



Thorndon Quay Engagement Report:

Engagement and consultation on the design,
proposed changes to speed and associated traffic
resolution, 7 November – 9 December 2022

Prepared by Let's Get Wellington Moving for Wellington City Council 2023



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Executive summary

From Monday 7 November until Friday 9 December 2022, Let's Get Wellington Moving consulted on its developed designs to transform Thorndon Quay, the associated traffic resolution and proposed speed change.

The designs that were consulted on included installing bus lanes in both directions to improve bus travel times and reliability during peak hours, making changes to the number of parking spaces and what they can be used for, including increasing the number of mobility parks, and introducing a two-way cycleway. We proposed to reduce speed to 30km/h along Thorndon Quay, to make it safer for everyone, and adding more seating, lighting and planting to make Thorndon Quay more attractive. The feedback from the consultation was used to help the team further develop the design and make any changes.

The purpose of this document is to summarise community feedback received about the Thorndon Quay design proposals, the associated traffic resolution, and speed change. Work is continuing on proposed changes to the Hutt Road, which will then be consulted on with stakeholders and the public.

Background

The Thorndon Quay and Hutt Road project is part of Let's Get Wellington Moving's Transitional programme to help change how people move into and around the city.

Many people live and work on Thorndon Quay and Hutt Road. It's also an important commuter route; it's the busiest bus route outside of the city centre and the busiest cycle route in the city with more than 10,000 bus passengers and up to 1,300 cyclists over an average weekday. Over the next 30 years, 50,000 to 80,000¹ more people will call Wellington home, with significant population growth forecast in the northern suburbs and in urban centres outside of Wellington city.

The project seeks to deliver improvements to the Thorndon Quay and Hutt Road corridor, to provide safe and reliable travel choices for everyone and create a more attractive street environment. The changes to Thorndon Quay and Hutt Road will improve bus priority, intersections and pedestrian crossings, provide better walking and cycling facilities, and improve the streetscape. Work continues on designing the details for Hutt Road and engagement is expected to happen later this year.

In early 2022 all partners, including Wellington City Councillors, approved the single stage business case (SSBC) for the Thorndon Quay and Hutt Road project. The SSBC recommended the preferred technical solution on Thorndon Quay: Southbound and Northbound bus lanes and a two-way cycleway on Thorndon Quay. These changes will provide ways to move more people with fewer vehicles.

The Transitional programme is also delivering other projects across the city, including on Hutt Road, the roundabout on Aotea Quay, the pedestrian crossing and safer speeds on Cobham Drive and the revitalisation of the Golden Mile.

¹ <https://wellington.govt.nz/-/media/your-council/plans-policies-and-bylaws/plans-and-policies/a-to-z/spatial-plan/citywide-estimated-growth-distribution-figures-september-2021.pdf>

Next steps

This document will be presented to Wellington City Councillors on 24 August 2023 at the Regulatory Processes Committee where they will be asked to approve the associated traffic resolution and speed change, which if approved, will enable construction to start on Thorndon Quay in September 2023.

Information from the community has been presented in themes and graphs to give councillors, officers, stakeholders, and the community a broad sense of the feedback. We've summarised all data and information provided to us during the consultation period.

Timeline

- 2020** Project scoping and development on Thorndon Quay/ Hutt Road project
- Mid 2021** Public engagement on the proposal
- June 2021** WCC agree to traffic resolutions to change angle parking on Thorndon Quay
- February 2022** Single Stage Business Case <<https://lgwm-prod-public.s3.ap-southeast-2.amazonaws.com/public/Documents/TQHR-SSBC-Feb-22-v2.pdf>> agreed by LGWM partners
- June 2022** Design phase starts for TQHR project
- June – July 2022** Public and stakeholder consultation on proposed Aotea Quay roundabout. Engagement report<<https://lgwm-prod-public.s3.ap-southeast-2.amazonaws.com/public/Documents/TQHR-August-22/Aotea-Quay-Roundabout-Traffic-Resolution-Engagement-Report-July-2022.pdf>> July 2022
- August 2022** Co-designed 'Kidzone' trials and engagement on Hutt Road to improve safety and inform design
- Nov – Dec 2022** Engagement on proposed design, proposed speed change and associated traffic resolution on Thorndon Quay
- Jan – Mar 2023** Work on Detailed Design including agreed changes as a result of consultation
- April 2023** Aotea Quay roundabout construction started
- June – July 2023** Funding approved by WCC and Waka Kotahi
- 8 August 2023** Oral hearing on Thorndon Quay traffic resolution and proposed speed change
- 24 August 2023** Thorndon Quay traffic resolution and proposed speed change to be presented to Council.

Consultation summary

From Monday 7 November until Friday 9 December 2022, Let's Get Wellington Moving consulted on its developed designs to transform Thorndon Quay, the associated traffic resolution and proposed speed change. Work continues on designing the details for Hutt Road and engagement is expected to happen later this year.

Overall, people were generally supportive of the recommended plan to transform Thorndon Quay and of the objectives of the project.

Below is a representation of the sentiment data on traffic resolution TR 26-23 TQ Thorndon Quay, Pipitea – proposed corridor: prioritise bus journeys at peak times and upgrade cycling and walking facilities and speed reduction. In the online, physical, and email submitted surveys, participants had the following options:

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Online comments and emails have been individually read by engagement experts and categorised as:

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Only emails and online comments with a clear opinion on the traffic resolution or speed reduction have been included in sentiment statistics.

Traffic resolution sentiment

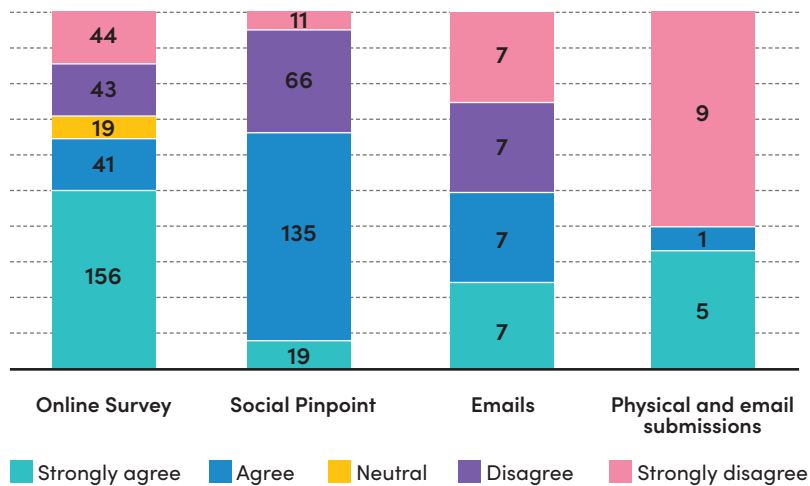
More people (64%) were supportive of the associated traffic resolution than against it.

