



Featherston Street

Cycleway and pedestrian improvements

Post-construction feedback report
November 2024

This report provides a summary of public feedback regarding the recently constructed cycleway and pedestrian improvements on Featherston Street.

Feedback was captured through two primary methods: an online survey and intercept surveys conducted on-site with motorists, shoppers, pedestrians, and cyclists using the area.

The online survey was open to all residents, allowing for broader participation, while the intercept surveys specifically targeted individuals actively engaging with the new infrastructure. This report includes both data sets.

We collected 1,764 online responses and 131 intercept surveys.

The objective of this report is to evaluate public sentiment and user experiences related to the new street design. By gathering feedback from both online and on-site intercept surveys, we aim to understand how these changes are perceived in terms of safety, accessibility, and overall usability.

The feedback helps us assess the success of the project in meeting its goals of improving transport options and safety for cyclists and pedestrians, while also identifying any concerns or areas for future improvements.

Two data sets for online responses and intercept surveys

We have provided two separate data sets for online responses and intercept surveys to offer insights into public sentiment, while also highlighting the differences in response patterns between those who completed the survey online and those who provided feedback in person.

We are presenting the data in this way because the methods of collection were fundamentally different, with varying levels of reliability. While online submissions allowed for broader participation, they were more susceptible to manipulation, repeat submissions, and responses from individuals who may not have used Featherston Street or even lived in Palmerston North. We've outlined these concerns in more detail below.

The intercept surveys, on the other hand, captured feedback from people who were actively on-site, ensuring that respondents had direct, first-hand experience with the new cycleway and pedestrian improvements. By keeping these data sets separate, we aim to provide a clearer picture of the project's impact and avoid distorting the overall results.

Reliability of online responses vs. intercept surveys

While we have gathered feedback through both online submissions and intercept surveys, it is important to note that the online feedback is compromised due to several factors:

- About 300-400 online respondents consistently selected the "less safe" option across all questions, regardless of their transport mode or experience on Featherston Street.

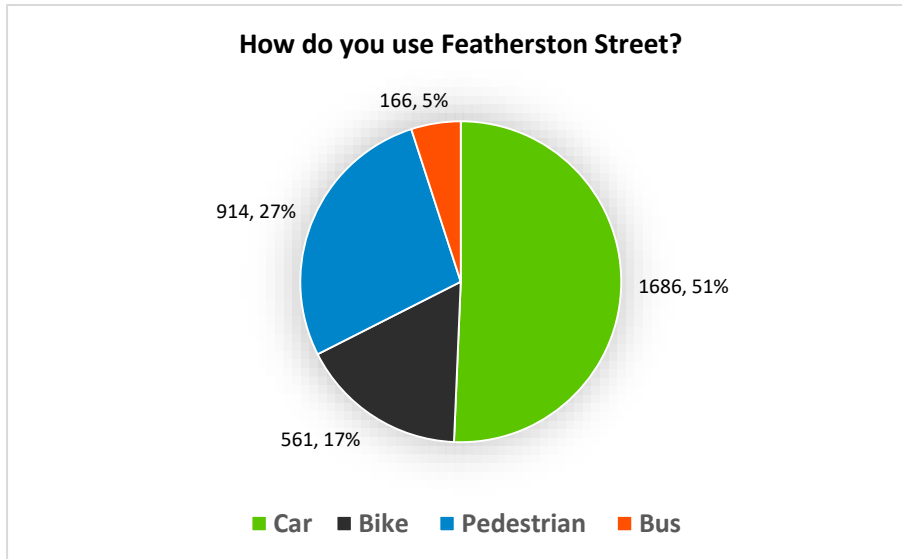
- Unlike the intercept surveys, where respondents were approached on-site, we could not guarantee that online participants had used the street or lived in Palmerston North.
- About 20 per cent of online respondents submitted feedback from outside the region or overseas, including Australia and United States of America.
 - The locations of these respondents are listed in the appendices on page 9.
- Many online participants provided feedback on transport modes they do not use. For example, many drivers rated cycling and pedestrian experiences negatively.
- It was reported in community social media pages that individuals could submit multiple online responses to skew results.
 - We did not require contact details on the online form for the first three days; however, we introduced a requirement for contact details after being alerted to these comments.

