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Turning **Information** Into **Insight**

# Woolston Village pre- and post- construction community surveys Results

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Prepared by Global Research Ltd

For

**Christchurch**  
City Council 

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# Overview

## Project background

In response to the damage inflicted by the 2010/2011 earthquakes, the Christchurch City Council, in conjunction with local communities, developed master plans for the most severely damaged suburban centres to guide their recovery and rebuilding. These master plans also aimed to build back better, i.e. address existing issues prior to the earthquakes in repairs, etc. A number of these suburban centre master plans have streetscape upgrades as actions. These include Sumner Village Centre, Linwood Village and Ferry Road Master Plans. When the latter was adopted in May 2014, the community aspirations for the Woolston Village streetscape upgrade were improving the streetscape in a way that:

- Highlights the distinctive industrial character of the village centre.
- Balances the needs of different transportation modes, including:
  - Distinctively paved median strips along the centre of the road;
  - Separating cycle lanes from the main flow of traffic; and
  - Wider cycle lanes, to conform to recommendations of the Cycle Design Guidelines.
- Enhances Woolston's appeal as a destination, including:
  - Paving threshold treatment that integrates with private developments and the median strips.
  - Planting and landscaping improvements, including a combination of low growing carpet roses and native ground cover in berms and build-outs and medium-sized specimen trees with seasonal change where space allows.
  - Upgraded street furniture, including new seating, waste and recycling bins, cycle stands, etc, that is attractive, functional, safe for disabled visitors and contributes to the industrial heritage character of Woolston centre.

The following principles developed to guide implementation of master plan actions along the length of the Ferry Road corridor are also relevant to the streetscape upgrade through Woolston Village:

- Transport:
  - Continue to provide a level of service for cars and heavy (including over-dimension) vehicles, consistent with the classification of the corridor as a district and minor arterial.
  - Provide cycle lanes in accordance with Cycle Design Guidelines for local cycleways through urban commercial centres and on arterial roads.
  - Signal connections to the key cycleways at St Johns Street and Catherine Street through the design of the relevant intersections and crossings.
  - Preserve options for future bus priority measures.
  - Where the corridor is not wide enough to provide standard width cycle lanes, carriageways and on-street carparking on both sides of the road, remove parking on one side of the road, with preference given to parking retention on the side of the road with convenience-based retail.
- Landscaping:
  - Additional tree planting where opportunities exist, particularly in kerb build-outs that emphasise pedestrian crossings.
  - Landscaping that:
    - Reflects Ngāi Tahu values;
    - Accommodates the needs of people with disabilities;
    - Provides shade, shelter and visibility for pedestrians; and
    - Offers food and habitat for wildlife.

The Woolston Village streetscape upgrade anticipated by the Ferry Road Master Plan was started in July 2020 and completed in May 2021. Pre-construction monitoring was undertaken in January – February 2020. It comprised a field survey of residents of Woolston and visitors to its shopping centre only.

This report presents the findings from the pre- and post-construction monitoring surveys, for which data collection occurred in January to February 2020 and from 31 March to 6 May 2023 respectively.

The goals of the project were:

1. To better understand whether the streetscape upgrades meet their respective community aspirations/objectives and make a positive difference to users' experience of the subject shopping centre; and
2. To assist monitoring of the impact of the master plans on suburban centre regeneration.

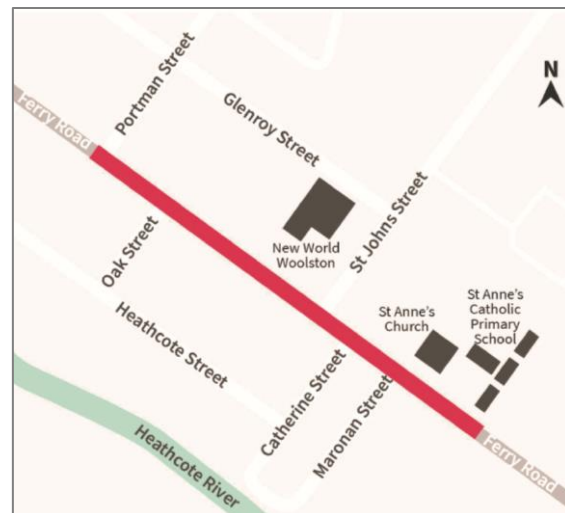


Figure 1: Map of Woolston Village upgrade area

## Survey details

In total, 159 surveys were collected between late March and early May 2023, following the 158 in 2020.

Having been made aware of the survey via postcards dropped in the 1,500 letter boxes in closest proximity to the upgraded area, posters displayed within Woolston Village and directly sent emails, people could complete the survey in one of three ways: online, by phone or face to face in Woolston Village on specified days. Seventy-six responses were collected online or via phone and 83 were collected onsite in digital form (via hand-held tablets).

The survey took on average around eight minutes to complete. The onsite survey had slightly more questions because respondents were asked what they were doing on that day, otherwise the questions were consistent between both surveys. The onsite survey consisted of 39 questions and the postcard survey consisted of 37 questions.

The details of the questions asked and the results are presented in the report that follows.

## Summary of findings

This is a summary of the findings across all sections.

### Visitation reasons and frequency

- The main reasons that face to face survey respondents had for visiting the Woolston Village shopping centre varied between the 2020 and 2023 respondents.
  - In 2023, the majority of respondents visited Woolston Village shopping centre to go grocery shopping (87%).
  - The most commonly selected reasons in 2020 were 'eating out' (21%) and 'other' (21%).
- The majority of respondents visited Woolston Village shopping centre at least once a week. This was true for both survey years, though the percentage of respondents visiting at least once a week increased significantly from 77% in 2020, to 94% in 2023.
- In 2023, respondents were most likely to visit the Woolston Village shopping centre for grocery shopping (89%), while only 31% of respondents selected this option in 2020.
- Respondents typically spend up to 1 hour at the Woolston Village shopping centre.

## Travel modes, safety and ease

- > More people reported that they usually to Woolston Village shopping centre by car in 2023 (89%), than in 2020 (52%). On survey day, 71% of face to face respondents travelled by car in 2023, slightly up from 69% in 2020.
- > Significantly more face to face respondents had travelled to Woolston Village shopping centre on a bicycle in 2020 (15%) than in 2023 (2%).
- > Overall, a similar number of pedestrians felt safe walking around the Woolston Village shopping centre in 2023 and 2020, though more pedestrians felt unsafe walking around the Woolston Village shopping centre in 2023 than 2020.
- > Over half of cyclists (57%) felt either safe (48%) or very safe (9%) when cycling around the Woolston Village shopping centre. This question was not asked in 2020.
- > Over three quarters of drivers (80%) felt either safe (55%) or very safe (25%) when driving around the Woolston Village shopping centre. This question was not asked in 2020.
- > More pedestrians found it easy to move around the Woolston Village shopping centre in 2023 (83%) than in 2020 (62%).

## Appeal and impressions

- > Overall impressions improved from 2020 to 2023.
- > Overall, respondents in 2023 indicated a more positive overall impression of Woolston Village shopping centre than 2020 respondents, with positive descriptors being used more frequently in 2023 than in 2020.
- > The three most commonly selected descriptors in 2023 were 'pleasant' (31%), 'friendly' (30%), and 'busy' (21%).
- > In 2020, the top three selections were 'outdated' (44%), 'dull' (27%), and 'friendly' (18%).

## Assessment of streetscape features

- > Quality ratings improved on all categories from 2020, with street plantings, street furniture, availability of rubbish bins, and footpath surfaces receiving the largest increase in positive assessment.

## Summary of written comments

- > A number of recurring themes appeared across the qualitative questions asked in the survey.
- > The two main issues that respondents wrote about in their comments were speeding drivers and concerns about anti-social behaviour in Woolston Village.
  - o Respondents argued that not enough has been done to ensure that drivers reduce their speed through Woolston, and made suggestions such as introducing more speed humps, policing speed limits (e.g., with a speed camera), or installing a flashing speed sign showing drivers what speed they are doing.
  - o Comments about personal safety indicated that respondents felt uncomfortable or unsafe walking around Woolston Village as there are a number of people begging on the streets, particularly in the area around the library. Intoxicated people were also a cause for some respondents to feel unsafe in the area.
- > A number of positive comments were also made, with respondents noting that the streetscape upgrades have improved the overall appeal of the area, and that slowing traffic down has made it safer.

## Demographic characteristics

- > Results were consistent between both the 2020 and 2023 surveys, with the majority of respondents residing in Christchurch (98% in 2020, 97% in 2023).
- > In 2020, just over half of respondents lived in Woolston (51%) compared to almost three quarters in 2023 (73%).
- > A greater proportion of 2023 respondents had lived in Woolston for less than 6 years than in 2020.
- > The gender of respondents remained relatively consistent between both survey periods, with over half of respondents being female (59% in 2020, 56% in 2023).
- > The age of respondents remained relatively consistent between both survey periods, with 2020 respondents skewing slightly older than those in 2023.

# Survey results

## Visitation reasons and frequency

### Main reasons for visiting Woolston Village—face-to-face survey

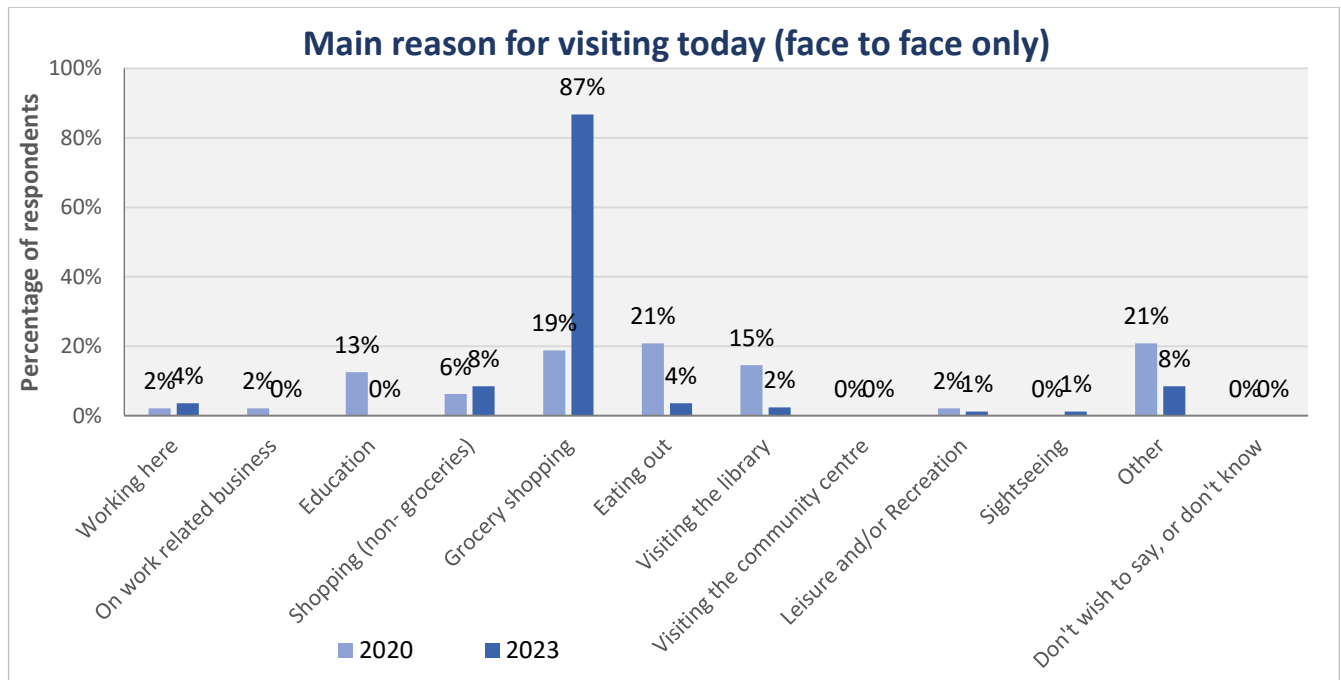
Face-to-face respondents only were asked: *What are your main reasons for visiting Woolston Village shopping centre today? (select all that apply)*

#### Response options:

- > Working here
- > On work-related business
- > Education (including dropping off or picking up children from school)
- > Shopping (non-groceries)
- > Grocery shopping
- > Eating out
- > Visiting the library
- > Visiting the community centre
- > Leisure and/or Recreation
- > Sightseeing
- > Other (please specify)
- > Don't wish to say or don't know

2020: n=48

2023: n=83



#### Findings:

- The main reasons that respondents had for visiting the Woolston Village shopping centre varied between the 2020 and 2023 respondents.
  - In 2023, the majority of respondents visited Woolston Village shopping centre to go grocery shopping (87%).
  - The most commonly selected reasons in 2020 were eating out (21%) and other (21%).

Other reasons for visiting Woolston Village included: Poppy collection; pick up wife; hair; bowling; post; walking; visiting.

# How often respondents visit Woolston Village

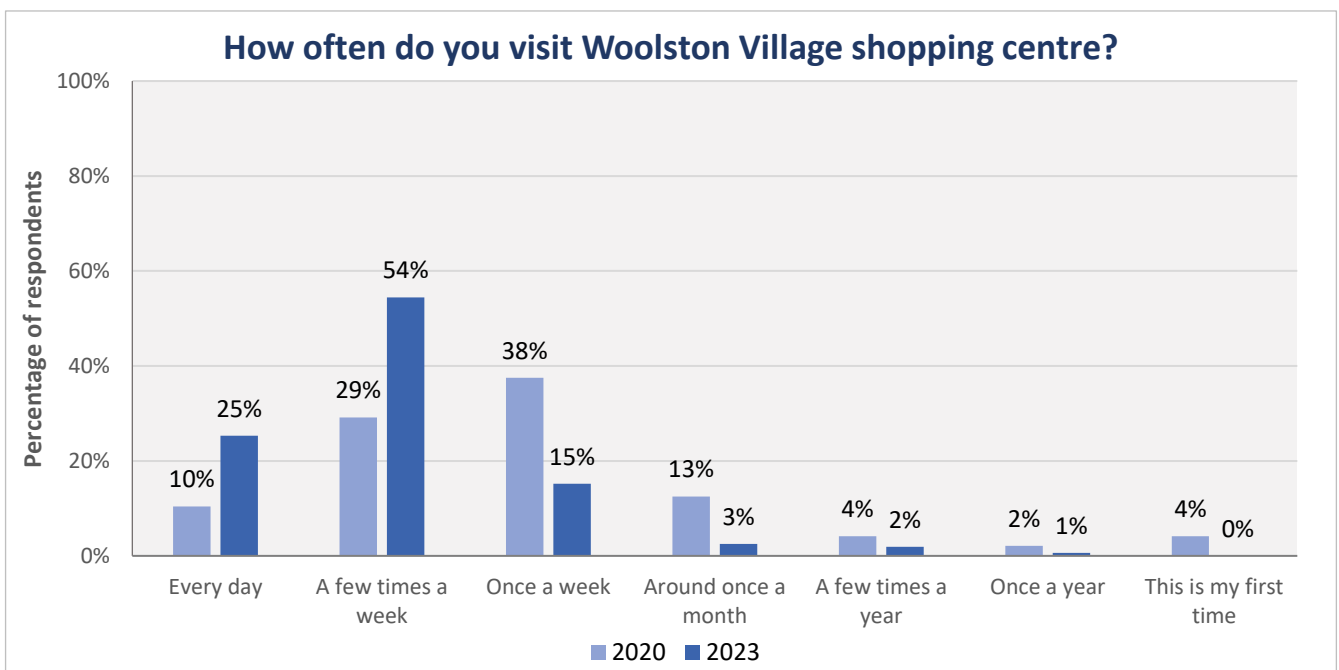
All respondents were asked: *How often do you usually visit Woolston Village shopping centre? (select one option)*

## Response options:

- > Every day
- > A few times a week
- > Once a week
- > Around once a month
- > A few times a year
- > Once a year
- > This is my first time
- > Don't know

2020: n=48

2023: n=158



## Findings:

- The majority of respondents visited Woolston Village shopping centre at least once a week. This was true for both survey years, though the percentage of respondents visiting at least once a week increased significantly from 77% in 2020, to 94% in 2023.
- Overall, frequency of visitation has increased since 2020.

# Usual reasons for visiting Woolston Village

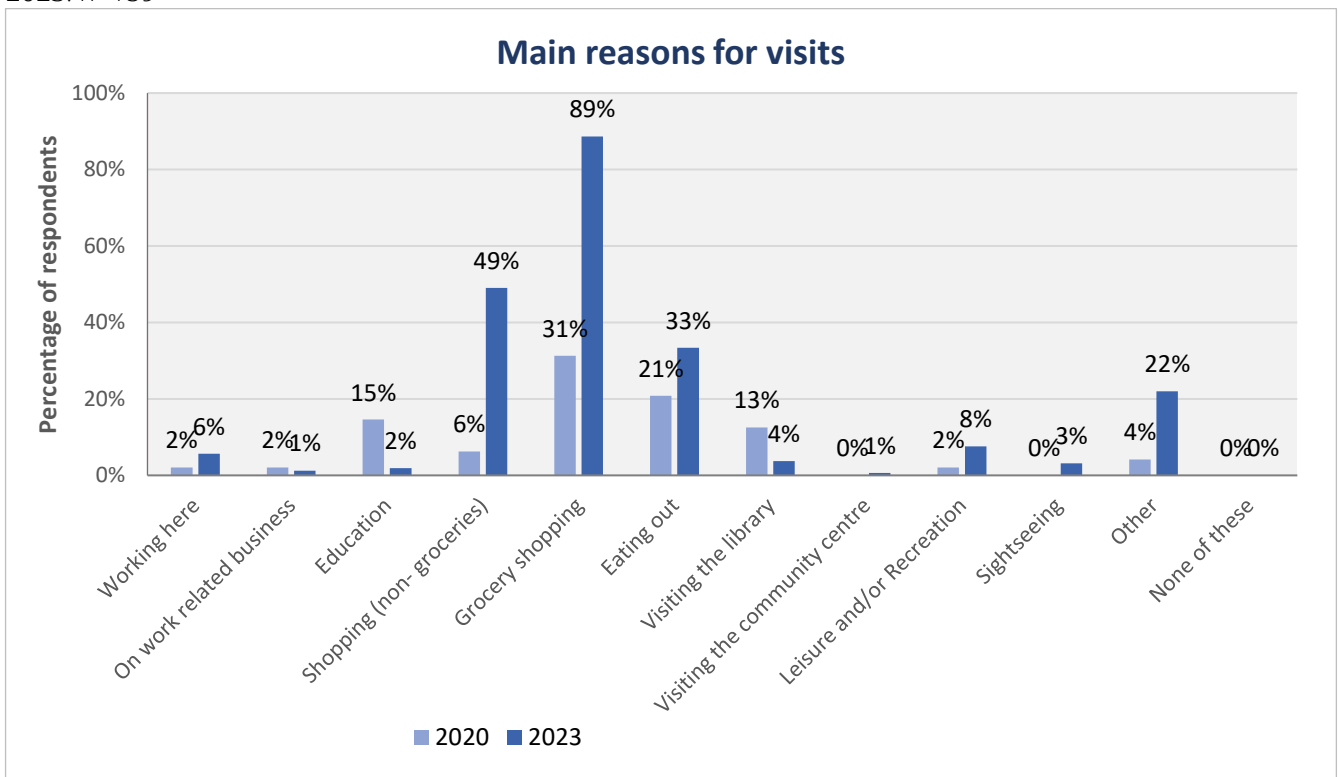
All respondents were asked: *What are your usual reasons for visiting the Woolston Village shopping centre? (select all that apply)*

## Response options:

- > Working here
- > On work-related business
- > Education (including dropping off or picking up children from school)
- > Shopping (non- groceries)
- > Grocery shopping
- > Eating out
- > Visiting the library
- > Visiting the community centre
- > Leisure and/or Recreation
- > Sightseeing
- > Other (please specify)
- > None of these

2020: n=48

2023: n=159



Note that postcard respondents were not asked this question in 2020, but all respondents were asked in 2023.

## Findings:

- In 2023, shopping (including grocery shopping) was the most popular activity that brought people to the Woolston Village shopping centre, with almost half of respondents (49%) doing non-grocery shopping, and 89% grocery shopping.
- In 2020, the most common main reason for visiting Woolston Village shopping centre was also grocery shopping (31%), followed by eating out (21%).