Online and physical survey participants were asked the below question, and were given the options of Strongly agree, Agree, Neutral, Disagree or Strongly disagree:

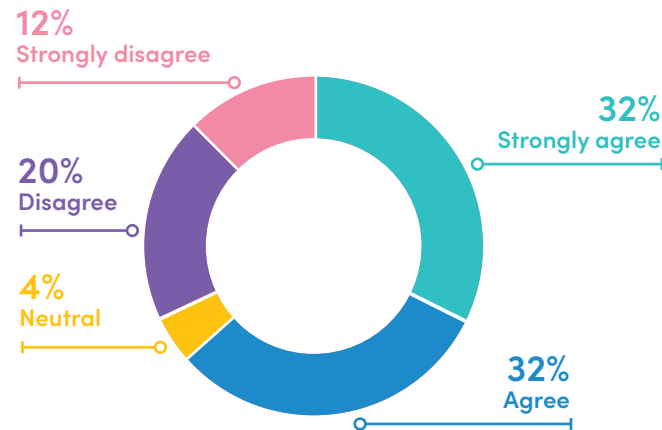
- In general, do you agree with the proposed changes for the TR 26-23 TQ Thorndon Quay, Pipitea - proposed corridor: prioritise bus journeys at peak times and upgrade cycling and walking facilities?

Some also clearly defined their sentiment on the proposed traffic resolution via comments on Social Pinpoint and via emails. These have been included in the following statistics. We received 577 responses that clearly defined a sentiment. The remaining 594 did not clearly define a sentiment.

Submissions



Total



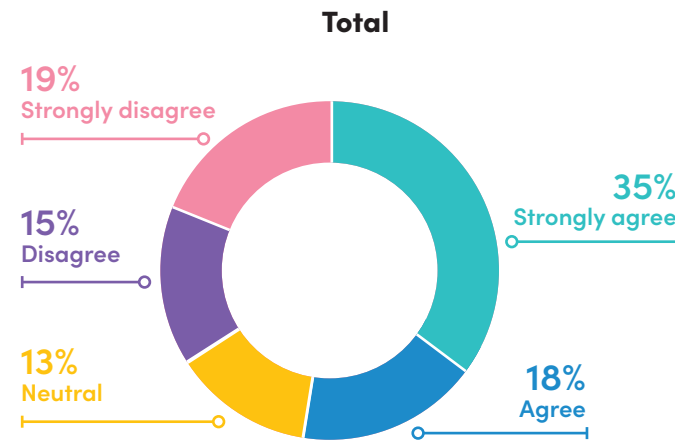
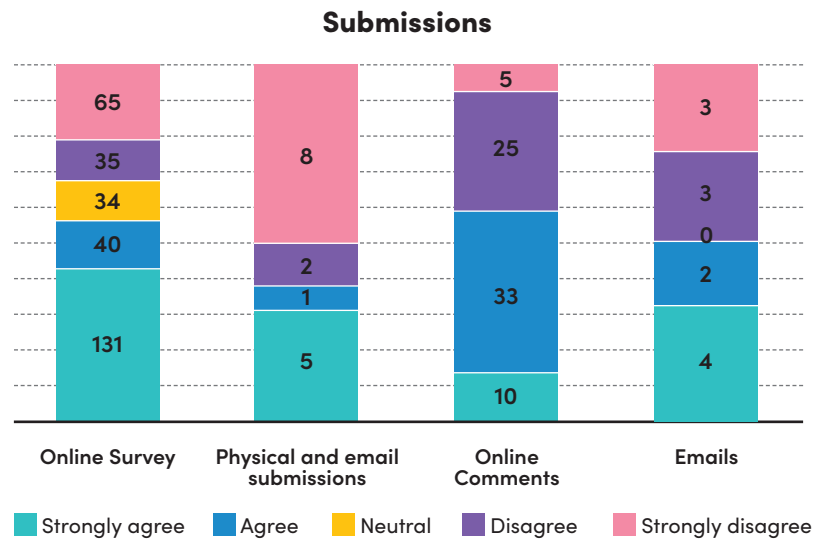
Speed reduction sentiment

More people (53%) supported the speed reduction proposal than were against it.

In our survey, participants were asked to rate their sentiment on the proposed speed reduction, based on the below question:

- Do you agree with the proposed new speed limit of 30km/h?

Some also clearly defined their sentiment on the proposed traffic resolution via comments on Social Pinpoint and via emails. These have been included below. We received 406 responses that clearly defined a sentiment. The remaining 894 did not clearly define a sentiment.



Construction sentiment

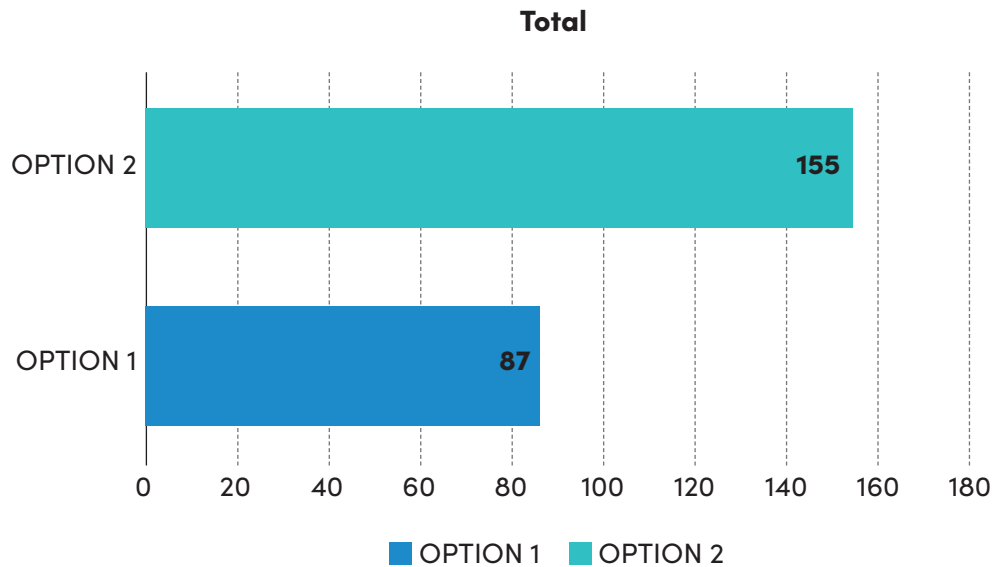
More people would like construction to happen over larger sections, in a shorter time, with greater impact.

Below are the options we asked participants to choose between on how they would like construction to take place:

Option 1: Constructing one bite-size section before the next, over a longer time, with minimal impact

Option 2: Constructing larger section or more than one section, over a shorter time, with greater impact to people and traffic?

Total submissions: 242



We received a lot of detailed information about the designs. This document summarises who we spoke with, how we reached them, the feedback we received throughout the engagement and consultation, and the main themes within that feedback.

This report predominately summarises answers from the feedback form and comments online. Submissions received by email and paper have also been considered by the project team, themed and presented in this report.

Consultation breakdown

What we consulted on

During our previous engagement in 2021, we heard that the public want increased safety for everyone, improved bus priority and reliability, better walking and cycling facilities, and a more attractive street environment.

The designs we consulted on included installing bus lanes in both directions to improve bus travel times and reliability during peak hours, making changes to the number of parking spaces and what they can be used for and introducing a two-way cycleway. We proposed to reduce traffic speed to 30km/h along Thorndon Quay, to make it safer for everyone, and adding more seating, lighting and planting to make Thorndon Quay more attractive.

