Traffic Lights. Red Turn Arrows on longer than 10 seconds also causing turning Traffic Jams (like at Memorial Ave turning Right into Clyde Rd). Especially when no traffic traveling in opposite direction. Causes cars to turn & be Amber & RED runners. We see this many times during the week.”

“It's getting better, appreciate it takes time. Only "complaint" would be the lack of right turning arrows, Or arrows that don't trigger...E.g. Turning into Waltham Road.”

“In this corner of Russley we have been 'Boxed in' by the up-grade of Russley Road. In our case exiting Fovant Street to head West or North has become time consuming and dangerous. Politicians, Engineers and bureaucrats promise improvements then do absolutely nothing!”

“New bike lanes have not been thought out well and are dangerous to both bicyclists and cars. Money would have better spent on the red zone bike routes off roads.”

“Most people I know actively avoid the city and do not feel safe on the roads there.”

“Repairs are taking too long. Often once complete the new layouts are very confusing and too narrow.”

## Public Transport

“Really need to provide more direct bus services to the city centre With more businesses and amenities moving back into the central city, more services should be returning to the city .”

“Bus is now more expensive than parking in town for the day so no financial motivation to catch the bus.”

“Travel by bus is very unpleasant because the buses are noisy and have harsh suspension, a problem that is amplified by the terrible roads, especially railway crossings. Also, the bus journeys I might otherwise make are too indirect and prolonged even further by driver changes.”

“In my view, ECAN's new hub bus system with even quite short bus journeys split into two trips, adding to the time and inconvenience, is a disaster and is not the way to encourage people to use public transport.”

## Bouquets

“Keep going. Getting there. Focus on pedestrians in the city.”

“Keep up the good work with the cycle ways :)”

“We live in a great city and have great public transport.”

“The Council report a problem is very helpful, and when it involves safety quick to fix the problem.”

“I like the direction towards more cycle friendly city and also think public transport is a good way to go for those who don't want to cycle”