

# Wellington Railway Station

## Community Street Review 22 October 2015

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**Wellington City Council  
Accessibility Advisory Group**

And

# Living Streets Aotearoa



[www.livingstreets.org.nz](http://www.livingstreets.org.nz)

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## Executive Summary and recommendations

Walkability is the measure of how easy and pleasant it is to walk in a particular area. Walkability has been shown to be one of the most important factors in making great city spaces. Walkability becomes more important when combined with public transport functions as the transition from one mode to the next can make all the difference in how many people use these sustainable forms of transport. Community Street Reviews (CSR) are a robust process of assessing walkability from a users perspective.

The Wellington Railway Station CSR was a collaboration between Living Streets Aotearoa and the Wellington City Council Accessibility Advisory Group. The CSR was done on 22 October 2015 from about 6 at night over a two-hour period. The weather was fine with a cool breeze blowing. The fourteen participants had a mix of abilities and walk experience. They walked three routes leading away from the Railway Station to common well-used destinations that are a fundamental part of walking around Wellington.

The Community Street Review process was followed using standard methods of data collection from the users perspective. This provides a rich picture of the walkability of the three routes.

There were three improvements noted that need urgent attention while other improvements could become part of future upgrades.

- The consistently poor variable noted by all participants was the length of time delay waiting at signalised pedestrian crossings, and then the short time allowed for crossing. Reducing wait time and increasing cross time would improve walkability on all three routes for all pedestrians.

Two serious safety issues were noted that affect some users in particular.

- The Bunny St crossing to Featherston had steep kerb drop down ramps, and gutters that one mobility scooter got stuck in, on the road. This should be smoothed as soon as possible.
- Second, the Railway Station front steps exit leads directly onto a vehicle accessway with vehicle priority. There is not enough distinction for a visual impaired person to detect a roadway. We recommend making this a pedestrian priority area so that vehicles give way, with some rumble strips to alert people to the presence of moving vehicles.

Way-finding information was uniformly poor and needs improvement. Both tourist and basic information is needed around the Railway Station entrances, and this needs to be designed to be easy to use.

The Wellington Railway Station is a natural hub of activity from its key public transport role to a range of reasons associated with its central location in the capital city. This Community Street Review has identified some improvements that will make it work better for all users.



## Introduction

A Community Street Review is an assessment of the walkability of a route from the point of view of the user. It focuses on the individuals perceptions - how they feel when walking a particular route. It collects data on safety, functionality of the pedestrian space, ease of road crossings, effects of urban design and other walkability factors. The data is used to calculate a level of service for a route. They are an ideal method for assessing pedestrian satisfaction and the quality of the walking environment.

The purpose of this Community Street Review (CSR) was to assess the quality of the walking environment along three routes around Wellington Railway Station, and propose solutions and ideas to improve walkability. It was a collaboration between Living Streets Aotearoa and the Wellington City Council Accessibility Advisory Group.

The Wellington Railway Station area is a prime walking environment that includes the main bus station, rail station, several large nearby schools, the Parliament precinct with its high numbers of day time workers, residential areas, visitor destinations, access to the waterfront, and is one end of the Wellington-famous Golden Mile - in short a lynchpin of walkability in Wellington.

This report outlines the CSR process and provides a Level of Service (LOS) for the three routes based on participant's ratings and comments. It also identifies opportunities for improvements.

## Survey methodology

The Community Street Review methodology developed in 2008 was used to undertake this review. The methodology for the CSR is outlined in the Community Street Review, How to Guide, June 2006, which can be viewed at [www.levelofservice.com](http://www.levelofservice.com).

Physical and operational variables (as detailed in the Variables collection methodology, July 2006) were not collected as part of the CSR.

The review took place on the evening of Thursday 22 October 2015, from about 6pm, and was lead by two Living Streets members. Weather conditions on the day were dry, cloudy, and at times the wind was quite cool.

The routes were selected based on the key roles for public transport, access to Parliament, and high numbers of pedestrians using the area. Each route was divided into several sections prior to the review. Three short routes away from the Railway Station were chosen as representative of the many walk route options people can take around this area.

Sixteen people participated in the review though not all stayed for the entire time as it was cold. Two additional participants didn't come because it had rained earlier and getting wet is a deterrent to their use of public space. The participants, 7 women and 5 men, ranged in age from 30's to 70+. People had a range of mobility types, from wheelchair, and guide dog users, to fit runners. This resulted in a good range of comment on the variables.

We split into two groups as we knew wheelchair users would not be able to exit the front steps of the Railway Station. So one group was able to go out the front doors and down the steps, and the other used the wheelchair exit.

Participants volunteered their time to take part in this research, and contributed a significant 70 hours of work.

## Level of Service

Ratings were calculated using the Level of Service system, devised by Steve Abley (Chartered Traffic and Transportation Engineer) in conjunction with Living Streets Aotearoa and the Health Sponsorship Council. Further information on the ratings system can be found at [www.levelofservice.com](http://www.levelofservice.com)

Level of Service is represented by a score designated 'A' to 'F', where 'A' represents the best operating conditions and 'F' the worst. Determining the Level of Service is a numerical process and refers to the 'rating' part of the Community Street Review methodology.