**Other reasons for visiting Woolston Village included:** petrol; walking with kids and dogs ; pub; pass through to Ferrymead; takeaway coffee; catching the bus; walking or cycling; out for a walk with baby/dog; walking; walking dog; strolling; catching public transport; walk through to get to work; Woolston auto; passing through; haircuts; helping out at the Plunket rooms; money machine; run the night market; chemist; friends; visit grand-daughter; church; cafe, bar; laundry; bowls; op-shop; chemist, hair dresser; take aways; pick kids; laundry; pub; parties; take aways; and post office.



# How often respondents visit Woolston Village to do particular things

Based on their response to the previous question, What are your usual reasons for visiting the Woolston Village shopping centre:

All respondents were then asked: *How often do you visit Woolston Village shopping centre to do these things? (answer for each option)*

### The activity options were:

- > Working here
- > On work-related business
- > Education (including dropping off or picking up children from school)
- > Shopping (non- groceries)
- > Grocery shopping
- > Eating out
- > Visiting the library
- > Visiting the community centre
- > Leisure and/or Recreation
- > Sightseeing
- > Other (please specify)
- > None of these

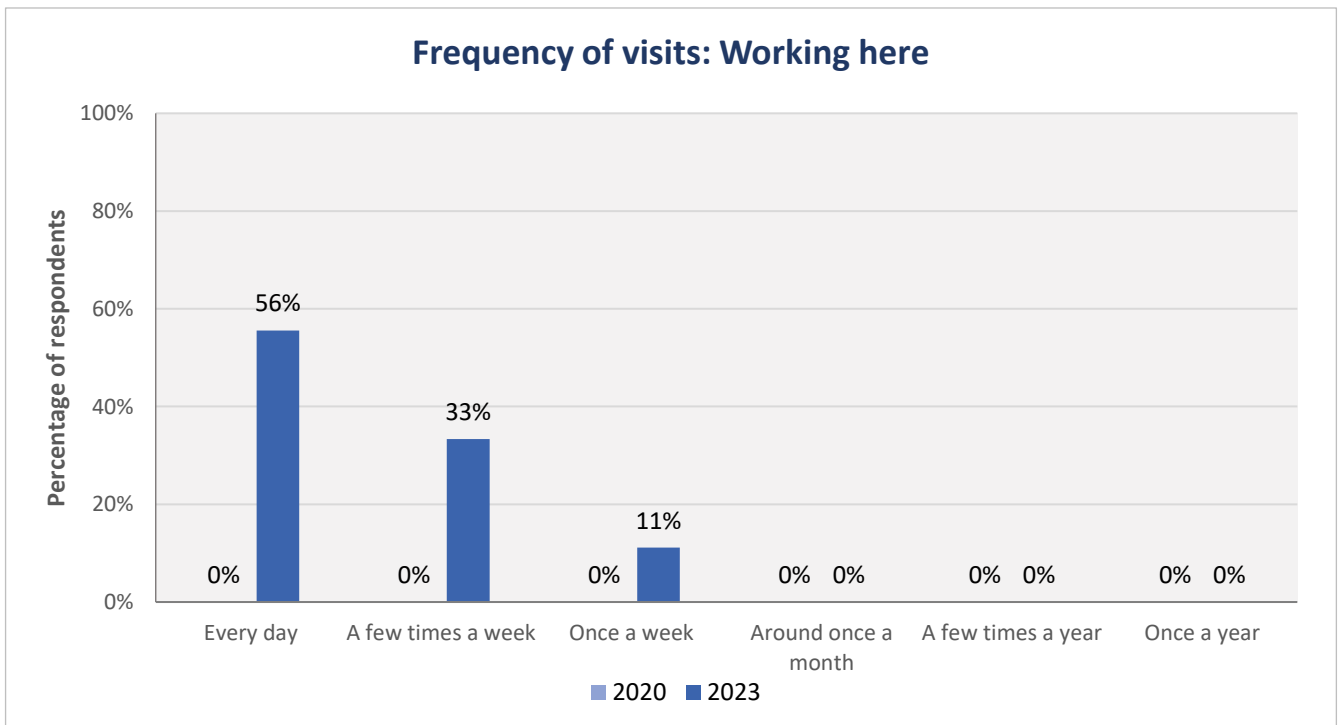
### How often visit options:

- > Every day
- > A few times a week
- > Once a week
- > Around once a month
- > A few times a year
- > Once a year
- > This is my first time

## Working here

2020: n=0

2023: n=9



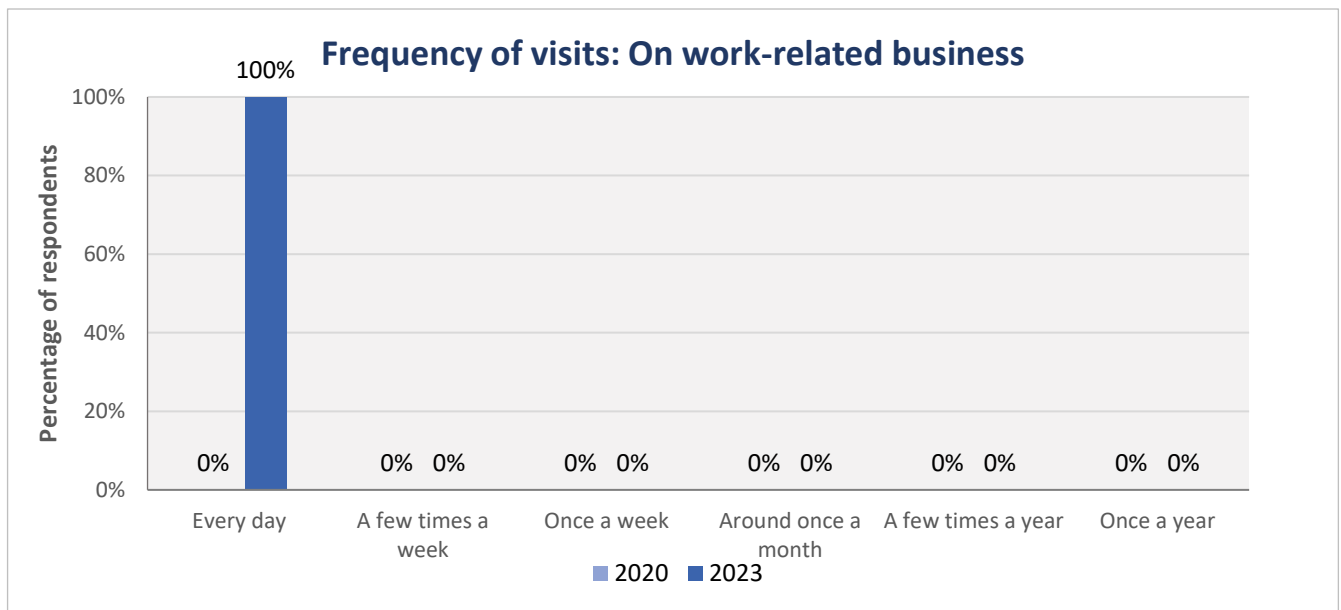
### Findings:

- All of the nine respondents who mainly visit Woolston Village to work, do so at least once a week.
- Of these, five work in Woolston Village every day, while three work a few times a week.
- Note that only 9 respondents answered this question in 2023, and none in 2020.

## On work-related business

2020: n=0

2023: n=2



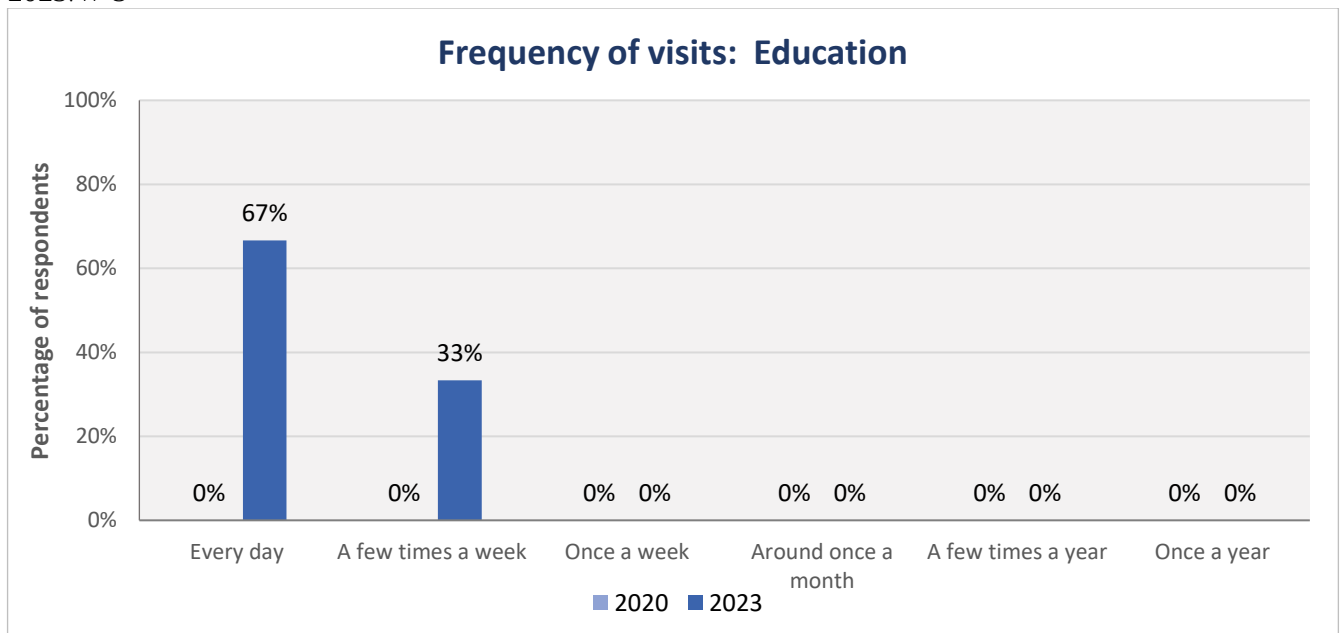
### Findings:

- Both respondents who mainly visited for work-related business indicated that they do so every day.
- Note that only 2 respondents stated they mainly visit for work-related business in 2023, and none in 2020.

## Education (including dropping off or picking up children from school)

2020: n=0

2023: n=3



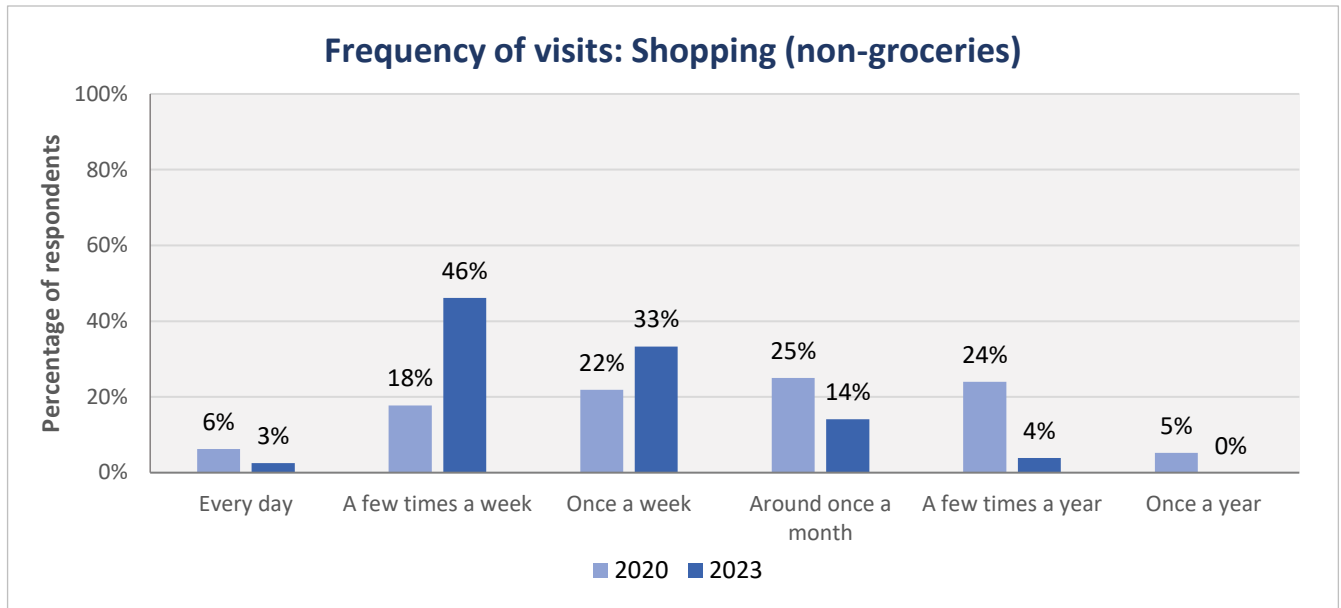
### Findings:

- All three respondents who indicated that one of their main reasons for visiting Woolston Village was for education did so at least a few times a week.
- Note that just 3 respondents answered this question in 2023, and none in 2020.

## Shopping (non-groceries)

2020: n=96

2023: n=78



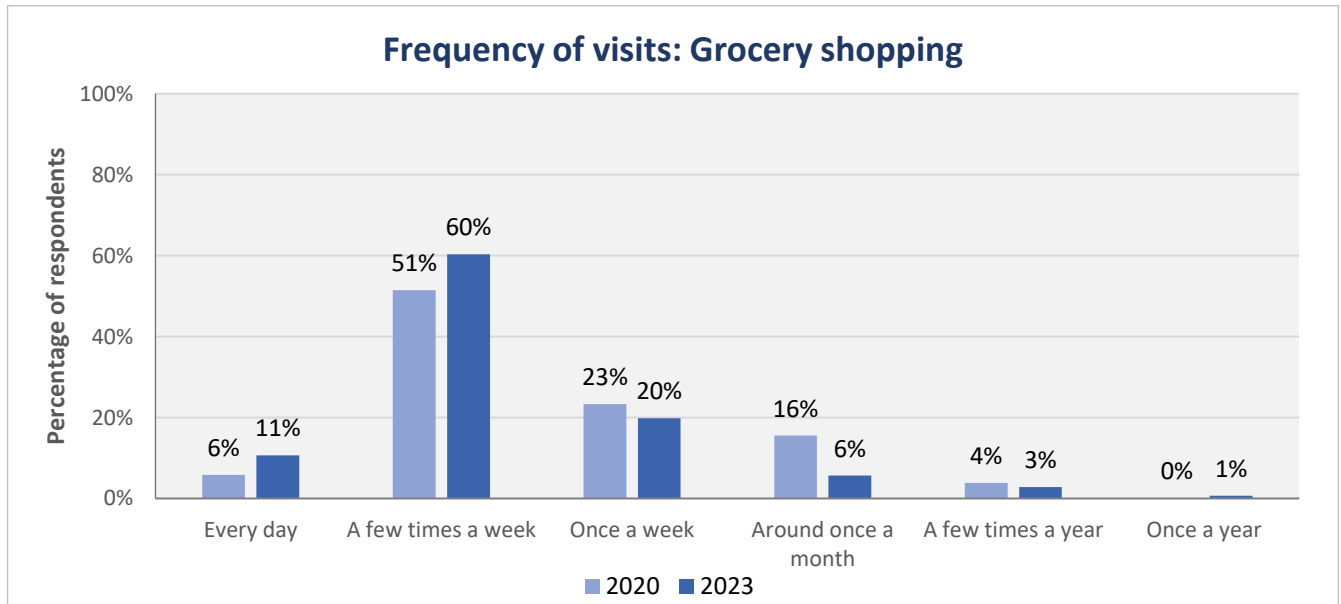
### Findings:

- Of those who indicated that they mainly visit Woolston Village for non-grocery shopping, the amount that do so at least once a week almost doubled from 46% in 2020 to 82% in 2023.
- Of those who indicated they mainly visit Woolston Village for non-grocery shopping, the proportion that say they visit only a few times a year dropped from almost a quarter (24%) in 2020 to just 4% in 2023.

## Grocery shopping

2020: n= 103

2023: n= 141



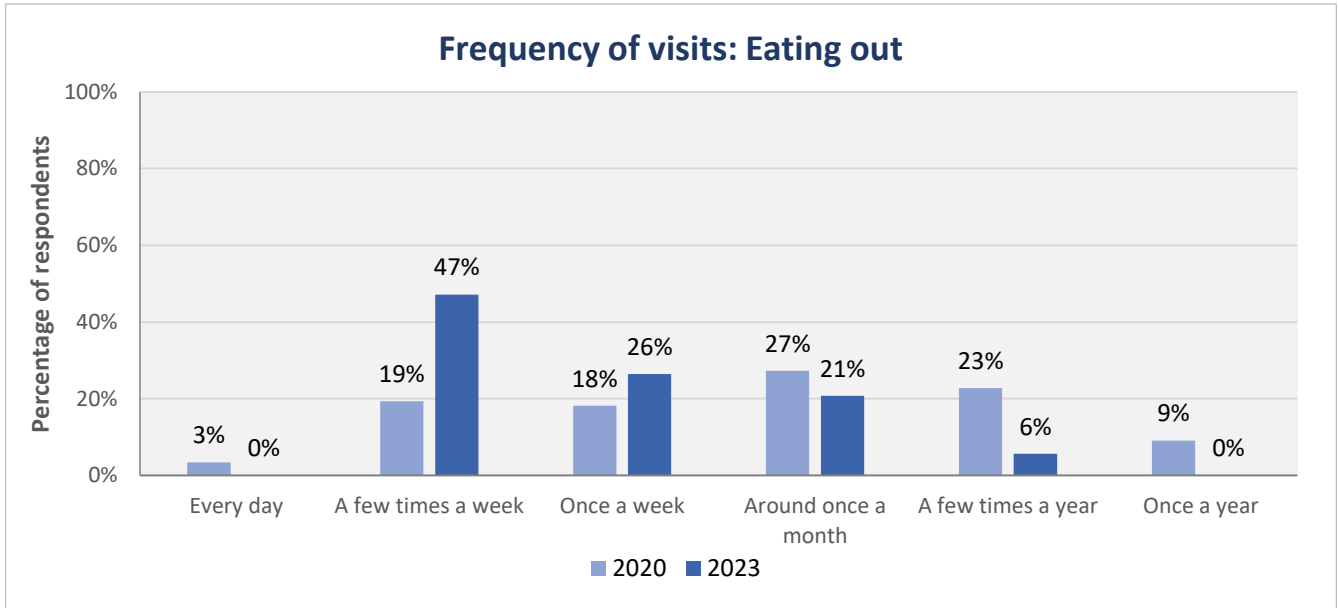
### Findings:

- The proportions remain similar between 2020 and 2023; most of those that mainly visit for grocery shopping visit at least once a week.
- Just 10% of those who visit for groceries visit fewer than that, even though they stated that they mainly visit the area for groceries.

## Eating out

2020: n= 88

2023: n= 53



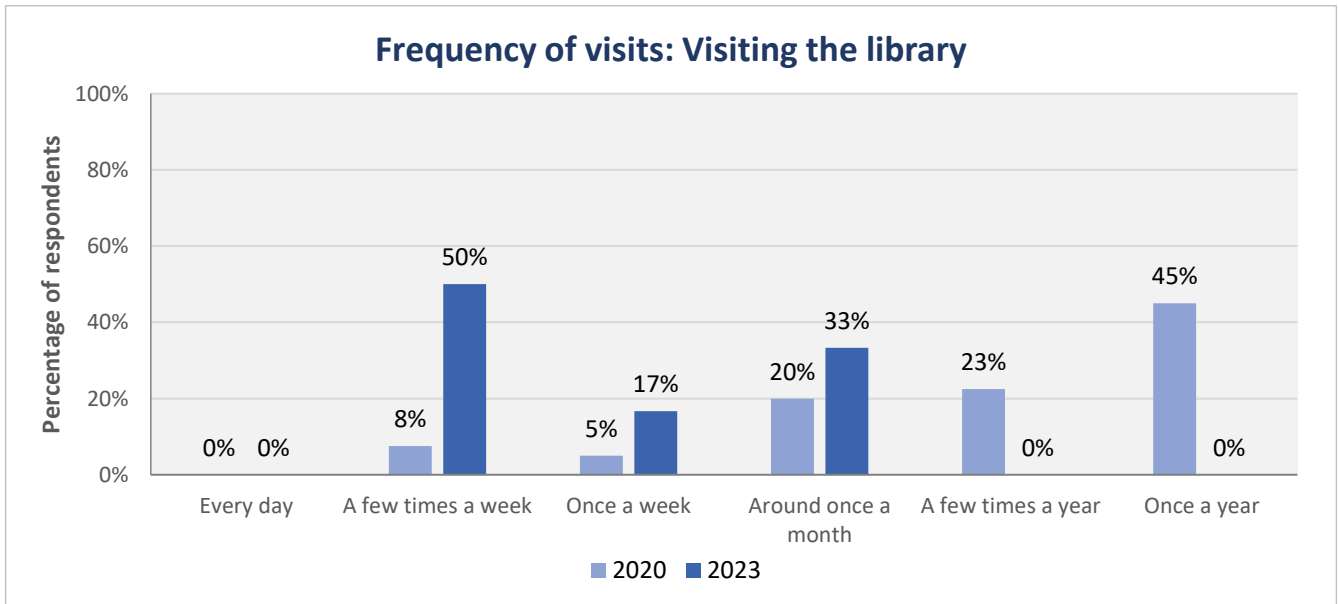
### Findings:

- Of the respondents who stated they mainly visit Woolston Village for eating out, almost half (47%) visit a few times a week.
- In 2020, 40% of respondents who answered this question reported eating out at least once a week, compared to 73% in 2023.

