

12. 3. 2009

**HAGLEY/FERRYMEAD COMMUNITY BOARD
22 DECEMBER 2008**

**Minutes of an extraordinary meeting of the Hagley/Ferrymead Community Board
held on Monday 22 December 2008 at 10am in the Board Room,
Linwood Service Centre, 180 Smith Street, Linwood.**

PRESENT: Bob Todd (Chairperson), Rod Cameron, Tim Carter, John Freeman and Yani Johanson.

APOLOGIES: An apology for absence was received and accepted from David Cox.

An apology for lateness was received and accepted from Brenda Lowe-Johnson who was absent from Clauses 2 and part of clause 1.

The Board reports that:

PART A - REPORTS FOR INFORMATION

1. CHESTER STREET WEST PEDESTRIAN MALL – OUTCOME OF LIMITED SURVEY



General Manager responsible:	General Manager City Environment, DDI 941 8608
Officer responsible:	Transport and Greenspace Unit Manager
Author:	Barry Cook, Network Operations and Traffic Systems

PURPOSE OF REPORT

1. The purpose of this report is to recommend to the Council whether or not the part-time pedestrian mall should remain in its current form.
2. Additional information has been provided to the Hagley/Ferrymead Community Board to aid its decision making. This report has been prepared following a meeting between the Board, staff and the parties to the issue on 2 May 2008 and the subsequent limited survey of immediately affected residents carried out by Opinions Market Research.

EXECUTIVE SUMMARY

3. In December 2000, following a request of Cathedral Grammar School (the School), the Council installed a part-time pedestrian mall in Chester Street West between Cranmer Square and Park Terrace which operates on school days only, between 9.30am and 2pm. There is a long history of issues relating to the part-time pedestrian mall since that date.
4. The Inner City West Neighbourhood Association Incorporated (ICON) which represent the residents in this area have more recently raised concerns about the pedestrian mall. ICON has asked the Board to revoke the part-time pedestrian mall. The School is keen to retain the part-time pedestrian mall status in the street.
5. A report was considered by the Hagley/Ferrymead Community Board in March 2008 at which time the Board agreed to hold a meeting between the parties, Council staff and the Board, to ascertain the issues which would be used to prepare a further report for Board consideration.
6. A meeting between representatives of ICON, the School, the Board and Council staff took place on 2 May 2008. Also present at the meeting was Mr Peter Leeming, a resident of Cranmer Square.

1 Cont'd

7. No resolution could be reached at that meeting and the Board members present were unable to get a clear understanding of what the immediate neighbours to the mall thought about the part-time pedestrian mall. It was decided that, to more clearly understand the position, a limited survey of residents most immediately affected by the operation of the mall would be undertaken.
8. Any issues relating to traffic behaviour, safety for children, signage, or use of the area for ball games are peripheral to the decision that needs to be made. That is, whether the part-time pedestrian mall should remain in its current form or whether to ask the Council to commence revocation proceedings.
9. This report outlines the history of the part-time pedestrian mall and the concerns raised by its operation, and details and outcome of the limited survey undertaken by Opinions Market Research.
10. The report outlining the limited survey results prepared by Opinions Market Research is **attached**.

Key findings from the limited survey were:

- (a) 65 interviews were completed (14 people declined to take part and 13 could not be contacted).
- (b) 83 percent of participants (54) thought the pedestrian mall should continue as it is.
- (c) 17 percent of participants (11) thought the pedestrian mall should not continue.
- (d) The main reason stated for retaining the pedestrian mall was child safety.
- (e) The main reason for removing the pedestrian mall status was that the road was a public road for use by everyone, not just a playground for Cathedral Grammar School.

THE LIMITED SURVEY

11. To ensure independence, the Council engaged Opinions Market Research to prepare and undertake the survey.
12. The area the survey covered was:
 - (a) Kilmore Street north side between Park Terrace and Montreal Street.
 - (b) Kilmore Street south side between Park Terrace and Cranmer Square West.
 - (c) Park Terrace south side between Kilmore Street and Armagh Street.
 - (d) Cranmer Square west between Kilmore Street and Armagh Street.
 - (e) Armagh Street north side between Park Terrace and Cranmer Square West.
 - (f) Armagh Street south side between Park Terrace and Montreal Street.
 - (g) Chester Street west between Park Terrace and Cranmer Square West.

(A map of this area is attached to the Opinions Market Research report).

13. ICON, the School, Peter Leeming and the Board Chair Bob Todd were all invited to comment on the draft survey questions. Concerns were raised by both the School and ICON, including particular wording of some questions, the manner in which the survey was to be carried out (that is, via telephone or postal), and the area to be included.
14. These concerns were passed onto Opinions Market Research which made changes accordingly, and in line with best practice methods for this type of survey.
15. Despite being a landowner in the survey area, the school was not invited to take part in the survey. The School raised concerns about this and would like to have it noted that it did not take part in the survey and felt aggrieved at the decision to exclude them. There was at least one property in the survey area owned by the School, the tenant was included in the survey.

1 Cont'd

FINANCIAL IMPLICATIONS

16. As noted in the August 2007 and March 2008 reports to the Board,

“To commence the revocation procedure a Council resolution is required and public notification and rights of appeal would apply. In order to advise the Board and the Council on whether revocation should occur staff consider that the matter would need to be fully investigated. This is not currently budgeted for in the 2006/16 Long Term Council Community Plan (LTCCP) and the process would incur a significant cost. The technical aspects of revocation are estimated to cost \$20,000. However, the consultation involved, given the rights of objection and appeal to the Environment Court could cost hundreds of thousands of dollars, which is not budgeted for.”