Key stakeholders and the public were asked to comment on the designs to help finalise what it will look like and were consulted on the proposed changes to the speed limit, and a traffic resolution for a variety of traffic and parking changes from Bunny Street, through Thorndon Quay, and up to the Aotea Quay overbridge. They could leave an online submission, leave comments via our Social PinPoint interactive map, or complete a paper survey. We also held a number of face-to-face engagement sessions with individuals and groups where we also collected feedback.

Alongside this, the team has been developing streetscape designs with Mana Whenua that reflect the culture and history of this area. Elements of these designs were shown in the artists impressions as part of the consultation.

The purpose of asking for feedback was to enable the team to get a deeper understanding of community issues and experiences, various safety concerns, and to get further insight into what is happening on the road.

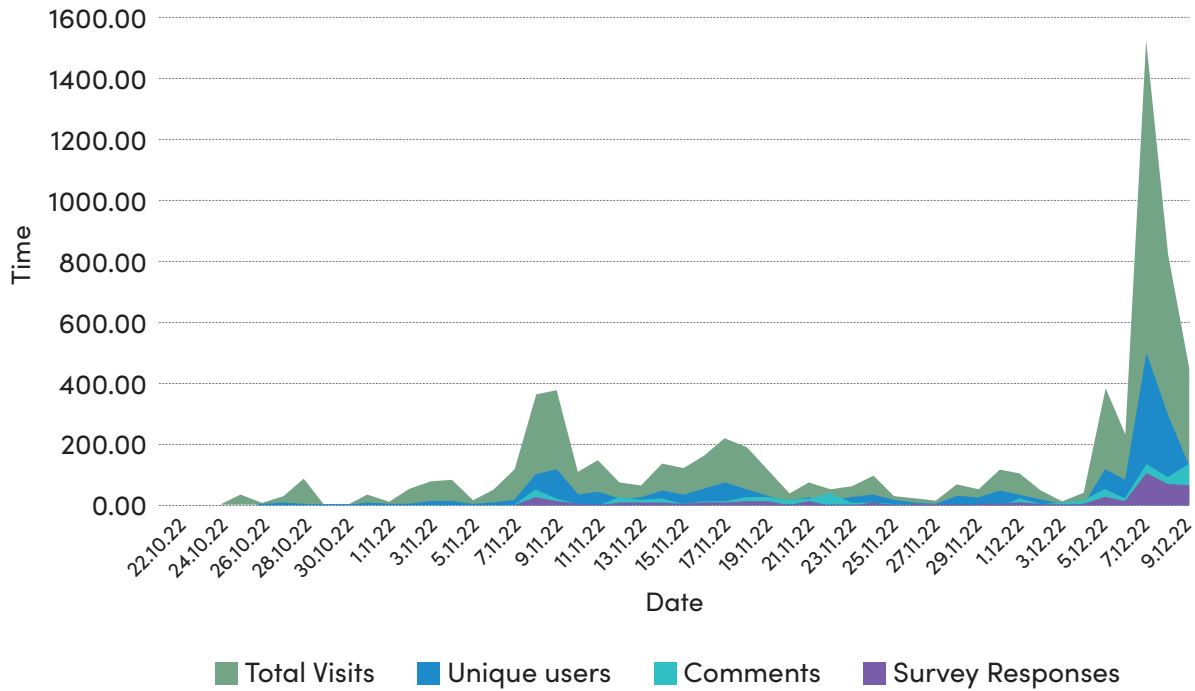
How many responses did we get?

Overall, we received 1,305 submissions from both organisations and the public, from the below sources:

- 813 online comments
- 427 online surveys
- 60 submissions via a paper form or email.

Our Social PinPoint interactive map received 6,951 total visits, with the average time spent at 3:12 minutes.

Social PinPoint engagement by day



How we engaged and received feedback

- Visited individual businesses and apartments blocks on Thorndon Quay / Hutt Road before engagement started and spoke to owners and managers, promoting when it would start and encouraging them to have their say
- Collected up-to-date contact details of businesses and apartment blocks one month before engagement started
- An official notice for the associated traffic resolution and proposed speed reduction was placed in The Dom Post on 7 November 2022.
- Launched our online engagement tool (Social PinPoint), a recognised tool used by Waka Kotahi to ensure it is accessible and an easy to provide feedback for a wide range of audiences
- Dedicated web page advertising all LGWM engagement on the website homepage
- Updated Thorndon Quay and Hutt Road web page
- Link on WCC 'Let's talk' web page to the engagement platform
- Online feedback forms and printed forms as an alternative format
- Dedicated email and telephone number promoted
- Letters to stakeholders, as required by WCC Traffic Resolution process
- 2 x emails to key Thorndon Quay and Hutt Road stakeholders inviting them to book face-to-face meetings
- 2 x emails to other key Wellington stakeholders, including emergency services and the Heavy Haulage Association.
- Email to all 10,000 LGWM stakeholders encouraging them to engage with us and explaining how to do that
- Face-to-face meetings with Thorndon Quay stakeholders on 16 November and 22 November
- Meetings with Thorndon Quay collective on 22, 23 November and 7 December
- Meeting with Hutt Road businesses on 30 November and 7 December
- Meeting with Pipitea Marae Board on 18 November
- Meeting with Palmerston North Māori Reserve Trust (PNMRT) on 23 November
- Public events on 19 November and 1 December
- Door-to-door to every business on Thorndon Quay and Hutt Road one week before engagement ended, encouraging feedback
- Wellington City Council Advisory Boards 1 December
- Attended the Thorndon Fair, 3-4 December, handed out the brochure and encouraged people to have their say.

Social media

- Promoted the engagement via the Let's Get Wellington Moving social media pages.
- 20 social media posts including paid for boosts advertising the two public engagement sessions, and one Facebook live session on 30 November.

What we asked

We themed our design questions around streetscape, people walking, people on bikes, people on buses, and for people driving and asked people what they thought of the proposed changes and whether they had any specific comments.

We asked questions around construction and whether people would prefer it in one bite-sized section at a time, over a longer time, with minimal impact or large sections, over a shorter time, with greater impact.

Who we heard from

- Key stakeholders, including residents, building owners, and businesses
- Organisations and industry representatives
- Day care centres
- Community groups
- People who work locally and commute to Wellington
- Cyclists and advocacy groups like Cycle Wellington
- People who regularly travel through Thorndon Quay.

Our reach online

From November 7 to December 9, 1,073 people viewed the Thorndon Quay web page compared to 363 last year.

34% of users came from social media compared to 8% for the previous October period.

Social stats	Total reach	Total engagement
	64,855	1,797

Social stats	Total reach	Posts
Facebook	60,738	12
Twitter	2,417	5
LinkedIn	1,700	3

Important things to note

- Facebook had the highest reach
- Twitter had the highest engagement rate
- Facebook comments were the biggest engagement push – 3 posts had over 100 comments.