A Level of Service represents a numerical score as a grade, in a similar manner as a student might be marked on an exam i.e. a C or above signifies a pass of varying quality, and a D or below signifies a fail of varying quality. Typically Level of Service is defined in detail for each grade. For walkability this is not possible given the differences between participant perceptions of "Very Good", "Good", "Slightly Good", "Bad", "Slightly Bad" or "Very Bad". For simplicity an 'A' is considered "Very Good" and an 'F' "Very Bad". Similar to the student grade example, "Neutral" represents the bound between C and D and neither represents a pass or fail. The conversion between the participant and Level of Service is shown below:

Table 1 Level of service comparisons

Opinion	Score	Pass /Fail	Numerical grade	Level of service	Represented by colour
Very good	7	Pass	$\geq 6$	A	Green
Good	6		$\geq 5$ and $< 6$	B	Green
Slightly good	5		$> 4$ and $< 5$	C	Green
Neutral	4		$= 4$	N	White
Slightly bad	3	Fail	$\geq 3$ and $< 4$	D	Yellow
Bad	2		$\geq 2$ and $< 3$	E	Blue
Very bad	1		$< 2$	F	Red

These level of service ratings are reported alongside the participants comments, which elaborates on issues and helps further explain the rating given. Not all participants commented on all variables.

Recommendations are given to improve each section of a route. It is noticeable that wheelchair users notice crossfall, slope and evenness of path much more than other users. Similarly the participant using a guide dog noticed the presence of tactile markers and audible signs to a greater degree than other users. These factors play a much greater part in walkability for some users and their importance for accessibility needs to be recognised.

## Findings

### Route 1 Railway Station to Featherston Street

This route was chosen as a warm up for participants and was expected to be a good quality environment. We walked from the train platforms out of the station and along the first part of Featherston Street on the east side footpath, crossing Bunny St at the traffic lights. Two groups each tackled slightly different routes – one using the wheelchair access and the other out the main door and down the steps.

The overall level of service rating for this route was C.

Pedestrian count data shows this is a main route for pedestrians at morning weekday peaks. The peak hour morning pedestrian count on this footpath is consistently over 1900 pedestrian movements both ways (north and south) in one hour (2013 cordon count). This is the busiest footpath in Wellington at that time.

Level of Service Rating link

<http://www.levelofservice.com/calculator.php?id=1804a51ea9f0f99d6863dbf031d8a186>

### Section 1

Station platforms to Featherston Street – two group split, one to walk down the Railway Station steps, and the other to locate the wheelchair exit. Three people completed only one section of this route because of issues at the Railway Station front door exit.

The section is a pedestrian only section, with vehicle access to the front of the Railway Station forecourt and some car parking alongside with bicycle parking on the footpath – taxis dominate this space. It is generally busy with people and vehicles. The CSR was undertaken towards the end of the afternoon commuter peak.

### Level of Service Rating

Path length 1	Walkable	Safe from traffic	Safe from falling	Obstacle free	Secure	Efficient	Pleasant
Station to Bunny St crossing	C	B	C	C	B	C	C



## Comments and recommendations:

### Railway Station forecourt

A number of participants did not proceed past this first section of the route as they discovered issues immediately leaving the front of the Railway Station. This area appears to be a pedestrian zone but has many vehicle routes transecting it – both at the entry and exit vehicle accessways, and across the very front of the station to the forecourt. There are also two vehicle parking areas on each side of the front entrance and across the road at the front. This makes navigating the area for the visually impaired a real challenge. The participant with a guide dog had not noticed the vehicle access directly in front of the station and walked straight across – despite bollards and a change in colour.

### We recommend

- immediately changing the priority in the forecourt area of the station to pedestrian priority – vehicles give way. This would include raising the crossing platforms at all vehicle accessways to make the pedestrian priority clear, and including give way marking on the roadway. Slowing traffic speed to 10 km/hour would also help. This would allow pedestrians to select the most appropriate route safely. A rumble strip prior to the raised platform would help alert the visually impaired to vehicle presence.
- there is no accessibility parking at the front of the station – the car park does not have ramp access to the footpath. This should be remedied so that there are two disabled parks on the side nearest the wheelchair accessway (remove free taxi parking).
- The lack of a ramp at the front of the railway station was a concern. The immediate action is to more clearly signpost the wheelchair access. The longer term action is to provide a ramp at the front of the station (we note the old Dominion museum has a new ramp access that could be used as a model). This would then require the wider doorways into the Railway Station be clearly marked.
- Improve legible way-finding

## Section 2

The Bunny Street signalised crossing is four lanes plus parking wide, with a traffic island in the middle. Pedestrians cross while vehicles turn.

### Level of Service Rating

Road crossing 2	Walkable	Safe from traffic	Safe from falling	Obstacle free	Delay	Direct
Bunny Street	D	E	C	D	D	C

**Comments and recommendations:**

All participants noted the long delay waiting to cross this road, the short cross time and the presence of vehicles turning through the cross phase.

A serious issue with kerb drop down design was encountered here that left a mobility scooter user stuck on the road-way. There was no beg button on the central island so no way to ‘call’ the traffic signal for a cross phase.

We recommend:

- Redesign kerb drop down so it is functional for all users. A new standard for all kerb drop downs is urgently needed as these should not vary at different crossings.
- Shorten cross time delay
- Lengthen cross time
- Pedestrian only cross phase (ie no turning vehicles)
- Beg button for central island
- Beg buttons need relocating so they can easily be reached by all users
- Shelter in middle island and at southern end needed
- Crossfall at southern end needs to be levelled so a wheelchair can easily rest here

**Section 3**

This section was a short walk along the eastern footpath on Featherston Street. This is a wide recently remodelled footpath that is well used particularly by pedestrians accessing the railway station.