Do the Recommendations of this Report Align with 2006-16 LTCCP budgets?

17. No budget was made available to carry out a Special Consultative Procedure which would be required for any action taken with respect to the pedestrian mall, other than retaining the status quo.

LEGAL CONSIDERATIONS

18. There are two options for the Board in its recommendation to the Council, to retain the current part-time mall pedestrian status or to recommend the revocation of the part-time pedestrian mall status and enter into a special consultative procedure as set down in the Local Government Act 2002.

Have you considered the legal implications of the issue under consideration?

19. Decisions of the Council are open to legal challenge through the judicial review process, or if a Special Consultative Procedure is undertaken by way of challenge to the Environment Court.

ALIGNMENT WITH LTCCP AND ACTIVITY MANAGEMENT PLANS

20. Aligns with Streets and Transport to contribute to our community outcomes.

Do the recommendations of this report support a level of service or project in the 2006-16 LTCCP?

20. Yes. Supports 'safety' by providing a safe transport system.

ALIGNMENT WITH STRATEGIES

21. Aligns with Pedestrian Safety, Parking Strategy, and Road Safety Strategy.

Do the recommendations align with the Council's strategies?

22. Yes, see above.

CONSULTATION FULFILMENT

23. This report is the end result of independent consultation. Since 2000 there has been consultation and discussion with the parties and other affected residents by the Board through hearing deputations, correspondence and informal meetings.

1 Cont'd

STAFF RECOMMENDATION

It is recommended that the Council:

- (a) Note the outcome of the survey results as attached.
- (b) Agree to retain the status quo and the part time pedestrian mall status for Chester Street West.

BOARD CONSIDERATION

The Board received in advance of the meeting a written submission from the Inner City West Neighbourhood Association Incorporated.

The Board **requested** staff take the following action:

- (a) An increase in the size of the signage advising that there is 'public access to pedestrian mall at all times'.
- (b) That the school be advised that the pedestrian mall is not to be used as a playground area between 9.30am and 2pm.

BOARD RECOMMENDATION

That the Council:

- (a) Note the outcome of the survey results as attached.
- (b) Agree to retain the status quo and the part time pedestrian mall status for Chester Street West.

(Note 1.: Yani Johanson withdrew from the discussion and voting on this item.)

(Note 2.: Rod Cameron requested that his vote be recorded against the recommendation to the Council.)

BACKGROUND (THE ISSUES)

- 24. In December 2000, following a request of Cathedral Grammar School (the School) the Council installed a part time pedestrian mall in Chester Street West between Cranmer Square and Park Terrace on school days only between 9.30am and 2pm.
- 25. The Inner City West Neighbourhood Association Incorporated (ICON) has raised concerns about the pedestrian mall on a number of occasions. A number of issues around the continued operation of the part time pedestrian mall are discussed in this report. The School is keen to retain the part-time pedestrian mall.
- 26. The Board has had the issue of Chester Street West come before it on several occasions. There have been deputations made by both representatives of ICON and the School. In addition, the Board heard the concerns of Mrs Alison Wilson who had been struck by a ball when walking through the pedestrian mall. Mrs Wilson's concerns were addressed at a meeting between Bob Todd, Board Chair, the School, and Council staff in July 2003.
- 27. Following receipt of a further letter from ICON, dated 24 June 2007, a report was prepared and the Hagley/Ferrymead Board considered it at its meeting of 22 August 2007. Consideration of this report was deferred to the incoming Board following a request from ICON to allow it time to '*survey neighbours and seek legal advice*'.
- 28. The same report was considered by the Board in March 2008 at which time the Board agreed to hold a meeting between the parties, Council staff and the Board to ascertain the issues, which would be used to prepare a further report for Board consideration.

1 Cont'd

29. A meeting between representatives of ICON, Cathedral Grammar School, the Board and Council staff took place on 2 May 2008. Also present at the meeting was Mr Peter Leeming, a resident of Cranmer Square, who supports retaining the part time pedestrian mall. Mr Leeming provided written material from his immediate neighbours who also support retaining the part time pedestrian mall. This created some doubt as to what the immediate neighbours wishes were with respect to the part-time pedestrian mall.
30. A resolution could not be reached at that meeting and the Board members present were unable to get a clear understanding of the views of the immediate neighbours about retaining or removing the part time pedestrian mall. It was decided that to more clearly understand the position of the immediate neighbours a limited survey of residents most immediately affected by the operation of the mall would be undertaken.
31. This report presents the findings of the limited survey undertaken by Opinions Market Research, an independent organisation. This information has been provided so that the Board can make a decision on whether the part-time pedestrian mall should remain in its current form or whether the Board should recommend to the Council that it commence revocation proceedings.

PART B - REPORTS FOR INFORMATION



2. AVEBURY PARK PUBLIC TOILETS REPLACEMENT

The Board deferred consideration of this item until the Board Meeting on Wednesday 4 February 2009 to enable amendments to be made to the concept plan.

(Note: The Chairperson thanked staff on behalf of the Board for all their work and support throughout 2008 and wished them a safe and enjoyable Christmas.)