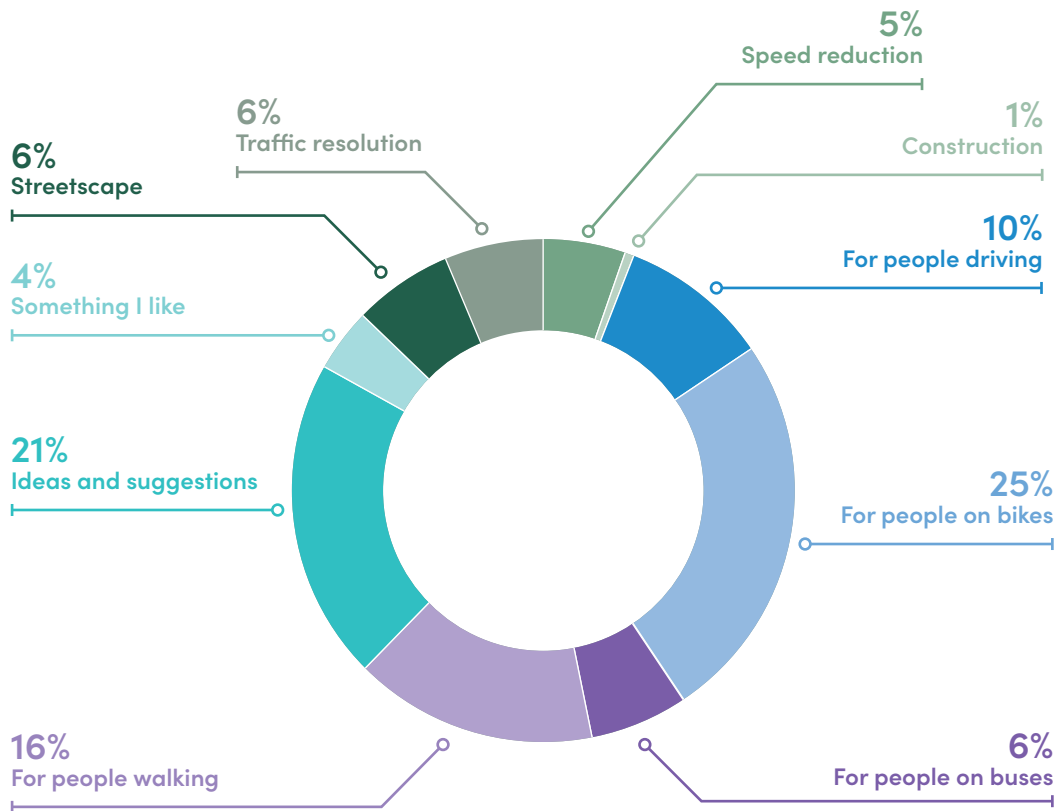
The image shows two screenshots of social media posts from 'Let's Get Wellington Moving'. The left screenshot is a Facebook post from 8 Nov 2022, asking if Thorndon Quay is one of the city's busiest commuter routes and mentioning a Q&A session on Wednesday 30 November at 7 pm. The right screenshot is a LinkedIn post from the same date, mentioning a Q&A session on Wednesday 30 November at 7 pm and a fly-through video. Both posts include links to more information and a call to action to 'Have your say'.

What people said online

Key themes for design related feedback received online

We received 813 comments online. Of the 813, 427 made an online submission.

Online feedback – design-related feedback totals



Street environment

What was proposed

We are working with mana whenua on the streetscape design. These areas are tied together as panels that comprise a whariki (cloak), with the road corridor as the hika thread, which reinforces the design. We have three key themes: tangata (people), awa (water) and whenua (land).

Haukawa kawa | Thorndon Quay is currently dominated by cars. The streetscape designs will express specific cultural and historical narratives. We are also adding more seating and leaners. This will contribute to a more appealing and attractive urban environment, encouraging people to spend time in the area. We are replacing small sections of pavement and are still looking at what surface material we will use at specific locations. We want to highlight where streams run under the road. We have identified some spaces along Haukawa kawa | Thorndon Quay for trees and plants that complement the culture and history of the area.

What people said

52

people made a comment online related to street design

The top two themes were:

- Add more greenery, in particular native plants.
- Add seating, amenities, and/or art for pedestrians to enjoy.

“ I’d love to see some amenities that could be used by local residents – rather than Thorndon Quay being seen just as a corridor into the city. For example, some grassed areas, with seating, for people to walk pets. ”



“ This could be trees instead of car parks. ”



Walking

What was proposed

On Haukawa | Thorndon Quay the footpath will be separated from the cycle path, to provide dedicated space for people on foot and on bike. The street environment will be improved with planting, seats, lights, and different surfaces. Pedestrian crossings will be the same level as the footpath and be controlled by traffic lights, making it safer and easier to cross the street.

There will be five pedestrian crossings, including new crossings at Aotea Quay overbridge and at Thorndon Quay overbridge, and crossing facilities at both the Tinakori Road and Mulgrave Street intersections. The pedestrian crossing at Davis Street will be moved to make it more visible and therefore safer.

What people said

128

made a comment online related to walking

The top three themes were:

- Add/move pedestrian crossings.
- Dangers of mixing walking and cycling.
- General pedestrian safety (crossing, unsafe area, lack of lighting, etc).

“ Pedestrian walkway up to Hobson Street is not very inviting - looks dangerous and difficult. Could security, lighting and signage be improved. ”



“ This is a high risk area for cyclist and pedestrian collisions with small children coming out of CoKids. Is there a barrier to stop kids running into the path of bicycles? ”



Cycling

What was proposed

We are installing a two-way cycle path on one side of Haukawakawa | Thorndon Quay to extend the existing two-way cycle path on Hutt Road through to the central city. This will allow passing space for people riding at different speeds and avoid the intersections on the other side of the street and the bus interchange at Mulgrave Street. The 3.5m wide cycle path will be separated from the footpath, to provide dedicated space for people cycling and walking. The design of the cycle path will make vehicle crossing points as safe as possible. Cycle crossings will be included at pedestrian crossings. Bike parking will be provided for all types of bikes, including cargo bikes. The street environment will be improved to make cycling journeys more pleasant.

What people said

206

made a comment online related to bikes

The top four themes were:

- Connectivity.
- Add bike parking.
- Ensure there is proper signage and road markings for cyclists.
- Mixing modes, dangers of pedestrians crossing, the cycleway needs to be obvious to drivers, to avoid cars parking or sitting on it.

“ Please improve connections from Thorndon Quay for people wanting to walk or cycle to the Interislander ferry terminal - Aotea Quay is not a suitable access for people not travelling in a motor vehicle. ”



“ Bike parking means it's easy to stop and pop in - cyclists spend money, make us welcome and we'll come on in. ”



Buses

What was proposed

We are installing peak hour bus lanes in both directions to improve bus travel times and reliability, which will encourage more people to take the bus. During the morning peak traffic hours, there will be a dedicated bus lane into the city. This means buses will be able to bypass any traffic congestion. In the afternoon peak traffic hours, there will be a dedicated bus lane out of the city. At all other times of the day and at weekends, buses will be in the same lane as general traffic. Priority will be given to buses at Mulgrave Street to improve journey times. Some bus stop locations will be adjusted to better balance local walking access and travel time for people on the bus. The street environment will be improved to make it more pleasant for people waiting for a bus. Pedestrian crossings will be improved to make it safer to get to and from bus stops.

What people said

51

made a comment online related to buses

The top three themes were:

- Move the stop.
- Improve/add facilities.
- Raise the footpath.

“ Agree with moving more north. I’ve seen many times a bus is already picking up there, and the next bus (on a different route) can’t see anyone waiting for it until it’s too late and typically miss them. ”



“ Make sure every bus stop has a bin, RTI board, shelter from rain/sun/wind and seating. ”



Driving

What was proposed

One lane of general traffic in both directions will be maintained at all times. We are installing traffic lights at the intersection of Thorndon Quay, Hutt Road, and Tinakori Road. The proposed design includes 260 parking spaces off peak (there are currently 321) and 130-138 parking spaces during the peak. These numbers include mobility spaces and loading zones.