By contrast, intercept surveys conducted directly on Featherston Street ensured that respondents:

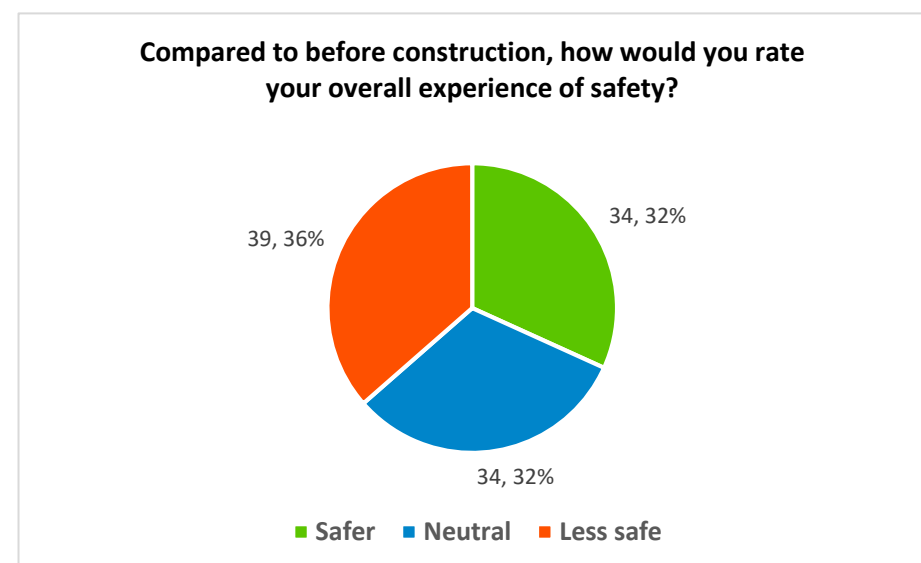
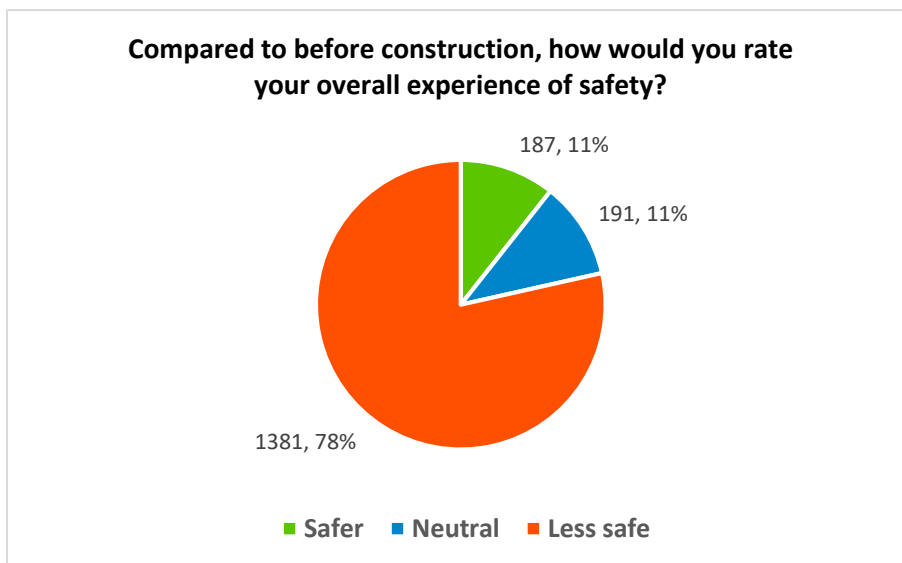
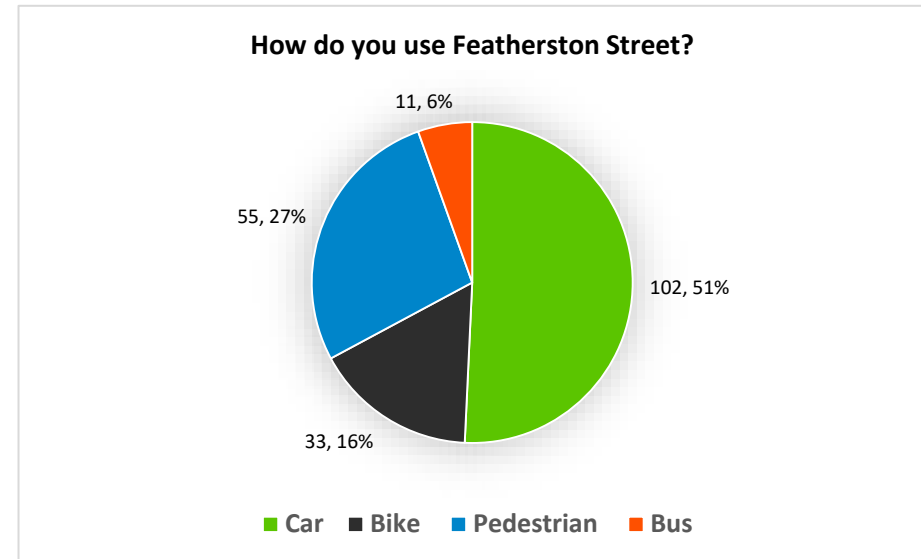
- Were actual users of the area.
- Provided more authentic and immediate feedback.
- Submitted only one response. The controlled environment of face-to-face surveys prevented repeat submissions and better captured the experiences of those actively using the new street design.