The meeting concluded at 10.19am.

CONFIRMED THIS 4TH DAY OF FEBRUARY 2009

**BOB TODD
CHAIRPERSON.**



Market Research Report for:

Chester Street West Consultation

Prepared for:

Christchurch City Council

November 2008

Reference: 3668

November 2008

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Appendix I: Questionnaire

Appendix II: Map outlining the survey area

Appendix III: Letters to Owners

1. Introduction

Barry Cook, Network Operation and Traffic Systems Team Leader and Fiona Shand, Assistant Council Secretary, formerly Hagley Ferrymead Community Board Adviser, Christchurch City Council requested Opinions Market Research Ltd (Opinions) undertake research among Chester Street West stakeholders regarding the pedestrian mall that operates between Park Terrace and Cramner Square on school term days from 9.30am to 2pm.

This exercise was entered into following a meeting on 2 May 2008 between representatives of ICON (Inner City West Neighbourhood Association Inc.), Cathedral Grammar School and residents at the request of Hagley Ferrymead Board members.

2. Research Objective

The objective of this exercise was:

To establish whether the pedestrian mall that operates between Park Terrace and Cramner Square on school term days from 9.30am to 2pm should continue in its current form.

This information will be utilised by the Hagley Ferrymead Community Board to assist with determining the future treatment of this section of Chester Street West as to whether the Mall is retained in its current form or a revocation procedure be commenced.

3. Summary of Survey Design, Analysis and Reporting

Opinions Market Research Ltd is a member of the Association of Market Research Organisations and also the Market Research Society of New Zealand. We abide by the Code of Practice and Ethics of the Society and in line with industry best practice.

The survey and questionnaire was designed by Opinions Market Research Ltd in conjunction with Christchurch City Council.

Cathedral Grammar School and ICON were consulted and their feedback was utilised as input into the design of the survey and questionnaire.

The methodology, the contact approach enabling identified properties to be included and questionnaire were designed in line with industry best practice.

As set out in the Market Research Society Code of Practice, the names and addresses of those who took part in this exercise are confidential and the findings have not been presented in a format that would enable individuals to be identified.

Interviewing was conducted between 2 September 2008 and 12 October 2008.

This report is an accurate representation of the responses to the questions asked and includes the information requested by members of the Hagley Ferrymead Community Board discussed at a meeting on 2 May 2008 about what immediate residents thought of the current pedestrian mall.

A copy of the questionnaire is attached as Appendix 1.

4. Survey Approach and Sample Structure

An area encompassing residents and businesses immediately affected by the Chester Street West Pedestrian Mall was identified by Christchurch City Council to be surveyed (refer to Appendix II: Map outlining the survey area).

This area was identified by Opinions to include a total of 92 households or businesses. Attempts were made to contact at least one residential or business tenant and owner at each property in the area, **excluding** Cathedral Grammar School.

The primary and preferred methodology for this exercise was face to face interviews with the person who best represented the living unit or spokesperson for the living unit and in the case of businesses the person responsible overall for the day to day management of the business. A face to face approach was adopted where feasible as it provides a superior interview environment to alternative methodologies.

In some cases where people were not physically available to be interviewed in person, the interview was conducted over the telephone. In total 53 interviews were conducted face to face and 12 interviews were conducted by telephone mainly with owners.

Due to a number of people owning property but not actually residing within the area, a letter (followed by a reminder), inviting participation, was sent out to all owners of property within the survey area, based on a list of names provided by Christchurch City Council (Refer to Appendix III).

A minimum of six call back attempts were made at properties where contact had not been established with either an owner or tenant. Please note: four contact attempts is standard practice within the industry.

ATTACHMENT TO CLAUSE 1 Cont'd*Prepared for: Christchurch City Council*

The following contact was made with relevant stakeholders in the survey area:

	Number of Households	Response Rate %
Total households or businesses	92	N/A
Completed interviews at each household	65	71%
Refusals	14	15%
Non contactable households	13	14%

A property response rate of 71% was achieved, with 15% of households refusing an interview and 14% unable to be contacted.

A minimum of six call back attempts were made to the 13 properties where contact was unable to be established, except one property which was clearly vacant was visited on three occasions across the interviewing period.

One person, either an owner or tenant at each household, who identified themselves as the person who best represented their living unit or spokesperson for their living unit took part in the exercise. In the case of businesses, it was the person responsible overall for the day to day management of the business who participated.

Owners that participated were generally residing in the survey area or resided out of town and used their property when visiting Christchurch. Owners with tenanted properties were less likely to participate, although they were invited to.

Profile of Participants:

Category	Participants n = 65
Owner/ tenant	
Owner	34
Residential tenant	29
Business tenant	2
Type of Interview	
Face to face	53
Telephone	12
Length of time resided at property	
Less than 1 year	11
1 to less than 2 years	9
2 to less than 4 years	11
4 to less than 8 years	20
8 years or longer	14

Profile of Participants (continued)

Category	Owners n = 34
Length of time owned property	
Less than 1 year	1
1 to less than 2 years	3
2 to less than 4 years	3
4 to less than 8 years	14
8 years or longer	13

5. Main Findings

5.1 Local Area Issues*

Participants were asked whether they were aware of any issues in their local area. Responses have been summarised below.