We are:

- Increasing the mobility parking from one space to 14 spaces
- Increasing loading zone parking from 11 spaces to 38 spaces
- Increasing motorcycle parking from five bays to 14 bays
- Proposing parking time restrictions generally in line with previous feedback we received in our last engagement in 2021:
 - 22% (41) of the parking will be P10 minute parks
 - 35% (64) of the parking will be P30 minute parks
 - 43% (78) of the parking will be P120 minute parks
 - P120 parks have been located in less active sections of the corridor.

What people said

78

made a comment online related to driving

The top three themes were:

- Enforce left turns out of east driveways and intersections.
- Car park reduction and the potential impacts on businesses.

“ Drastically reducing the amount of carparking in this area will negatively affect businesses in this area, especially businesses that require parking for client vehicles. This area is predominantly an industrial area, and the requirement for parking is crucial. ”



“ Enforcing a left out here would help protect active transport mode users by discouraging drivers from blocking the footpath and cycle path for extended periods of time. The impact to drivers is relatively minor with the weather proof and climate control of modern vehicles. ”



Speed

What was proposed

With more people cycling and walking in the new street environment, we are proposing a speed limit change on Haukawaakawa | Thorndon Quay. We are proposing to reduce the speed between Tinakori Road and Mulgrave Street from 50km/h to 30km/h, linking into the existing CBD 30km/h zone at Mulgrave Street. This aligns with the Wellington City Council approach on speed setting adopted in response to the Land Transport Rule: Setting of Speed Limits 2022. It reflects the new street environment, increased number of cyclists, and is suitable for the large number of children using the street.

What people said

44

made a comment online related to speed

The top three themes were:

- Concerns around increased congestion.
- Potential impact on bus and emergency service vehicle efficiency.
- Reducing speed increases cyclist and pedestrian safety

“ 30km/h speed limit would be great and would both increase safety dramatically and make it a nicer area for people to be in. It’s unlikely to increase congestion, as this is not a bottle neck. Traffic will move slower through this bit, but congestion will be reduced at traffic lights further in and out of the road. ”



“ Reducing speed limits here is detrimental to the flow of public transport. All that will do is push people to cars. ”



Traffic resolution

What was proposed

Wellington City Council officers are recommending traffic regulation changes on Haukawakawa | Thorndon Quay. Residents, businesses, and members of the public had until 9 December to give us feedback.

TR 26-23 TQ Thorndon Quay, Pipitea - proposed corridor: prioritise bus journeys at peak times and upgrade cycling and walking facilities.

The changes are being made in accordance with the Traffic and Parking Bylaw 2021.

The design for Thorndon Quay includes:

- A two-way cycleway on the eastern side of the corridor
- Part time bus lanes (peak hour) in both the northbound and southbound directions
- Rationalised bus stops
- A raised safety buffer between the cycleway and traffic lanes
- New raised pedestrian crossing tables
- Street parallel parking.

Respondents were asked if they agreed with the proposed changes for the TR 26-23 TQ Thorndon Quay, Pipitea - proposed corridor: prioritise bus journeys at peak times and upgrade cycling and walking facilities and told they would be considered by the relevant WCC Committee in 2023.

What people said

52

made a comment online related to the traffic resolution

The top themes were:

- Make crossings signal controlled.
- Concerns around intersections on road bends.
- Comments on danger and lack of clarity of Davis Street turn off.
- General agreement with speed reduction.
- Will loading zones/parking be monitored?

“ How will these loading zones be monitored to ensure compliance with the time limits. Vehicles overstaying impact local businesses by reducing the number of deliveries that are feasible. ”



“ Make this a signal controlled zebra crossing that can also be used by people on bikes or scooters to get to or from Tinakori Road. ”



Ideas and suggestions

These views are based on feedback given from 169 social pinpoint comments.

Comments were focused on the following themes:

- Cycleway
- Mobility parking
- Parking impacting businesses
- Vegetation
- Appearance (including pavement design, seating)
- Loading zones
- Traffic lights

Quotes from submitters on traffic resolution

“ It is common for vehicles to block the current footpath, cycle way and clearway while queuing for VTNZ. While there is no provision for overflow queuing, can signs be added prohibiting queuing over the cycle lane and footpath? ”

“ Need another mobility park here. Mobility parks should come in sets of two (at least) and should be near opposite each other. ”

“ This is a bad location for a loading zone. Effectively cars turning into the capital gateway driveway will have their view blocked, meaning they will not have clear visibility of cyclists if a truck is parked here. Use this space instead as a slip lane for cars turning into capital gateway. Don't make cyclists turn back over their right shoulders to check if they're going to be knocked off their bike by a car. Make car give way. ”

“ I agree with all the comments about how the loss of parking will affect the businesses in the area, but it will have a huge impact on people attending the stadium. If you are going to an event like the home show (that you can often be purchasing large items from) - that is on a weekend (so outside peak times), you are very likely to be in there at least an hour, so all this short-term parking is very, very short sighted! ”

“ There is currently a 5-10 minute drop off/loading zone outside 204 Thorndon Quay which our clients and courier heavily rely on. Some of these clients are bringing heavy bins of sample material into our laboratory - if this is operating as a clearway, is it not possible to keep this loading zone/drop off park directly outside? (Aware there is a loading zone further down the road, but this is empty, usable space?) ”

What people said on email and in written submissions

Key themes for design from written submissions via email and post

We received 60 individual emails and / or submission forms.


Six submitters supported everything. Themes of what these submitters supported included:

- Dedicated bus lanes
- Bidirectional cycleway

15 people were against everything. Their themes included:

- A reduction in speed needs justification and more analysis
- More parking / keep parking
- The Council doesn't listen
- We need to be considerate to cyclists during construction
- Have we researched an alternative cycle path on the old railway line?

The sentiment of the remainder of submissions included a mix of supportive, neutral, and not supportive. The same themes as above were heard in these submissions.

HAVE YOUR SAY 
TRANSFORMING THORNDON QUAY
by 9 December 2022

Your details

Enter your name and contact details

First name Last name

Email

I am making a submission As an individual On behalf of an organisation

Name of organisation

A bit about you – demographic information

Which of the following age groups do you belong to?

Under 18 19 – 29 30 – 39 40 – 49 50 – 59
 60 – 69 70 – 79 80+

Please choose the gender which best describes you:

Male Female Gender diverse/gender-nonbinary Prefer not to say

Please choose your ethnicity: (Select all relevant)

Māori Pākehā/NZ European European Pacific Peoples Asian
 Middle Eastern, Latin American and/or African Other ethnicity (please specify)

Do you live with a disability or accessibility issue?

Yes No Prefer not to say

Which suburb do you live in? (If you live outside Wellington City, please write 'other')

Why do we collect information about you?