Pedestrian counts for the two-hour morning peak on this footpath are 2900 people.

**Level of Service Rating**

Path length	Walk-able	Safe from traffic	Safe from falling	Obstacle free	Secure	Efficient	Pleasant
3							
Featherston St east	B	B	B	B	B	C	C

**Comments and recommendations:**

We recommend

- enforcement of rules around placement of sandwich boards and other items on the footpath, and parking on footpaths (ie at hotel accessway).
- Reducing slope/crossfall to the Bunny St crossing from Featherston St south needs to be made more level so wheelchairs can wait at the lights.
- A seat at the lights and some greenery

## Route 2 Railway Station to bus depot and Parliament

The second route was from the train platforms to Parliament via the subway to the bus station. One group did this route, with some participants using the stairs and two people taking the lift.

Pedestrian count data is not collected for this particular area, the closest count point on Lambton Quay shows more than 2000 pedestrians for the two-hour morning peak.

The overall level of service rating for this route is C.

Level of Service Ratings link

<http://www.levelofservice.com/calculator.php?id=e470ae0b4d2daa4bbd2e7a8eeeeed923>

### Section 1

This section traversed the Station platforms through the subway, up stairs or lift past the main bus stop to Molesworth St.

#### Level of Service Rating

Path length 1	Walkable	Safe from traffic	Safe from falling	Obstacle free	Secure	Efficient	Pleasant
Station to bus stops	C	B	C	C	B	C	C

#### Comments and recommendations:

This section had a number of issues particularly the poor way-finding from the station, issues with the lift, and issues around the bus stops.

The station platforms have no tactile markers to locate train access/doors or to locate other way finding information. The wheelchair exit from the Station is very poorly marked. The way finding is poor and what there is, is hard to read. The subway was also noted to have a low ceiling, with some persistent flooding issues, junk food dispensers clutter the subway and at the top of the stairs near the bus office, adshels block the exit/entry to the subway by the bus stops, and slippery surface. The lifts were hard to locate and not well designed. The pedestrian path from the subway to Parliament is constrained at the bus stop where passengers and pedestrians have a space conflict.

We recommend:

- Improve way finding at Railway Station, subway and bus stop (including tactile/ audible directions)
- Remove clutter from all paths – junk food dispensers, adshels especially at doorway to subway
- Widen footpath at bus stops and improve design
- Better shelter and seating around bus stop
- Improve lift visibility and design

## Section 2

This section was a signalised two lane crossing of Molesworth St. Bunny St enters this crossing but has limited access by vehicles.

### Level of Service Rating

Road crossing 2	Walkable	Safe from traffic	Safe from falling	Obstacle free	Delay	Direct
Molesworth Street	D	D	C	C	E	C

### Comments and recommendations:

The signalised crossing over Molesworth St had a number of issues identified particularly wait time and poorly sited beg button.

We recommend:

- Reduce wait time at signalised crossing (consider Puffin crossing)
- Improve design of crossing so the beg button is appropriately situated near kerb drop down so it can be accessed from a wheelchair, the kerb drop down needs widening and made more level
- Provide better shelter at crossing

## Section 3

This section was a short distance of Lambton Quay footpath to Parliament entrance. There is a small garden along this part.

### Level of Service Rating

Path length 3	Walkable	Safe from traffic	Safe from falling	Obstacle free	Secure	Efficient	Pleasant
Station to bus stops	B	B	B	B	B	B	C

### Comments and recommendations:

The third section rated well although there was no overhead cover, and even here signage was lacking, including directions to get into Parliament, which is needed at least for wheelchair access.

We recommend:

- Better way finding

### Route 3 Railway Station to Whitmore Street

This route was from the Railway platforms to the waterfront via the Waterloo Quay crossing, walking behind the Shed 21 brick building and along to Whitmore Street, crossing here and walking back along Waterloo Quay west side footpath, and across Bunny St to the Railway Station. One group completed this route.

This route was chosen as many people walk either on Waterloo Quay or the waterfront to and from the Railway Station. The Whitmore St waterfront area (Site 10) is a proposed new development with a new building and changes in the pedestrian access. This was a good opportunity to benchmark the walkability of this area ahead of any change.

Pedestrian counts at Whitmore St and Customhouse Quay are 1200 and 1400 pedestrians on either side of the road for the two hour morning peak.

Level of Service Rating

<http://www.levelofservice.com/calculator.php?id=a63a753c08f3674e453f9437b26db010>

#### Section 1

This section was from the platform to the Waterloo Quay crossing, out the front doors of the station and down the steps. This crosses a vehicle access to the parking area, the smoking sheds and is covered by a purpose built verandah. A grassy area is alongside part of this walk.

Level of Service Rating

Path length 1	Walk-able	Safe from traffic	Safe from falling	Obstacle free	Secure	Efficient	Pleasant
Station to Waterloo Quay crossing	B	B	C	C	B	B	C

#### Comments and recommendations:

Issues noted were the same as for the first section of route 1. Way finding is a big issue as there are a number of routes that can be taken.