Issue	Base: 65	
	%	N
The operation of Chester Street West Pedestrian Mall	46	(30)
Traffic, road and public transport issues	17	(11)
Parking issues – other than Cathedral Grammar	12	(8)
Parking issues – due to Cathedral Grammar	3	(2)
Crime and social issues (graffiti, homeless people, burglaries, noise)	9	(6)
Rubbish (Council collection and street litter)	6	(4)
City development (character houses, high rises)	3	(2)
Rates	2	(1)
Other	2	(1)
Don't know of any issues	29	(19)

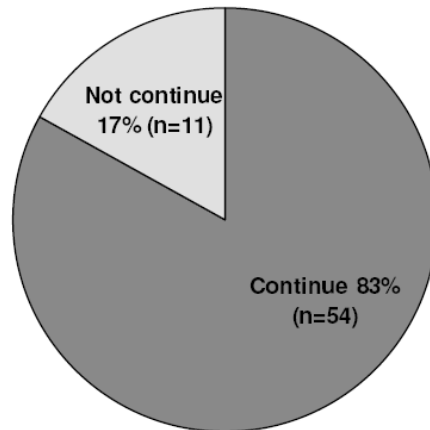
The most frequent issue, mentioned by almost half of participants (46%), was the operation of Chester Street West Pedestrian Mall. Traffic, transport, roading and parking issues were mentioned by a quarter (25%). All other issues were mentioned by less than 10%. Over a quarter (29%) did not mention any issues.

*multiple mentions: more than one reason was given by some participants, so the total will add to more than 100%.

5.2 The Continuation of Chester Street West Pedestrian Mall In Its Current Form

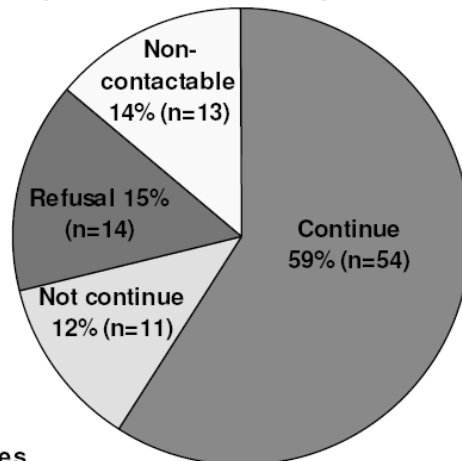
The following was read to participants: 'There is a pedestrian mall that operates in Chester Street West between Park Terrace and Cramner Square on school term days from 9:30 am to 2 pm. This pedestrian mall was implemented in 2000, do you think it should continue in its current form?'

Continuation of Chester Street West Pedestrian Mall in its Current Form - Across the 65 Properties who Completed the Survey who were within the Survey Boundary



Base: 65 Properties

Continuation of Chester Street West Pedestrian Mall in its Current Form - Across all 92 Properties within Survey Boundary



Base: 92 Properties

The majority of participants (83%) interviewed agreed the mall should continue in its current form.

Across all 92 properties, within the survey boundary, this equates to 59% of properties expressing a desire for it to continue in its current form versus 12% not wishing to see it continue in its current form.

The following table shows the continuation of Chester Street West Pedestrian Mall in its current form by different sub groups of participants based only on those who participated (65 properties):

Category	Continue as is n = 54	Not Continue as is n = 11
Owner/ Tenant		
Owner	26	8
Residential tenant	26	3
Business tenant	2	-
Type of Interview		
Face to face	42	11
Telephone	12	-

Table showing the continuation of Chester Street West Pedestrian Mall in its current form by different sub groups of participants (continued):

Category	Continue as is n = 54	Not Continue as is n = 11
Length of time resided at property		
Less than 1 year	10	1
1 to less than 2 years	8	1
2 to less than 4 years	10	1
4 to less than 8 years	15	5
8 years or longer	11	3

Category	Continue as is (owners) n = 26	Not Continue as is (owners) n = 8
Length of time owned property		
Less than 1 year	1	-
1 to less than 2 years	3	-
2 to less than 4 years	3	-
4 to less than 8 years	10	4
8 years or longer	9	4

Among those not wanting the continuation of the mall in its current form, were a higher proportion of owners versus tenants, and those that had resided in their property for more than 4 years.

5.3 Reasons Why the Mall Should Continue or Not in its Current Form*

Participants were asked their reasons for supporting or not supporting the mall continuation. Responses have been summarised below.

	Base: 65	
	%	n
Reasons for Supporting the Continuation of the Mall		
It is safer for the children/ for the sake of the children	57	(37)
The mall has minimal impact on traffic/ access, does not inconvenience other street users	25	(16)
The mall does not affect me	15	(10)
Residents do not want traffic generated through Chester Street West, it is nice to have a walkway	11	(7)
It is slightly inconvenient but not an issue	2	(1)
There has already been a consultation about this, it is unnecessary	2	(1)
It's added security to the school and gives extra space the road doesn't seem necessary. The school is part of the area's character	2	(1)
Don't see any point in going backward, remain as is	2	(1)
It's not suitable as a pedestrian mall parallel with it being a playground	2	(1)
Can tolerate it continuing as is but very much against it being permanently closed unless Cathedral Grammar purchased the land	2	(1)
The corner of Armagh Street/ Park Terrace exceptionally dangerous, grass triangle should be cut back so left turning cars don't impede the traffic	2	(1)
Reasons Did Not Support the Continuation of the Mall		
It is a public road for everyone to use, not just a playground for Cathedral Grammar	12	(8)
There was no consultation prior to the implementation of the mall	5	(3)
Dangerous behaviour of children (running across the road as if it were not a road)	5	(3)
It is dangerous for pedestrians walking through (hit by balls etc.)	3	(2)
It should not have been cut off and made into a mall	2	(1)
No alternative solution offered	2	(1)

*multiple mentions: more than one reason was given by some participants, so the total will add to more than 100%.