## Visiting the library

2020: n= 40

2023: n= 6



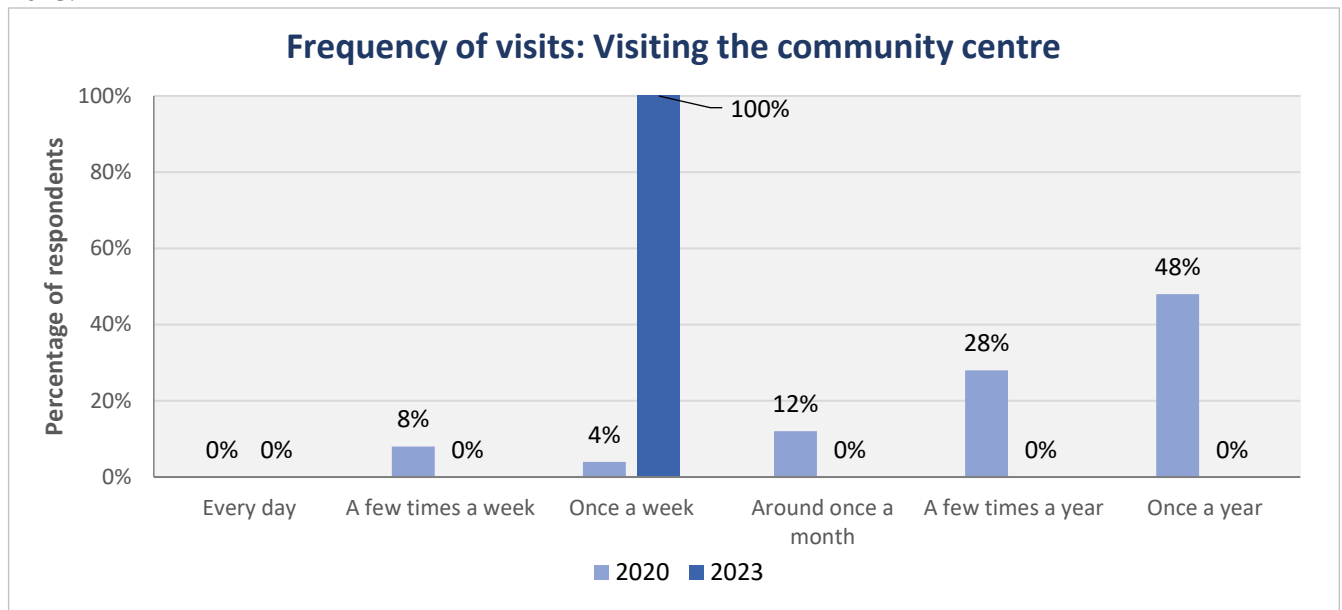
### Findings:

- There were relatively few respondents in 2023 that said they mainly visit the area for the library (n=6).
- In 2020 however, from those who stated they mainly visit Woolston Village to visit the library, almost half did so just once a year.

## Visiting the Community Centre

2020: n= 26

2023: n= 1



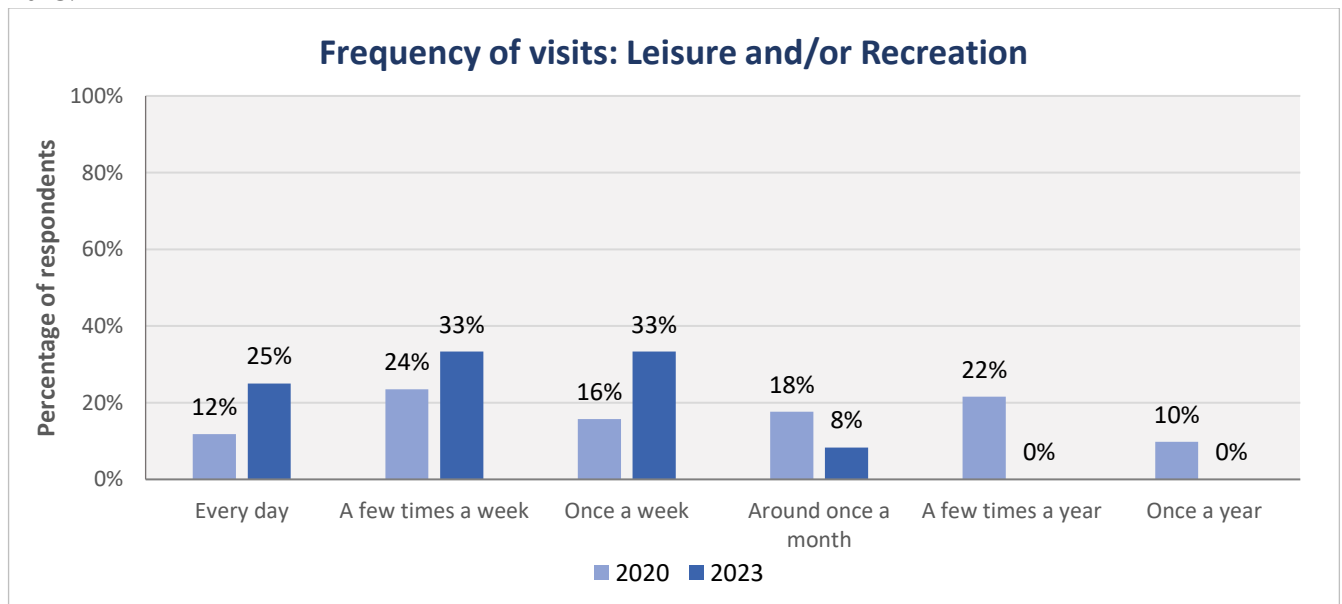
### Findings:

- The number of respondents who answered this question in 2020 (26) was significantly higher than in 2023 (1). This makes comparison between the two data sets difficult.
- Overall, respondents who mainly visit the area to use the community centre do so less than once a week.

## Leisure and/or recreation

2020: n= 51

2023: n= 12



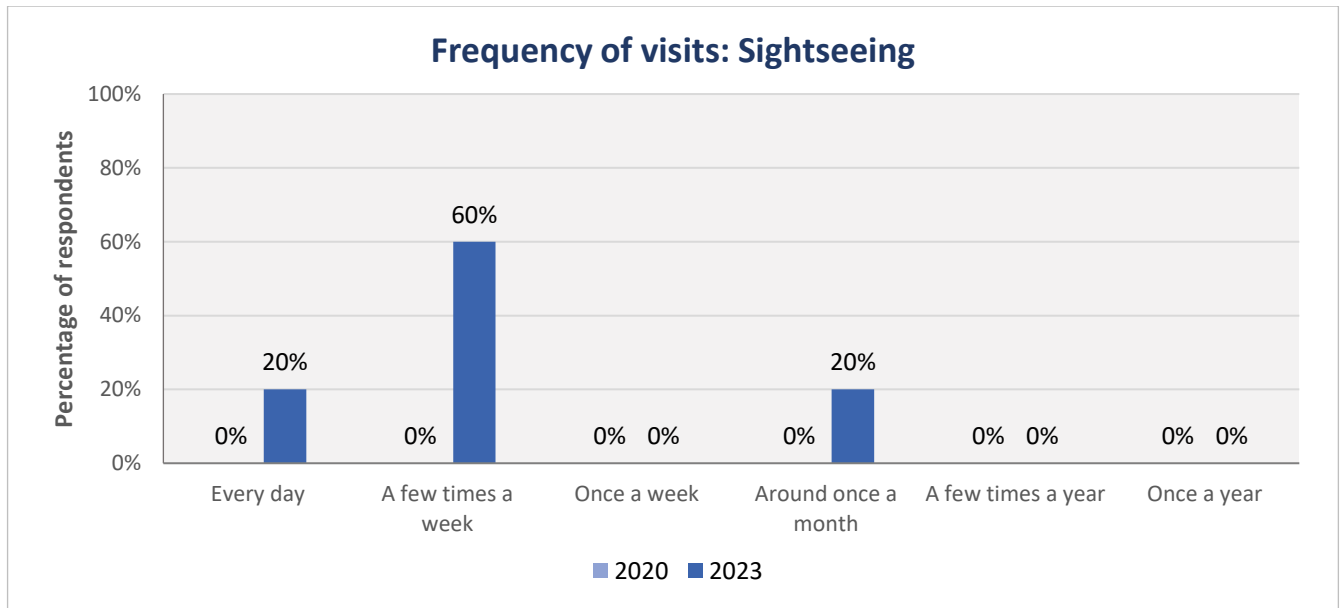
### Findings:

- The number of respondents who answered this question in 2020 (51) was significantly higher than in 2023 (12). This makes comparison between the two data sets difficult.
- Most of those who mainly visit for leisure/recreation did so more than once a week.

## Sightseeing

2020: n= 0

2023: n= 5



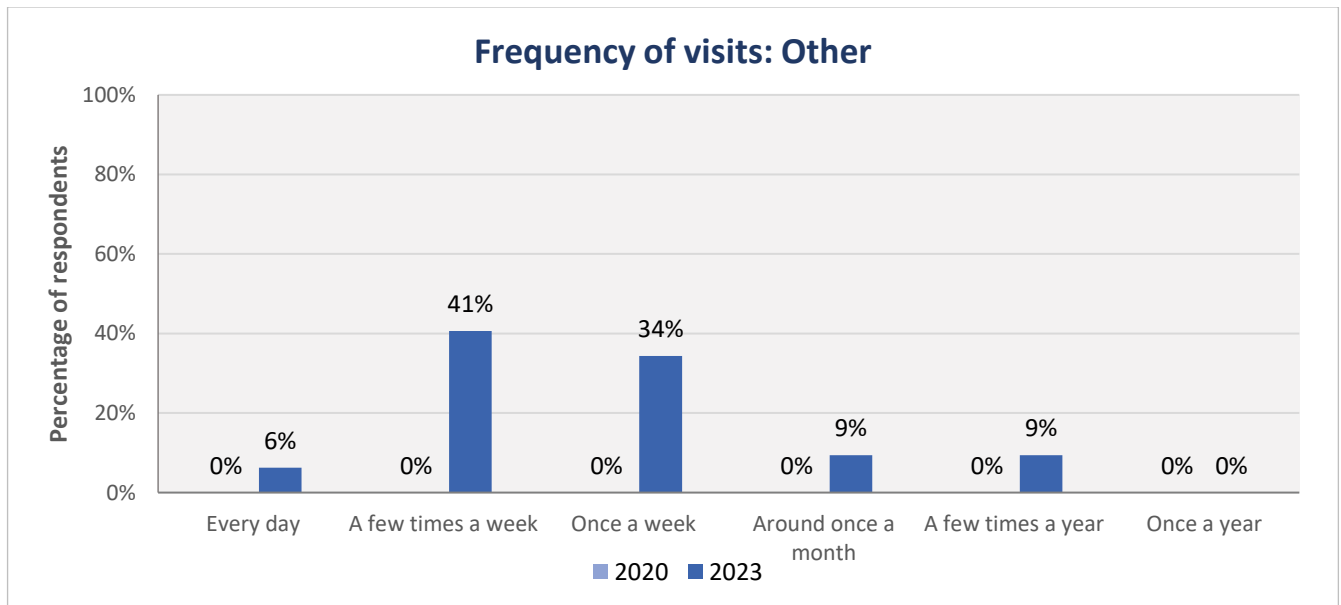
### Findings:

- Only 5 respondents answered this question in 2023, and none in 2020. This makes comparison between the two data sets difficult.
- Those who reported mainly visiting Woolston Village for sightseeing did so at least once a month.

## Other

2020: n= 0

2023: n= 32



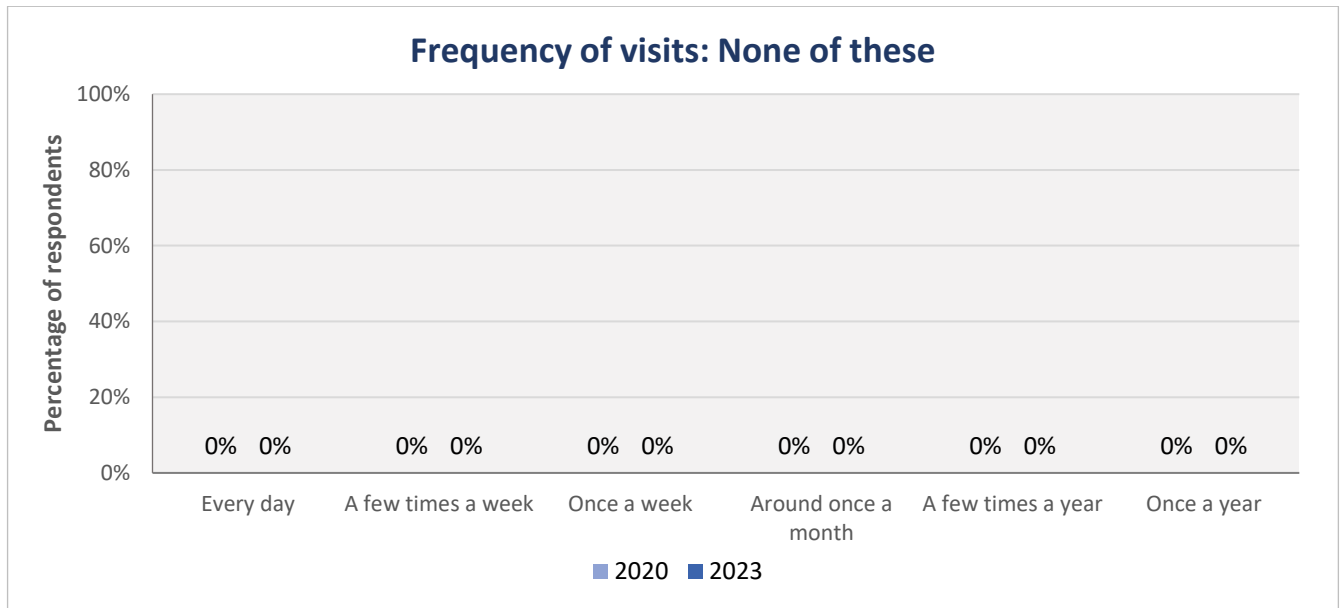
### Findings:

- Of the respondents who stated they mainly visit Woolston Village for 'other' reasons, most (81% did so at least once a week.

## None of these

2020: n= 0

2023: n= 0



### Findings:

- No respondents stated that they mainly visit Woolston Village for none of the reasons listed in the options. This was the same in 2020 and 2023.

# How long respondents intend to spend–face-to-face survey

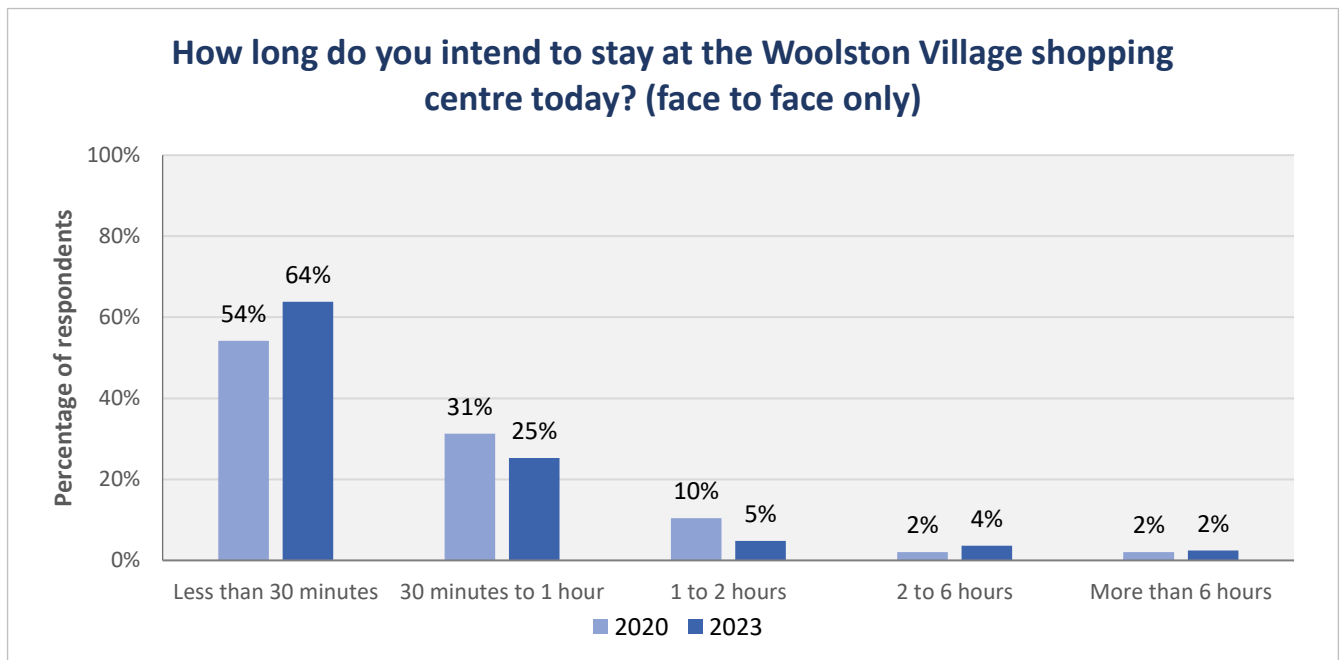
Face-to-face respondents only were asked: *How long do you intend to spend in the Woolston Village shopping centre today? (select one option)*

## Response options:

- > Less than 30 minutes
- > 30 minutes to 1 hour
- > 1 to 2 hours
- > 2 to 6 hours
- > More than 6 hours
- > Don't know

2020: n= 48

2023: n= 83



## Findings:

- The length of time that face to face respondents intended to spend at the Woolston Village shopping centre remained reasonably consistent across both survey periods (2020 and 2023).
- The majority of respondents reported intending to spend up to an hour (85% in 2020, 89% in 2023).



# How long respondents spend—usually

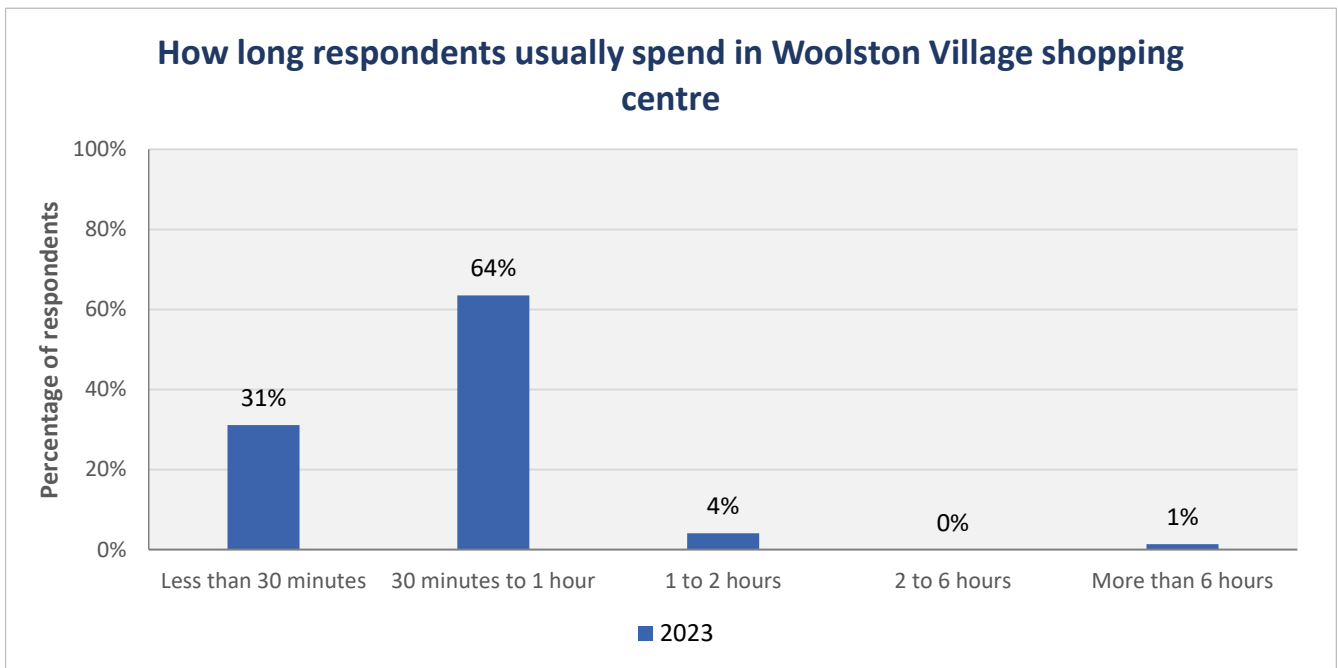
Online and phone respondents only were asked: *How long do you usually spend in the Woolston Village shopping centre when you visit? (select one option)*

## Response options:

- > Less than 30 minutes
- > 30 minutes to 1 hour
- > 1 to 2 hours
- > 2 to 6 hours
- > More than 6 hours
- > Don't know

2020: n= 0

2023: n= 74



## Findings:

- Note that this question was not asked in 2020.
- The majority of postcard respondents usually spend up to 1 hour at the Woolston Village shopping centre (95%).

