

A photograph of Nelson Street in Auckland. On the left, a concrete wall features a series of repeating geometric patterns. Above this wall, a concrete overpass is heavily covered in lush green ivy. The street itself is paved and has yellow dashed lines marking the edge. In the distance, several cars are visible on the road. The sky is clear and blue.

Summary of engagement feedback
Preliminary design phase
September to October 2023

NELSON STREET LANEWAY PROJECT

Nelson St Laneway Project

Purpose of this report

This report summarises public engagement activities and the feedback received during the public consultation on the Nelson St Laneway project during the preliminary design phase.

This report outlines key themes received during the consultation. It does not detail specific points of feedback other than when used as an example of a theme. This report does not include advice or recommendations for decision-makers.

This report does not document mana whenua and local board engagement throughout this phase.

Introduction

The Nelson St Laneway project aims to improve accessibility and enhance the overall experience for all users travelling on the lane between Union Street and Cook Street.

The objectives for the Nelson Street Lane improvements project are to:

- Provide a pedestrian-friendly link and welcoming environment for local residents, businesses and the community.
- Enhance the amenity of the lane, making it more attractive and encouraging more active use at street level.
- Provide a safer walking environment for lane users.
- Enhance the appearance of the overpass structure.
- Reduce the dominance of cars in the lane with increased focus on the pedestrian experience in the laneway.
- Create a sense of place and a lane the community can be proud of.

The project is now in the preliminary design phase, which further develops the concept design, and the final stage will be detailed design.

A concept plan approved in 2021 was expanded into the preliminary design phase with an engagement process spanning 12 weeks. Multiple online and face to face engagement tools were used to engage a diverse residential population including using activation tactics.

Consultation documents were created that outlined the proposed preliminary design which included the key features of improved widened pavements, additional loading and servicing, green screens, low-level planting, an improved cycleway crossing and improved lighting for safety and amenity.

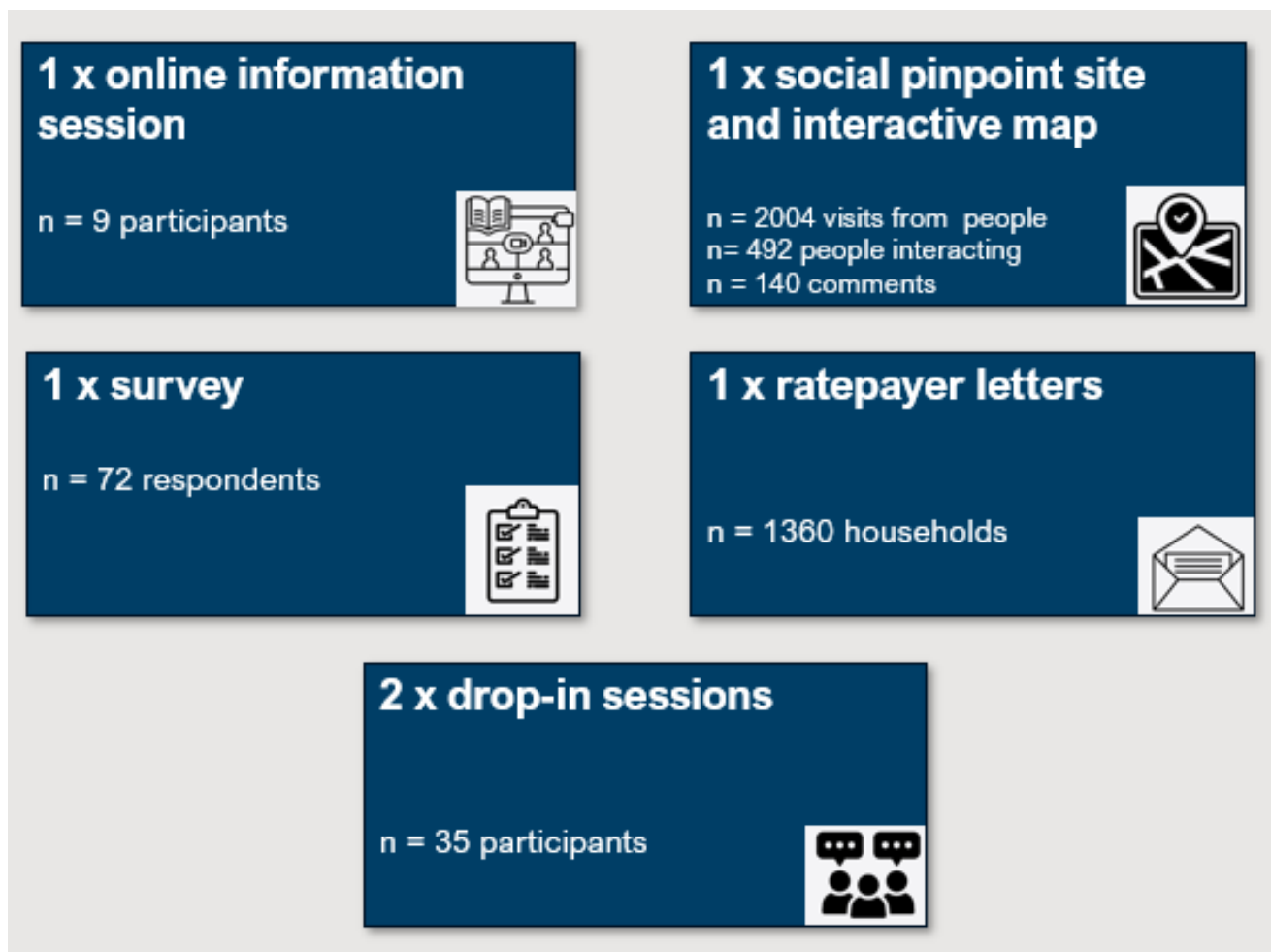


Fig. 1. Summary of engagement activity participation.

Key findings

The following summarises the themes from engagement feedback received from the survey and interactive map.

Survey findings

Sentiment toward the proposed design for Nelson St Laneway skewed positively, with 53% in support and 30% in opposition. Feedback on whether the design changes would improve the laneway experience also skewed positively with 55% agreeing and 32% disagreeing.

The key reasons for support towards the proposed design included a sentiment that change was welcome or long overdue (20%), and that the proposed design would help enhance the area and make it a more attractive place to be (20%). Other reasons linked back to specific design elements and included improved lighting (20%) and better/wider footpaths (13%). Both features helped bolster an increased sense of safety and security and made the area feel more pedestrian-friendly.

Improved lighting (22%) and wider footpaths (19%) were also identified as reasons why survey respondents believe the survey design will improve the experience of using Nelson St Laneway.

Survey respondents were given the opportunity to rate which type of parking was most important to them and most (73%) identified general purpose loading zones as most important.

The proposed additional green spaces were met with mixed views. Across survey feedback, 13% were in support of more greenery/green spaces while 10% raised concerns over the planter boxes and 9% expressed a desire for low maintenance plants.

Within the survey feedback there were concerns that the planter boxes could become places to dump rubbish, be an obstruction or create more maintenance work. The desire for low maintenance plants is linked to the concern that deciduous trees could create hazards when dropping leaves and require additional maintenance and cleanup. This prompted some to suggest using evergreen trees as an alternative.

Social pinpoint interactive map

The social pinpoint mapping tool provided the community with additional opportunities for feedback/suggested improvements, and here, a few considerations arose. The most cited improvements linked to concerns around the Cook St intersection and how this could be improved (10%), mostly with respect to the light phasing. Another area for potential improvement was the cycle crossing (7%), where improvements could be investigated to enhance cyclist safety and manoeuvrability. Some (7%) also expressed a desire for enhanced security e.g. CCTV.

Parking related analysis (from survey results and social pinpoint interactive map)

A meta-analysis (analysis of all comments and feedback across all questions of the survey and the interactive map, rather than a question by question analysis) of all parking related feedback identified that opposition to car park removal was more prominent in the survey (32% in opposition, 11% in favour) relative to the social mapping tool where parking was less top of mind (3% in opposition, 4% in favour).

This analysis also identified the reasons for opposition and support for parking removal. Within the survey feedback, the reasons for opposing car park removal included concerns around increased congestion from traffic backed up behind idling cars (13%) and limiting accessibility for vehicle types and user groups such as residents (10%), delivery/moving trucks (6%), emergency vehicles (6%) and guests of residents (6%).