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ATTACHMENT TO CLAUSE 1 Cont'd

Prepared for: Christchurch City Council

Most supported the continuation of the mall in its current form and the primary reasons for doing so was that it provided a safer environment for the school children at Cathedral Grammar and it did not affect or inconvenience other street users.

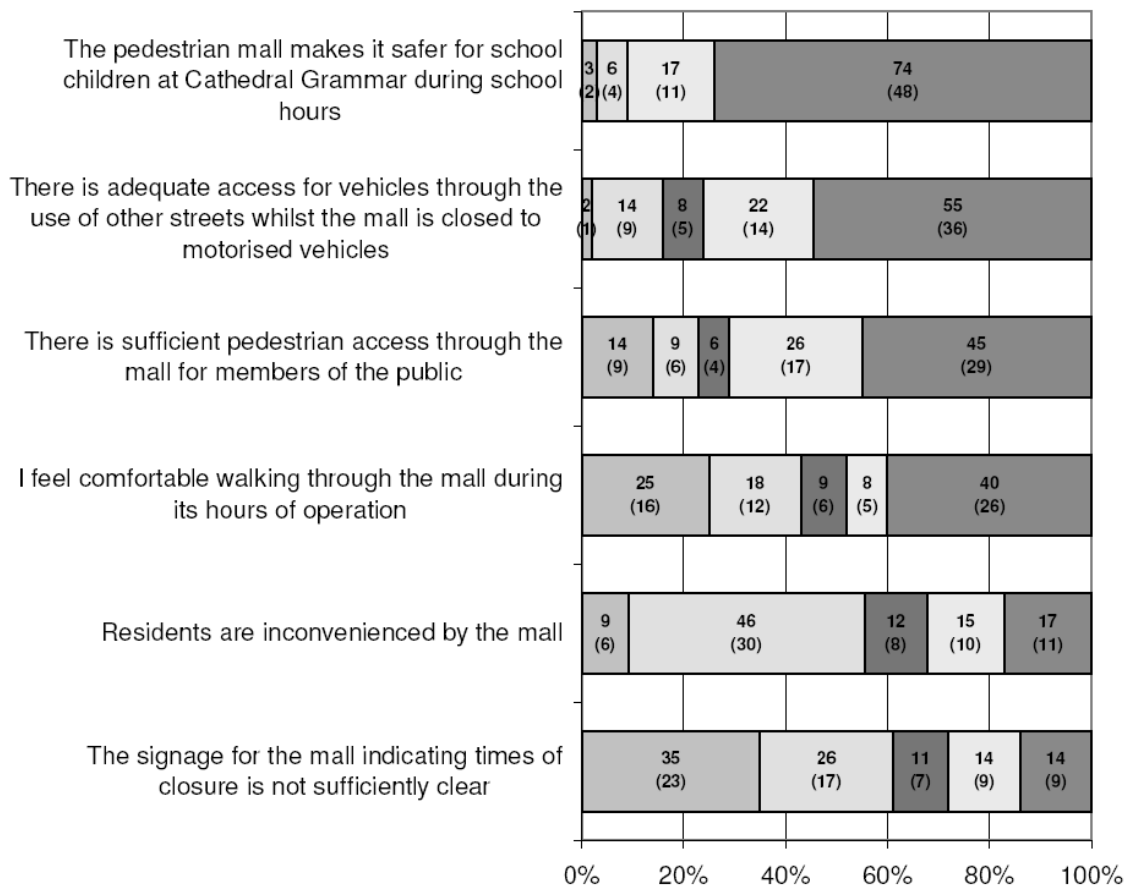
The main reason for not wanting the mall to continue in its current form was that it was a public road for everyone's use, not just the school's use.

5.4 Level of Agreement with Statements about the Pedestrian Mall

Participants were asked whether they personally agreed or disagreed with the following statements about the pedestrian mall.

Level of Agreement with Statements about the Pedestrian Mall

don't know
 disagree strongly
 disagree slightly
 agree slightly
 agree strongly



Base: 65 Properties

Note: The graph above shows percentage of participants responding, the number in brackets below is the actual number of participants responding.

Nearly all (91%), 74% strongly and 17% slightly, agreed *the pedestrian mall makes it safer for school children at Cathedral Grammar during school hours.*

Approximately three quarters (77%) agreed, 55% strongly and 22% slightly, *there is adequate access for vehicles through the use of other streets whilst the mall is closed to motorised vehicles* and again a majority (71%) agreed, 45% strongly and 26% slightly, *there is sufficient pedestrian access through the mall for members of the public*.

Agreement was relatively polarised with regard to *I feel comfortable to walk through the mall during its hours of operation*. However, more participants agreed (48%), of which 40% agreed strongly, they felt comfortable doing this than disagreed (27%), of which 18% disagreed strongly. A further quarter did not know.