We may use your personal information for decision-making and design of the programme. For example, we may use your feedback and responses to surveys to help us to identify a preferred solution for the programme. You can request access to, or correction of, your information. To read the full privacy policy, visit lgwm.nz/privacy

[Read more about the proposed changes to Thorndon Quay at: lgwm.nz/tqhr](http://lgwm.nz/tqhr)

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Submissions on behalf of organisations

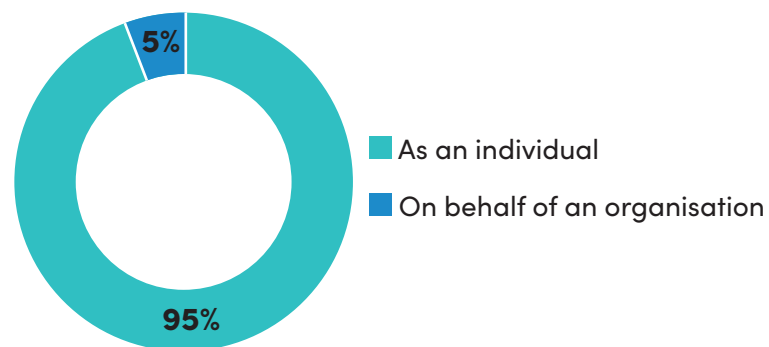
We received eight written submissions on behalf of organisations.

Organisation	Summary of their response
Ia Ara Aotearoa, Transporting New Zealand	Supportive of high-level objectives. Requested speed analysis data.
Engineering NZ	Supportive of everything proposed.
Hutt Cycle Network	Supportive. Have further design ideas which have been passed to team.
Great Harbour Way Trust	Strongly supportive. Design suggestions passed to team.
Lighting Direct	Against. Parking needs to stay.
TQ Collective	Against. Suggestions passed to design team.
Heavy Haulage Association	Against speed reduction and associated Traffic Resolution.
Cycle Wellington	Strongly support the overall plan - including TR and speed reduction proposal.

We received 21 submission forms online from businesses.

We asked survey participants to identify whether they were making a submission as an individual or on behalf of an organisation.

I am writing this submission

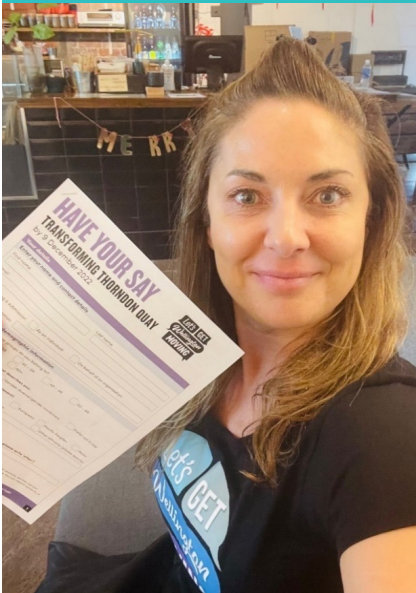


Thorndon Quay survey totals

Organisation name	Response
BoConcept	
City Timber Ltd	
Fix Thorndon Quay	
Great Harbour Way Trust	
Gun City	
H2O Contractors & Staff	
Instinct Fitness	
Just Blinds and Eco Doors and Windows	
Kia Ora Metal Industries Ltd	
Lighting Direct Limited	
Lighting Plus	
MotorDoctors LTD	
N/A private	
NZCT	
Omega Rental Cars	
Rail and Maritime Transport Union	
Service Plus Group Ltd	
Signwise	
The Joinery King Limited	
Thorndon Eye Clinic	
WCC Environmental Reference Group	
Answered	21
Skipped	432

Feedback from businesses and public

The team went door-to-door twice along Thorndon Quay and Hutt Road during consultation and handed out printed submission forms



The team out on foot talking to stakeholders before the engagement started and handing out leaflets half way through



The team held two business drop-in sessions at Mojo Café, two public events at iRIDE Café and Sipriana Café, and went to speak to businesses on Hutt Road twice during consultation



Face-to-face meetings with businesses and public

We wrote to all businesses and residents on Thorndon Quay and the affected businesses on Hutt Road and invited them to meet with us individually. We advertised and held two public engagement sessions.

The following businesses booked in to see us at Mojo Cafe:

Lighting Direct	16 November
Thorndon Quay Collective	22 November
Guthrie Bowron	22 November
CoKids and Wellington Dance	22 November
Signwise	2 November
Thorndon Quay Collective	23 November
Capital Scaffolding	24 November
Hutt Road businesses	30 November
Hutt Road businesses	7 December
Thorndon Quay Collective	7 December

We held two public events

iRIDE café	19 November
Sipriana Café	1 December

Key themes at face-to-face meetings



Cycling

Concerns were raised about the number of driveway entries, right of way, and visibility. A suggested alternative route via the railway line was suggested.



Buses

We heard from a majority of these stakeholders that the dedicated bus lane out of the city during the peak PM traffic flow isn't needed right now as there is no congestion. The team were asked to explore implementing this at a later date.



Parking

Businesses on Thorndon Quay and Hutt Road told us they would prefer to keep parking spaces to a maximum.

A majority of stakeholders told us at these sessions that they would prefer P10s or P120s.

Thorndon Quay businesses asked us to change proposed loading zones to parking spaces and change drainage parking to P10s.

Hutt Road businesses asked us to keep things as they were, as much as possible.



Economic effect

Many of these stakeholders told us that the proposed changes would have an economic impact on businesses that service CBD customers. The changes would potentially reduce customers, resulting in the likelihood of business closure.

Key themes and design responses

Theme	Response
Make the proposed Thorndon Quay to Tinakori Road crossing a signal controlled zebra crossing.	<i>We are recommending a signal controlled crossing</i>
Ensure vegetation does not block sight for drivers when exiting Davis street.	<i>We are recommending introducing paving and low-level planting</i>
Add a signalised pedestrian crossing on Sar Street.	<i>We were not aware of a need for this as part of this project. Our key objectives are to improve public transport and the cycle network</i>
Scooters should also be required to use the bike path. Add Scooter symbols on the bike path to encourage this.	<i>This will need to follow national / local policy</i>
The loading zone near Davis Street should be moved further north, as there are no businesses near the proposed loading zone.	<i>We have moved the loading zone in response to this</i>
All pedestrian crossings in urban areas should be light controlled.	<i>We are recommending introducing signalled pedestrian crossings as part of this project</i>
Pedestrians should be prioritised, particularly on the crossing outside of the Pipitea Marae & Function Centre.	<i>We have tried to balance access for all creating a safe, shared space. We are recommending introducing a safe place to cross here; a signal controlled crossing</i>
Reduce vehicle speed to 10kph on Thorndon Quay.	<i>We are recommending a reduction in speed to 30km/h in line with WCC policy</i>
Use only light controlled pedestrian crossing.	<i>We are recommending signal controlled crossings</i>
Apartment buildings should not be given any parks as they should provide their own.	<i>Parking has not been allocated to residents in our designs for Thorndon Quay</i>
Do not reduce the speed to 10km. Alternatively widen footpaths.	<i>We are recommending reducing to 30km/h in line with WCC policy.</i>
Either add a median lane on don't allow traffic to turn right into the carparks outside of Early Settler.	<i>There isn't space to do this and it wasn't a requirement of this project</i>
The proposed layout for the Tinakori intersection will not solve current issues.	<i>Data shows us there is a need for this. The signal controlled crossings only activate if there is a need.</i>