# Travel modes, safety, and ease

## How respondents travelled to Woolston Village–face-to-face survey

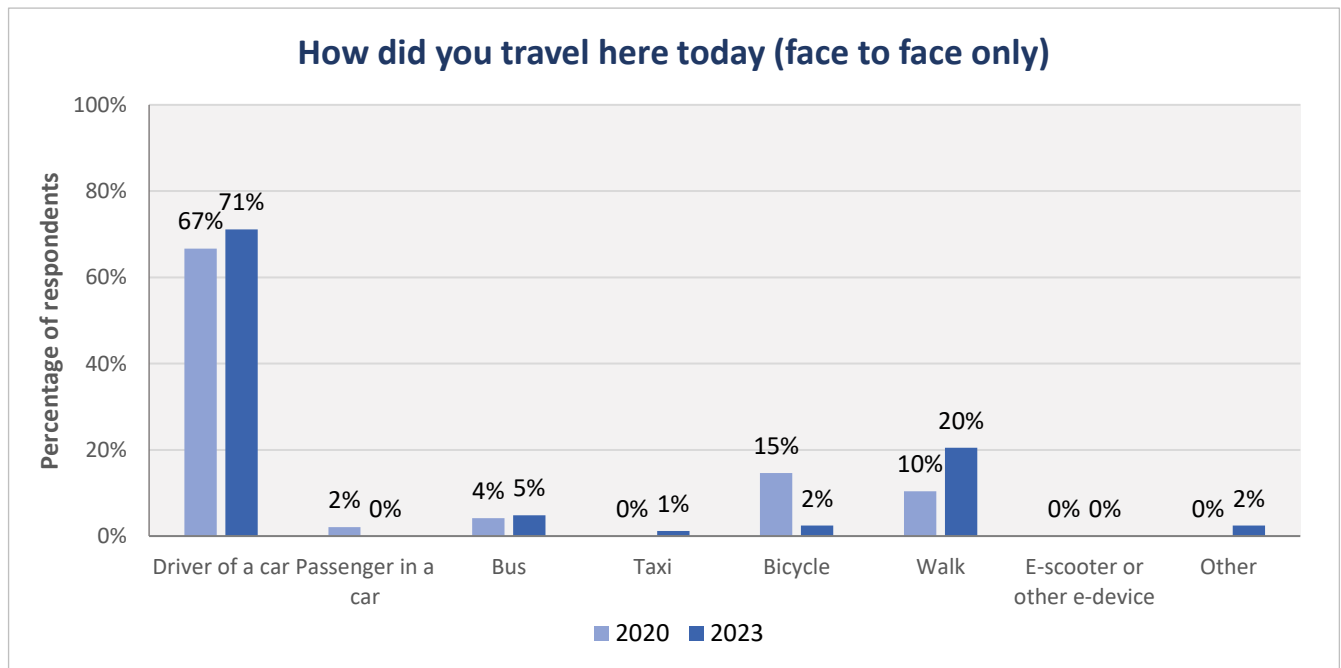
Face-to-face respondents only were asked: *How did you travel to Woolston Village shopping centre today? (select all that apply)*

### Response options:

- > Driver of a car
- > Passenger in a car
- > Bus
- > Taxi
- > Bicycle
- > Walk
- > E-scooter or other e-device
- > Other (please specify)

2020: n= 48

2023: n= 83



### Findings:

- The modes of travel taken by face to face respondents remained reasonably consistent between the two survey periods (2020 and 2023), with most respondents driving a car (67% in 2020, and 71% in 2023).
- Significantly more respondents travelled to Woolston Village shopping centre on a bicycle in 2020 (15%) than in 2023 (2%).
- The percentage of respondents who walked to Woolston Village shopping centre from 2020 (10%) to 2023 (20%).

Other transport modes included: Uber; Mobility scooter.

# Modes of travel for visiting Woolston Village—usually

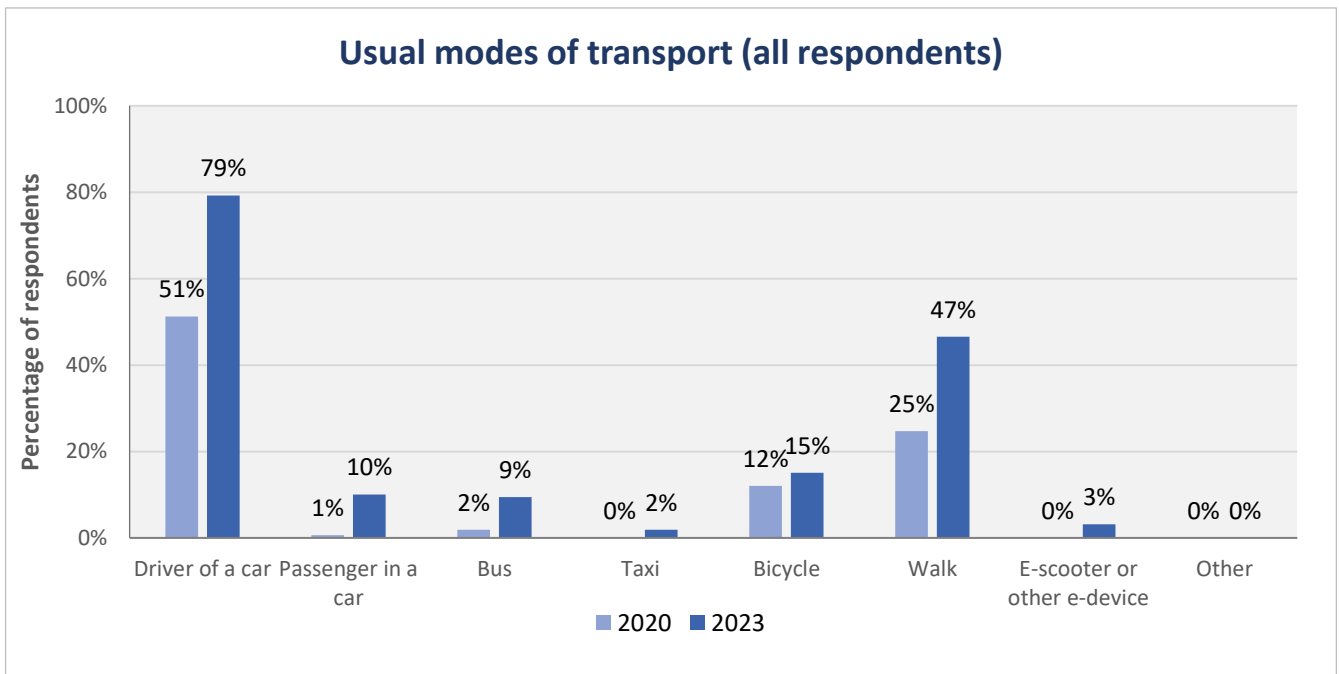
All respondents were asked: *What are your usual modes of travel for visiting the Woolston Village shopping centre? (select all that apply)*

## Response options:

- > Driver of a car
- > Passenger in a car
- > Bus
- > Taxi
- > Bicycle
- > Walk
- > E-scooter or other e-device
- > Other (please specify)

2020: n= 158

2023: n= 159



## Findings:

- More respondents reported that they usually drive a car or walk in 2023 than in 2020.
  - In 2023, the vast majority of respondents (89%) reported that they usually travel by car compared to just over half (52%) in 2020.
  - Similarly, almost half of respondents (47%) reported walking in 2023, compared to a quarter (25%) in 2020.
- The percentage of respondents who usually bike to the Woolston Village shopping centre increased slightly from 12% in 2020 to 15% in 2023.

Other transport modes included: Mobility scooter.

# Pedestrian safety

All respondents were asked: *Thinking about your personal safety, traffic safety and your safety from injury...*

*As a pedestrian, how safe or unsafe do you feel walking around the Woolston Village shopping centre? (select one option)*

## Response options:

- > Very safe
- > Safe
- > Neither safe nor unsafe
- > Unsafe
- > Very unsafe
- > Don't know

2020: n= 157

2023: n= 158



## Findings:

- Overall, a similar number of pedestrians felt safe walking around the Woolston Village shopping centre in 2023 and 2020.
  - In 2020, 65% of respondents felt either safe (47%) or very safe (18%).
  - In 2023, 64% of respondents felt either safe (41%) or very safe (23%).
- Despite this, more pedestrians felt unsafe walking around the Woolston Village shopping centre in 2023 than 2020.
  - In 2020, 15% of respondents felt either unsafe (14%) or very unsafe (1%).
  - In 2023, 24% of respondents felt either unsafe (20%) or very unsafe (4%).

## COMMENTS: Pedestrian safety

Note that minor grammatical errors have been corrected in comments, otherwise they are verbatim.

**All respondents were asked:** *As a pedestrian, is there anything that you would like to tell us about what makes you feel unsafe in Woolston Village shopping centre? (please write)*

### Fear of people

- The derelicts and homeless that sit near shop entrances with signs asking for money, never feel safe going to the money machine.
- Homeless people. Drunks when there is a liquor ban. People with unleashed dogs.
- Woolston crime rates.
- The increase of vagrants in the area, often intoxicated or on drugs, makes walking unsafe. They are often abusive towards general public which makes it undesirable to walk the village which is a shame.
- Homeless people.
- Pubs at night are scary.
- Don't feel safe to walk through this shopping centre alone, as a woman, due to the number of threatening, angry, aggressive people that hang about/loiter. A number of shops invite dodgy characters and there isn't much security around.
- The last time i visited the red cross shop i was verbally abused by a homeless man and he followed me into the shop. I had my 2-year old daughter with me. I will not go to the Red Cross shop again.
- The people who get or drink in the street make me feel unsafe. Also hearing about the difficulties the New World staff have with violence concerns me. I also saw some violence with someone at the Woolston pub. The people coming and going from the Vape shop in the car park can be scary. The images of people who steal from the bottle store etc. also makes me feel that there are people who put pedestrians at risk in this area.
- At night time there are all sorts of people around.
- There are quite a few homeless people - people abusive by chemist and library.
- Night time have heard people drunk.
- At night time there are a few undesirable people around. Just when they ask for money.
- At night time the crack heads - all the homeless people are aggro. Fights and arguments all the time.
- For women walking around the area there are a few drunk people around. Alcohol ban in mail but no one checking on it, not enforced. Shouldn't be hanging around asking for money.
- Down by the chemist there are people sitting around.
- Sometimes the people on the street - drinking, drugs.

### Traffic

- The signaled pedestrian crossing is very helpful.
- Too much traffic, and everyone is trying to hit gaps because of it.

- Crossing the road makes me feel unsafe. Speeding cars, poor visibility and loose tiles on the crossing contribute to the danger. Also, homeless type beggars hang around the shops (I avoid them).
- Cyclist sharing the footpath and crossing in wrong places. The non control crossing point opposite the supermarket is very unsafe because of its proximity to the supermarket exit and the corner of St John St.
- Trying to cross outside the Salvation Army is unsafe because of the speed of the cars.
- Crossing the road.
- Crossing road, cars run red lights and don't stop.
- The amount of cars.
- Many elderly walking across street need slower traffic at back of supermarket.
- Difficult crossing the road sometimes. Need a crossing near the church.
- No but avoid peak traffic.
- The lack of parking and the narrowing of the streets makes seeing oncoming cars more difficult and drivers are more frustrated.
- Cars.
- Feels very car dominated.

## Other

- No.
- The non response to 111 calls from Lyttelton police station.

## Cyclist safety

All respondents were asked: *Thinking about your personal safety, traffic safety and your safety from injury...*

*As a cyclist, how safe or unsafe do you feel when cycling around Woolston Village shopping centre? (select one option)*

### Response options:

- > Very safe
- > Safe
- > Neither safe nor unsafe
- > Unsafe
- > Very unsafe
- > Don't know

2020: n= 0

2023: n= 24



### Findings:

- Note that this question was not asked in 2020.
- Over half of cyclists (57%) felt either safe (48%) or very safe (9%) when cycling around the Woolston Village shopping centre.
- Just over a quarter of respondents (26%) felt neither safe nor unsafe.
- 9% reported feeling unsafe and the same stated very unsafe.

# Driver safety

All respondents were asked: *Thinking about your personal safety, traffic safety and your safety from injury...*

As a driver, how safe or unsafe do you feel driving around Woolston Village shopping centre? (select one option)

## Response options:

- > Very safe
- > Safe
- > Neither safe nor unsafe
- > Unsafe
- > Very unsafe
- > Don't know

2020: n= 0

2023: n= 124



## Findings:

- Note that this question was not asked in 2020.
- Over three quarters of drivers (80%) felt either safe (55%) or very safe (25%) when driving around the Woolston Village shopping centre.
- Only 12% of respondents felt either unsafe (10%) or very unsafe (2%).



## COMMENTS: Traffic safety issues

All respondents were asked: *Are there any traffic safety issues in Woolston that you would like us to tell us about? (please write)*

### Speed concerns

- People speeding.
- Speed limit not adhered to.
- A lot of drivers don't heed the 30km sign, I think it should be a flashing sign, telling drivers the speed they're doing.
- Yes indeed! The speed limit of 30kph is ignored probably by 30%. Many of these are often business vehicles or people in 4wheel drives. I see this at least 5 to 6 times a week sitting waiting for buses at the bus stop. Speed monitoring will confirm this and more needs to be done to reinforce the understanding of those limits. The two sets of traffic lights have been well received by many older citizens that I have spoken to.
- St Johns St is used as a race track between Ferry Rd and Linwood Ave. It would be great to see speed humps extended the remainder of the street.
- Drivers speeding.
- Speeding, not stopping for red lights.
- Speeding.
- I know it's a 30km zone but u do get people going 50+, would be good to get the speed camera van.
- A lot of people don't slow down for the 30kmph speed limit.
- Youths speeding their cars through at night.
- No one obeys the 30k speed limit.
- Cars need to slow down.
- Cars go too fast in the road works.
- Impatient drivers.
- Burn outs late at night.
- No. Sometimes speeding.
- People don't adhere to the 30km limit, meaning more risk taking is required to turn on to Ferry Road during busy periods.
- Time it takes for pedestrian crossing lights near SPCA shop to operate. Sometimes it's seconds, most of the time it's minutes.
- Yes, very few people drive at 30km/h, and it's all types, from old ladies to bus drivers. Apart from the two raised ped crossings, there isn't enough to still slow people down. Perhaps raise the non signalised ped crossings as well to keep motorists slower.
- Cars travel too fast. Not sticking to the 30km speed limit.
- Cars doing U-turns outside the Sallies- seen a number of near misses with pedestrians.

- No one obeys 30km speed limit.
- Some people don't slow down in the car parks and try to overtake in the narrow side streets.
- Car speeds through the village are not adhered to.
- Have to turn left St Johns to Ferry. 30 good but no one does it.
- For a start the 30kmph speed limit is not adhered to, most cars go through at 40kmph or faster. Speeding needs to be monitored with a sign that says how fast you are going. Traffic into the New World Supermarket off Ferry Road would benefit from a turning lane to ease congestion and lastly trees that have been planted beside Ferry Road need their lower branches trimmed as they obscure traffic and pedestrians.
- I don't know whose idea it was to lower the speed limit to 30 but this has invited a lot of people J walking and walking in front of cars and people making stupid mistakes thinking cars are going slower than they are almost causing accidents. I drive through here almost every day and there are always multiple people doing 50-60km through the posted 30km zone.
- Impatient pulling out of side streets.
- All at once upgrade inconvenient. Heaps of stop go. Dangerous Land Rovers.
- Lot of motorists don't follow the 30kmh speed limit. Drivers go past the speed humps at faster speed than 30kmh. However, the pedestrian crossing helps with crossing the road to get to the bus stop.
- Cars speeding through the 30km/h zone; cars parked so you can't see cyclists coming up behind you when pulling out.
- The road works make it unsafe. People drive too fast, hard to turn right.

## Traffic congestion

- During busy times there is a lot of traffic and you have to wait for a long time.
- As a driver I need to be very vigilant. There is a lot of traffic entering and exiting side streets and car parks.
- I feel unsafe when there's a large number of cars around.
- No. Speed limit reduction is good, but lots of traffic.
- The new layout has left Woolston way too congested especially around peak times. I have lived in this area for 20 years and I think traffic wise in the village, it is at its worst. This is not just because of the current roadworks. I have noticed it since the re vamp. The congestion is even causing drivers to act irrationally. I have had many close calls.
- The traffic jam at peak hour with lights.
- Heavy traffic, not enough cross[ings].

## Parking

- On street parking means reduced visibility for cars entering and exiting car park, and cyclists and drivers on Ferry Road.
- Drivers parked in non-allowed places, reckless drivers at the car park.
- A lot of parking on pedestrian or near walkways while using ATM machines.

- I am retired and have a wheelchair parking card and I find that when I go to the pharmacy as there's only three car parks and they are mainly full 99% of the time I just don't find there's enough parking anymore as I have ended up parking in New World super market and walking back to the pharmacy which is quite dangerous and difficult specially if it wet when it rains as it's very slippery.
- Loss of parking spots near wee mall a pain.
- It can be a bit tricky finding a park when I go to the op shop (Red Cross) in that little area and getting out can also be tricky.
- Too busy car park too small.

## Positive comments

- 30 speed limit is good.
- Slow speed helps.
- Better since the 30 km and not being able to turn right from supermarket.
- Great to see the slower speed limit - this helps with congestion, intersections and managing pedestrians! Great road upgrades :)
- I am enjoying the decreased speed limit. It feels safer. The new traffic lights to cross the road are very useful. This also makes it feel safer.
- I really like the slow speed limit.
- The bus service from Woolston Via Sumner is good. The lower speed restrictions are suitable.
- Lowering the speed limit made a big difference to safety. The extra pedestrian crossing made it a lot safer to cross the road and it is in a good place. The bus stop is in a good place, but it needs a written timetable on a post. A bus every 10 minutes is brilliant too. I like the way the river has been connected to the village with the carvings of the fish - it is easy to forget it is there. The water fountains are good including dogs. More water fountains are good. Good to be able to fill a water bottle. Lots of people here with dogs, coming from dog park. The extra deciduous trees are good too.
- Like the lowered speed limit, crossing the road is safer.
- The upgrades have been great. Easy access to shops and lowering the speed limit good move. Sad to see homeless folk still sitting on benches and drinking.

## Cycle lanes

- Get rid of the cycle lanes.
- Not that I can think of, just a suggestion maybe in near future why not combine the cycle way and footpath into one, it would be safer for cyclist.
- Although there is a dedicated cycling lane, drivers in this area may be quite aggressive which makes biking a bit unsafe from my experience.
- Narrow for bikes and lots of cars. Have been hit off bike. Love cycleways.

## Pedestrians

- People crossing the road is dangerous.
- Add a pedestrian crossing.

- Safe apart from pedestrians walking into traffic with air pods in.
- Crossing Ferry Road sometimes the pedestrian crossing is a long way from the busiest areas where people are crossing.
- pedestrians crossing the road without checking for cars.
- People darting across the road at wrong times to get to the bakery, etc.
- Always use the lights and crossings but people drive fast. On a mobility scooter. Pedestrians get in the way and don't move.
- I don't know whose idea it was to lower the speed limit to 30 but this has invited a lot of people J walking and walking in front of cars and people making stupid mistakes thinking cars are going slower than they are almost causing accidents. I drive through here almost every day and there are always multiple people doing 50-60km through the posted 30km zone [comment repeated above].
- Too many traffic lights on the main road. Pedestrians just walk out in front of traffic.