We recommend:

- Clear pedestrian priority at all vehicle crossings
- Better way finding

#### Section 2

This section crosses Waterloo Quay to the waterfront over seven lanes of traffic with no islands, and vehicles turning at the same time.

Level of Service Rating

Road crossing 2	Walkable	Safe from traffic	Safe from falling	Obstacle free	Delay	Direct
Waterloo Quay north of Bunny St	C	B	B	B	E	B

### Comments and recommendations:

The waiting areas to cross the road were not pleasant due to the number of vehicles, there are no seats despite long delay.

We recommend:

- Dedicated pedestrian cross time
- Shorter delay to wait
- Longer cross time
- Seats on both sides
- Signage (even road names would be useful) and way finding

### Section 3

This path goes behind Shed 21 brick building away from the heavy traffic area on Waterloo Quay. The footpath along Waterloo Quay road here was obstructed by scaffolding on the day we did the CSR.

### Level of Service Rating

Path length 3	Walkable	Safe from traffic	Safe from falling	Obstacle free	Secure	Efficient	Pleasant
Waterfront seaward of Shed 21 and motor home park to site 10	B	D	B	C	B	B	C

### Comments and recommendations:

Despite being the first part of the waterfront walk this section did not rate well and was considered hard to understand the walking environment. It was a real problem with a visual disability to navigate particularly with all the vehicles including bikes using this space.

We recommend:

- Making an easy to follow pedestrian path clearly separate from vehicles
- Tactile markers
- Way finding including road signs

- Better path surface, seats and streetscape

#### Section 4

This is a busy crossing at Customhouse Quay – Whitmore St over seven lanes of traffic with a tiny island and vehicles turning at the same time.

##### Level of Service Rating

Road crossing 4	Walkable	Safe from traffic	Safe from falling	Obstacle free	Delay	Direct
Customhouse/ Waterloo Quay at Whitmore St	D	N	A	B	D	B

##### Comments and recommendations:

Similar issues were found in common with the other crossings in this area. The shelter on the western side of the road blocks the footpath. There is no shelter on the eastern side.

We recommend:

- Dedicated pedestrian cross time
- Shorter delay to wait
- Longer cross time
- Seat and shelter on eastern side
- Tactile markers
- Way finding
- Use some of the excess road space at wharf gate for greenery

#### Section 5

This section is along the western side footpath on Waterloo Quay by the roadway beside the NZ Post building.

##### Level of Service Rating

Path length 5	Walkable	Safe from traffic	Safe from falling	Obstacle free	Secure	Efficient	Pleasant
Waterloo Quay to Bunny St	A	B	A	A	A	A	C

##### Comments and recommendations:

This was a utilitarian length of footpath blocked at one end by the shelter near the crossing, and with cyclists using it.

We recommend:

- Redesign shelter so it does not block footpath
- Repair the verandah

- Street art

### Section 6

This section crosses Bunny St to the Railway Station over four lanes of traffic with a large island and generally pedestrians have dedicated cross time.

#### Level of Service Rating

Road crossing 6	Walkable	Safe from traffic	Safe from falling	Obstacle free	Delay	Direct
Waterloo Quay at Bunny St	C	N	B	A	E	A

#### Comments and recommendations:

Once again this crossing suffered from the same issues as the other crossings in this heavily used pedestrian area. There was good shelter under the Waterloo Hotel verandah. There was a longer dedicated pedestrian cross time here than at other crossings.

We recommend:

- Dedicated pedestrian cross time
- Shorter delay to wait

### Summary

The CSR was a great opportunity for this group to get together and focus on the walking environment. This rare opportunity to discuss pedestrian issues in the place where people walk has produced some rich information.

The three top improvements identified in the CSR that need urgent attention are:

1. Reduce delay at crossings and allow more time to cross
2. Address serious issues for wheelchair users at kerb drop down gutters on crossings. An earlier Pedestrian Audit at the Railway Station in 2006 also highlighted issues with kerb ramps that were difficult for wheelchair users to use.<sup>1</sup>
3. Address serious lack of pedestrian priority/ guidance/ tactiles for vision impaired, particularly around the front door of the Railway Station.

Other improvements can be programmed into planned upgrades and regular maintenance and would make this prime walking space much more user

<sup>1</sup> **Pedestrian Audit of Public Transport Facilities February 2006**  
Duffill Watts and Tse Ltd prepared by Grant Swift and Peter Ollivier



friendly. Way finding tops the list for both locals and visitors. All these improvements are on the lower end of infrastructure costs but on the higher end of walkability impact – that is they are great value improvements.

The CSR has highlighted the need for robust pedestrian analysis to be part of every plan for, and assessment, and monitoring of roading improvements to ensure we get good value from our public roading network.