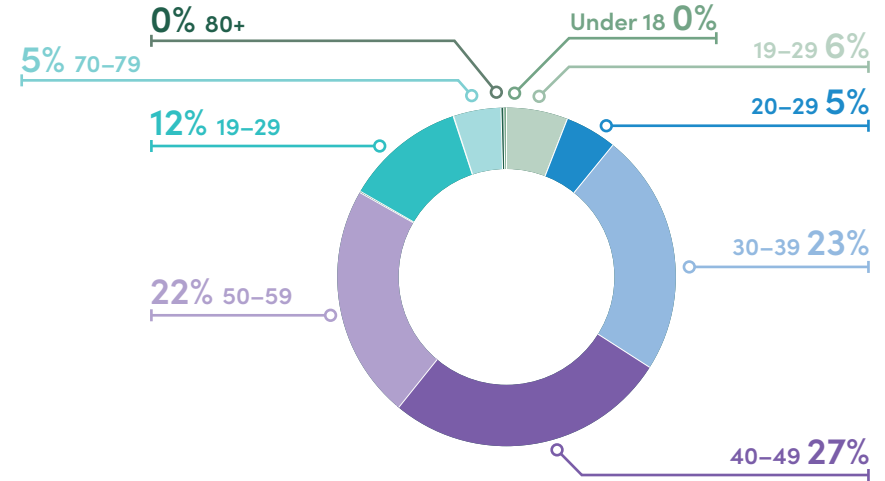
Theme	Response
Do not make the proposed Thorndon Quay to Tinakori Road crossing a signal controlled zebra crossing. Instead add a crossing to the end of Tinakori Road, and move the other Tinakori crossing closer to Sar street.	<i>Data shows us there is a need for this. The signal controlled crossings only activate if there is a need.</i>
There is no need to add a light controlled crossing outside of Tinakori Road. There aren't enough pedestrians in this area	<i>Data shows us there is a need for this. The signal controlled crossings only activate if there is a need.</i>
There is no need to add a light controlled crossing outside of Tinakori Road.	<i>Data shows us there is a need for this. The signal controlled crossings only activate if there is a need.</i>
What measures will be introduced to monitor loading zone time limits?	<i>Council Parking Officers monitor Loading zones by visual inspection. Monitoring requires a visual inspection of how the car park is used. It requires witnessing an unloading/loading activity over that time period. Monitoring generally occurs during officer's regular rounds through an area or generated via customer enquiry upon request through the Council call centre</i>
All pedestrian crossings in urban areas should be light controlled.	<i>We are recommending signal controlled crossings</i>
The proposed changes to the Davis Street intersection are unclear.	<i>We can respond to this once the designs are approved</i>
The increase of apartment buildings will be negatively impacted by an added bus clearway. Unless Apartment buildings provide parking.	<i>Agree</i>
To increase safety at Sar Street intersection the 30km limit could be extended.	<i>This is something the Council may be exploring as part of the 30km/h city policy</i>
Why have a parking meter for one mobility park outside of Pipitea Marae & Function Centre.	<i>The parking meter location is placed in the most convenient location for the mobility park user. See p19 Pricing and Payment, Wellington City Council Mobility Parking Guidelines</i>
To monitor time limits add monitoring sensors per pay by park on the loading zones, which send alerts to wardens	<i>Parking Sensors will indicate if the Loading Zone is in use and time how long a vehicle has been in the space but it requires a visual inspection to determine proper use of the parking space and to confirm whether unloading/loading activity is occurring. Council will continue to use Parking Officers to monitor and enforce these spaces. If Loading Zone infringements increase and sites become problematic, an assessment will be done to confirm if additional technology such as sensors or cameras are suitable for this site.</i>

Theme	Response
Make the proposed Bus lane on Thorndon Quay a bus lane rather than bus only.	<i>One of our objectives is to improve public transport. Having a dedicated bus lane when traffic volumes are high helps us to achieve that.</i>
There is no need to add a light controlled crossing outside of Tinakori Road. Instead add a round about.	<i>Statistics show us there is a need for this. The signal controlled crossings only activate if there is a need.</i>
There is no need to add a light controlled crossing outside of Tinakori Road. Improve safety for pedestrians and cyclists.	<i>Statistics show us there is a need for this. The signal controlled crossings only activate if there is a need.</i>
The Davis street intersection is dangerous due to bend in the road. Please fix this.	<i>It is not possible to redesign this without a bend</i>
Happy with removal of street parking.	
The proposed speed reduction will negatively impact emergency service response time.	<i>Emergency vehicles can still respond to emergencies. We have engaged with them during this design process.</i>
Add new technologies such as sensors and warning indicators as part of the road changes.	<i>This is not something we were asked to do as part of our design</i>
Speed reduction will not increase safety due to narrower intersects around corners.	<i>We are following WK and WCC policy</i>
The speed reduction will increase safety on Davis Street intersection.	<i>We are following WK and WCC policy</i>
Will the proposed mobility parking meter also include the motorcycle parking?	<i>Refer to Council</i>
Look at other countries for examples of speed limits.	<i>We are following WK and WCC policy</i>
Reducing parking will negatively impact businesses on Hutt Road.	<i>We have retained the design as much as possible outside these businesses following our engagement.</i>

Response demographics

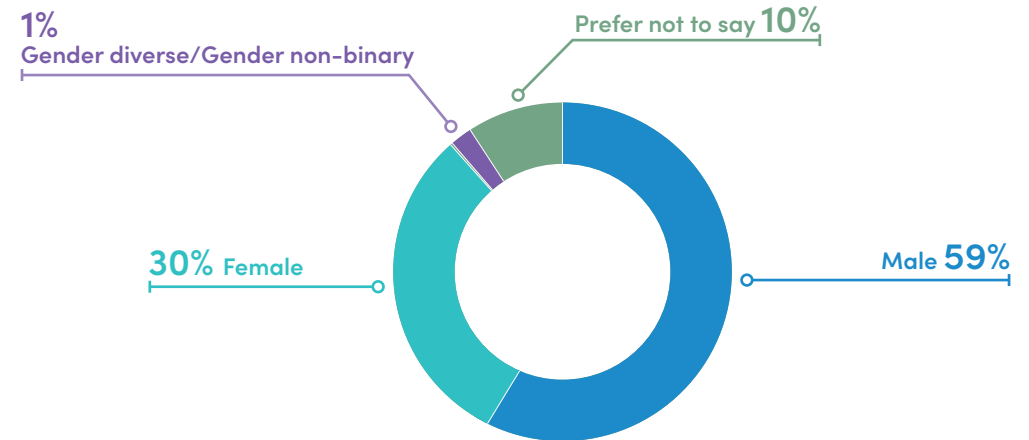
Which of the following age groups do you belong to?		
Choice		
Under 18	1	0%
19-29	23	6%
20-29	20	5%
30-39	93	23%
40-49	108	27%
50-59	90	22%
60-69	47	12%
70-79	19	5%
80+	1	0%
Answered	402	
Skipped	45	

Which of the following age groups do you belong to?