## Street design and road works

- Getting used to the 30 speed is a challenge. Think it is good - like the crossings.
- The share path (cycling & pedestrian) near Maronan St is very unsafe and there are near misses almost weekly. A shared path is not safe in a retail area. The two controlled crossings are in the wrong place, so most people don't use them. There should be one crossing near the supermarket where people actually cross. It is obvious the thinking was to make it safer for cyclist, but in reality it is more dangerous for cyclists and far more dangerous for pedestrians.
- Bus stop in middle of the road, and as such pushes cyclists into traffic turning into any side streets, or car park is dangerous. Because of narrowing of roads there's a lot less parking overall. A complete waste of ratepayers' money resulting in making it more difficult to navigate and businesses to attract customers.
- Entering from St John Street can be difficult.
- Turning right into Radley Street need filter light especially at busier times. Ferry Road/St Johns Street area can be very busy and hazardous.
- At first it can be very confusing. There's a lot going on.
- I don't go into the village as much because of road works on Ferry Rd.
- Merging signs need to be clearer.
- Mad butchers' corner difficult to cross.
- Intersection dodgy.
- Bus stop or cars will block the sight when coming out from Maccas.
- In Catherine Street - hard to turn right into from Ferry Rd. Would prefer to not have to go around the block.
- Can be tight around Salvation Army and near the school.
- You didn't need to narrow off by letting in extra concrete curbs everywhere.
- The right turn from St John's Street onto Ferry Road can be difficult, lights would help.

- When passing through I am usually cycling. The right turn exit by Night & Day, with the limited visibility afforded by the large car park sign, makes using the cycle lane here as dangerous as it used to be when traffic could do a right turn out of New World. The car park exit by Night & Day should be left turn only, like at New World, and traffic wanting to turn right should use the Portman Street exit.
- When you turn onto Glenroy from supermarket, the cars are hard up against the drive can't see. People race around the corner - bad in and out.
- Road works are a constant hazard.
- Have to turn left St Johns to Ferry. 30 good but no one does it [comment repeated above].
- Ferry road is dangerous cause of the road works and idiot drivers.
- Judder bars St John's Street. At least one by St Luke's Street. Glenroy Street also. Elderly flats.
- A lot of different driveways there are cars coming out from everywhere.
- I think it is too slow. 40 is a lot more doable. If did 40 they wouldn't do 50. Most do 40. Everyone coming out by Super Liquor trying to get into traffic is dangerous [comment repeated above].
- For a start the 30kmph speed limit is not adhered to, most cars go through at 40kmph or faster. Speeding needs to be monitored with a sign that says how fast you are going. Traffic into the New World Supermarket off Ferry Road would benefit from a turning lane to ease congestion and lastly trees that have been planted beside Ferry Road need their lower branches trimmed as they obscure traffic and pedestrians [comment repeated above].
- All at once upgrade inconvenient. Heaps of stop go. Dangerous Land Rovers [comment repeated above].
- Lot of motorists don't follow the 30kmh speed limit. Drivers go past the speed humps at faster speed than 30kmh. However, the signaled pedestrian crossing helps with crossing the road to get to the bus stop [comment repeated above].
- Too many traffic lights on the main road. Pedestrians just walk out in front of traffic [comment repeated above].
- Good slowed down, pedestrian light hard.
- Heavy traffic, not enough cross[ings] [comment repeated above].
- Cars speeding through the 30km/h zone; cars parked so you can't see cyclist's coming up behind you when pulling out [comment repeated above].
- The road works make it unsafe. People drive too fast, hard to turn right [comment repeated above].
- The 30k is stupid.

## Other

- No (x33).
- Electric scooters on the footpath - I still have internal damage from a stupid girl in her 20s riding a device she could not control.
- Ok.
- Busy.

- Occasional trucks turn the wrong way.
- Hargood Street bus has detour.
- Cones being moved and pushed over.
- Just the signs everywhere when no one working.
- Housing first and CCC don't do anything about the junkies brought into the community. Makes it unsafe for children, elderly and women. CCC revolting response putting bollards outside the community hall creates a new problem for the disabled community. CCC could remember they work for the ratepayers of the city. Should be ashamed a 16 year old girl [in wheel chair] struggles to access night market because of their actions. The community would like to run their own community hall for their needs, not people outside to have boozy parties.
- Roadworks take too long, dairy business, people driving badly.

# Pedestrian ease of travel

All respondents were asked: *As a pedestrian, how easy is it for you to move around the Woolston Village shopping centre? (select one option)* (only asked to onsite visitors)

## Response options:

- > Very easy
- > Easy
- > Neither easy nor difficult
- > Difficult
- > Very difficult
- > Don't know

2020: n= 156

2023: n= 157



## Findings:

- A greater proportion of pedestrians found it easy to move around the Woolston Village shopping centre in 2023 than they did in 2020.
  - In 2020, 62% of pedestrians found it either easy (40%) or very easy (22%).
  - In 2023, 83% of pedestrians found it either easy (41%) or very easy (42%).
- In 2020, over a quarter of pedestrians found it neither easy nor difficult to move around the Woolston Village shopping centre, compared to 10% in 2023.

# COMMENTS: What makes it hard for you to move around Woolston Village

All respondents were asked: *Is there anything that you would like to tell us about what makes it hard for you to move around the Woolston Village shopping centre? (please write)*

## All comments

- Crossing the road is a lottery. You can't rely on traffic at all. Some speed up and most are speeding.
- High traffic volumes at peak hours. Because it's the main traffic road to Redcliff's Mt Pleasant and Sumner.
- Too busy.
- Road works.
- Criminals screaming abuse at locals. Housing first Otautahi clients and probation could be sorting this issue.
- People take cars 100 m because of speed of traffic and don't walk from Clinton Lane.
- It's very difficult for me to get around Woolston Village and any other places because of my feet as I need specific shoes so I can walk around.
- Trying to traverse car parks.
- Crossing in wrong place.
- On a mobility scooter. There are a lot of trees that grow onto the footpath. The wheelie bins are a real obstacle.
- See above answers.



# Appeal and impressions

## Woolston Village's appeal to spend time

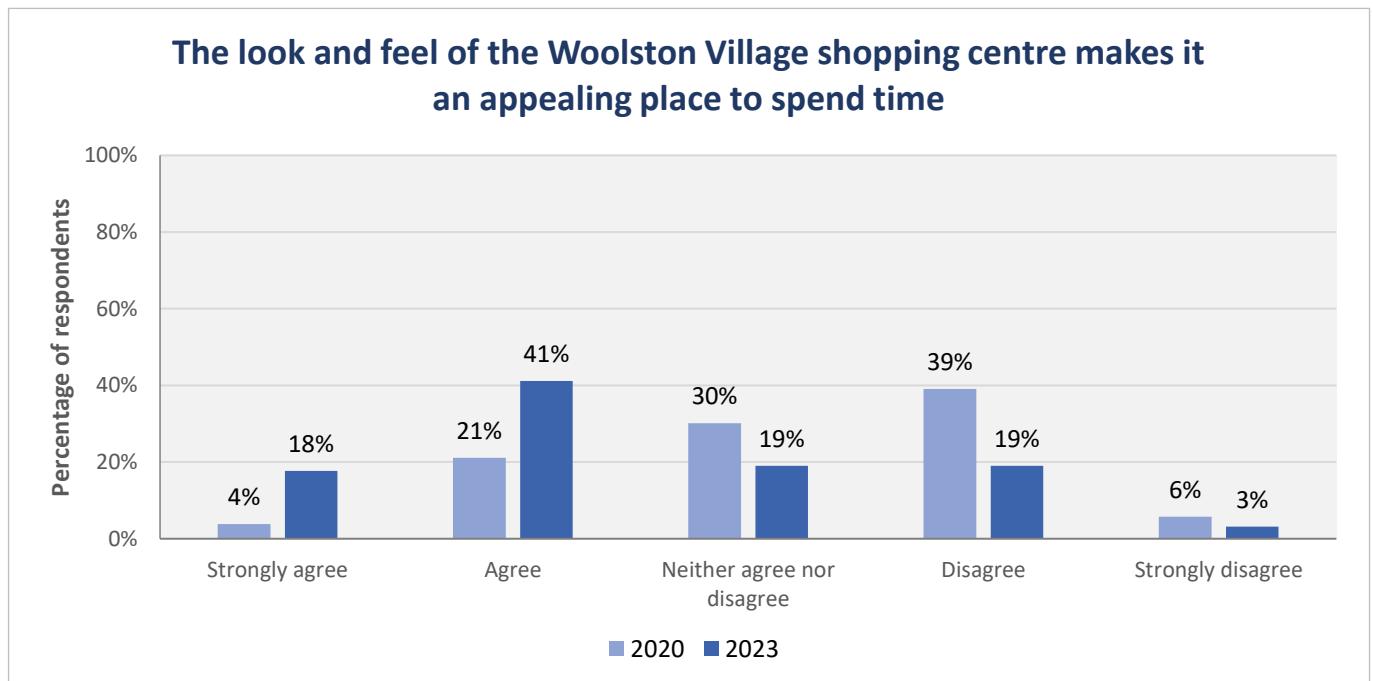
All respondents were asked: *Overall, how much do you agree or disagree that the look and feel of the Woolston Village shopping centre makes it an appealing place to spend time? (select one option)*

### Response options:

- > Strongly agree
- > Agree
- > Neither agree nor disagree
- > Disagree
- > Strongly disagree
- > Don't know

2020: n= 156

2023: n= 158



### Findings:

- More respondents agreed that the look and feel of the Woolston Village shopping centre makes it an appealing place to spend time in 2023 than 2020.
- 2020, 25% of respondents either agreed (21%) or strongly agreed (4%); in 2023, well over half (59%) of respondents either agreed (41%) or strongly agreed (18%).

# COMMENTS: Anything about the streetscape that makes visits difficult or unpleasant

All respondents were asked: *Is there anything about the look and feel of the streetscape in Woolston Village shopping centre that makes your visits difficult or unpleasant? (please write)*

## Aesthetics and amenities

- Rubbish, run down businesses.
- Not enough entertainment, Woolston library do not have much, and the community centre do not exist.
- The buildings look ugly. A mishmash of not style or taste. Visually ugly, but a blind man would be glad to see it as they expression goes.
- It's too many pubs and gas stations. No great shops.
- the people and untidiness of some of the buildings.
- There is a high focus on road works, traffic, and no outdoor community space for people to meet, eat a picnic or play.
- Areas are very dirty rubbish leaves etc. Homeless people.
- Starting to get a bit run down. A lot of blankets from homeless, but not their fault.
- No. Don't like the vape shop and 2 liquor stores. Loss of parking, lost custom.
- Lack of trees.
- Could be upgraded shops have been here for years.
- Needs an upgrade - the shops are rundown.
- Thought it was going to be greener from the pictures.

## Street design and roadworks

- Narrow streets make it dangerous.
- See above answers.
- There are plenty of intersecting roads when you go from shop to shop and a very busy main ferry road. The streets are very narrow and the cars sometimes go into the footpath to navigate around other cars.
- Too many speed signs. Too much painting on the road.
- Stupid concrete curbs for no reason.
- The concrete bollards outside the community library. People with a disability can't access properly.
- Road works.
- The roads are pretty shonky, potholes etc. The patches make it worse. Roads not worthy for the cars.
- Get sick of the leaves all over the place, it makes it look untidy. Need to clean the leaves up better. Cabbage tree leaves are a real pain. Shouldn't have dropped the speed limit, it is a main road and holds

up traffic. Didn't need the extra set of lights. Outside the school there is a crossing, then 50 feet and another set of lights, and then another set of lights. Holds the traffic up.

- Car dominated compromise. Means when I visit, I go only to the 1 shop I need and don't browse other shops, lost opportunity.
- Difficult for parking with a mobility van and getting access to shops.
- It's better than it was but the traffic speed enforcement is non-existent (I cycle through at 30km/h and it is rare that a car doesn't overtake). The brick crossing points have sunk from the traffic (clearly not installed adequately). The streetscape is just as gloomy and unwelcoming at night as it was before the project (naturally the designers don't visit it at night because that's outside office hours).

## Fear of people

- Homeless/vagrants.
- Homeless.
- Lots of people living behind the library, begging everywhere in Woolston.
- Areas are very dirty rubbish leaves etc. Homeless people [comment repeated above].
- The homeless are a part of a large problem. Hard to pull out of some streets because hard to see, like at Dominoes - could put in a convex mirror so can see both ways - an easy solution.
- Homeless too people too many. Can't walk down the road without being asked for smokes or vape.
- As stated. Undesirables.
- Woolston streetscape offers a lot, I sympathise with business owners as the amount of vagrants are ruining Woolston. I have lived on Rutherford Street for 8 years and now avoid doing anything within my local community instead I send my daughter to preschool in Huntsbury and shop elsewhere. I only use the New World on Ferry Road for those last-minute items.

## Other

- No (x5).
- Traffic heavy always.

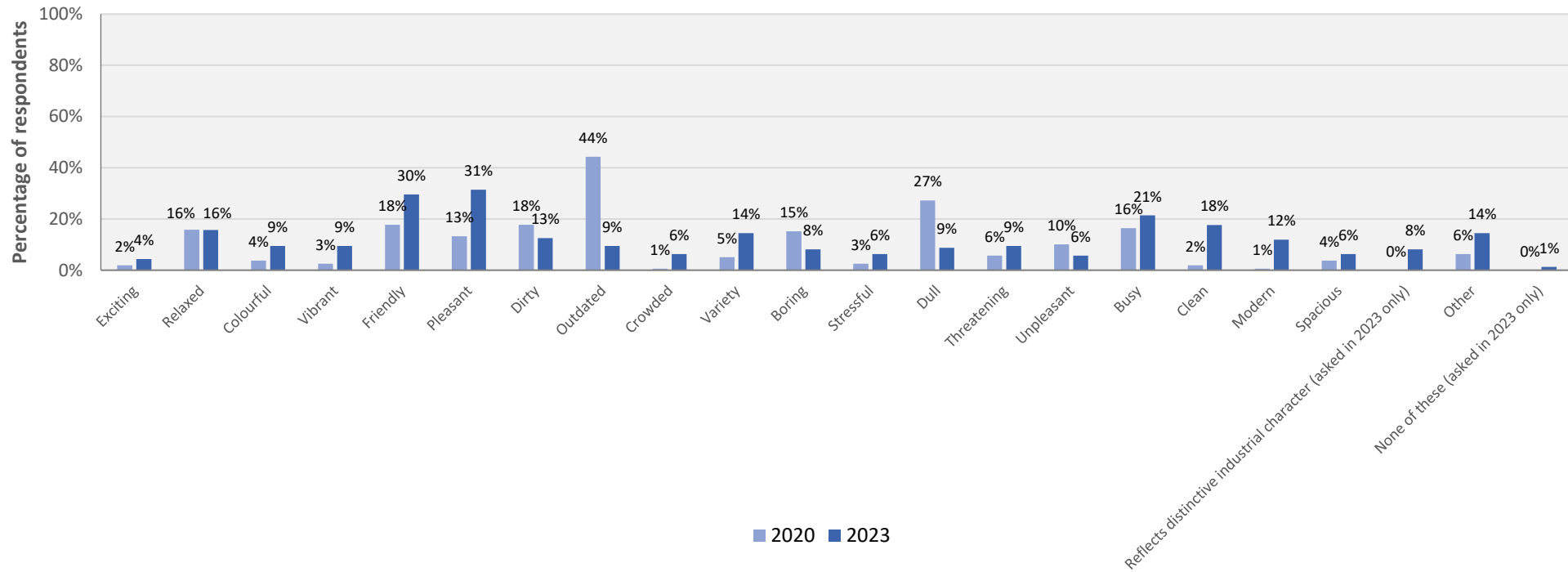
## Overall impression of Woolston Village

All respondents were asked: *Please describe your overall impression of the Woolston Village shopping centre using up to three of the following descriptors: (select **up to three** options)*

### Response options:

- |             |               |                            |
|-------------|---------------|----------------------------|
| > Exciting  | > Crowded     | > Clean                    |
| > Relaxed   | > Variety     | > Modern                   |
| > Colourful | > Boring      | > Spacious                 |
| > Vibrant   | > Stressful   | > Reflects local character |
| > Friendly  | > Dull        | > Other (please specify)   |
| > Pleasant  | > Threatening | > None of these            |
| > Dirty     | > Unpleasant  |                            |
| > Outdated  | > Busy        |                            |

## Describe your overall impression of Woolston Village shopping centre



### Findings:

2020: n= 158; 2023: n= 159

- Overall, respondents in 2023 indicated a more positive overall impression of Woolston Village shopping centre than 2020 respondents.
  - Positive descriptors (exciting, relaxed, colourful, vibrant, friendly, pleasant, variety, clean, and modern) were selected more often in 2023 than in 2020.
  - Negative descriptors such as dirty, outdated, boring, stressful, dull, threatening, unpleasant were selected more in 2020 than in 2023.
- In 2020, the most commonly selected descriptor was 'outdated' (44%). In 2023, this was only selected by 9% of respondents.
- In 2023, the most commonly selected descriptors were 'pleasant' (31%), which was only selected by 13% of respondents in 2020, and 'friendly' (30%).

**Other words/phrases used to describe Woolston Village shopping centre included:** Lacks personality; lots of homeless / less than savory individuals; you have tried but the people who hang around are unpleasant; too many homeless; shame about the beggars; lacking imagination; dangerous; unfavourable characters loitering around; too many street people hanging around and begging; stop the beggars and drinking on sidewalks; cramped; hectic; refresh let down by implementation; adequate; most shops aren't appealing; relaxing; intimidating (drunks); Dominos; character; good; business afternoon and early morning; good; like it; irritating.