Support for parking removal was linked to a general feeling of a more people friendly space, more specifically that this would make it more pedestrian friendly (4% of survey responses), make the area more pleasant (3% of survey responses) and make the area feel safer/more secure (1% of social mapping responses).

Across both the survey and social mapping tool, respondents provided feedback/suggestions for alternative parking solutions. The parking analysis conducted around parking feedback identified a desire for more short stay/loading zone/drop off-pick up parking (13% of survey responses and 7% of social mapping responses), provision for delivery/moving trucks (7% of survey respondents), provision for emergency vehicles (4% of survey respondents and 2% of social mapping responses) and less of a priority for car share/reduction in car share spaces (9% of survey responses and 2% of social mapping responses).

Engagement methodology

Engagement objectives

Public engagement on the Nelson St Laneway project was undertaken with the following goals for success:

- Raise awareness and create excitement that we have re-started the lane design.
- Provide opportunities for our partners, mana whenua, to contribute and shape the design early and collaboratively.
- Provide opportunities for stakeholders and the community/public to provide feedback on the preliminary design
- Sustain a community connection and keep the community/public involved as the design progresses through all project phases.

Design of approach

Before formal engagement, a phase of design occurred to ensure that the engagement goals and the design of the engagement process were fit for purpose. A community networking approach was taken to learn about the characteristics and leaders of the community and to begin to establish a network of people to engage with. This phase occurred for about 8 weeks prior to the formal engagement phase beginning.

Implementation

Engagement was delivered by a combination of Auckland Council Staff and engagement delivery partners Catalyse, who supported the activation and outreach. This was all supported by the Auckland Council project team and their design partner BECA.

Public engagement on the draft concept design began on 22 September and closed on 14 October.

A project web page <https://progressakl.co.nz/projects/nelson-street-lane-upgrade/> was established that directed people to an online Social Pinpoint page where they could download an information pack including the draft preliminary design and the rationale behind the design. The site encouraged them to provide feedback by completing a survey and provide comments on an interactive map.

A project specific email address was also available if people had questions or wanted to provide feedback this way.

An online information session was held that gave the participants an overview of the project, explained the design rationale and provided time for questions and answers from the public.

Catalyse supported the outreach for the project by doing community networking to establish a database of key contacts, putting up posters, connecting with their community networks and databases, targeting businesses, building managers and body corporates. They hosted multiple

activations directly in the community to build excitement about the project and build community connections.

Two community drop-in sessions were held in the SugarTree Complex that gave the public the opportunity to learn more about the design and ask any questions and raise concerns.

Communications activities	Engagement activities	Activation
<ul style="list-style-type: none"> • Design info pack • Progress Akl page • HYS page redirect • E- newsletter updates • Consultation posters/flier • Community activation posters/ fliers • Networking emails • Ratepayer notifications • Emails 	<ul style="list-style-type: none"> • Online information session • Social Pinpoint: web page and interactive online map • Survey (hardcopy + electronic) • Drop-in sessions • Submissions 	<ul style="list-style-type: none"> • Events • Postcards • Networking meetings • Observation • Conversations/interviews

Target area

The focus area for the geographical community outreach for Nelson Street laneway defined where the physical door knocking, poster and flier distribution and rates database notification outreach occurred. Included were:

- Properties/businesses that have direct access onto Nelson Street Lane
- Surrounding developments that can gain access onto Nelson Street Lane via Sugar Tree Lane
- Properties/businesses approximately 200m from Nelson Street Lane to the west and north. Nelson Street acts a barrier to access to the lane from properties on the other side.

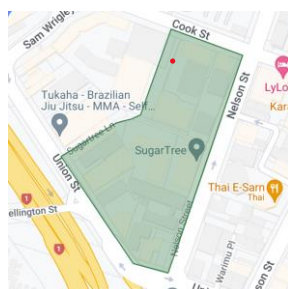


Fig. 2. Location of engagement target area.

Survey findings

The following section provides the findings from the survey feedback.

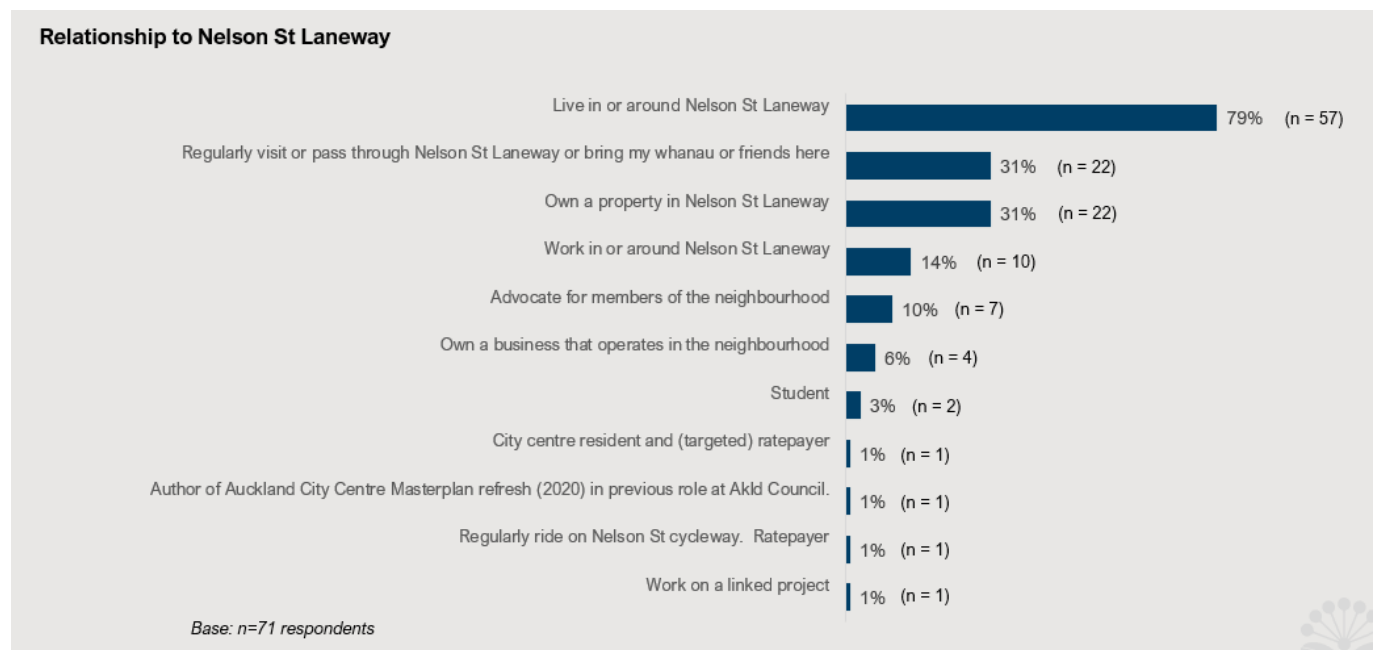
A breakdown of the responses to each question is provided, along with a summary of the themes behind these responses. Quotes from respondents have been selected to illustrate the sentiment behind each theme; note that some quotes may cover multiple sentiments, and these have also been included.

Demographic data from the survey has been provided in **Appendix 1**.

The survey overall had 72 participants.