## Appendix 1 Route sections – level of service and variables analysis with additional comments

### Route 1 : Section 1

Path length 1	Walkable	Safe from traffic	Safe from falling	Obstacle free	Secure	Efficient	Pleasant
Station to Bunny St crossing	C	B	C	C	B	C	C

### Additional Comments

Path 1 - How much would your walkable opinion change if the following variable was improved?		None	A little	A lot
Traffic variables	More priority over motor vehicles	XXXXX	X	XX
	More separation from roadway	XXX	XXX	
	Fewer cyclists or skateboarders etc	XXXXX		X
	Better view of vehicles crossing path	XXXX	X	X
	Less traffic	XXX	XXX	XX
Engineering variables	More direct route	XXXX	XX	X
	Gentler side slope across path	XXX	XX	X
	Gentler slope along path and or no steps	XX	XX	XXX
	More of better tactile and visual aids	XXX	XX	XXX
	Better street lighting	XXXX	X	X
	Smoother and more even surface quality	XXX	XX	XX
	Wider path		XXX	XX
Environment Variables	Better streetscape or public art	XX	XXX	X
	Better landscaping or more greenery	XXX	X	X
	Cleaner	X	XX	XX
	Fewer footpath obstructions	XXX	X	XX
	More seats, drinking fountains etc	XX	X	XXX
	More street activity and natural surveillance	XXX	XX	

Participant comments on:

- wayfinding

No exit sign to front doors for wheelchairs

Unhelpful small sign at front – ‘wheelchair no exit – exit via subway’ but where is it

Better signage

Only wheelchair sign is to city bus

No signage for wheelchair/mobility scooter users to find exit

Signposting none

No braille signs – RTI screens need to be bigger

No audio announcements for exiting the station

Signs for CBD - city

Have to count platforms to orient in space

- physical features of station

Widen path through doors – station doors narrow

Ramp on front steps

Narrow doors to front

Steps!

Need ramp at front entrance

Clip on ramp for steps

- physical features of path via wheelchair exit:

Direct route has poor crossing not distinct from road

Safe route and amenity don't coincide

Shift crossing or make route safe

Irregular pavement – joins in tar

No shelter

Slippery tile cobbles

Exit automatic door jammed

Uneven pathways, rough

No cover from station to road

Slope uneasy from station to wheelchair exit

Door not working properly

Slippery tile pavers – fix the footing

Narrow path for number of people

Better shelter for the crossing

Need covered walkway

Fix the footpath slope through the covered area to wheelchair exit

Not direct round the side door

- physical features of path via front door exit:

Judder bar on bit of road immediately outside station - noise

Should not be car priority out front of station on forecourt or Bunny St

No kerb or tactile at small drop off road

Get rid of the bikes

Slippery tile cobbles

- other

Like the action around the station  
 Like the little garden at the side wheelchair entrance door  
 Like the history of the railway building  
 Need some audible street art  
 Could have mural on wall at Featherston St  
 Improve garden at exit  
 Mural on wall along Thorndon Quay footpath with directional information – wheelchair welcome message etc  
 Sydney or Melbourne stations are very good for visual impaired

## Section 2

Road crossing 2	Walkable	Safe from traffic	Safe from falling	Obstacle free	Delay	Direct
Bunny Street	D	E	C	D	D	C

### Additional Comments

Crossing – How much would your walkable opinion change if the following variable was improved		None	A little	A lot
Traffic variables	More priority over motor vehicles		XX	XXXXX
	Slower vehicles	X	XXX	XX
	Less traffic	XX	XX	XXX
	Better view of approaching vehicles	X	XX	X
Engineering variables	More direct route	XXX	X	XX
	Narrow roadways	XXXX		XX
	Gentler slope of kerb crossing approach/exit	XXX		XXX
	More or better tactile and visual aids	XXXX	X	X
	Better street lighting	XXXXX	X	
	Smoother and more even surface quality	XXX		XXX
	Wider kerb/ gutter crossing	XXX	XX	X
	Advance walk signal before motor vehicles (already a few seconds advance)	XXX	X	XXX
	Longer walk signal	XX	X	XXXX
	Audible walk signal (has one)	XXXXX	X	
	Add traffic island (has one)	XXXXX	X	
	Less delay waiting to cross	XX	X	XXXX

Participant comments on:

Obvious route from front door of station meant a detour to the signalled crossing  
 Bunny St sign obscures view of traffic turning  
 Better view of Thorndon Quay traffic – it comes from behind pedestrian going south  
 Taxis obscured access to station crossing that you have to cross to get to the crossing  
 Put crossing in right place or revise pedestrian route

Cars started same time as pedestrians  
 Missed lights half way over = got stuck on central island with no beg button  
 Only 8 seconds allowed to cross before red man starts flashing – does it change depending on time of day?  
 Missed the cross light as too short time frame  
 Had to wait in middle island but no beg button

Crossing beg button needs to be nearer the ramp

Kerb crossing too steep – chair jammed  
 More level path at crossing  
 Less cross-slope on pavement  
 Gutter too deep and got stuck  
 Covered area needed on southern side  
 Slope too steep on south side of crossing – can't wait in wheelchair there

Use a raised pedestrian platform  
 Make road - footpath transition smoother  
 Needs signposting – road signs  
 Need a beg button on the traffic island

### Section 3

Path length 3	Walkable	Safe from traffic	Safe from falling	Obstacle free	Secure	Efficient	Pleasant
Featherston St east	B	B	B	B	B	C	C

### Additional Comments

Path 3 - How much would your walkable opinion change if the following variable was improved?		None	A little	A lot
Traffic variables	More priority over motor vehicles	XXXX	X	
	More separation from roadway	XXXX	X	
	Fewer cyclists or skateboarders etc	XXX	X	X