# Assessment of streetscape features

## Quality of Woolston Village streetscape features

All respondents were asked: *How would you rate the quality of the following aspects of Woolston Village shopping centre? (select one option for each statement)*

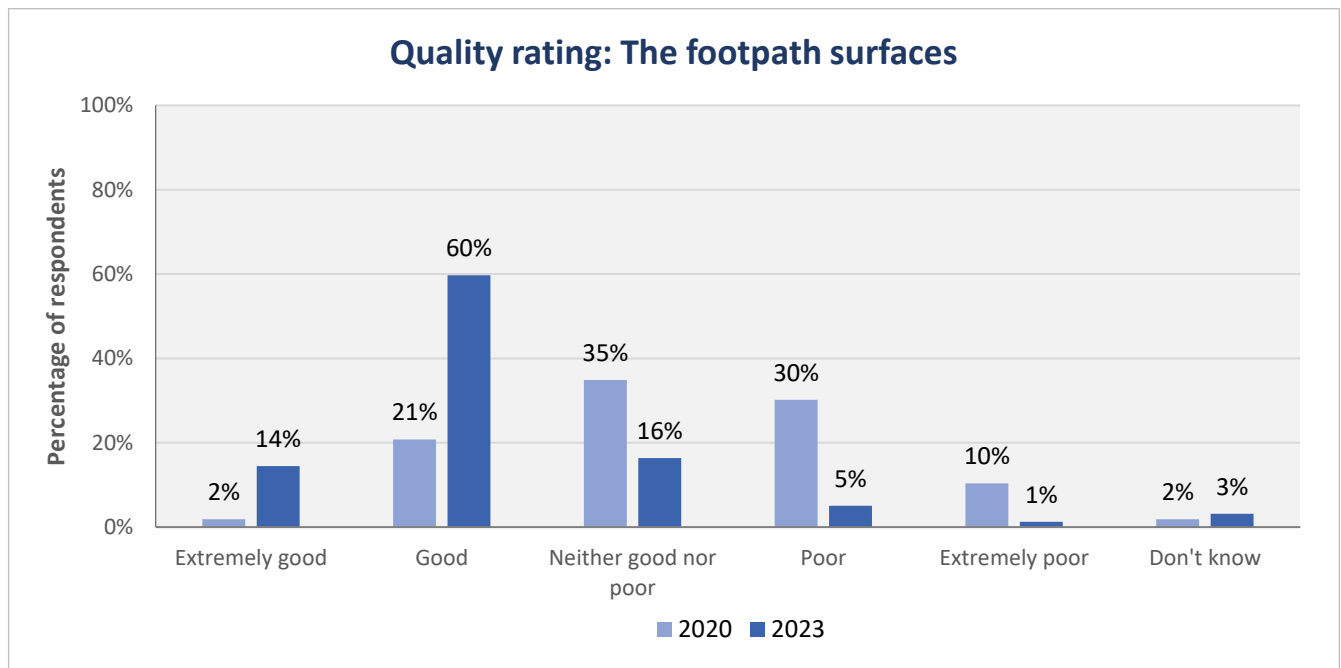
### Response options:

- > Extremely good
- > Good
- > Neither good nor poor
- > Poor
- > Extremely poor
- > Don't know

### Footpath surfaces

2020: n= 106

2023: n= 159



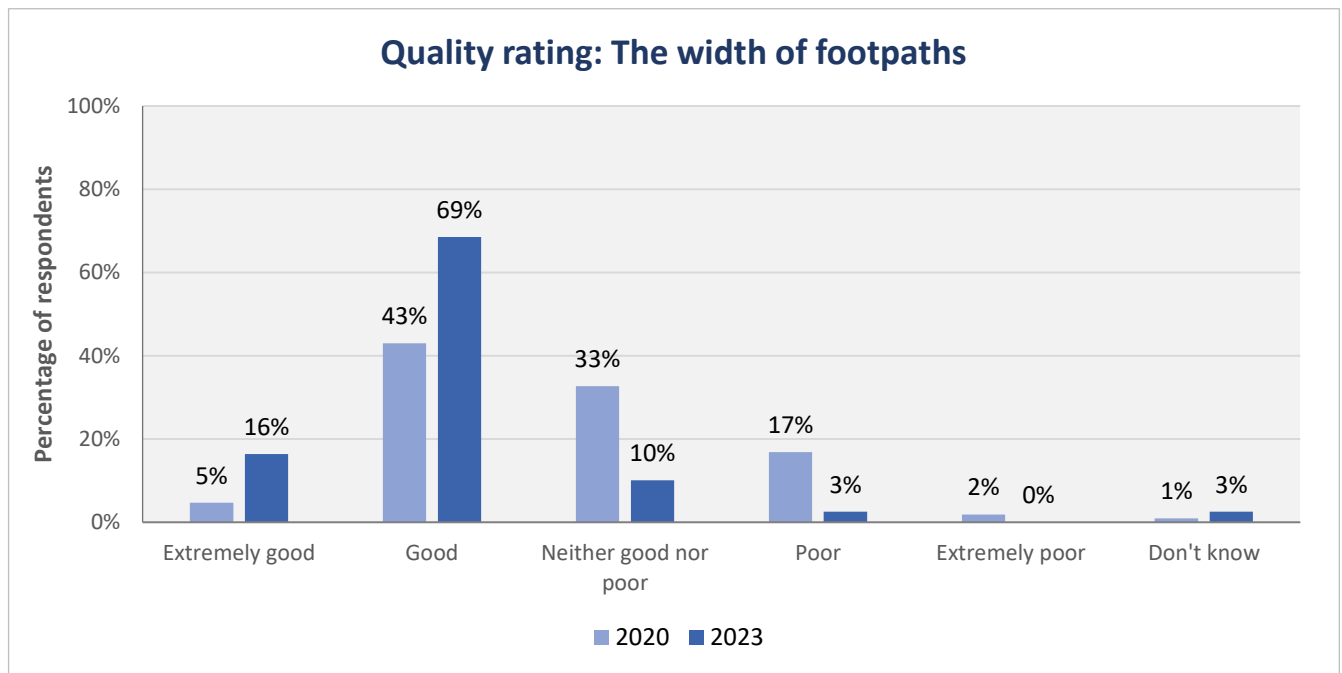
### Findings:

- Overall, respondents in 2023 rated the quality of the footpath surfaces significantly higher than 2020 respondents. Extremely good and good ratings were three times higher in 2023 than in 2020.
- In 2020, almost a quarter (23%) of respondents rated the footpath surfaces either good (21%) or extremely good (2%); in 2023, this had risen to almost three-quarters (74%).
- In 2020 40% rated the footpaths quality as either poor (30%) or very poor (10%); this dropped significantly in 2023, with 5% and 1% respectively rating footpaths poor and very poor.

## Width of footpaths

2020: n= 107

2023: n= 159



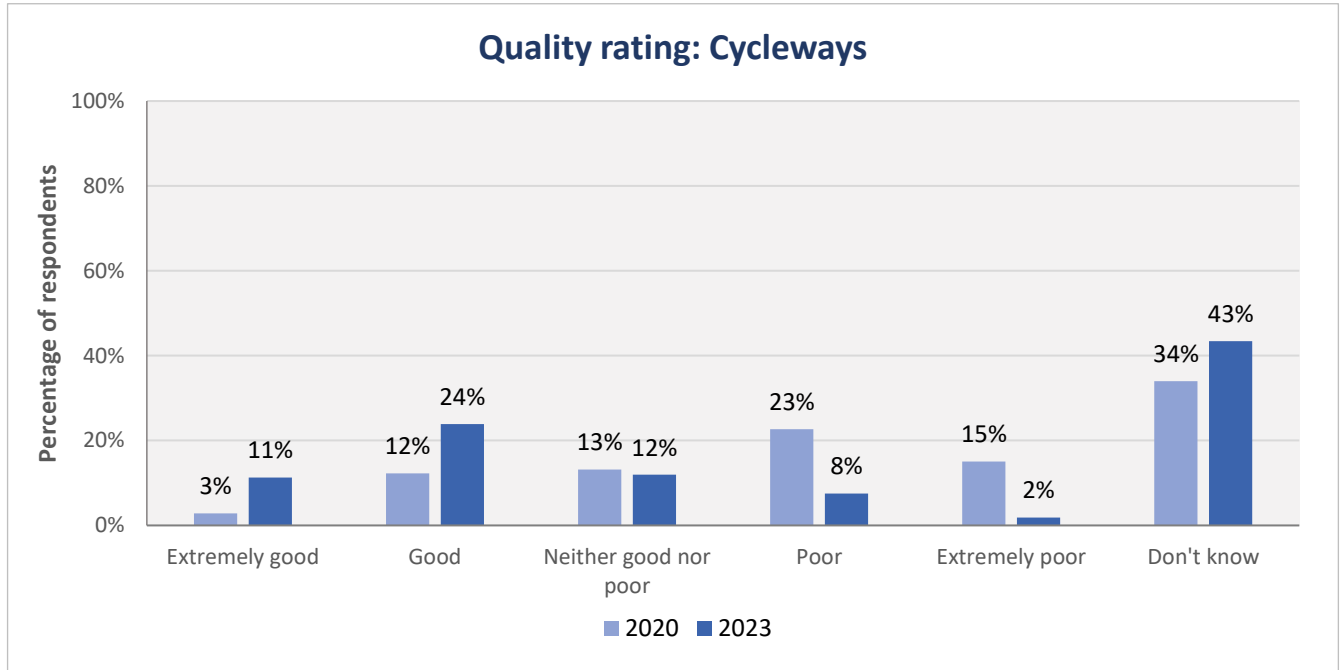
### Findings:

- Overall, respondents in 2023 rated the width of footpaths higher than 2020 respondents.
- In 2020, 48% of respondents rated width of footpaths either good (43%) or extremely good (5%).
- In 2023, 85% of respondents rated the width of footpaths either good (69%) or extremely good (16%).

## Cycleways

2020: n= 106

2023: n= 159



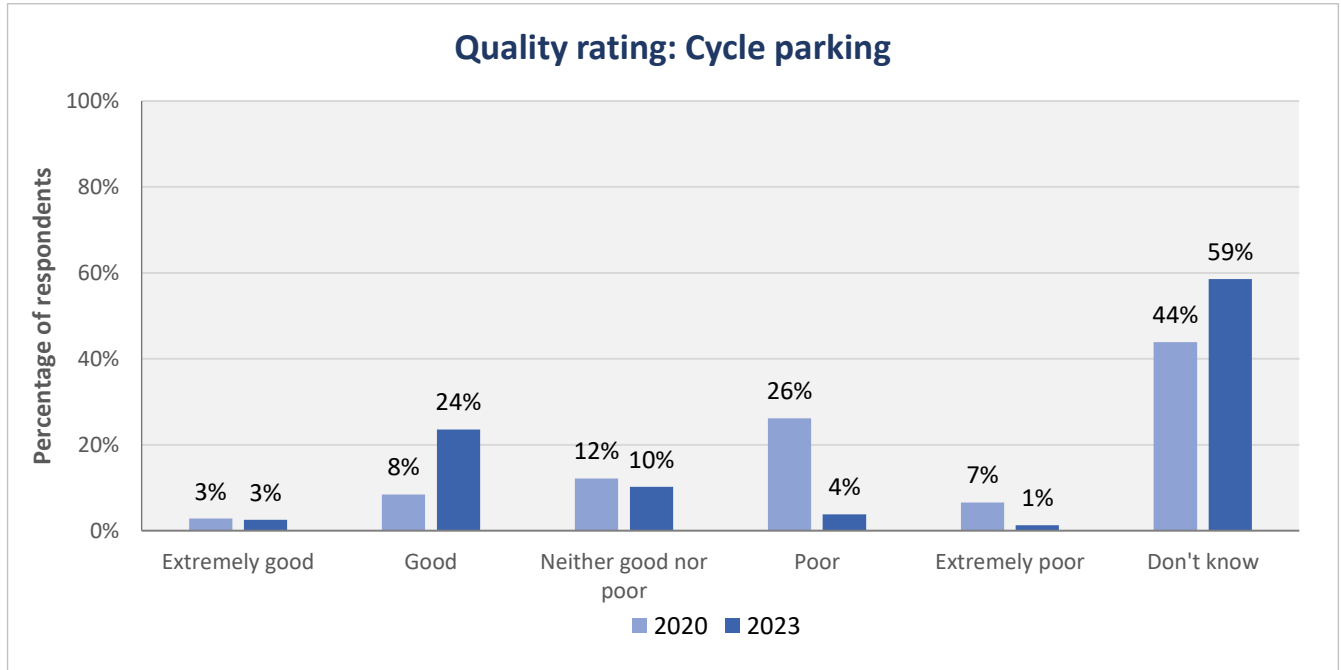
### Findings:

- Overall, respondents in 2023 rated the quality of cycleways higher than 2020 respondents.
- In 2020, 15% of respondents rated cycleways either good (12%) or extremely good (3%).
- In 2023, 35% of respondents rated cycleways either good (24%) or extremely good (11%).
- A large proportion of respondents from each survey period stated they did not know.

## Cycle parking

2020: n= 107

2023: n= 157



### Findings:

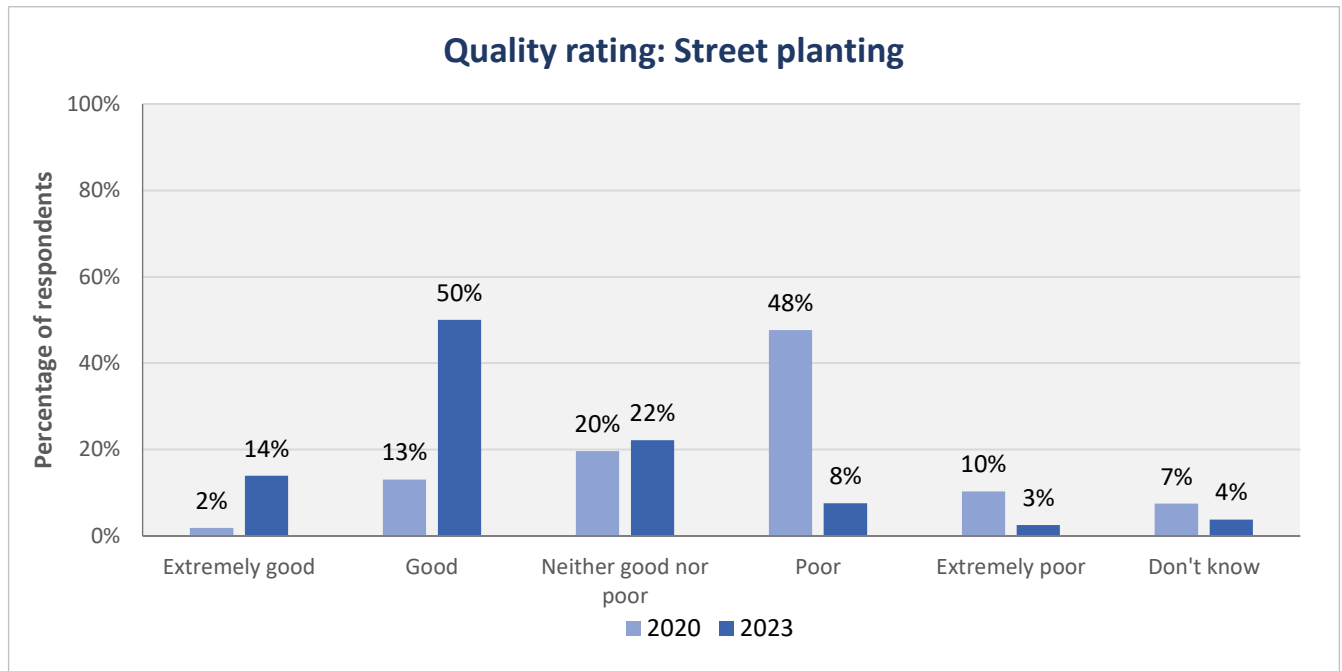
- Overall, respondents in 2023 rated the quality of cycle parking higher than 2020 respondents.
- In 2020, 11% of respondents rated cycle parking either good (8%) or extremely good (3%). In 2023, this had risen to 27% of respondents rating cycle parking either good (24%) or extremely good (3%).
- A large proportion of respondents from each survey period stated they did not know.



## Street planting (e.g. street trees, planter boxes)

2020: n= 107

2023: n= 158



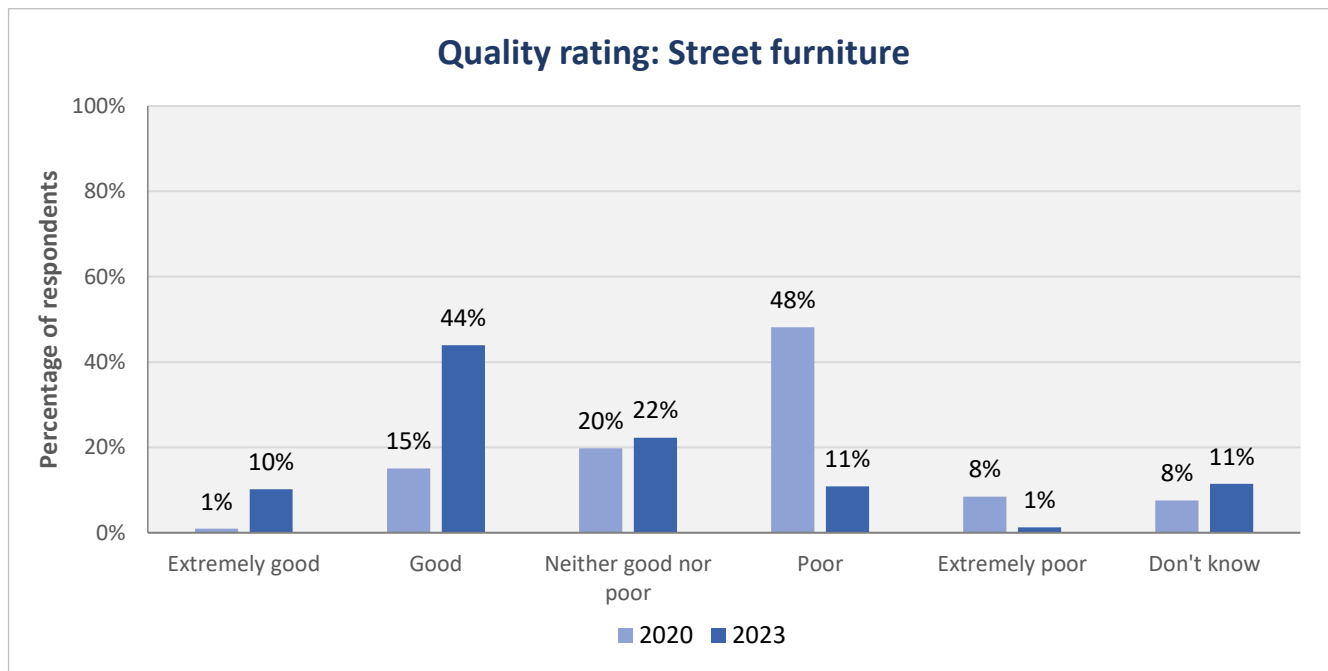
### Findings:

- Overall, respondents in 2023 rated the quality of street planting significantly higher than 2020 respondents. Extremely good and good ratings were over four times higher in 2023 than in 2020.
- In 2020, 15% of respondents rated the street planting either good (13%) or extremely good (2%). In 2023 this had risen to 64%.
- Poor ratings dropped from 48% in 2020 to just 8% in 2023.

## Street furniture

2020: n=106

2023: n= 157



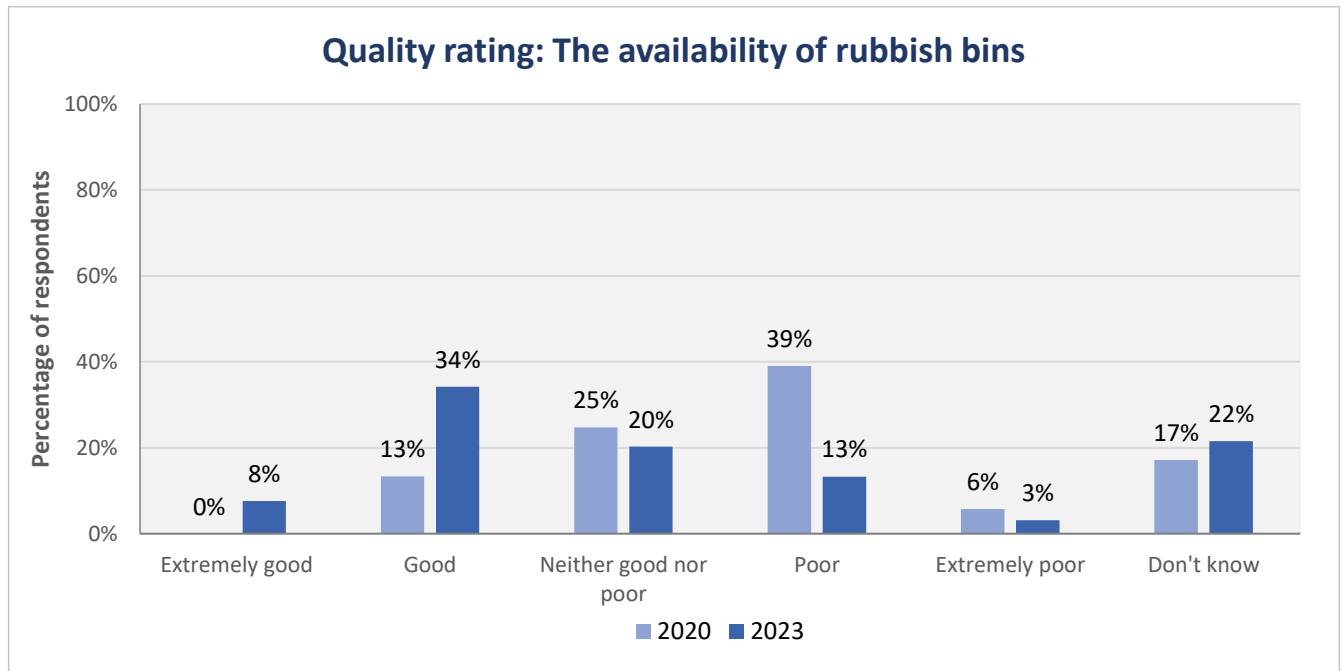
### Findings:

- Overall, respondents in 2023 rated the quality of street furniture significantly higher than 2020 respondents. Extremely good and good ratings were over three times higher in 2023 than in 2020.
- In 2020, 16% of respondents rated the street furniture either good (15%) or extremely good (1%). In 2023, this had risen to 54% of respondents.
- Poor and extremely poor ratings were given by 48% and 8% of respondents respectively in 2020, and just 11% and 1% in 2023.