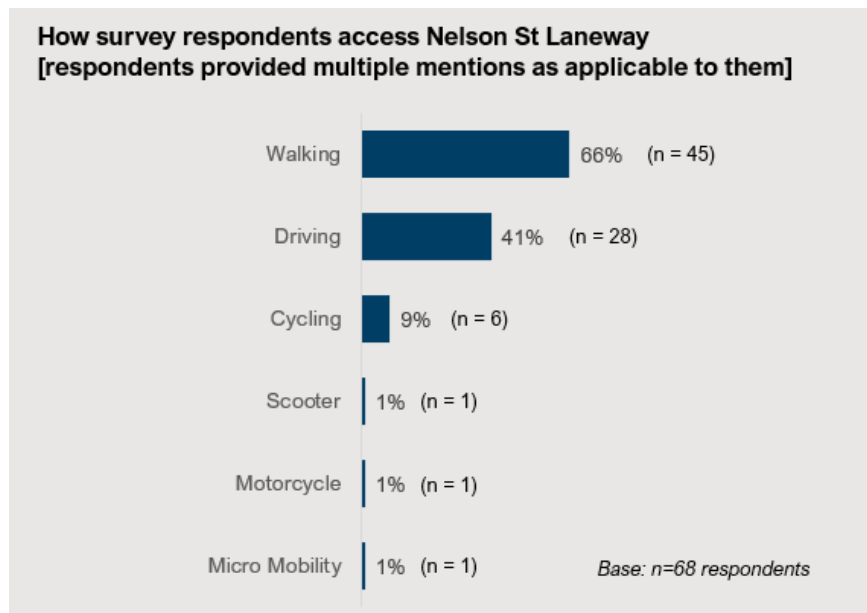
Relationship to Nelson St laneway

Most survey respondents (79%) live in or around Nelson St Laneway. Just under a third (31%) regularly pass through or visit the area/bring friends or whānau here. Under a third (31%) own a property in the laneway.



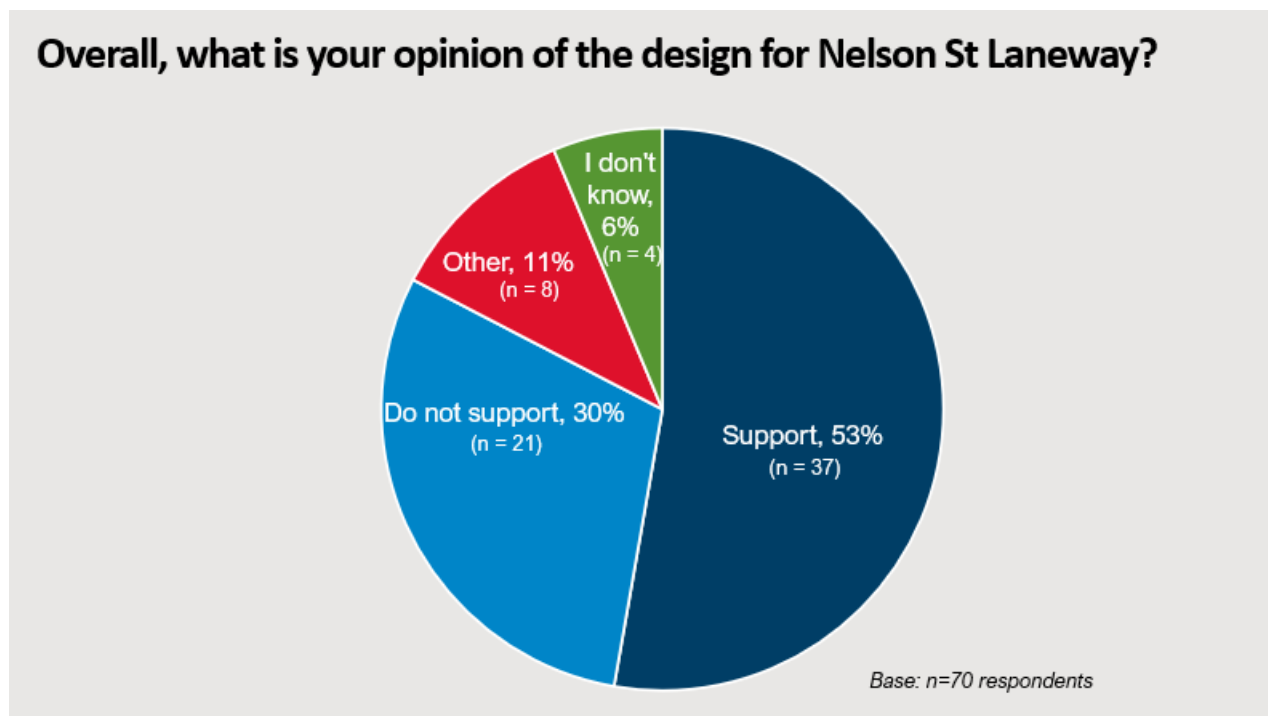
Method of accessing Nelson St Laneway

Walking and/or driving are the main modes of access to the laneway (66% and 41% respectively). Just under 1 in 10 (9%) access this area via bicycle.



Overall support of the design for Nelson St Laneway

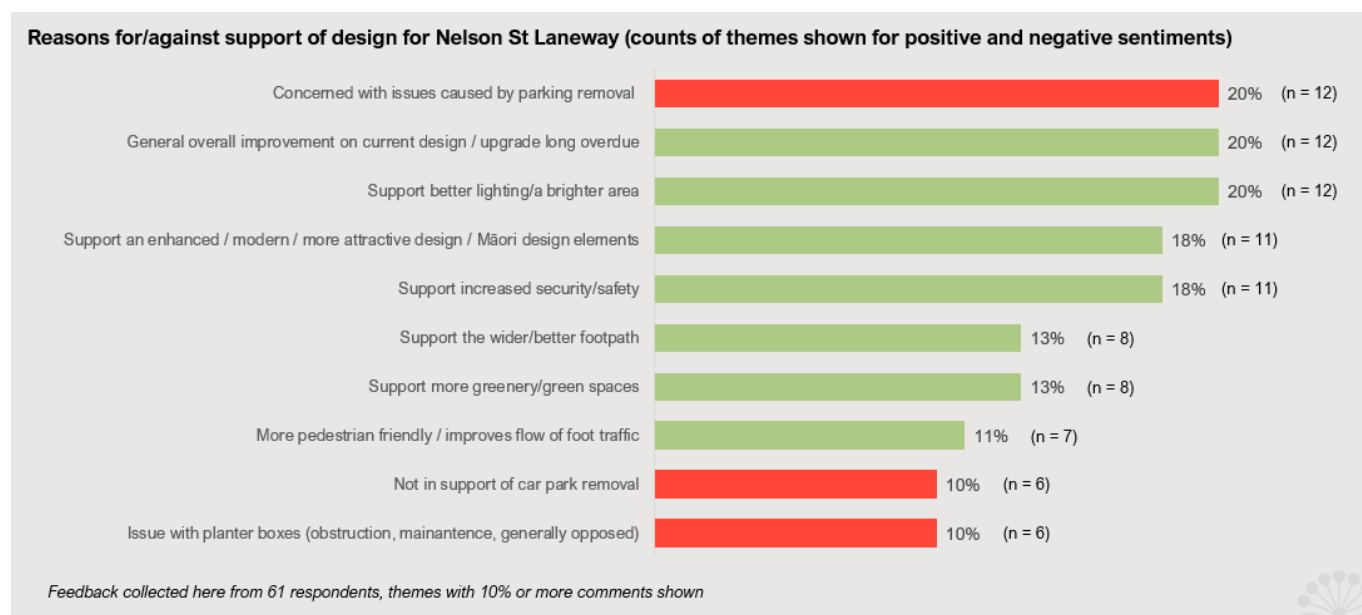
Overall, just over 1 in 2 (53%) support the design of the plan, while just under a third (30%) are opposed. Those without a strong opinion either way (other or don't know) were inclined favour some aspects while having reservations or concerns about others (accounting for 17% of the respondents).



Tell us why – reasons for support/opposition of the design for Nelson St Laneway

Positive sentiment was mostly related to a general improvement to the area (20% of comments), better lighting (20%) and an enhanced/more attractive design (18%). The lighting on its own was appealing, but it also flowed onto a feeling of increased security/safety (18% comments). Proposed changes to the footpath and more green spaces were also seen as appealing (13% respectively).

Negative sentiment was mostly linked to potential issues that would arise with removing carparks (20% of comments) and issues with the planter boxes (10% of comments).