	Better view of vehicles crossing path	XXX	X	X
	Less traffic	XXX	XX	
Engineering variables	More direct route	XXXXX		
	Gentler side slope across path	XX	XX	X
	Gentler slope along path and or no steps	XXXXX		
	More of better tactile and visual aids	XXXX	X	
	Better street lighting	XXXXX		
	Smoother and more even surface quality	XXX	X	X
	Wider path	XXXX	X	
Environment Variables	Better streetscape or public art	X	XXXXX	
	Better landscaping or more greenery	X	XXXXX	
	Cleaner	XXX	X	
	Fewer footpath obstructions	X	XXXX	
	More seats, drinking fountains etc	XX	XX	X
	More street activity and natural surveillance	XXXXX		

Shop signs obstructing pavement  
 Unauthorised sandwich boards on footpath  
 Cars using hotel access blocking footpath (vehicle accesways across footpath)

Slope at crossing to Bunny St awkward – drain  
 Remove slope to crossing  
 Better cover overhead – crossing area – only covers half the path  
 Uneven pavement in parts  
 Smoother surfaces, gentler slope at traffic lights  
 Footpath not wide enough

Scope for more greenery  
 Greenery and a seat  
 Parked cars are a protection  
 Could be a bit cleaner  
 Southerly wind makes it cool

### Route 2 Section 1

Path length 1	Walkable	Safe from traffic	Safe from falling	Obstacle free	Secure	Efficient	Pleasant
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Station to bus stops	C	B	C	C	B	C	C
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Path 1 - How much would your walkable opinion change if the following variable was improved?		None	A little	A lot
Traffic variables	More priority over motor vehicles	XXX	X	X
	More separation from roadway	XX	XX	X
	Fewer cyclists or skateboarders etc	XX	XXX	
	Better view of vehicles crossing path	XXXX	X	
	Less traffic	XXXX	X	
Engineering variables	More direct route	XXX	X	X
	Gentler side slope across path	XX	XX	X
	Gentler slope along path and or no steps	X	XXXX	
	More or better tactile and visual aids	XXX	X	X
	Better street lighting	XXX	X	X
	Smoother and more even surface quality	XX	X	XX
	Wider path	X	XX	XX
Environment Variables	Better streetscape or public art	X	X	XXX
	Better landscaping or more greenery	X		XXX
	Cleaner	X	XXX	X
	Fewer footpath obstructions	XX	XX	X
	More seats, drinking fountains etc	X	XX	XX
	More street activity and natural surveillance	XX	X XX	

#### Additional Comments

Signage poor/inadequate even bus routes poor – no bus map – no sign out of lift – sign for groceries but not other things, no roads, wayfinding, wheelchair exit sign

Railway Customer service should be rebranded and used as a gateway for Wellington information

What signs there are are too small to read

Improve signage – including:

- for lifts
- wheelchair route
- tourists

- road directions
- better bigger bus map integrated with train and road map

Ugly underpass – tunnel claustrophobic, ceiling is low and can touch signs,  
 Too low – junk food dispensers take up space  
 Underpass always a bit dirty  
 Funny tactile markers over entire floor surface - slippery  
 Lights poor on the stairs  
 Path largely for movement until past bus stop  
 Underpass good shelter, friendly

Lift button poorly sited  
 Lift too small – no turn around for wheelchairs  
 Lift buttons – 2 ground floors  
 Hard to locate/find lifts from bus stop  
 Two lifts from subway but no idea where they end up

AdShel board blocks path at bus stop / hogs footpath – remove it  
 Bus passengers exit bus right into path of pedestrians  
 Slippery tile surface at bus stops  
 Bus station needs more cover

Lacks overhead cover after bus stop  
 Fix lights  
 Garden situated in way – move it  
 Need more direct wheelchair route  
 Need seat in a sheltered part at top of stairs by bus stop – move fizzy drink dispenser  
 Make vehicles go underground so bus and train station can be integrated

**Section 2**

Road crossing 2	Walkable	Safe from traffic	Safe from falling	Obstacle free	Delay	Direct
Molesworth Street	D	D	C	C	E	C

Crossing 2 – How much would your walkable opinion change if the following variable was improved		None	A little	A lot
Traffic variables	More priority over motor vehicles			XXXXXX
	Slower vehicles	XX	XX	XX
	Less traffic	XXX	X	X
	Better view of approaching vehicles	XXXXX	X	
Engineering variables	More direct route	XXX		XX
	Narrow roadways	XXXX		X



	Gentler slope of kerb crossing approach/exit	XX	X	XX
	More of better tactile and visual aids	XX	X	X
	Better street lighting	XXXXX		
	Smoother and more even surface quality	XX	X	XX
	Wider kerb/ gutter crossing	XX	X	XX
	Advance walk signal before motor vehicles	XXX		XX
	Longer walk signal	XX	X	XX
	Audible walk signal	XXXXX		
	Add traffic island	XXXXX		
	Less delay waiting to cross	X		XXXX

Crossing button very poorly sited – hard for wheelchair access

- slope is too steep at gutter
- improve kerb cutting
- not enough cover at crossing
- unexpected traffic from Bunny St
- wait too long, 90 seconds from pressing even though no cars coming
- crossing area is too narrow and not everyone's desire line
- button in wrong place
- shelter not over crossing wait area
- Change crossing – not direct enough for Parliament middle gate
- long wait time
- could usefully add a puffin crossing

### Section 3

Path length 3	Walkable	Safe from traffic	Safe from falling	Obstacle free	Secure	Efficient	Pleasant
Station to bus stops	B	B	B	B	B	B	C