Nearly a third (32%) agreed, 17% strongly and 15% slightly, *residents are inconvenienced by the mall* compared to 58% who felt they were not inconvenienced. Approximately a tenth (9%) did not know.

Just over a quarter (28%) agreed, 14% strongly and 14% slightly, *the signage for the mall indicating times of closure is not sufficiently clear*, 37% disagreed, 26% disagreed strongly and 11% slightly and 35% did not know.

5.4.1 Summary of Reasons for Agreement/ Disagreement with Statements

The following table summarises the main reasons for agreeing or disagreeing with each statement.

Statement	Agreement	Summary of Reasons for Responses
The pedestrian mall makes it safer for school children at Cathedral Grammar during school hours	Agree strongly/ slightly	To reduce/ eliminate traffic to make it safer for the children.
	Disagree strongly/ slightly	When the mall is open to traffic the children are not aware of it; the mall makes them complacent.
There is adequate access for vehicles through the use of other streets whilst the mall is closed to motorised vehicles	Agree strongly/ slightly	There are lots of alternative routes and any detour is inconsequential.
	Disagree strongly/ slightly	Due to the one-way system residents are forced to go a different way. It is inconvenient to go an extra block around it (Chester Street West).

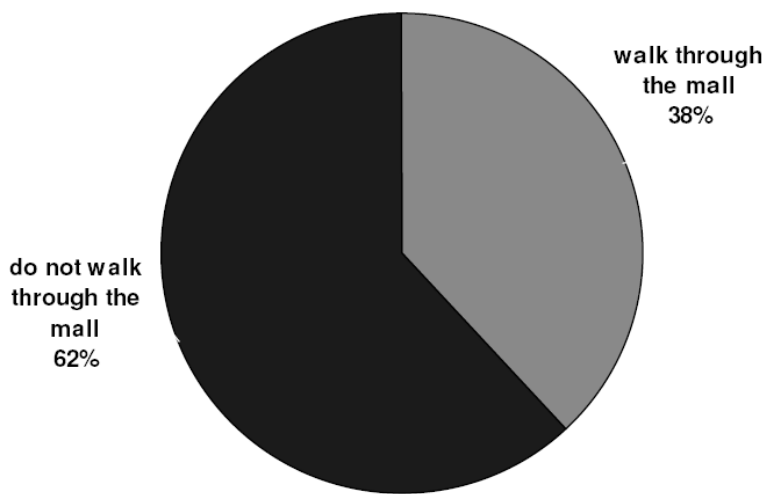
**Summary of Reasons for Agreement/ Disagreement with Statements
(continued)**

Statement	Agreement	Summary of Reasons for Responses
There is sufficient pedestrian access through the mall for members of the public	Agree strongly/ slightly	Yes, it is evident people can get through - there is a footpath on either side.
	Disagree strongly/ slightly	People are discouraged from going through. It seems as if it has completely been taken over by school children.
	Don't know	I thought it was a private road so don't use it.
I feel comfortable walking through the mall during its hours of operation	Agree strongly/ slightly	It doesn't worry us, I feel comfortable doing it, it is peaceful with no traffic. It provides a safe passage from one end of Chester Street West to the other.
	Disagree strongly/ slightly	I don't feel comfortable, it feels like walking through a school playground. Seems part of the school's property/ private property.
	Don't know	I don't use it.
Residents are inconvenienced by the mall	Agree strongly/ slightly	There are parking issues and problems of access. I am unable to turn left out of my gate into Chester Street West/ I can't walk or drive through which causes traffic jams along Park Terrace.
	Disagree strongly/ slightly	It does not affect me or affect access so I am not inconvenienced.
	Don't know	It is not somewhere I go.
The signage for the mall indicating times of closure is not sufficiently clear	Agree strongly/ slightly	I didn't see the sign/ cannot remember the sign so it can't be significant. It should be placed before the corner so motorists can see it.
	Disagree strongly/ slightly	It is clear and there is no ambiguity associated with the signage.
	Don't know	I haven't read or noticed it.

5.5 Incidence of Walking Through the Mall

Participants were asked whether they walked through the mall during its hours of operation.

Incidence of Walking Through the Mall During Hours of Operation



Base: 65 Properties

Almost two fifths (38%) walked through the mall during its hours of operation; 62% did not.

The table below shows behaviour among those that wanted the mall to continue in its current form versus not continue in its current form:

Base:	Yes, Walk through n = 25	No, do not walk through n = 40
Continue as is	20	34
Not continue as is	5	6

The above table demonstrates that, among those that did not want the mall to continue in its current form, a relatively similar number walked through as opposed to those who did not walk through. From this finding it could be deduced there is no significant correlation between participant's opinion of the mall by whether or not they use it.

ATTACHMENT TO CLAUSE 1 Cont'd*Prepared for: Christchurch City Council*

Reasons for not walking through the mall during its hours of operation are outlined below.

Reasons for Not Walking through Chester Street West Pedestrian Mall During Hours of Operation	Base: Do not walk through the mall n = 40
No need to walk through/ just as easy to go another way	31
Do not feel safe or comfortable walking through (due to kids screaming, playing)	7
Other	2

Most participants (78%) did not walk through the mall during its hours of operation because they had no need to or felt it was just as easy to go another way. Most participants who said this (90%, n = 28) wanted the mall to continue.