Detailed breakdown of themes for support/opposition to the proposed design with supporting quotes to highlight these themes

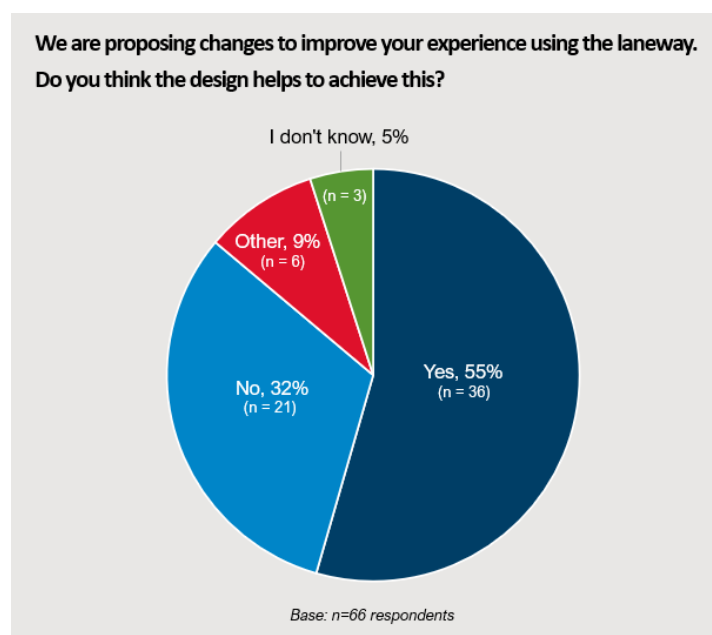
Theme	Quotes
Concerned with congestion issues or issues caused by parking removal (n = 12) Respondents envision that the removal of parks will cause undesirable behaviour from Ubers and other cars, e.g. blocking the road, idling on the side of the road and blocking traffic/creating congestion. There are also concerns around provisions for emergency vehicles and access to tradies.	<i>"The main problem with this design is it removes far too many carparks. The issue right now is with vehicles idling and disrupting the flow of traffic. This is due to people parking illegally, meaning there is no space for legitimate use. By decimating the number of carparks, I think the access of emergency vehicles, access to homes, access to transportation for residents will be negatively impacted."</i>
Support better lighting/a brighter area (n = 12) The proposed street lighting appeals to some respondents as they are receptive	<i>"The plan upgrade looks good as currently the lane looks very ugly. Needs more lighting all through the night. You see drug deals frequently happening in the street and it's unsafe."</i>

<p>to the idea of more/better lighting and feel it is an enhancement to the area (and has the additional benefit of providing more safety/security)</p>	<p><i>"Completely support because it will create a nicer and safer street with more room for people and more trees, shrubs, and lighting for a better and more pleasant environment."</i></p>
<p>General overall improvement on current design / upgrade long overdue (n = 12)</p> <p>Sentiment here focused on a broader feeling that the changes would mean an improvement to the area and some felt they were long overdue.</p>	<p><i>"It is an improvement to the front door of one of the biggest developments in central Auckland. Long overdue!"</i></p> <p><i>"It will make the area much better for people."</i></p>
<p>Support an enhanced / modern / more attractive design / Māori design elements (n = 11)</p> <p>There was a general feeling among some that the new design was making the area feel more lively, modern and attractive. Some also liked the Māori design elements.</p>	<p><i>"Because this area is a bit isolated and lonely. We need an alive area."</i></p> <p><i>"Good to see a fairly grungy part of the city brought up to the latest design standards."</i></p>
<p>Support increased security/safety (n = 11)</p> <p>There is a feeling that the area could be made to feel safer so changes such as lighting could help address this issue.</p>	<p><i>"The lane is long overdue to be renovated and made more secure."</i></p> <p><i>"The lane way does need an upgrade for sure, but priority should be on safety i.e. excellent lighting and safe footpaths."</i></p>
<p>Support the wider/better footpath (n = 8)</p> <p>Respondents here were positive towards the proposed footpath changes and liked the idea of a wider footpath.</p>	<p><i>"The footpath needs widening to accommodate foot traffic"</i></p> <p><i>"I like that you want to remove the carparks, widen the footpath, screen off the hideous bridge and extend the light path"</i></p>
<p>Support more greenery/green spaces (n = 8)</p> <p>The addition of greenery (more green spaces, plants, trees) was appealing to some as an enhancement to the area/environment.</p>	<p><i>"The widened footpaths and big increase in green space will have many benefits for the street users, and residents."</i></p> <p><i>"Upgrade will make the street pleasant and greenery will help environment."</i></p>
<p>More pedestrian friendly / improves flow of foot traffic (n = 7)</p> <p>Some respondents welcomed the design changes proposed to assist with better flow of foot traffic and make the lane</p>	<p><i>"Interesting design, much more pedestrian friendly. Really enhances the area."</i></p> <p><i>"I agree to making the lane more pedestrian friendly, the current footpath is in very bad condition and can't accommodate the amount of foot traffic"</i></p>

more pedestrian friendly e.g. wider/better footpaths.	
Not in support of car park removal (n = 6) Some respondents oppose the removal of car parks which they feel are used by residents for visitors or for times when residents without cars need access to goods and services or transport.	<i>"I have concerns that the new design provides enough access for delivery and moving trucks. This lane predominantly provides access to apartment residents who require these services daily. I'm sure that the removal of parking spaces will also be an issue to a lot of people."</i>
Issues with planter boxes (rubbish, create obstructions, upkeep and maintenance for trees that need regular maintenance) (n = 6) Some see the planter boxes as creating issues such as places to dump rubbish, becoming an obstruction or simply creating more maintenance work.	<i>"I can also see that without rubbish bins, people will litter in the planting boxes. And I also have concerns that if the trees drop leaves, that they'll block the drainage"</i> <i>"Planter boxes also may block drivers exiting parking buildings. Also, at risk of roots pulling up footpath in the future and undoing the newly redone footpath"</i>

Feedback on whether the proposed design of Nelson St Laneway would improve the user experience

Over half (55%) of survey respondents agreed that the proposed changes would in fact improve their experience using the laneway while a third (32%) felt the changes would not be an improvement. Those who weren't a firm yes or no accounted for the final 14% and for the most part had some reservations/concerns.



Reasons why the design will/won't improve the experience of using Nelson St Laneway

The main design elements that contributed towards positive sentiment were the improved lighting/brightness in the area (22% of comments), the wider/improved footpath (19% of comments) and a feeling that changes were going to make the area more pedestrian friendly (17% of comments).

Tell us why (reasons why respondents think the design will/will not improve their experience of the laneway)

Reasons why respondents think the design will/won't improve the experience of using Nelson St Laneway (counts of themes shown for positive and negative sentiments)



Feedback collected here from 54 respondents, themes with 10% or more comments shown

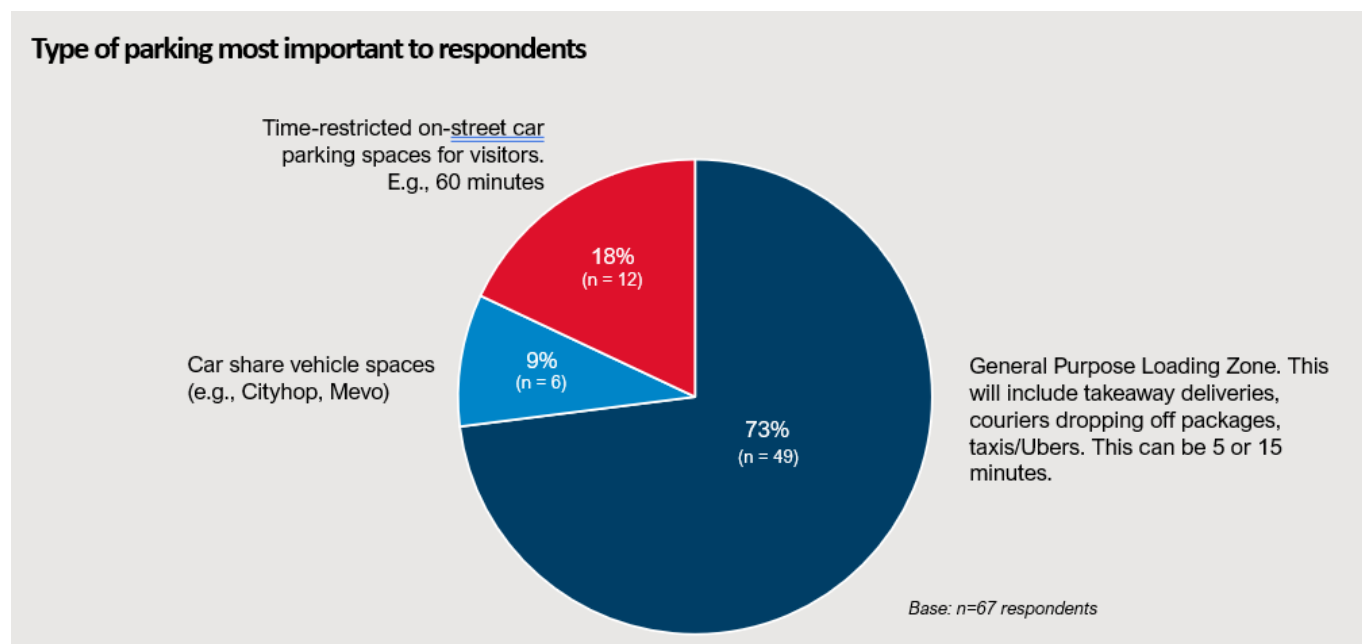
Detailed breakdown of themes for reasons why respondents think the design will/won't improve their experience of using Nelson St Laneway, with supporting quotes to highlight these themes