### Additional Comments

Path 3 - How much would your walkable opinion change if the following variable was improved?		None	A little	A lot
Traffic variables	More priority over motor vehicles	XXX	X	
	More separation from roadway	XX	XX	
	Fewer cyclists or skateboarders etc	XX	XX	
	Better view of vehicles crossing path	XXX	X	
	Less traffic	XXXX		

Engineering variables	More direct route	XXXX		
	Gentler side slope across path	XXX		X
	Gentler slope along path and or no steps	XXX		X
	More or better tactile and visual aids	XXX		X
	Better street lighting	XXXX		
	Smoother and more even surface quality	XX	X	X
	Wider path	XXX	X	
Environment Variables	Better streetscape or public art	XXX	X	
	Better landscaping or more greenery	XXX	X	
	Cleaner	XXX	X	
	Fewer footpath obstructions	XXX		X
	More seats, drinking fountains etc	XX	X	X
	More street activity and natural surveillance	XXX	X	

### Route 3 Section 1

Path length 1	Walk-able	Safe from traffic	Safe from falling	Obstacle free	Secure	Efficient	Pleasant
Station to Waterloo Quay crossing	B	B	C	C	B	B	C

### Additional Comments

Path - How much would your walkable opinion change if the following variable was improved?		None	A little	A lot
Traffic variables	More priority over motor vehicles	X		
	More separation from roadway			X
	Fewer cyclists or skateboarders etc	X		X
	Better view of vehicles crossing path	XX		
	Less traffic	X		
Engineering variables	More direct route		X	X

	Gentler side slope across path	XX		
	Gentler slope along path and or no steps	XX		
	More of better tactile and visual aids	X		
	Better street lighting	XX		X
	Smoother and more even surface quality		X	X
	Wider path	X		X
Environment Variables	Better streetscape or public art		X	X
	Better landscaping or more greenery		XX	
	Cleaner	X	X	
	Fewer footpath obstructions		XX	
	More seats, drinking fountains etc	X	X	
	More street activity and natural surveillance	X		

Slippery tiled surface  
 No way-finding  
 Cyclists on footpath  
 Windy at crossing  
 Better shelter at crossings  
 No signage on traffic signal pole

## Section 2

Road crossing 2	Walkable	Safe from traffic	Safe from falling	Obstacle free	Delay	Direct
Waterloo Quay north of Bunny St	C	B	B	B	E	B

## Additional Comments

Crossing – How much would your walkable opinion change if the following variable was improved		None	A little	A lot
Traffic variables	More priority over motor vehicles		XX	XXX
	Slower vehicles		XXX	X
	Less traffic	XX		XXX
	Better view of approaching vehicles	XXXX	X	
Engineering	More direct route	XXX	X	

variables				
	Narrow roadways	X	X	XX
	Gentler slope of kerb crossing approach/exit	XX	X	
	More of better tactile and visual aids	X		XX
	Better street lighting	XXX		
	Smoother and more even surface quality	XX	X	
	Wider kerb/ gutter crossing	XX	XX	
	Advance walk signal before motor vehicles (already has)	XXXX		
	Longer walk signal	X	X	XXX
	Audible walk signal	XXXX		X
	Add traffic island	XXX		X
	Less delay waiting to cross	X	X	XXX

Very very slow

Shelter good at Railway side

Unpleasant to wait – traffic

Give pedestrians priority – less delay – Barnes dance

Seat on both sides

Crossing width is too narrow for number of people and short time – obstructed by cyclists

Not direct enough (veers to side)

Long wait

Cross time too short

No braille signage on traffic signal pole

Better tactiles

### Section 3

Path length 3	Walkable	Safe from traffic	Safe from falling	Obstacle free	Secure	Efficient	Pleasant
Waterfront seaward of Shed 21 and motor home park to site 10	B	D	B	C	B	B	C

<b>Path - How much would your walkable opinion change if the following variable was improved?</b>	<b>None</b>	<b>A little</b>	<b>A lot</b>
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Traffic variables	More priority over motor vehicles	X	X	XX
	More separation from roadway		X	XX
	Fewer cyclists or skateboarders etc	XX		X
	Better view of vehicles crossing path	X	XX	
	Less traffic	X		XX
Engineering variables	More direct route	X	X	X
	Gentler side slope across path	XXX		
	Gentler slope along path and or no steps	XXX		
	More of better tactile and visual aids	XX		X
	Better street lighting	XXX		
	Smoother and more even surface quality		XXX	
	Wider path	X	XX	
Environment Variables	Better streetscape or public art			XXX
	Better landscaping or more greenery		X	XX
	Cleaner	XX		X
	Fewer footpath obstructions		XX	X
	More seats, drinking fountains etc	X	XX	
	More street activity and natural surveillance		X	XX

#### Additional Comments

I found pedestrian priority sign second time around – the landscaping says something very different

Unclear as to what was the pedestrian route

Total mess in terms of surface and relation to carpark etc

Hard to find a route to Whitmore St crossing

No shelter over most of it

You feel caged in on the piece behind the building – unsafe

Make the route clear and separate more from traffic routes (at least visually)

It all looks like road

Even out the surface – there's a big puddle, odd kerbs etc

Landscaping and make it more waterfront connected (at least visually)