A minority (18%, n = 7) would not walk through the mall because they did not feel comfortable or safe. Around half (n = 4) wanted the mall to continue as is and the remainder (n = 3) did not.

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ATTACHMENT TO CLAUSE 1 Cont'd

Appendix I: Questionnaire

ATTACHMENT TO CLAUSE 1 Cont'd

OPINIONS MARKET RESEARCH LTD
LEVEL ONE, 164 LICHFIELD ST
CHRISTCHURCH
TEL: 374 9794

For Office Use Only
Questionnaire Number

3668: Chester Street West Consultation: Questionnaire

READ OUT: Good morning/ afternoon/ evening, my name is.....from Opinions Market Research Ltd in Christchurch. We are contacting residents in this immediate area as part of a fact finding exercise we are conducting on behalf of Christchurch City Council.

Q1a. Please can you tell me are you the owner or tenant ofREAD OUT ADDRESS?

- Owner SKIP TO Q2
Residential Tenant GO TO Q1b
Business Tenant GO TO Q1b

Q1b. SPEAK TO SPECIFIED PERSON ONLY AS FOLLOWS:

IF RESIDENTIAL TENANT ASK: I need to speak to the person who best represents your living unit or spokesperson for your living unit, would this person be you or someone else?

IF BUSINESS TENANT ASK: Please can I speak to the person responsible overall for the day to day management of the business (or businesses) located at this address?

- Is this person GO TO Q2
Is another person ARRANGE TO SPEAK TO THIS PERSON/ COLLECT CONTACT DETAILS AS APPROPRIATE

READ OUT: We are an independent market research company, and in accordance with the Code of Practice of the Market Research Society, any information you provide will not be given to the Christchurch City Council in a form that would enable them to identify you as an individual. As part of this consultation exercise I have a series of questions I would like to ask. It will take approximately 10 minutes to answer these questions is now a convenient time?

Q2. Can you tell me are you aware of any issues in your local area? ASK: What else? UNTIL NOTHING FURTHER MENTIONED. NOTE: IF COMMENTS ARE MADE ABOUT ISSUES OTHER THAN CHESTER STREET WEST PEDESTRIAN MALL READ OUT: This issue/ these issues fall outside the scope of this exercise. We will pass this information on to Christchurch City Council however you will need to contact the Council directly if you wish to progress.

Q3. There is a pedestrian mall that operates in Chester St West between Park Terrace and Cramner Square on school term days from 9.30am to 2pm. This pedestrian mall was implemented in 2000, do you think it should continue in its current form? CODE ONE ONLY

- continue as is
not continue as is
-

ATTACHMENT TO CLAUSE 1 Cont'd

Q4. Please can you tell me what are your reasons for saying this? ASK: Why else? UNTIL NOTHING FURTHER MENTIONED.

Q5. Can you please tell me whether you personally agree or disagree with the following statements about the pedestrian mall? READ OUT. CODE ONE FOR EACH.

ASK: And is that agree/ disagree slightly or strongly?

disagree strongly	disagree slightly	agree slightly	agree strongly	don't know
----------------------	----------------------	-------------------	-------------------	---------------

The pedestrian mall makes it safer for school children at Cathedral Grammar during school hours

Why do you say this? ASK: Why else? UNTIL NOTHING FURTHER MENTIONED.

There is adequate access for vehicles through the use of other streets whilst the mall is closed to motorised vehicles.........................

Why do you say this? ASK: Why else? UNTIL NOTHING FURTHER MENTIONED.

I feel comfortable walking through the mall during its hours of operation.........................

Why do you say this? ASK: Why else? UNTIL NOTHING FURTHER MENTIONED.

There is sufficient pedestrian access through the mall for members of the public......................

Why do you say this? ASK: Why else? UNTIL NOTHING FURTHER MENTIONED.

The signage for the mall indicating times of closure is not sufficiently clear

Why do you say this? ASK: Why else? UNTIL NOTHING FURTHER MENTIONED.

Residents are inconvenienced by the mall.......................

Why do you say this? ASK: Why else? UNTIL NOTHING FURTHER MENTIONED.

ATTACHMENT TO CLAUSE 1 Cont'd

Q6a. Do you walk through the pedestrian mall during it's hours of operation?

- Yes SKIP TO Q7a
No GO TO Q6b
-

Q6b. Why not?

- have no need to walk through
do not feel safe walking through
other SPECIFY _____
-

Q7a. Can you please tell me how long you have lived at this address?

- Less than one year
1 to less than 2 years
2 to less than 4 years
4 to less than 8 years
8 years or longer
-

IF OWNER OF PROPERTY AT Q1a

Q7b. How long you have owned this property?

- Less than one year
1 to less than 2 years
2 to less than 4 years
4 to less than 8 years
8 years or longer
-

READ OUT TO ALL:

Thank you for participating in this exercise. This questionnaire relates specifically to the issue of the pedestrian mall. Any other issues raised through this specific exercise will be dealt with as a separate process.

Q8. It is planned that the findings from this consultation will be discussed at the Community Board Meeting to be held later this year. Would you be interested in receiving a summary of the findings from this consultation exercise?

- Yes
No
-

COLLECT FOLLOWING INFORMATION FOR ALL PARTICIPANTS:

Participants Name: _____

Participants Mobile Phone Number: _____

Participants Phone Number: _____

Participants Address: _____

Participants Postal Address: _____

ATTACHMENT TO CLAUSE 1 Cont'd

Q9. IF NOT OWNER: We will need to contact the owner of this property as well, do you have their contact details?