For these reasons, the data collected from intercept surveys should be regarded as more reliable and representative of actual street users regarding the cycleway and pedestrian improvements on Featherston Street.

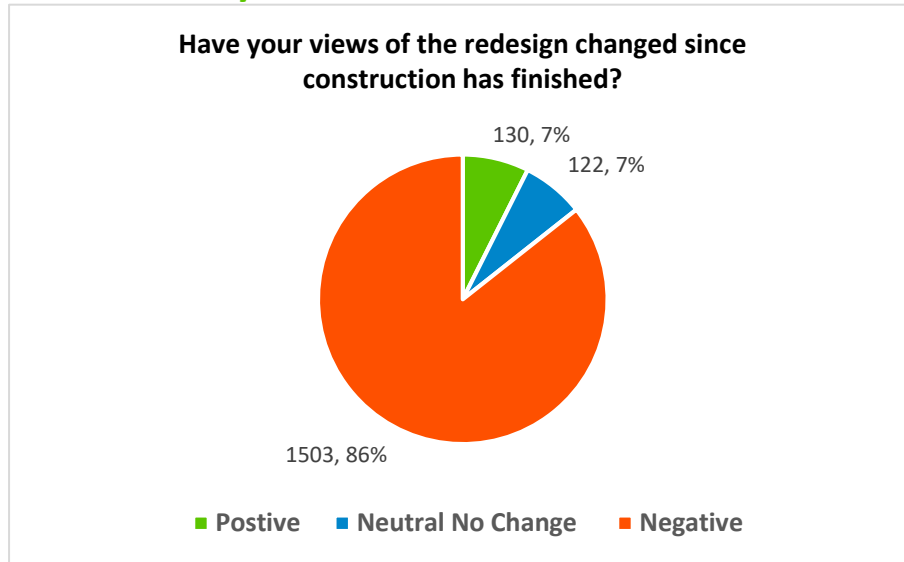
Online survey results



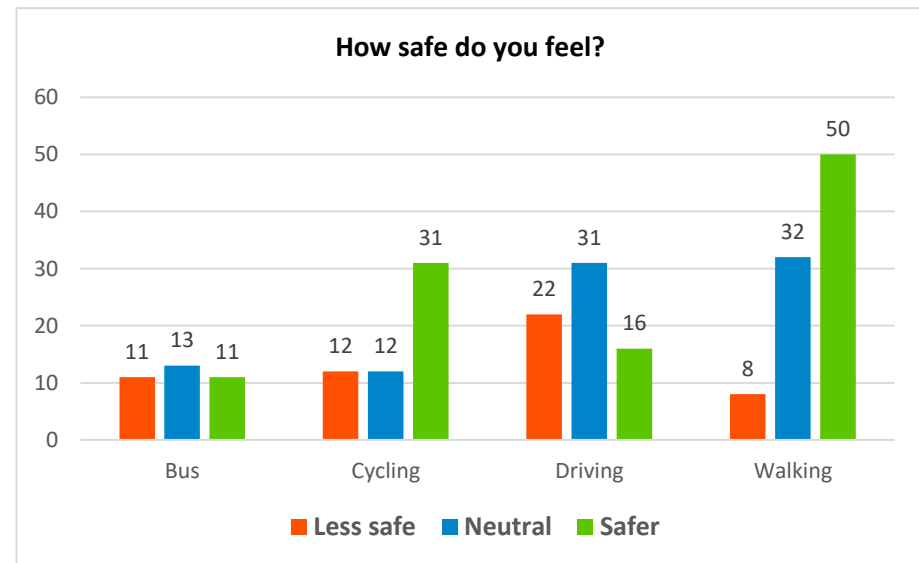
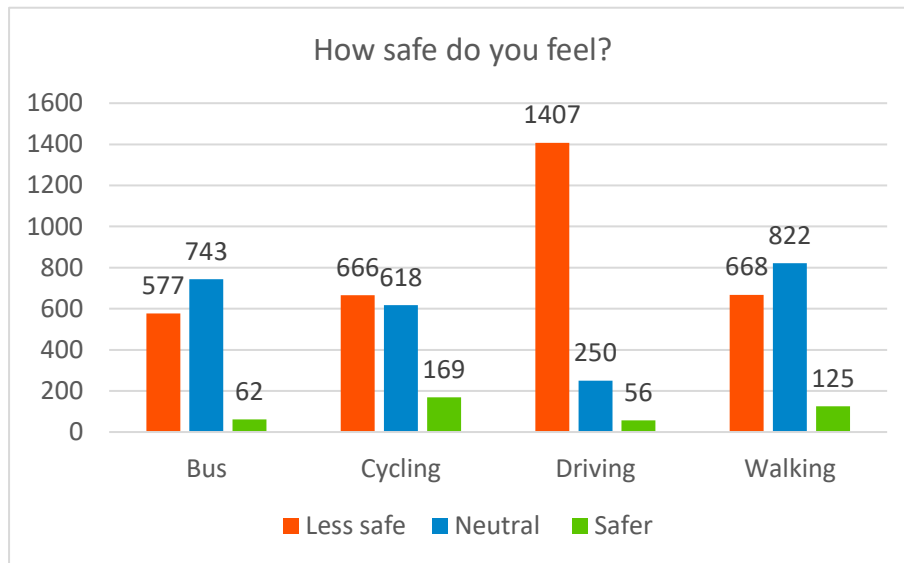
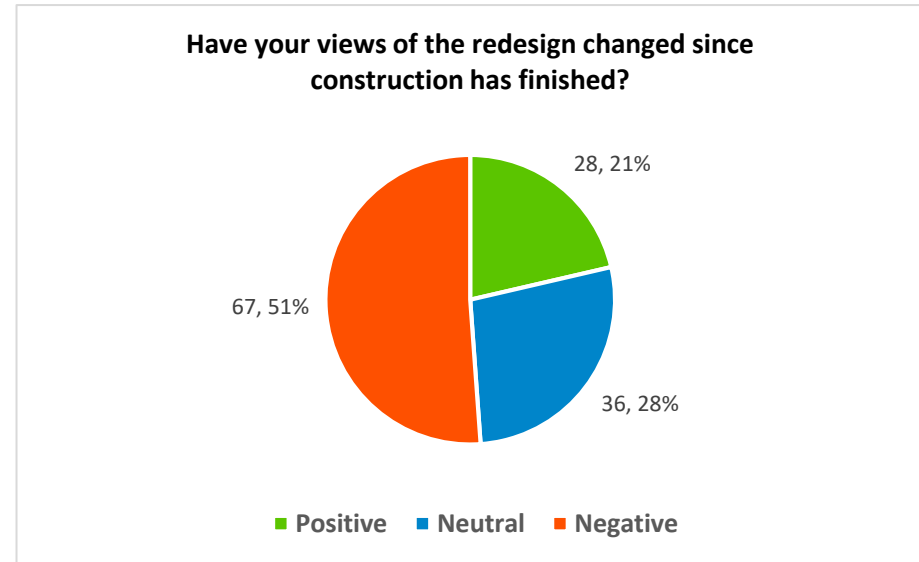
Onsite intercept survey results