Theme	Quotes
Better lighting/a brighter area (n= 12) Lighting improvements/streetlamps were seen as a positive design change	<p>"I think the planting and streetlamps will help."</p> <p>"I like the improvements to the bike lane and re-doing the pavement, along with the better lighting."</p> <p>"Improving the lighting, laying new pavements and screening the overpass will improve the environment."</p>
The wider/better footpath (n = 10) Some felt that the footpath was in need of upgrades from its current state e.g. wider, smoother and easier to walk on	<p>"Anything cleaner and smoother than the current footpath would be nice, and wider is even better. I consistently have to avoid people walking in the other direction by walking in the roadway."</p> <p>"I think widening the footpath is really</p>

	<p><i>needed.”</i></p> <p><i>“A wider footpath is easier to walk through.”</i></p>
<p>Makes the area more pedestrian friendly (n=9)</p> <p>Comments here related to the design providing users with the benefit of being more pedestrian friendly and an easier/more pleasant space to walk through</p>	<p><i>“Having a redesign of the area will help to improve the walkway and free up illegally parked cars.”</i></p> <p><i>“More focus on people.”</i></p> <p><i>“A wider footpath is easier to walk through, the pink colour has a calming effect which will benefit the people who pass by and the residents, the trees bring more nature in.”</i></p>
<p>Not in support of car park removal (n = 7)</p> <p>Some perceived the car park removal as a negative component of the proposed design as they felt these were still an important provision for residents</p>	<p><i>“Not only can I not have a car in this design as I will have nowhere to park, but I will not be able to have visitors as they also will have nowhere to park making it very isolating.”</i></p> <p><i>“The needs for a car in the city is still necessary while our city infrastructure is being established to support a car free future. The new changes seem to add unnecessary problems to car users without much added benefit to pedestrians.”</i></p> <p><i>“Not enough parking around to support the growth of the area and the new design makes it worse.”</i></p>
<p>Making the area more attractive / a pleasant space to be in (n = 7)</p> <p>The proposed changes are viewed by some as offering a generally nicer space to be in, an uplift to what is currently on offer</p>	<p><i>“Better looking and better safety.”</i></p> <p><i>“Just much more pleasant, a much nicer space to be in.”</i></p> <p><i>“A lot less dismal!”</i></p>
<p>The increased security/safety (n = 7)</p> <p>Safety and security concerns underpin this sentiment especially around poor lighting at night. Better lighting is seen to help alleviate this</p>	<p><i>“It needs to be safer both from crime and injury</i></p> <p><i>‘The laneway is very poorly maintained at the moment, and unsafe to walk at night due to the poor lighting.’</i></p> <p><i>“It is helping cos the pedestrian will have a space to walk safely specially at night.”</i></p>

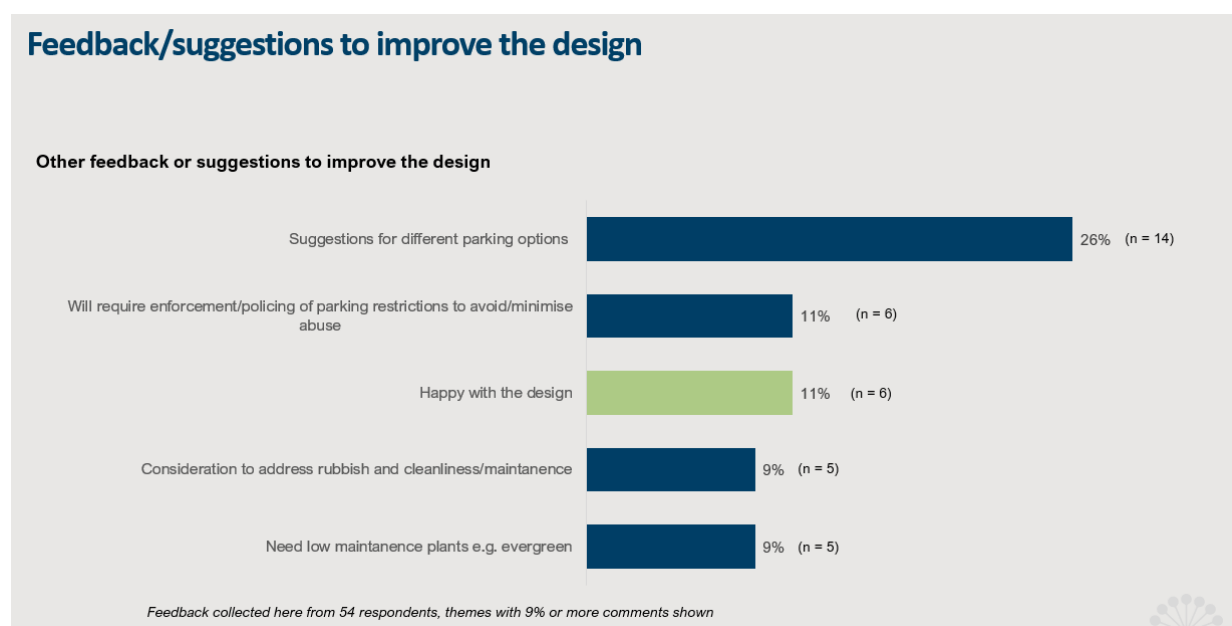
Parking type priorities

General purpose loading zones are the most preferred parking option for Nelson St Laneway with 73% selecting this as the most important. Around 1 in 5 (18%) feel that time restricted on-street parking is most important while only 1 in 10 (9%) believe that car share vehicle spaces are the most important.



Other feedback or suggestions about the design

Congruent with concerns about removing car parks and the resulting potential issues this will cause, the main suggestions were around alternative parking options to consider and ensuring that any short-term parking was accompanied by strict enforcement to minimise the likelihood of abuse.



Detailed breakdown of themes for feedback/suggestions to improve the design, with supporting quotes to highlight these themes

Theme	Quotes
<p>Suggestions for different parking options (n = 14)</p> <p>Comments here related to a few different suggestions all linked to parking options and priorities. The various needs of residents for drop offs, taxis, car share all come into play here.</p>	<p><i>"Please create temporary car parks for taxis, food deliveries etc.. the apartments have lot of people and they frequently use such services and struggle with car parks."</i></p> <p><i>"I can already foresee that Nelson lane is going to be blocked by drop off and pick up cars all the time. Loading zones are always occupied by long-term parked cars. Drop zone is needed instead."</i></p> <p><i>"Do not remove parking towards Cook Street, needed for visitors. Must have car share parks. Must allow easy fire truck access."</i></p> <p><i>"Any parking should be allocated first to goods vehicle only 24/7, then to general vehicle drop offs/pickups, then car share."</i></p>
<p>Happy with the design (n=6)</p> <p>Sentiment here centred on broadly positive feedback to the design and being happy enough to proceed on the current basis.</p>	<p><i>"It will be so much more pleasant without all of the cars down there. Make the paths wide enough to walk 4 abreast. Screen off the hideous bridge with a green screen."</i></p> <p><i>"No it looks good. Please get it done. Thank you."</i></p> <p><i>"Please make the improvements as soon as you can"</i></p>
<p>Will require enforcement/policing of parking restrictions to avoid/minimise abuse (n= 6)</p> <p>This feedback relates to concerns around parking changes being abused without appropriate measures in place to prevent abuse i.e., enforcement, restrictions.</p>	<p><i>"The designs are great on paper but, in practice it needs enforcement; there isn't enough of that currently."</i></p> <p><i>"You will need to have regular policing because no one pays attention to the current parking restrictions."</i></p> <p><i>"Ensure loading zone/car share are monitored or they will be used as long-term parking."</i></p>
<p>Consideration to address rubbish and cleanliness/maintenance (n= 5)</p> <p>Some respondents felt there needed to be considerations specifically given to rubbish/cleanliness as this was perceived to be an issue.</p>	<p><i>"If possible, finding a way to address dog excrement that constantly litters the footpath down this lane. Overall rubbish and cleanliness is an ongoing issue."</i></p> <p><i>"Rubbish bins to prevent littering."</i></p> <p><i>"The neighbour buildings trash carts should be placed in a better spot, where they are not overthrown by wind, creating litter problems"</i></p>

Need low maintenance plants e.g. evergreen (n=5)

A few concerns were raised over the issues caused by deciduous trees and dropping leaves prompting some to suggest evergreen as an alternative.