Owners Name: _____

Owners Mobile Phone Number: _____

Owners Phone Number: _____

Owners Address: _____

Owners Postal Address: _____

Q10. So far we have spoken to(READ OUT NAMES) in relation to this property address. Please can you confirm for me that in doing so, we have consulted with all people connected with this property that should be consulted with? IF NOT: Who else needs to be consulted with?

Yes, all consulted SKIP TO Q12
No, others to be consulted with GO TO Q11

Q11. Who else are you aware of who needs to be consulted with in relation to this property? ASK: Who else? UNTIL NO ONE FURTHER MENTIONED. COLLECT AS MANY CONTACT DETAILS FOR EACH PERSON AS POSSIBLE. READ OUT: We will need to confirm with the Christchurch City Council whether or not this person as ... READ OUT RELATIONSHIP WITH PROPERTY... needs to be included in this current consultation exercise.

Relationship with property e.g. owner, tenant: _____

Name: _____

Phone Number: _____

Mobile Phone Number: _____

Address: _____

Postal Address: _____

Q12. Interview conducted: Face to face
Telephone

READ OUT: Thank you for participating in this consultation exercise. To reassure you, any personal details or information that would identify you as an individual (business) will be kept confidential to Opinions in accordance with our Code of Practice. If you have any queries please contact our office during office hours on Christchurch 374 9794. Once again thank you for participating. LEAVE OPINIONS FIELD CARD WITH PARTICIPANT

FOR OFFICE USE

INTERVIEWER DECLARATION: I declare that the respondent, whose name and address appear above, was unknown to me until the interview. I confirm that, before returning the questionnaire, I have checked that it meets and was carried out in accordance with company policy and the instructions supplied to me for this study. I understand that the information given to me during the interview must be kept confidential.

SIGNED: _____ DATE: _____

INTERVIEWER NAME: _____ INTERVIEWER NO:

--	--

12. 3. 2009

Hagley/Ferrymead Community Board 22.12.2008

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ATTACHMENT TO CLAUSE 1 Cont'd

Appendix II: Map Outlining the Survey Area

12. 3. 2009

Hagley/Ferrymead Community Board 22.12.2008

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ATTACHMENT TO CLAUSE 1 Cont'd



SCALE 1:1000 on A3

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Cadastral - Ph: 941-8300 - Fax: 941-8385

LEGEND

Christchurch City Council
5/20/2008 8:45:24 AM



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CITY COUNCIL - M & CT

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ATTACHMENT TO CLAUSE 1Cont'd

Appendix III: Letters to Owners

12. 3. 2009

Hagley/Ferrymead Community Board 22.12.2008

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ATTACHMENT TO CLAUSE 1 Cont'd



NAME
ADDRESS

September 2008

Dear ...

On behalf of Christchurch City Council we are contacting tenants and owners of property in the immediate area surrounding Chester Street West Pedestrian Mall to collect information which will assist the Council's decision making regarding the Chester Street West Pedestrian Mall.

We would like to ask you a series of questions about your opinion which will take approximately 10 minutes to answer, either in person or over the telephone.

We are an independent market research company, and in accordance with the Code of Practice of the Market Research Society, any information you provide will not be given to the Christchurch City Council in a form that would enable them to identify you as an individual.

Please could you contact Jude Davis, Field Manager by 6 October 2008 to arrange a convenient time to be asked these questions.

Contact details for Jude Davis are:

Telephone: (03) 374 8950

Email: jdavis@opinions.co.nz

Address: Opinions Market Research Ltd, Level One, 164 Lichfield Street, Christchurch

Thank you in advance for your co-operation and participation in this exercise.

Yours sincerely

Karen Selway
Director

Level One| 164 Lichfield St| Christchurch| Tel: (03) 374 9794| Email: kselway@opinions.co.nz

12. 3. 2009

Hagley/Ferrymead Community Board 22.12.2008

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ATTACHMENT TO CLAUSE 1 Cont'd



NAME
ADDRESS

October 2008

Dear ...

If you wish to take part in this exercise regarding Chester Street West Pedestrian Mall, could you please contact us by 8 October 2008.

Opinions Market Research Ltd is contacting tenants and owners of property in the immediate area surrounding Chester Street West Pedestrian Mall on behalf of Christchurch City Council to collect information, which will assist the Council's decision making regarding the Chester Street West Pedestrian Mall.

We would like to ask you a series of questions about your opinion which will take approximately 8-10 minutes to answer, either in person or over the telephone.

We are an independent market research company, and in accordance with the Code of Practice of the Market Research Society, any information you provide will not be given to the Christchurch City Council in a form that would enable them to identify you as an individual.

Please could you contact Jude Davis, Field Manager, by 8 October 2008 to arrange a convenient time to be asked these questions.

Contact details for Jude Davis are:

Telephone: (03) 374 8950

Email: jdavis@opinions.co.nz

Address: Opinions Market Research Ltd, Level One, 164 Lichfield Street, Christchurch

Thank you in advance for your co-operation and participation in this exercise.

Yours sincerely

Jude Davis
Field Manager

Level One| 164 Lichfield St| Christchurch| Tel: (03) 374 9794| Email: kselway@opinions.co.nz