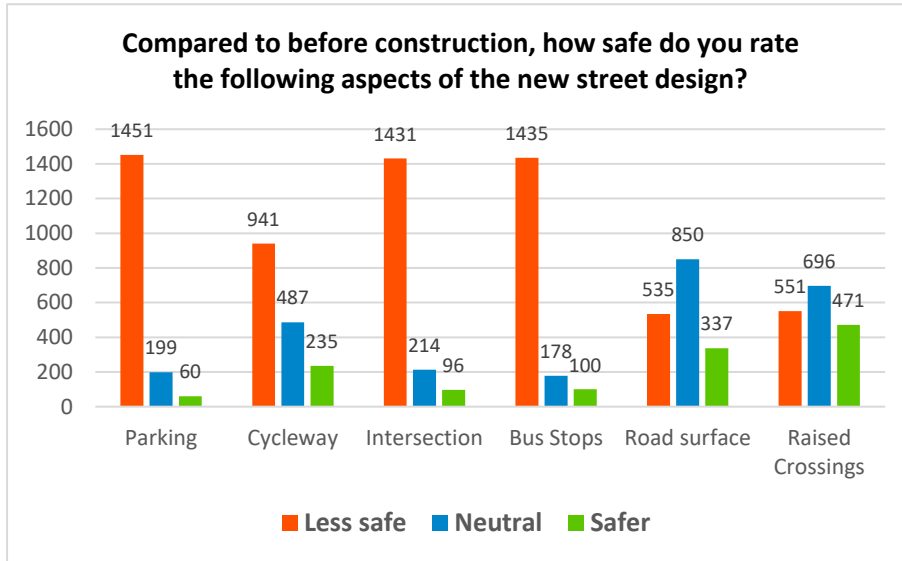
Online survey results



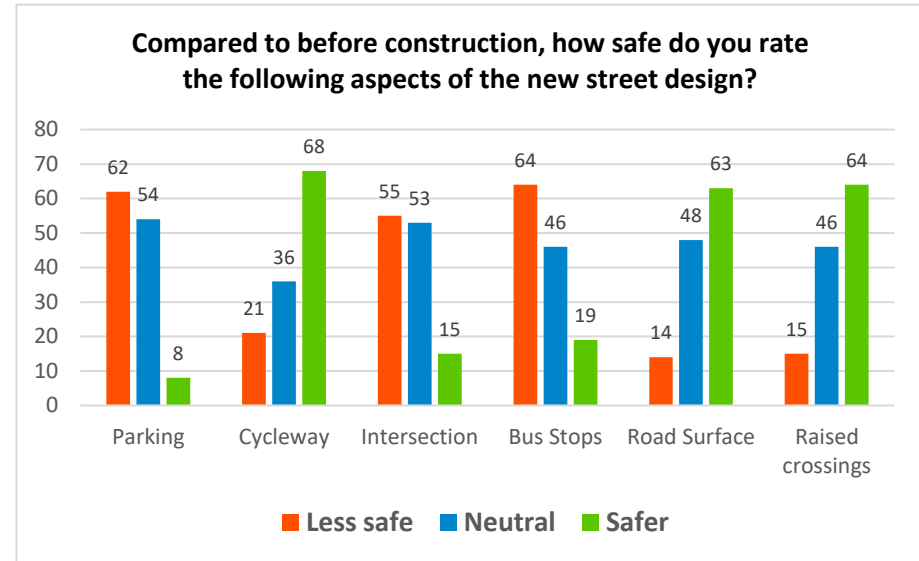
Onsite intercept surveys



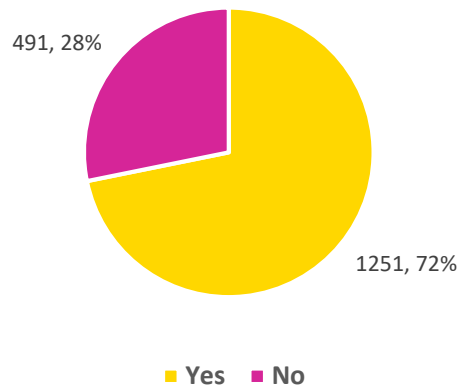
Online survey results



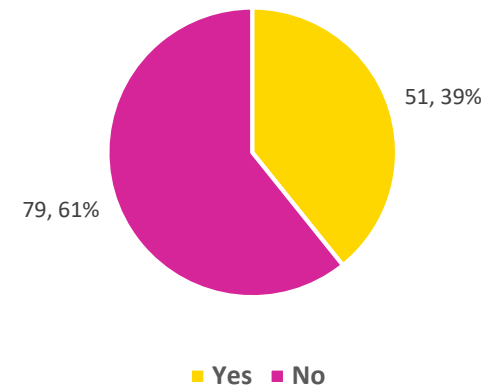