“Evergreen trees to prevent leaf litter that won't be picked up.”

“More lighting, low maintenance / evergreen trees and plants.”

“Not deciduous trees.”

“Prioritise walking and cycling and greenery. Evergreen trees.”

Social Pinpoint mapping feedback

Social Pinpoint mapping – ranking of support for design features

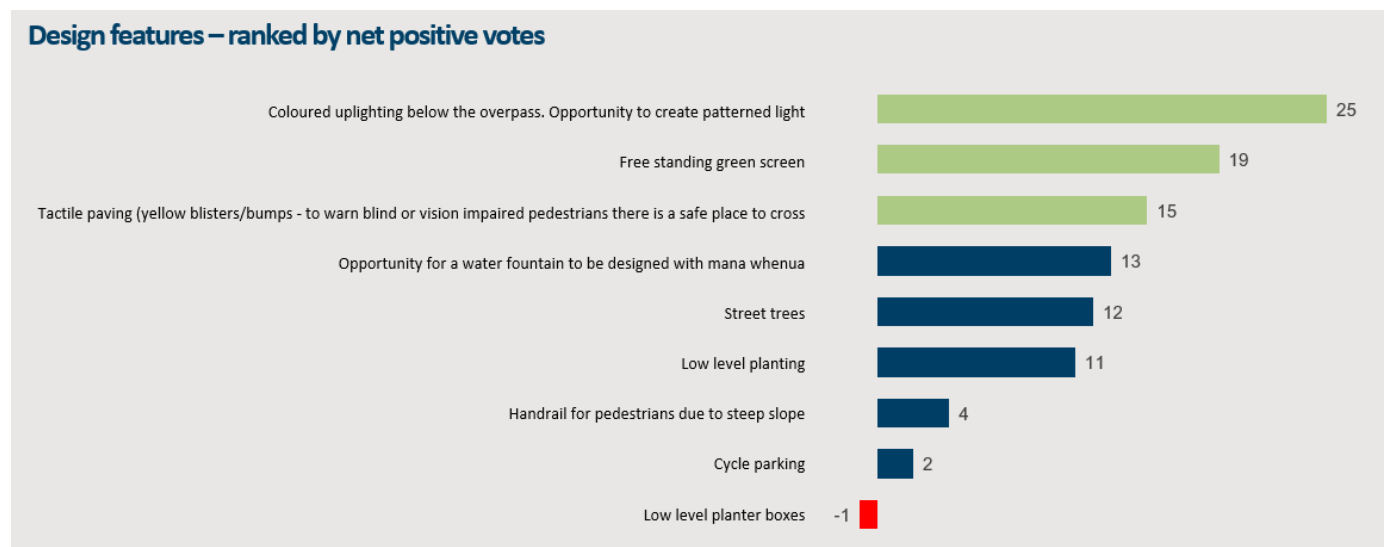
There is the option for people using the Social Pinpoint mapping tool to indicate their support or opposition to a range of proposed design features. Respondents could show support via ‘upvotes’ and opposition via ‘down votes’.

To determine a preference order for the design features, each was assigned a net preference score which was calculated by subtracting the number of negative votes from the number of positive votes. This approach helps minimise the effect of any polarisation among respondents.

The top 3 highest ranked features based on net preference were the coloured lighted lighting below the overpass (net preference score of 25), the free-standing green screen (net preference of 19) and the tactile paving (net preference of 15).

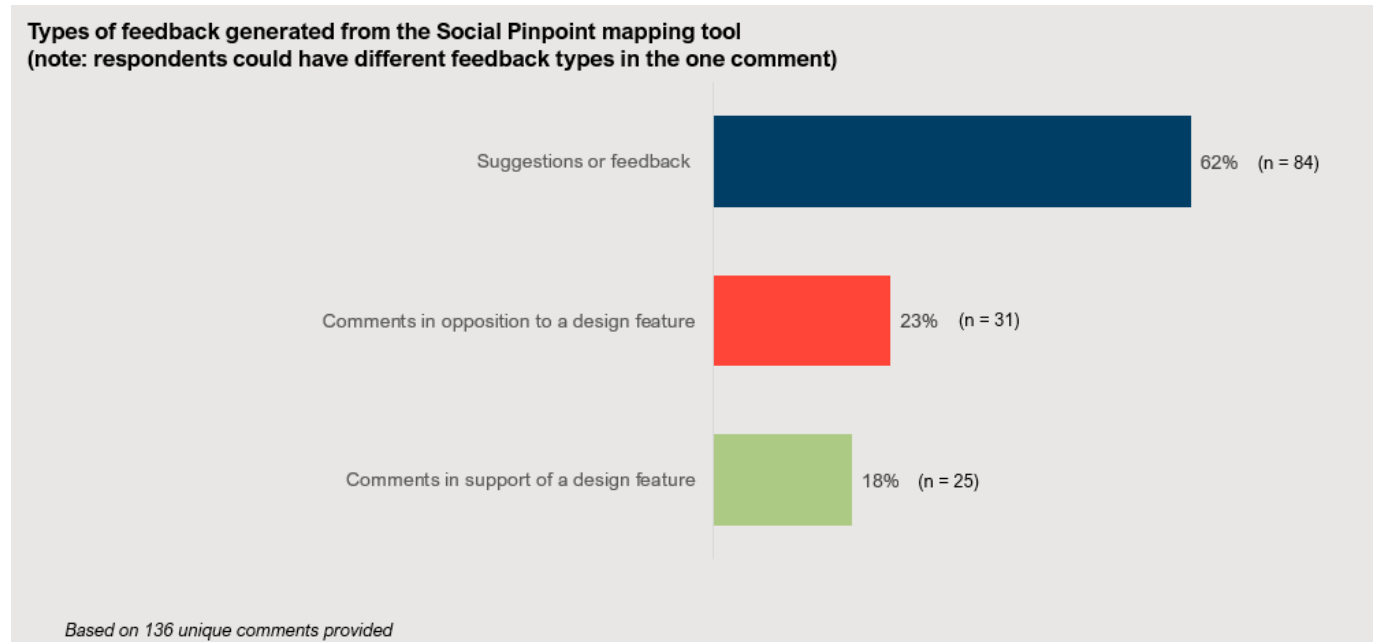
The lowest ranking features include the handrail for pedestrians (net preference score of 4), cycle parking (net preference score of 4) and low-level planter boxes (net preference score of -1)

It’s important to note that a single user to the site could post multiple comments so the numbers below don’t refer to the amount of individual commenters, but the overall comments themselves. There were 50 individual commenters (including those commenting on printed maps at the Drop in Sessions) and 140 comments made.