## The availability of rubbish bins

2020: n= 105

2023: n= 158



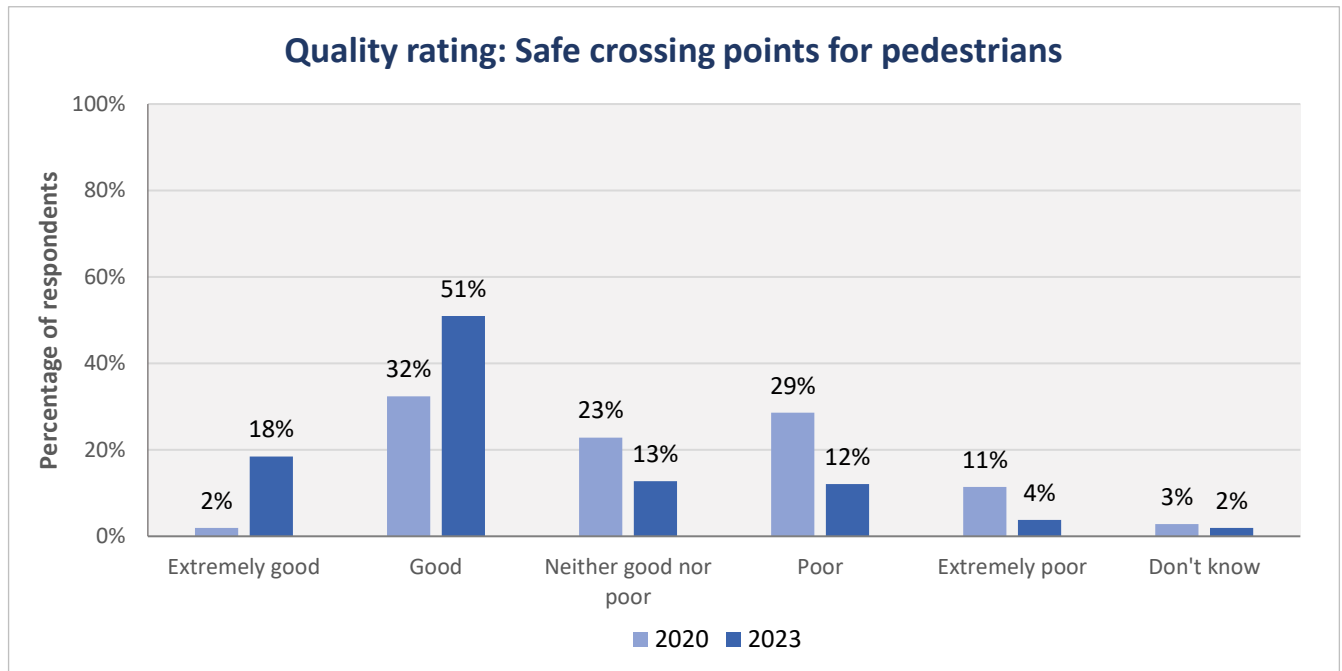
### Findings:

- Overall, respondents in 2023 rated the availability of rubbish bins significantly higher than 2020 respondents. Extremely good and good ratings were over three times higher in 2023 than in 2020.
- In 2020, 13% of respondents rated the availability of rubbish bins either good (13%) or extremely good (0%). In 2023, this had risen to 42%.
- The proportion of respondents who gave poor and very poor ratings declined in 2023.

## Safe crossing points for pedestrians

2020: n= 105

2023: n= 157



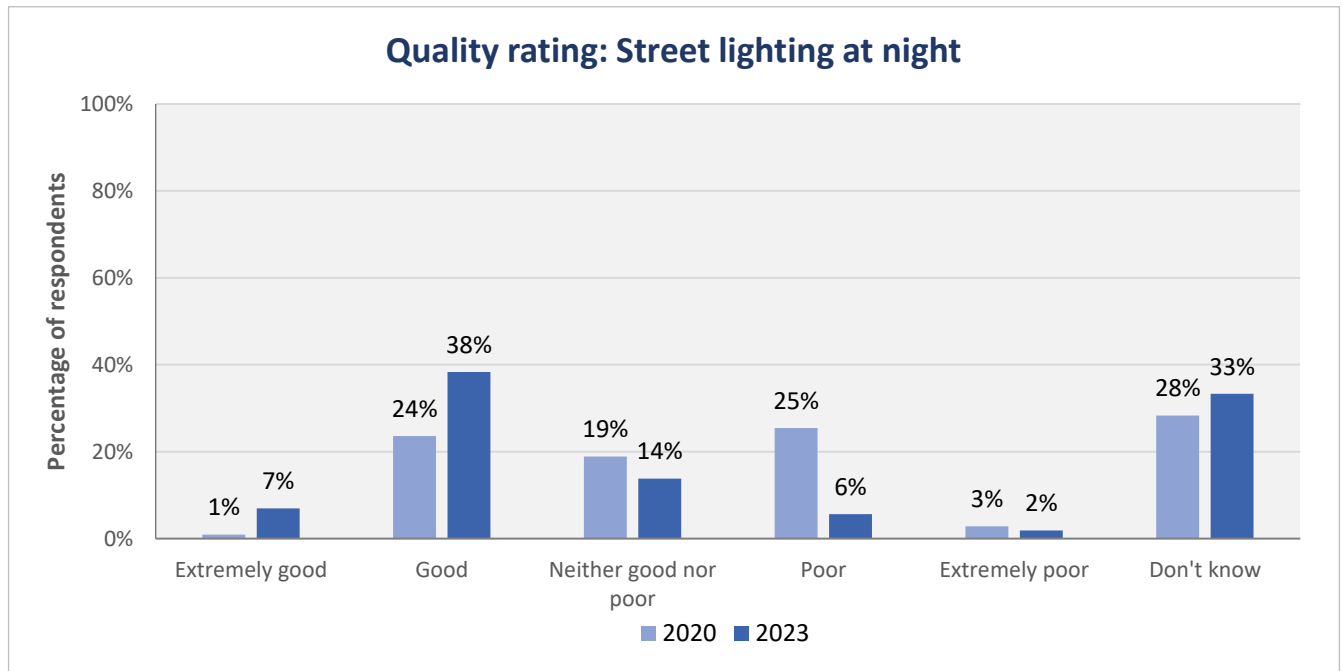
### Findings:

- Overall, respondents in 2023 rated the safe crossing points for pedestrians higher than 2020 respondents.
- In 2020, 34% of respondents rated safe crossing points either good (32%) or extremely good (2%); in 2023, this had risen to 69%.
- Poor ratings dropped from 29% in 2020 to 12% in 2023. Extremely poor ratings also declined.

## Street lighting at night

2020: n= 106

2023: n= 159



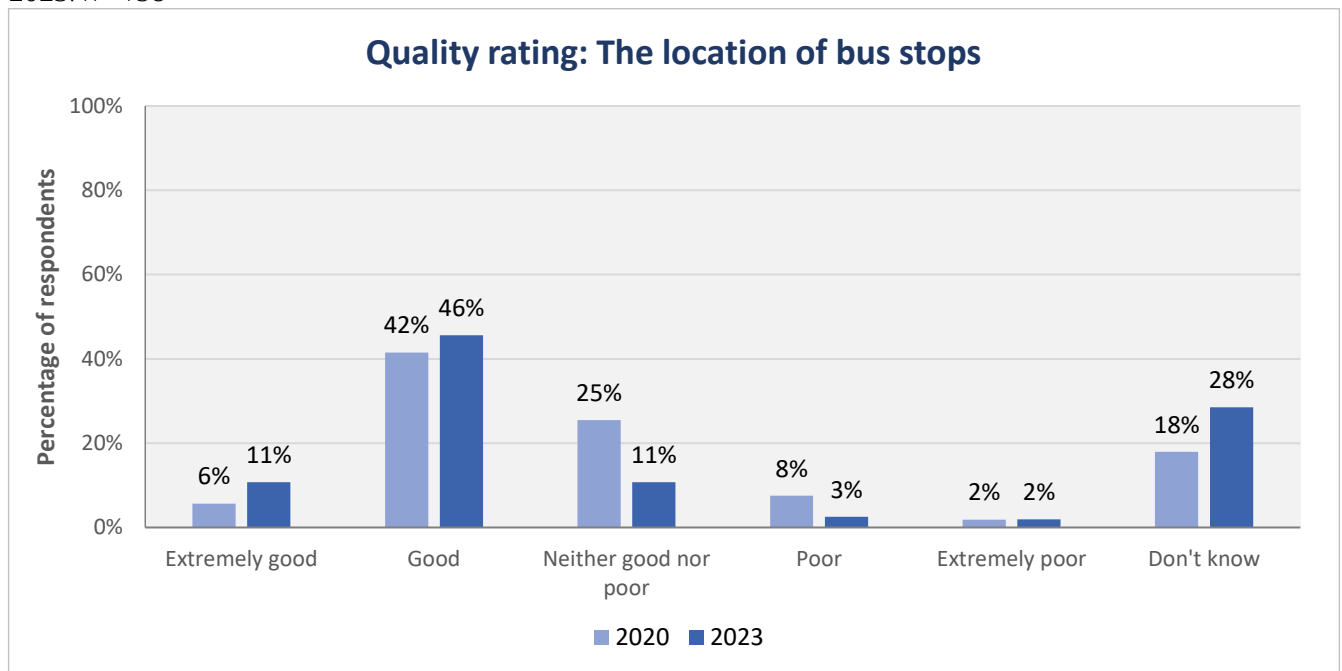
### Findings:

- Overall, respondents in 2023 rated the quality of street lighting at night higher than 2020 respondents.
- In 2020, 25% of respondents rated street lighting either good (24%) or extremely good (1%). In 2023, 45% of respondents rated street lighting either good (38%) or extremely good (7%).
- Slightly more respondents stated they didn't know in this period than in 2020.

## The location of bus stops

2020: n= 106

2023: n= 158



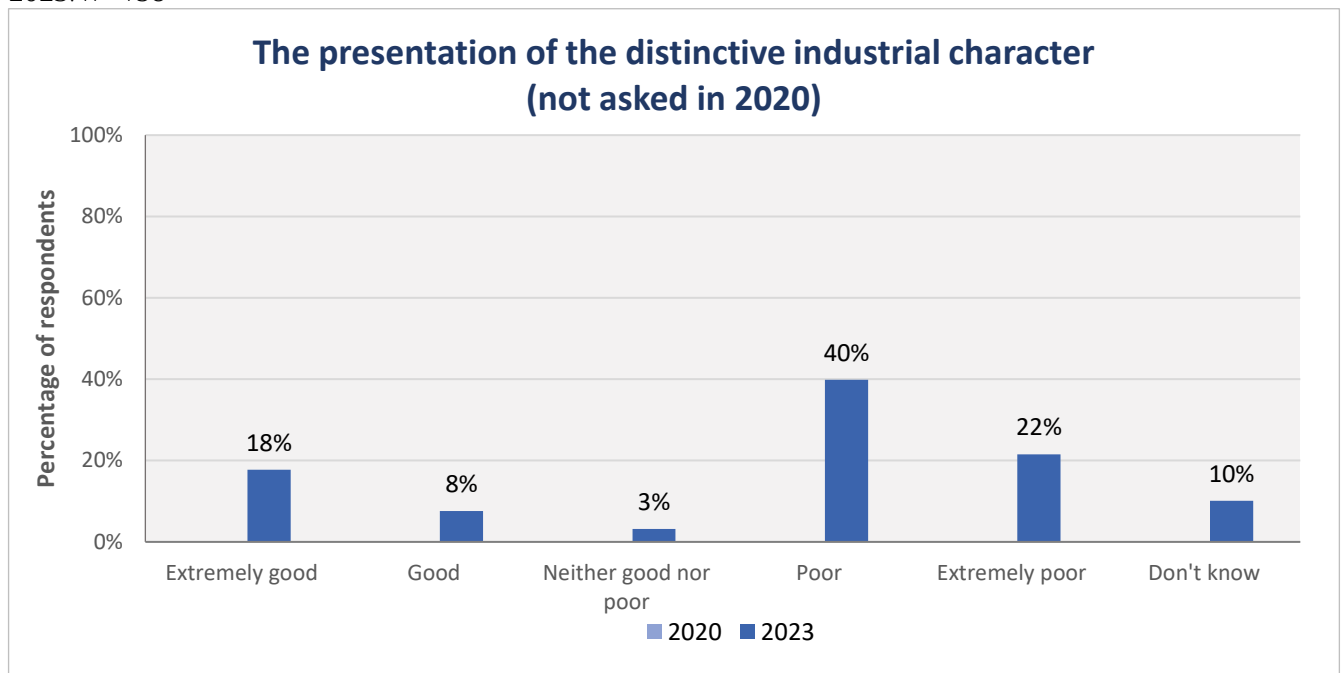
### Findings:

- Overall, respondents in 2023 rated the location of bus stops slightly higher than 2020 respondents.
- In 2020, 48% of respondents rated the location of bus stops either good (42%) or extremely good (6%); in 2023, this had risen to 57%.
- There were fewer respondents in 2023 who stated the location of bus stops was neither good nor poor, but more who stated they did not know.

## The presentation of the distinctive industrial character

2020: n= 0

2023: n= 158



### Findings:

- Overall, respondents rated the presentation of the distinctive industrial character negatively.
- Over half of respondents (62%) rated the presentation of the distinctive industrial character either poor (40%) or extremely poor (22%).
- Almost one fifth (18%) rated it extremely good.

# COMMENTS: Aspects of upgraded streetscapes that make respondents feel unsafe

All respondents were asked: *Is there anything about the upgraded streetscape in Woolston Village shopping centre that makes you feel unsafe? (please write)*

## Fear of people

- Yes. The homelessness. After 5pm it is unsafe.
- Beggars.
- Beggars around the car park.
- The type of people that sit around outside the shops.
- Hobos.
- Homeless/vagrants harassing or making a mess, vape shop.
- It has a safe environment. But sleeping rough and begging people have changed the NZ way of life as we have known it. Also, the easy Liquor establishments promotes this.
- Abusive vagrants / homeless issue.
- The people that have been hanging around lately really is the only thing that brings the wee Woolston village down. Other than that, it's a great place walk around and explore.
- Woolston village looks and feels safe. It's the people in this area that make it feel unsafe.
- No, it's the number of low-quality bars, pokies, liquor stores, vape stores, and petrol stations that attract people that I don't want to be around.
- Beggars, but felt sorry for them.
- The rubbish back of the pub near the library. People on the street shouting at people on the street. Near pizza place.
- People on the street asking for money.
- The homeless.
- No, just dodgy people at times!!
- Homeless. Gang activity. People hassling for things.
- Sometimes in the laundry there has been men drinking.
- Rough sleepers can sometimes make the area feel unsafe at night.
- Homeless people outside vape shop.
- Just get the people off the street in the wee part where the vape shop is.
- Too many cyclists on the footpath, undesirable characters sleeping rough.



- The main thing that makes me feel unsafe is crossing Ferry Road as it is a lottery what the cars will do. Lately loiterers have taken up begging spots and make me feel unsafe. I avoid shops that they sit outside. These beggars like hanging around the new seating provided.
- Crowded car parks and shops/bars late at night that attract the wrong type of people.
- As mentioned before - public drinking, begging, violence, theft. I am very grateful for the streetscape upgrade. The planting and tiles appeal to my sense of beauty and this is important to me. I also love the lights outside the library.
- As already stated, people taking up seating either drinking, smoking and looking intimidating, alcohol-free zone needs to be policed more vigorously, am wanting to support the local businesses and certainly try to but this area needs a tidy up. Overall, the upgrade to Woolston has been a big plus, keep up the good work.

## Street design

- Need more lighting down oak street, so unsafe to walk down there at night.
- surfaces are up down all over the place. Have to take care on the tiled areas - never know if they will be slippery when wet.
- The lighting around the community library could be improved particularly around the meeting room to discourage various individuals from hanging around.
- Bus stop in a dangerous place and the paving stones on the footpaths very dangerous when raining or just wet.
- You need speed humps to slow the traffic down. Cleanup the footpaths and parking areas especially by Domino's pizza.
- Yes, the layout has made being a driver in the traffic a lot more difficult.
- The pedestrian crossing points in the wrong place. It gets really busy when people going to Sumner etc.
- The lighting levels fluctuate massively, bright alongside places like NPT and then dark alongside Woolston Autosurgery. Traffic exiting by Night & Day are faced by the bright lights of NPT and that makes it hard for their eyes to see pedestrians or cyclists approaching from the west. Overall, the streetscape is gloomy and whilst this might be in keeping with the industrial heritage of the area it doesn't make it feel safe and in particular unsafe to cycle through.

## Positive comments

- Like the upgrade.
- Like the alcohol ban cause less people with issues. Feel safer.
- So far none, everything seems good to me.
- As mentioned before - public drinking, begging, violence, theft. I am very grateful for the streetscape upgrade. The planting and tiles appeal to my sense of beauty and this is important to me. I also love the lights outside the library [comment repeated above].
- As already stated, people taking up seating either drinking, smoking and looking intimidating, alcohol-free zone needs to be policed more vigorously, am wanting to support the local businesses and

certainly try to but this area needs a tidy up. Overall, the upgrade to Woolston has been a big plus, keep up the good work [comment repeated above].

- Sometimes feel unsafe as a driver at busy times but I do like the upgrade it has been done well especially as it's now pedestrian friendly.

## Speed concerns

- Cars speeding, unsafe crossing.
- Slow down traffic at back of supermarket.
- Like the reduced speed, but needs to be policed.
- The main thing that makes me feel unsafe is crossing Ferry Road as it is a lottery what the cars will do. Lately loiterers have taken up begging spots and make me feel unsafe. I avoid shops that they sit outside. These beggars like hanging around the new seating provided [comment repeated above].
- Drivers are not observing the 30km/h speed limit and many use the few available parking spaces very poorly - parking crookedly or over the cycle lane. It's a very busy road.
- Not enough parking and car drivers get impatient and speed through the 30km zone often.

## New speed limit inappropriate

- There are a lot of people that just walk across the road now that they think all of the cars are going slower but most of them don't slow down. I think it's a stupid idea to reduce the speed in this area. It's just asking for people to get angry at the posted speed.
- It was perfectly safe beforehand. Spent a lot of money to achieve not too much. Felt safe before. 30 k feels unnecessary. The island outside the New World is a pain - need to drive around the block to do the same turn.

## Negative comments about works

- Long and tedious inconvenient stressful.
- No, just for the amount of money think they did a shit job.
- Irritating.
- Options limited navigating cause cones, takes forever.
- Cones easy to knock over.

## Other

- No (x68).
- Not enough parking and car drivers get impatient and speed through the 30km zone often [comment repeated above].
- Not really. The new vape shop disappoints me See previous answers.
- No knowledge of the presence of camera to deter crime.
- Some of the tiles outside the library come loose every now and then, which then makes walking around very unsafe.

- No. Just don't come at night.
- Area around sports bar and dominos feels unsafe and secluded.
- Just v busy and that can be dangerous for everyone.
- Coat of paint on some of the lovely buildings.
- The road works on either side.
- Only the people congregating outside shop doors.
- The community has been asked for cameras by Domino's. The community has asked for lighting at the library since Jan 2022.

## COMMENTS: Anything else to tell us

All respondents were asked: *Is there anything else that you would like to tell us about the streetscape in Woolston Village? (please write)*

### Fear of people

- Get rid of the low life.
- Police presence for the vagrants.
- Shame about the beggars.
- Sometimes see people drinking.
- Hobos, camp by library good.
- Locals hold up for money, cigarettes.

### Speeding/drivers

- People should drive cautiously.
- A bit more traffic speed enforcement would do nothing but good."
- Speed bumps and speed cameras would slow the traffic. Also, camera to catch drivers using handheld phones. Every day I'm there I see 3-4 every 30 minutes.
- You've made the place look really nice, unfortunately it hasn't worked fully at slowing people down, maybe some more interventions are needed.

### Parking

- Not enough parks outside chemist.
- Changed parking outside the chemist, so tough for old people to park outside.
- No, it's all good except perhaps the lack of parking.
- Overall, it is good, but a few hiccups. Big backups because of the extra lights. School parking can be poor.

### Traffic

- Traffic
- The petrol station creates a lot of traffic turning out. Has got busier.
- The whole slowing traffic doesn't make much difference.

### Positive comments

- It is pretty good- quite like it.
- It is good.
- A great improvement.
- Will be good when all finished.
- Pretty good. Feels like a village.