Turn it into a walking route designed as premier part of the overall waterfront

Pedestrian path needs more identification through parking lot

All vehicles (including bikes) need to slow down or be separated

No wayfinding

Lots of interesting bits but no information about them (buildings, gates, fences etc)

Flax creates a nice pedestrian space for a short stretch

Flax intrudes on path width  
 No kerbs to guide pedestrians  
 Cracked tarmac with weeds  
 Unclear whether wharf gates are open-able (for traffic) so how much traffic to expect  
 No kerbs to guide along  
 No delineation at the motor home access points  
 Getting to the Whitmore St crossing was very difficult because I couldn't decipher when I needed to turn for the crossing  
 No indication that there could be cars – as well as pedestrian priority over cyclists (10km hour)  
 Need signage for Whitmore St and to Parliament

#### Section 4

Road crossing 4	Walkable	Safe from traffic	Safe from falling	Obstacle free	Delay	Direct
Customhouse/ Waterloo Quay at Whitmore St	D	N	A	B	D	B

Crossing – How much would your walkable opinion change if the following variable was improved		None	A little	A lot
Traffic variables	More priority over motor vehicles		XX	XX
	Slower vehicles	X	X	XX
	Less traffic	X		XX
	Better view of approaching vehicles	XX	X	
Engineering variables	More direct route	XX	X	
	Narrow roadways	X		XXX
	Gentler slope of kerb crossing approach/exit	XXX		
	Better street lighting	XXX		
	Smoother and more even surface quality	XXX	X	
	Wider kerb/ gutter crossing	X	X	
	Advance walk signal before motor vehicles	X	X	
	Longer walk signal	X		XXXX
	Audible walk signal (already has)	XX		
	Add traffic island	XX		X
	Less delay waiting to cross			XXXXX

Additional Comments

Very very slow lights  
 Long wait time  
 Short cross time  
 Short time to cross  
 No shelter on waterfront side  
 Unpleasant to wait – traffic  
 Give pedestrians priority – less delay - Barnes dance  
 Seat at waterfront side  
 Cyclists obstructing crossing  
 7 lanes is too wide  
 Lack of signage – not even road signs  
 Need Whitmore St sign on east side  
 No tactiles at either end of crossing  
 Western side shelter blocks path up Whitmore – walk out on road, too small  
 for number of people waiting to cross and to enter from road

### Section 5

Path length 5	Walkable	Safe from traffic	Safe from falling	Obstacle free	Secure	Efficient	Pleasant
Waterloo Quay to Bunny St	A	B	A	A	A	A	C

Path - How much would your walkable opinion change if the following variable was improved?		None	A little	A lot
Traffic variables	More priority over motor vehicles	XX		
	More separation from roadway		X	X
	Fewer cyclists or skateboarders etc		XX	
	Better view of vehicles crossing path	X		
	Less traffic		X	X
Engineering variables	More direct route	XX		
	Gentler side slope across path	XX		
	Gentler slope along path and or no steps	XX		
	More of better tactile and visual aids	XXX		
	Better street lighting	XX		
	Smoother and more even surface quality	XX		
	Wider path	X		X
Environment	Better streetscape or public art			XX

Variables				
	Better landscaping or more greenery			XX
	Cleaner	X		
	Fewer footpath obstructions	X		
	More seats, drinking fountains etc		X	
	More street activity and natural surveillance	X		

#### Additional Comments

Newly resealed footpath  
 Verandah is leaky and tacky  
 Traffic is close, fast and noisy  
 Smokers use this area  
 Cyclist on the footpath  
 Could use some greenery to separate more from vehicles  
 Fix the verandah  
 Narrow by Whitmore St and blank wall  
 Better than before as NZ Post office building upgraded  
 Some street art to beautify otherwise utilitarian

#### Section 6

Road crossing 6	Walkable	Safe from traffic	Safe from falling	Obstacle free	Delay	Direct
Waterloo Quay at Bunny St	C	N	B	A	E	A

Crossing – How much would your walkable opinion change if the following variable was improved		None	A little	A lot
Traffic variables	More priority over motor vehicles		X	X
	Slower vehicles	X		X
	Less traffic		X	X
	Better view of approaching vehicles	X	X	
Engineering variables	More direct route	X	X	
	Narrow roadways			XX
	Gentler slope of kerb crossing approach/exit	XX		
	Better street lighting	XX		
	Smoother and more even surface quality	XX		



	Wider kerb/ gutter crossing	XX		
	Advance walk signal before motor vehicles (already has)	XX		
	Longer walk signal		X	X
	Audible walk signal (already has)	XX		
	Add traffic island (already has)	X	X	
	Less delay waiting to cross		X	X

Additional Comments  
Slippery tactile markers  
Wide road  
Wild weather

## Appendix 2 Improvements for CSR

There were a number of improvements to the Community Street Review resource that were identified. These could be addressed if funding can be found.

The print road crossing form does not match the web form for 'obstacle free' and 'delay' and 'direct' so can lead to errors in data entry.

The print forms need larger headings – 'road crossing' 'footpath'

Font needs to be bigger

More separation between items so can more easily see on the go (eg a lined grid)

On-line forms would be useful.

Completing the LoS data entry - match order of variables with online - LoS forms, ability to create reports and export data could be improved.

## Appendix 3 – Route Map

Google map

<https://www.google.com/maps/d/edit?hl=en&authuser=0&mid=z4JmQfIH01F4.kECbQh1G7N5w>