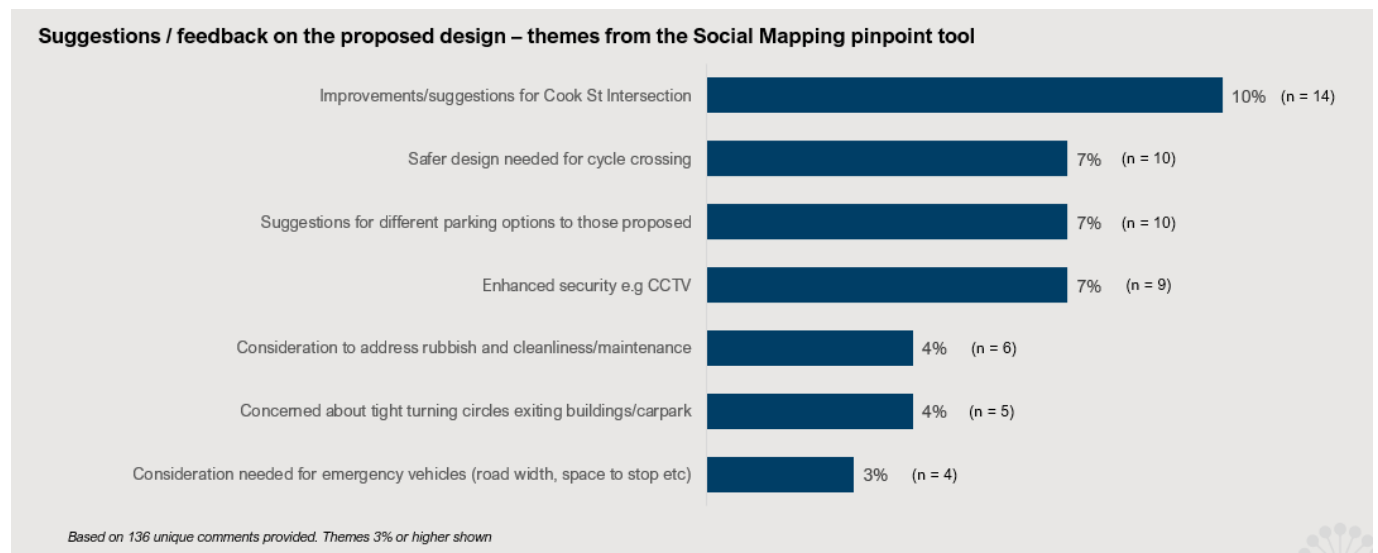


Social Pinpoint mapping comments – theme analysis

In total 136 unique comments were received as part of the Social Pinpoint mapping tool. Most of these comments (62%) related to suggestions or feedback on the design features or overall feedback. Just under 1 in 4 comments (23%) mentioned opposition to a feature, and 18% included support for a feature.



The most common themes for suggestions/feedback related to improvements/suggestions for the Cook St intersection (10%), proposals to make the cycle crossing safer (7%), suggestions for different parking options (7%) and enhanced security mostly using CCTV (7%)



1 in 5 comments (19%) were quite specific and couldn't be linked to any theme or form any other sub themes.

Detailed breakdown of themes for feedback/suggestions, with supporting quotes to highlight these themes [Social Mapping tool]

Theme	Quotes
Improvements/suggestions for Cook St Intersection (n = 14) Comments here related to a variety of concerns or feedback on how the Cook St intersection could be improved, from longer light phases to improvements to help the safety/accessibility for cyclists/pedestrians.	<p><i>“This should be a raised crossing / raised courtesy crossing to help pedestrians / cyclists to connect to the signalised crossing at the lights.”</i></p> <p><i>“This needs to be considered and phased as a cycle crossing too, sync with Nelson St cycle as is route onto the Nelson St cycle lane.”</i></p> <p><i>“Should be a limit line painted before the cross hatching, so drivers don't think that the lines marking the pedestrian crossing are the limit line instead.”</i></p> <p><i>“Traffic lights phasing needs to be lengthened. Currently only allows 3 cars at a time assuming all react and move quickly. This is never enough with the traffic using the laneway.”</i></p>
Safer design needed for cycle crossing (n = 10) There are concerns from some respondents that the current cycle crossing design and surrounding area could benefit from some changes to improve cyclists’ safety and manoeuvrability.	<p><i>“Move the drinking fountain the bottom of the lane way where people are naturally stopping to cross the road. The top of the street can be quite chaotic and busy with people transitioning across the cycleway.”</i></p> <p><i>“This is an arterial cycleway crossing a local laneway. Cycleway needs to cross on more of a diagonal, so its accessible to less manoeuvrable users and cycle types.”</i></p> <p><i>“Consecutive corners at close to 90 degrees are not ideal; they will be awkward for novice cyclists and will invite head-to-head crashes for even experienced riders.”</i></p> <p><i>“This should be a raised crossing with an explicit "give way to cyclists and pedestrians" sign to remove the awkward ambiguity of the current courtesy crossing.”</i></p>
Suggestions for different parking options to those proposed (n = 10)	<p><i>“Would it be possible to reduce the overall car share spaces on the lane to 1 space and</i></p>

<p>Comments here related to a few different suggestions all linked to parking options and priorities and ratio of car share spaces vs loading zone spaces.</p>	<p><i>implement another loading zone outside Ascent in its place.”</i></p> <p><i>“Must have two car share parks at least. Car share parks are abused constantly with little enforcement. Need very clear markings (colour on ground?) and signs (in driver's face).”</i></p> <p><i>“Need space for people to load and unload when moving furniture in and out of apartments. Also when there is an event on in town and volume of ubers may need space to pull over to drop off without blocking the lane if no parking.”</i></p>
<p>Enhanced security e.g. CCTV (n = 9)</p> <p>A feeling of insecurity or lack of safety in certain spots is leading some to want additional measures mostly in the form of CCTV monitoring.</p>	<p><i>“CCTV cameras overlooking the entrance to the carpark.”</i></p> <p><i>“We need a live CCTV camera at both ends to monitor for pedestrian safety. There have been a number of assaults and near assaults, along with the sale of drugs, car theft and burglary.”</i></p> <p><i>“Suggest CCTV cameras along the side of the bridge facing down the lane to prevent crime and for pedestrian safety at night as the lane is a bit hidden being below the road/motorway.”</i></p>
<p>Consideration to address rubbish and cleanliness/maintenance (n = 6)</p> <p>Sentiment here relates to wanting more efforts put into keeping the area clean and well maintained.</p>	<p><i>“The council apparently only does street cleaning once per month. For the rates we pay, I would like to see more frequent street cleaning”</i></p> <p><i>“I reckon we could use a few rubbish bins along the lane to help prevent litter.”</i></p>
<p>Concerned about tight turning circles exiting buildings/carpark (n = 5)</p> <p>Some feel that the current design will cause issues with accessibility as they may struggle with tight turning situations.</p>	<p><i>“Room is needed for the poor rubbish truck drivers to get out of car park. It's hard enough now to get past for them now.”</i></p> <p><i>“Not sure about your plan as there is not enough room for a garden on the Nelson Street side as shown. The turning circles of vehicles exiting buildings doesn't allow it and if you have cars parked fir loading and unloading it's only just wide enough”</i></p>
<p>Consideration needed for emergency vehicles (road width, space to stop etc) (n = 4)</p>	<p><i>“Laneway needs to be wide enough for fire engines and trucks.”</i></p>

Concerns have arisen for emergency services who may struggle with narrow streets and limited parking.	<i>“No room for Fire and Emergency anywhere on the street. If a building catches fire, fire crews will have to park somewhere else and walk to the building....”</i>
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Support for proposed features

The comments in support of or opposed to proposed features were reminiscent of survey feedback with respondents commenting on their support for green spaces, fewer carparks, an improved footpath and better lighting.

Comments in opposition were mainly focused on issues with trees/planter boxes and obstructions they might cause (13%) while 3% commented on their dislike of removing car parks.