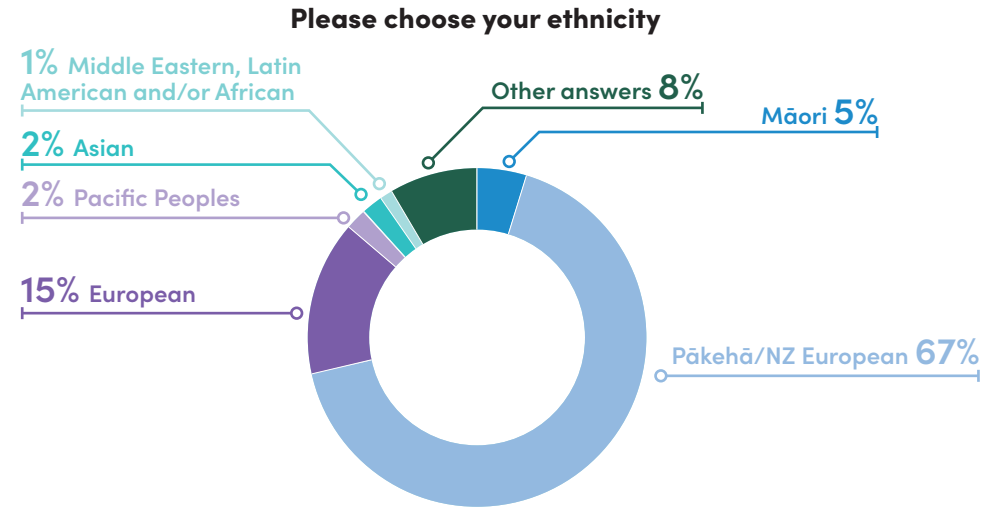


Which gender best describes you?		
Choice		
Male	234	59%
Female	120	30%
Gender diverse & Gender non-binary	6	1%
Prefer not to say	38	10%
Answered	398	
Skipped	49	

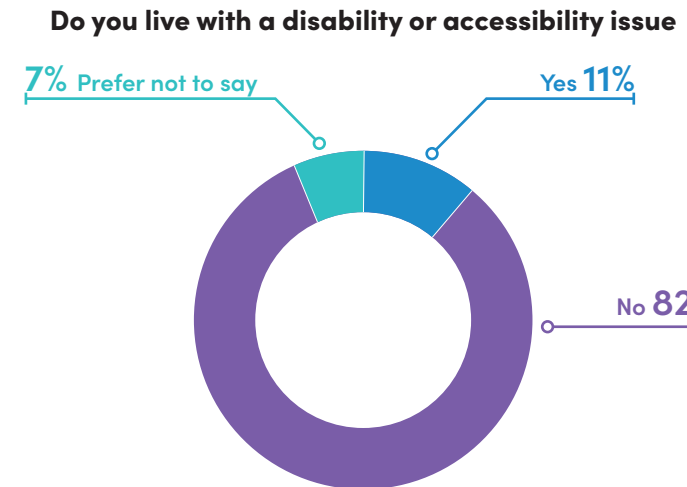
Please choose the gender which best describes you



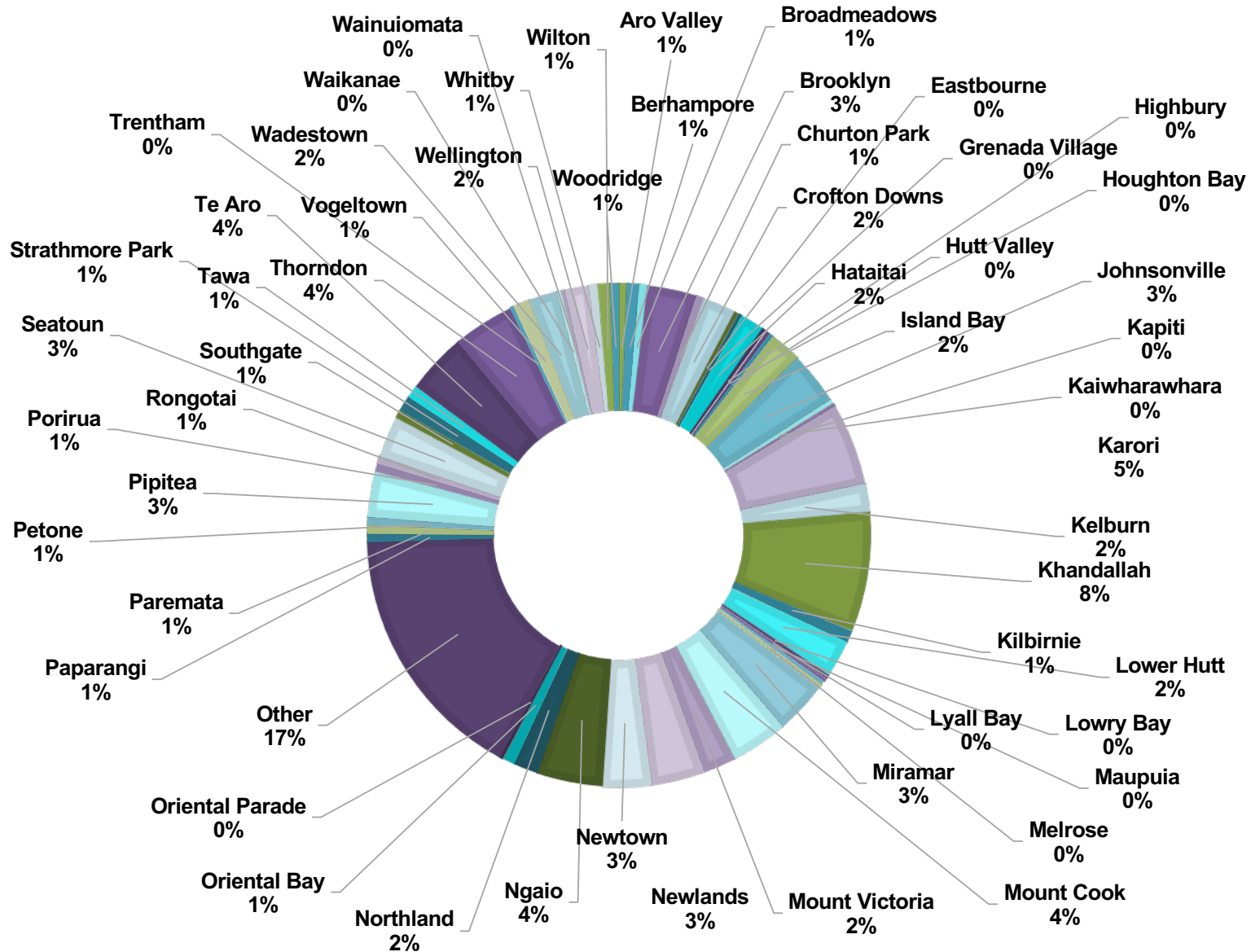
Please choose your ethnicity:		
Choice		
Māori	20	5%
Pākehā/NZ European	279	67%
European	62	15%
Pacific Peoples	7	2%
Asian	10	2%
Middle Eastern, Latin American and/or African	5	1%
Other Answers	35	8%
Answered	418	
Skipped	45	



Do you live with a disability or accessibility issue		
Choice		
Yes	44	11%
No	328	82%
Prefer not to say	26	7%
Answered	398	
Skipped	49	



Which suburb do you live in?





Let's GET
Wellington
MOVING

WAKA KOTAHI
NZ TRANSPORT
AGENCY

Greater
Wellington
Te Pane Matua Taiao

Absolutely Positively
Wellington City Council
Mā Heke Ki Pōneke