Onsite intercept survey results



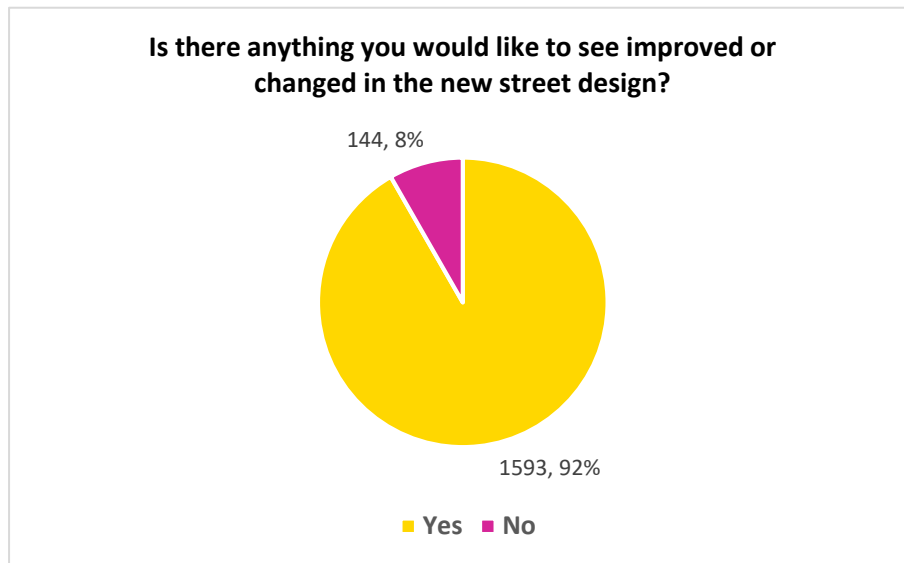
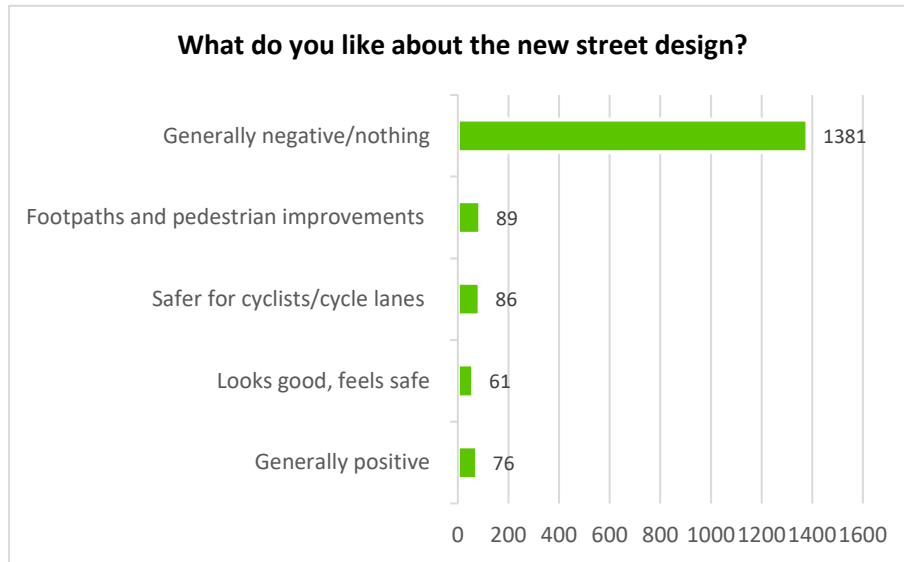
Have you experienced any safety issues or incidents while using Featherston Street since construction has finished?