Detailed breakdown of comments relating to support for an element of the proposed design, with supporting quotes to highlight these themes [Social Mapping tool]

Theme	Quotes
Support greenery / green spaces (n = 8) Comments here related to a positive sentiment for planting/greenery and green spaces	<i>“Great to see lots more greenery proposed.”</i> <i>“Love the idea of trees on the left of the entrance to the carpark to prevent cars parking illegally.”</i> <i>“Love the trees and use of planting for drainage.”</i>
Support fewer carparks (n = 5) Removing car parks was viewed positively by some and seen as a theft reduction measure as well as being future focused	<i>“Removal of long-term parking spaces I think is good - I see lots of cars with tickets all over them that have been left there for months, or worse, broken into.”</i>

	<i>"Thank you for being so forward thing with the amount of parking reduction here, I'm very pleased to see that compared to recent shared spaces on Federal St and Library Lane."</i>
Support a wider / better footpath (n = 4) Some felt the volume and type of traffic using the laneway would benefit from a wider/improved footpath to better accommodate all users	<i>"Great to have a wider footpath - it gets too close for comfort in some sections even just with people walking up and down past each other and is often people on scooters too."</i> <i>"Please consider space for prams and strollers. Sometimes, one must go to the street with a stroller to overcome an obstacle in the walking path."</i>
Support better lighting/a brighter area/coloured lighting (n = 4) A few people felt more could be done with respect to lighting and were positive towards proposed changes to increase this	<i>"Coloured lights could be nice."</i> <i>"Streetlights to light up the footpath will help make the area feel safer. The current light poles set up is not enough."</i>

Detailed breakdown of themes in opposition to an element of the proposed design, with supporting quotes to highlight these themes [Social Mapping tool]

Theme	Quotes
Issues with trees/planters creating obstructions for pedestrians/light/visibility (security risk)/require upkeep and maintenance (n = 17) Concerns here related to the negative flow on effects the proposed trees could cause from obstructing views exiting buildings to security risks when blocking light	<i>"Who will be maintaining these greeneries? If council will look after these, would it increase our rates."</i> <i>"Trees are a nice idea but will obscure CCTV cameras and result in an increase in crime."</i> <i>"Trees add a security risk - blocks light and attackers can hide behind them."</i> <i>Will the trees on the corner block the view of turning traffic for drivers? This may create a hazard"</i>
Not in support of car park removal (n = 4) A few were opposed to the removal of car parks and deemed these an important provision especially for guests of the apartment buildings	<i>No need for cycle parking, we have them in our carpark. Don't take away the actual parking spots</i> <i>These car parks are used by guests of the Ascent Building. There are no close alternatives for parking. They should be kept. The foot batch is very wide at this point already.</i>

	<i>Do not remove so much parking. Why remove all at Cook Street end? Needed for visitors.</i>
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Social Pinpoint mapping comments - up votes and down votes

There is the option for people using the Social Pinpoint mapping tool to indicate their support or opposition to particular comments that others have made. Comments with more than 10 'net positive' or 'net negative votes' are listed in the following tables.

Net positive votes = the number of positive votes minus the number of negative votes and net negative votes = the number of negative votes minus the number of positive votes. This approach helps minimise comments with strong polarising views and helps focus on those with strong positive or negative skews.

Comments with 10 or more net positive votes

Original comment	Number of net positive votes (indicating support for a comment)
Streetlights to light up the footpath will help make the area feel safer. The current light poles set up is not enough!	25
Will the design provide more space to walk? If the planting is similar to the Cook Street to Wellesley Street section of Nelson St. The trees take up a lot of room on the footpath and as pedestrians we have to stop and give way to each other in order to pass.	20
This is an arterial cycleway crossing a local laneway. Cycleway needs to cross on more of a diagonal, so its accessible to less manoeuvrable users and cycle types, & so people can cross it at a reasonable speed. As it is, many would struggle to turn tight & would cross the centreline, a huge safety hazard esp given volumes here. Min turn radius must be at least 6m to achieve this. Cycleway should have priority over the laneway, which will also help slow drivers for benefit of ppl in the laneway	16

I support the idea of reducing on-street parking while still having provisions for Ride Share, deliveries, emergency services, etc. A holistic view needs to be considered. That is, a long-term post construction plan and budget needs to be in place by the Council to actually enforce this (e.g. fines, towing) to ensure design intent is met. Otherwise, it is would be prone to abuse (e.g. 'illegal' parking) like what is currently happening, rendering it unusable for the approved/intended parties.	15
Need a lower speed limit for the lane and a big on-road marking showing the corresponding "20" here.	14
Take away the on-street parking- cars parked here just encourage theft and dodgy people hanging around. Just add in loading zones for couriers and Ubers.	13
I reckon we could use a few rubbish bins along the lane to help prevent litter. Also would love to see actual trees planted rather than planter boxes	13
This should be a raised crossing with an explicit "give way to cyclists and pedestrians" sign to remove the awkward ambiguity of the current courtesy crossing	13
The high vol of users here, esp in future, make this a poor fit for a shared path. TDM wouldn't support a shared path here. A full upgrade like this only comes every several decades: we have to get this right. Main victims of shared paths are pedestrians, esp those less able who integrate poorly with faster moving wheeled users; they need dedicated footpath. Proposed amendment attached to separate, improve legibility & discourage cycling down laneway on footpath. I don't mind what colour cycleway is	13
Fairy lights over the road like they have on federal street and Tyler Street in the city would provide beautiful lighting and make it more aesthetic	12
I have concerns about planter boxes. I see them all around High Street, Queen St, Federal St etc. I understand their purpose of beautification, but they just look awkward. They annoyingly take up space, block access & pretty much render the space useless. The pavement between them becomes inaccessible & they take away parking for emergency services, delivery services and visitors. The lane is often blocked by Uber and delivery vehicles already which blocks access to our underground carparks.	11

Traffic lights phasing needs to be lengthened. Currently only allows 3 cars at a time assuming all react and move quickly. This is never enough with the traffic using the laneway	11
Great to see lots more greenery proposed	11
Consecutive corners at close to 90 degrees are not ideal; they will be awkward for novice cyclists and will invite head-to-head crashes for even experienced riders. Suggest giving this crossing a more generous radius and a smoother flow.	10
Should be a limit line painted before the cross hatching, so drivers don't think that the lines marking the pedestrian crossing are the limit line instead	10

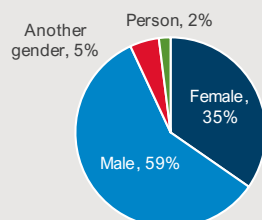
Comments with 10 or more net negative votes

Original comment	Number of net negative votes (indicating opposition for a comment)
We don't need trees we need parking! It's already hard enough to park in CBD!	-31

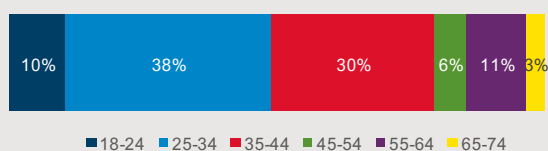
Survey demographics – APPENDIX 1

Demographics of survey participants

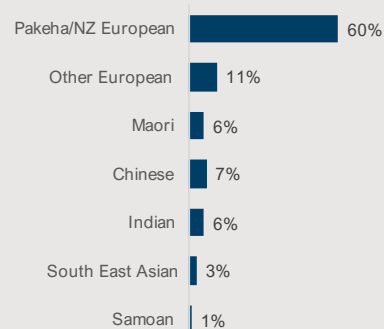
Gender



Age



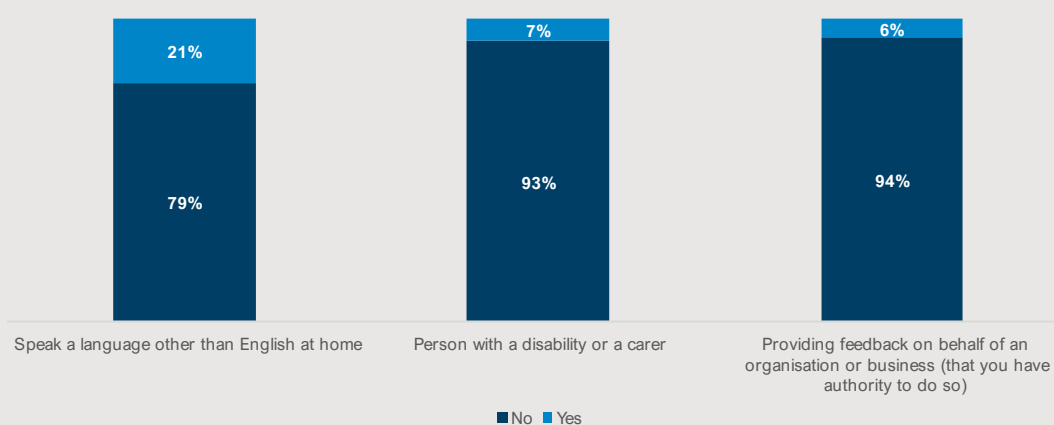
Ethnicity



Bases variable by question as some chose not to respond : Gender n=66 respondents; Age; n=63, Ethnicity; n=62



Demographics of survey participants



Base: n=72 respondents