- Overall better than it was.
- Looks much nicer.
- I think it improved the area and added value to the suburb.
- I think it is very nice.
- It looks better than before.
- No, it's great.
- Thanks for doing it.
- I like it as a resident.
- Quite happy with it.
- Think it quite tidy. Quite a nice place.
- Love the cycle lanes. During construction the people were helpful
- I think it is a positive thing for the area - makes it pleasant.
- No - quite happy, has everything. Variety of businesses.
- It is much better than previously.
- The upgrade makes me feel that the Woolston community is valued and supported. This is extremely valuable to me.
- It's a huge improvement on what it was. THE EARTHQUAKES DID Woolston a favour.
- More pleasant, especially when those trees will mature it would be nicer.
- Great upgrade that has brought some vibrancy to the area! Woolston is really growing and this upgrade has really enhanced this area! Thanks for the work :)
- The reduced speed limit and speedbumps in the area has been very welcomed and makes the place much safer especially on a busy weekend.
- I really like the improvements. The lights for the crossings near the bus stops are great. The footpaths are wider and easier to walk on.
- Glad to see 'Woolston' has changed from that garish ugly yellow sign to something more appropriate. Really like the 2 pedestrianised crossings one by the school and one by the library, excellent idea so much safer. The quality of the pavements and the Māori designs are great. Would like the Salvation Army shop to maybe move back from the main road.

## Negative comments about works

- Bad for drivers
- It has no cohesive, no common theme, just a mishmash of random features. It has character village signs, two Maori edifices, no focus, no style, no class, just ugly.
- Disappointed about the new NPD petrol station in middle of the village. This space should have been used for shops, eateries etc.

## Other

- No (x41).
- "It is so disappointing, though not surprising, to see the roading (the brick paved crossings) already sinking from the traffic. On a recent visit to Rotorua's city centre I was reminded that brick roading can be both attractive and long-lasting when designed and executed correctly.
- I like the new seats and trees however it is a shame they seem to be located in the shade a lot of the time and appear not to be favourable places to just sit and meet people.
- Want dimmer streetlights to see stars and bright is dangerous, creates shadows for people lurking.
- I like the plaque noting the position of the old Nugget factory. Perhaps more of these noting other prominent pre-earthquake buildings.
- It needs redoing old and tired now.
- Intend to keep coming.
- Keep upgrading.
- The petrol station where the Tavern once stood has created a clean bright area only needs new housing in Oak Street.
- Compromise has resulted in it being unappealing to dwell in. Needed to make choice of more like Ferrymead, just accept that everyone will drive to one shop, kāo dwelling, kāo civic space, or more like Sumner, a nicer place to walk around. By trying to do both, access is reduced.
- Graffiti should be covered asap.
- I think some of the magnolias in the planter boxes have died.
- Cleaner streets wanted.
- Come and top the trees in Maronan Street.
- It's very busy, generally people are courteous.
- People should get out, exercise places.
- Upgrade the quality of the zoning, introduce a playground and community space that is inviting for young families.
- We are good people and CCC needs to talk to the local residents and business group about what they want. The community has sent votes of no confidence e against local board and council can't deal with that.
- The poles each end of the village which have face images... Do they represent Māori? More an insult to Māori and to average New Zealanders. These images look more DEMONIC and should be taken down. With a better consultation with a Māori Tribe and New Zealanders and more balanced, e.g. maybe a statue of early settlers as well? Lets' get the balance right. Rather favoring one culture from another.
- Restaurant closed down not good, don't like people dumping at Opshop.

## New speed limit inappropriate

- Driving through pain to go slow.

- Speed limits are ridiculous, goes from 50 to 30 to 40 in less than 100 metres. Common sense would have been to area currently 30 and 40 should be either 40 or 50.
- The road and sidewalk upgrades are nice. It adds a little bit more class to the area but... Because of the salvation Army and multiple people that frequent the area it makes it seem a little bit scummy. Also, with the 30km downgrade (yes, downgrade) a lot of cyclists don't slow down at all and it causes problems for people turning into shops not seeing this bike flying up beside them. I think the overall feel of the place is probably as good as it can be with the area it is in but the idea to lower the speed limit was out right stupid. I don't know who thought it would be a good idea that the main road in from Ferry mead/ Sumner should be lowered to make traffic and morning commutes take longer but they are clearly brain dead. No one likes it when the posted speed limits go down. It only causes more congestion. And the people that stick to the rules and go the correct speed limit are the people that causes the accidents. It's the people that don't care what the speed is, they will speed regardless if it says 30 or 50. So punishing everyone else by lowering speed limits all over CHCH is such a stupid, thoughtless, out of touch idea that the people that put it into actions should probably find other employment.

## Comments about the road works

- Get it done.

## Shops

- The Vape shops is the downfall.
- Council can't do much for some of the shops that are there. A lot do not hold much appeal to shop at.
- Shops closing not good, don't like vaping stores.
- The vape shop and bar feels a bit unsafe and scary.
- Planting will look better with time. Perhaps offer incentives for existing business to up their game/make improvements. No more liquor stores or pubs in the area.

## Street design

- It's nice, but I'd have liked more to have been made of the industrial nature of the area. It's a lot better than it was, so thanks for that!
- Great concept to beautify Woolston but didn't quite pull it off. The cycle stands would have been more use outside a dairy or takeaway not a hairdresser and a junk shop. A turning lane should have been put in off Ferry Road into New World and the trees are too close to the road creating poor visibility.
- Parking on side streets is appallingly dangerous, especially Maronan St. Location of bus stop opposite Maronan St is dangerous.
- Worse for disabled people with the footpaths widths, they can't walk with their walkers. The speed of the traffic is bad. Lights in the wrong places for school, etc. Should be 30km all way through. Shops old and rundown. Planter boxes used by drinkers, etc. Need nice places for people to sit. Wouldn't go shopping there. Rubbish from McDonald's and litter bad. The petrol station makes it difficult- people block road for service station cheap petrol flash deals - queues block the road. Too many petrol stations.

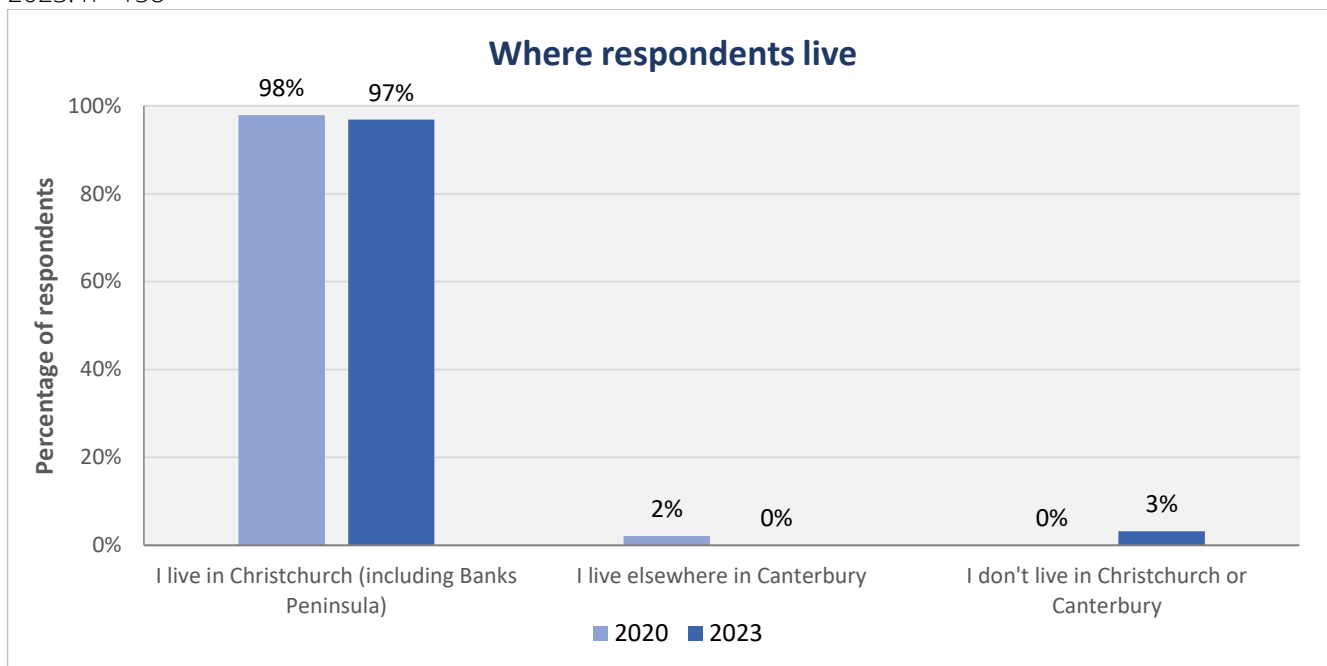
# Demographic characteristics

## Where respondents live

All respondents were asked: *Where do you live?*

2020: n= 48

2023: n= 158



### Findings:

- Results were consistent between both the 2020 and 2023 surveys, with the majority of respondents residing in Christchurch (98% in 2020, 97% in 2023).
- In 2020, 2% of respondents lived elsewhere in Canterbury, while in 2023, 3% of respondents lived outside of Canterbury.



# Where respondents live in Christchurch

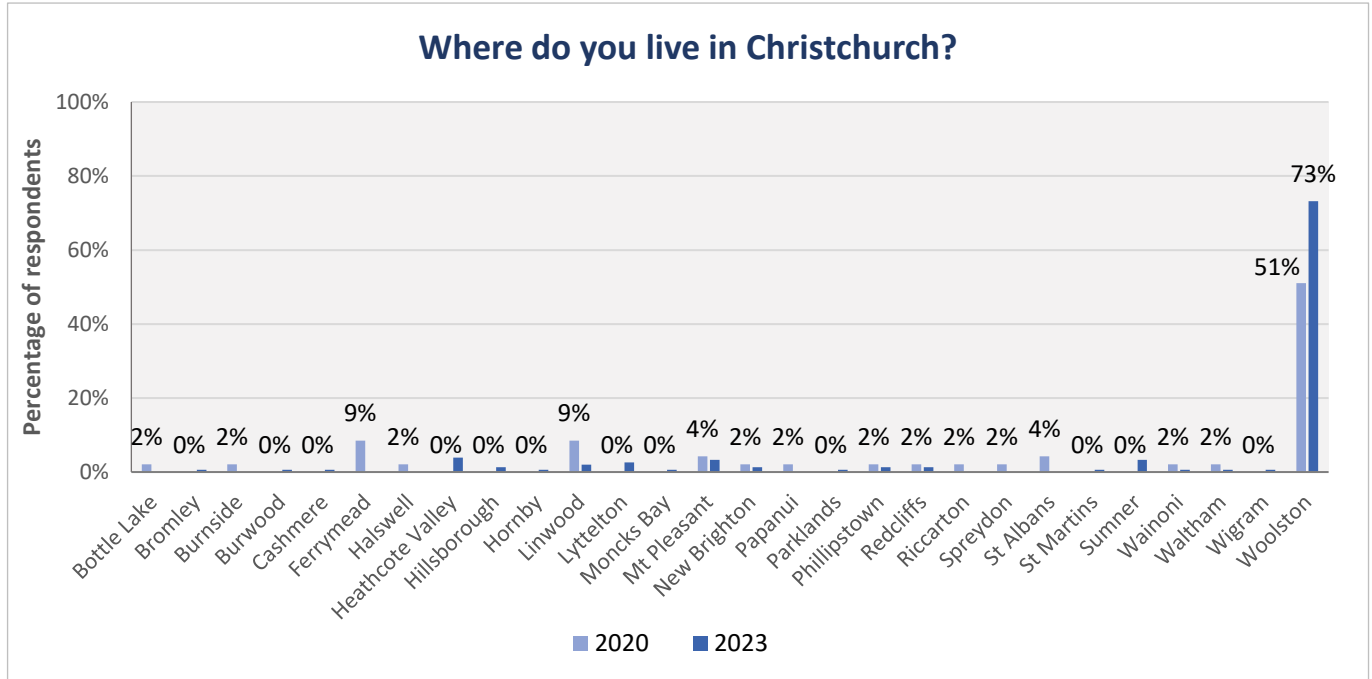
All respondents were asked: *Where do you live in Christchurch?*

## Response options:

- > 116 suburbs were listed to choose from.

2020: n= 47

2023: n= 153



## Findings:

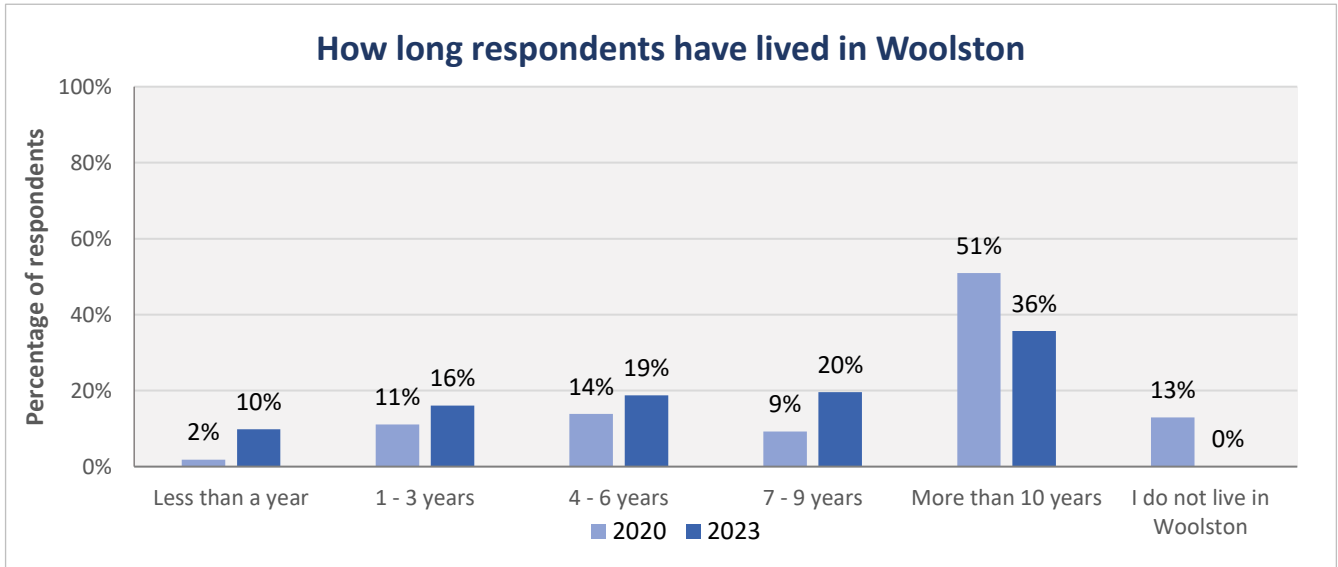
- In 2020, just over half of respondents lived in Woolston (51%) compared to almost three quarters in 2023 (73%).
- In 2020 9% stated they lived in Ferrymead, and the same proportion lived in Linwood.

# Length of time living in Woolston

All respondents were asked: *How long have you lived in Woolston? (select one option)*

2020: n= 108

2023: n= 112



**Findings:**

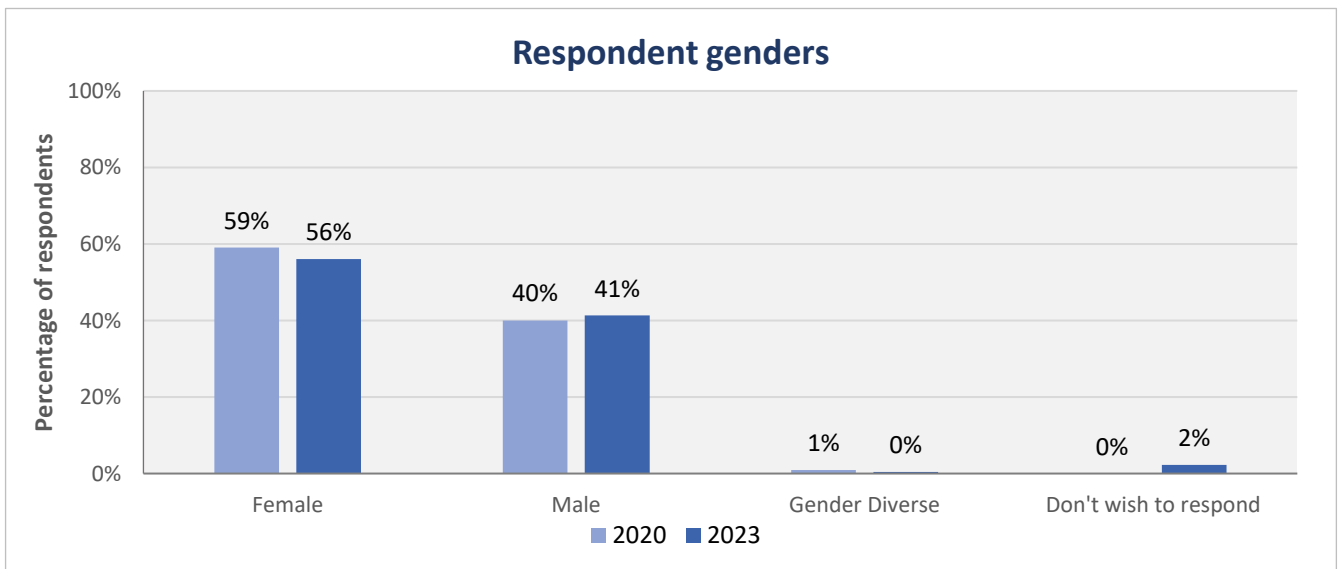
- A greater proportion of 2023 respondents had lived in Woolston for less than 6 years than in 2020.
- In 2020, 13% had lived in Woolston for up to 3 years, while in 2023 this had risen to 26%.

# Gender

All respondents were asked: *Gender (select one)*

2020: n= 105

2023: n= 159



**Findings:**

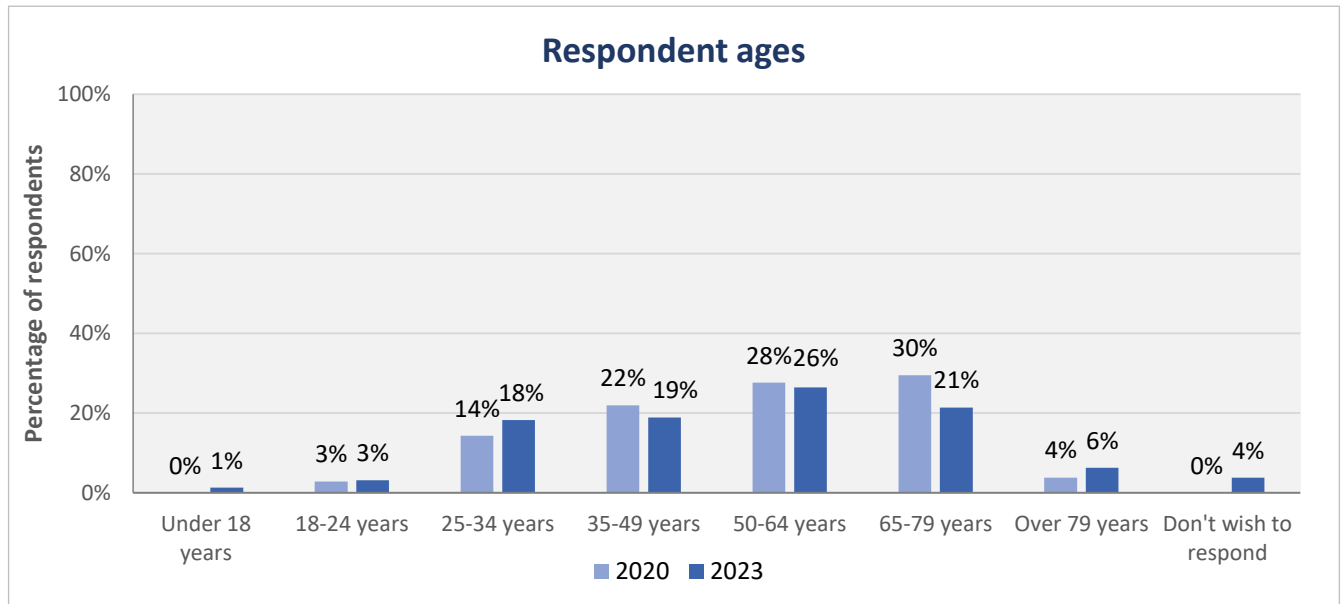
- The gender of respondents remained relatively consistent between both survey periods, with over half of respondents being female (59% in 2020, 56% in 2023).

# Age

All respondents were asked: *What is your age? (select one)*

2020: n= 105

2023: n= 159



## Findings:

- The age of respondents remained relatively consistent between both survey periods, with 2020 respondents skewing slightly older than those in 2023.
- In 2020, 17% of respondents were aged under 35 years, compared to 22% in 2023.
- In 2020, 34% of respondents were aged over 65 years, compared to 27% in 2023.

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