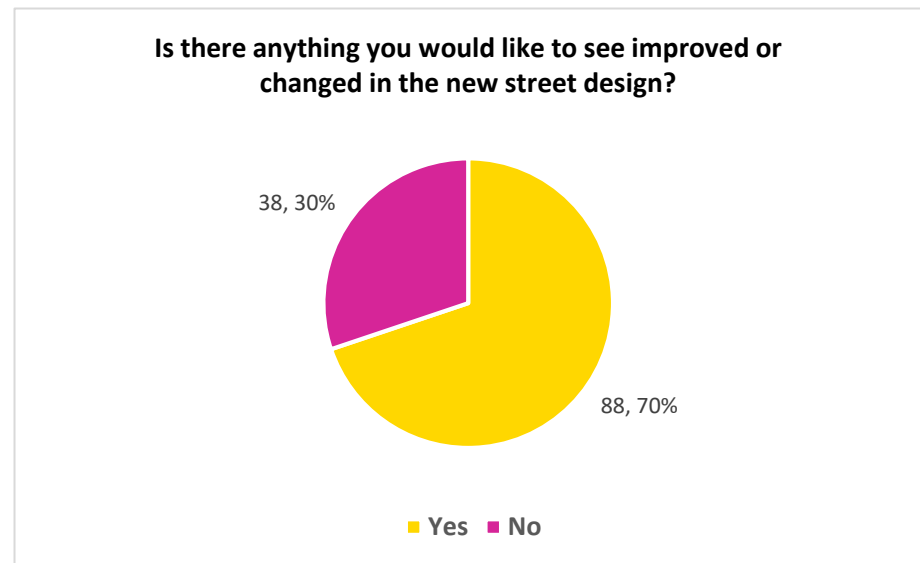
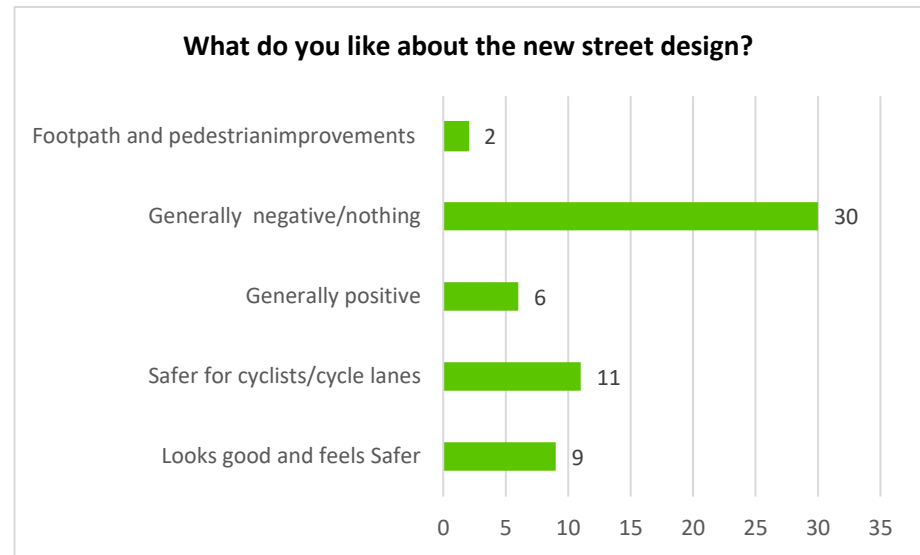
Have you experienced any safety issues or incidents while using Featherston Street since construction has finished?



Online survey results



Onsite intercept survey results



Other popular themes from comments provided in surveys:

General observations and/or elements that users would like to see improved or changed in the new street design (in order of popularity):

- Poor driver behavior
- In lane bus stops could work better, return to kerbside bus stops
- Congestion appears worse
- Enjoy pedestrian improvements/raised crossings/side street improvements
- Like new traffic calming features (e.g. narrower road, reduced crossing distances at intersections/reduced speeds/pedestrian improvements)
- Return the street to how it was
- Return left turn lane at Rangitikei intersection
- More parking required/parking layout is poor
- Happy how it is, extend the cycleway on Featherston, extend cycleways across the city
- Like the new placemaking elements, more landscaping features trees and plants wanted
- Like the phasing for cyclists and pedestrians at Rangitikei intersection
- Right hand turn at Rangitikei intersection takes longer and creates congestion
- Pick up and drop off zone for PNBHS/Central Normal required

Comments regarding any safety issues or incidents noticed by users since construction has finished (in order of popularity):

- Drivers are more impatient
- Bus stopping in the middle of the road
- Difficult navigating at school drop off time
- People waiting for bus in cycle lane
- Lines of sight obscured

Appendices:

Locations of online respondents:

	Page path and screen class ▾	Region ▾ ×	↓ Views	Active users	Views per active user
	Total		1,902 0.23% of total	1,498 0.6% of total	1.27 Avg -60.97%
1	/Form/cd4fb5b0-e104-413c-a514-921541d3c59a	Manawatu-Whanganui	1,159	910	1.27
2	/Form/cd4fb5b0-e104-413c-a514-921541d3c59a	Wellington	239	189	1.26
3	/Form/cd4fb5b0-e104-413c-a514-921541d3c59a	Auckland	183	155	1.18
4	/Form/cd4fb5b0-e104-413c-a514-921541d3c59a	Canterbury	125	91	1.37
5	/Form/cd4fb5b0-e104-413c-a514-921541d3c59a	Waikato	79	64	1.23
6	/Form/cd4fb5b0-e104-413c-a514-921541d3c59a	Virginia	27	27	1.00
7	/Form/cd4fb5b0-e104-413c-a514-921541d3c59a	Taranaki	15	16	0.94
8	/Form/cd4fb5b0-e104-413c-a514-921541d3c59a	New South Wales	11	10	1.10
9	/Form/cd4fb5b0-e104-413c-a514-921541d3c59a	Queensland	10	6	1.67
10	/Form/cd4fb5b0-e104-413c-a514-921541d3c59a	Hawke's Bay	8	8	1.00
11	/Form/cd4fb5b0-e104-413c-a514-921541d3c59a	Bay of Plenty	6	5	1.20
12	/Form/cd4fb5b0-e104-413c-a514-921541d3c59a	(not set)	4	4	1.00
13	/Form/cd4fb5b0-e104-413c-a514-921541d3c59a	Nouvelle-Aquitaine	4	4	1.00
14	/Form/cd4fb5b0-e104-413c-a514-921541d3c59a	Otago	4	3	1.33
15	/Form/cd4fb5b0-e104-413c-a514-921541d3c59a	Victoria	4	3	1.33
16	/Form/cd4fb5b0-e104-413c-a514-921541d3c59a	Kansas	3	3	1.00