



# INNOVATING STREETS PILOT

Make it Safe, Make it Playful & Celebrate Tamaki

## STREETS4EVERYONE

Monitoring and Evaluation Report | August 17 2021

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## EXECUTIVE SUMMARY

The Point England trial, to make this micro-neighbourhood safer and more playful, ran between October 2020 – June 2021 and was led by the Tāmaki Regeneration Company (TRC) and funded by Waka Kotahi, through the Innovating Streets Programme. Initially called Make it Safe, Make it Playful, Celebrate Tāmaki, it was renamed ‘Streets4Everyone,’ as the trial developed to distinguish it from the living streets initiative.

Innovating streets aim to deliver streets that put people first, that are safer and more liveable. The way this is done makes it different from what has been done before. The process is key. It involves using ‘real world testing of changes to streets’ in what has become known as tactical urbanism by Waka Kotahi.

The trial started towards the end of 2020 with a series of community engagements. As TRC was not an approved body for funding, they worked with Auckland Transport (AT) to develop the project.

### **The trial had 3 main objectives:**

1. Make it Safe
2. Make it Playful
3. Celebrate Tāmaki

These objectives support the Tāmaki Master Plan and the regeneration outcomes of creating social, economic and housing opportunities, in particular for our Māori and Pasifika Tāmaki whanāu. It speaks to 5 of the 14 moves in the Master Plan:

- Enabling a modal shift to walking, cycling and public transport (Move 5)
- Creating a network of living streets (Move 7)
- A Tāmaki-unique wayfinding strategy (Move 8)
- Supporting local employment and social infrastructure (Move 11)
- Supporting the health and wellbeing of the community (Move 14) [TRC Masterplan Moves](#)

During November and December 2020, the designs took shape following 2 community-based workshops. Installation took place in April 2021. During the trial, which lasted till the end of June 2021, observations took place to see how many school children walked or cycled home from school, and how they interacted with the installations. Between February 24th and April 7th, 8 workshops were run by the creative placemaking agency ‘The Open Fort’, with the Point England school extension class, to get ideas for games to be installed along the pavements on the routes to school.



The area was visited regularly by the monitoring and evaluation team and numerous photographs were taken. A traffic count was taken during the second half of messages and observations were noted in a project database. At the end of the trial, a final survey invited feedback on the process itself. All this information was compared with baseline information collected from previous studies.

## MAIN FINDINGS

Overall, the Streets4Everyone trial was a success on many levels. The reliable project management gave residents certainty that the installations were temporary. The agility and flexibility of the project team meant they could be responsive to events. This was the first time that the real-world testing had been used in Tāmaki and it did give residents a chance to experience how changes could impact their streets. Within the timeframe and resources, as many opportunities as possible were created to engage residents. Feedback was sought using: surveys, observations and walkabouts. All emails and phone calls were logged on a database. During the 2.5 months of planning and installation, changes were made as a result of resident feedback. Engagement with the Point England extension class demonstrated how school children can be involved in the design of their streets.

## MAKE IT SAFE

The diverter, on the junction of Anderson Ave and Waddell Ave, which was installed to reduce traffic proved unpopular especially for residents there, as it lengthened regular trips by car. Although the traffic count showed that it had led to a significant reduction in traffic volume and a very small reduction in traffic speed, for a sizeable number of residents on Anderson Ave and Waddell Ave the inconvenience outweighed these benefits.

The temporary kerb extension on Waddell Ave was designed to further reduce the speed of traffic coming up to the diverter. However, the perception was that its main impact was on parking spaces. Parking is a key issue for residents and the trial highlighted this, and as more development takes place the pressure for on-street parking is increasing. The mesh art helped to define the tree pits and create art work on the street. The stencil art work defined the roundabouts, although did not dissuade all drivers from driving over them.

*Modal shift to walking, cycling and public transport.*

Although it did identify some of the barriers to active modes of transport, the trial was not long enough to bring about a visible shift in the way residents get around. The way finders were not mentioned in the feedback but are there to act as a nudge for residents to walk and cycle around the local area during the coming spring and summer.

## MAIN FINDINGS

The 3 seats and planters on Anderson Ave generally got a thumbs up along with the more artistic elements of the trial, including the mesh art around the tree pits. The consensus was that these should remain in place. The transition in colouring from green to blue, to mark the journey from the maunga to the sea however was lost on most people, and the majority of



those responding to the survey said they connected more strongly to the estuary. The play along the way elements, including the quizzes and race track were very well received and used by a number of school children.

## ENGAGEMENT

The Streets4Everyone trial is an example of real-world testing of changes to streets with some elements of co-design. With a 2-month delay to the start time, the trial did not allow for a full-scale co-design process which would have been Tamaki Regeneration's preferred way of working. The conceptual design had been largely developed as the application for funding was put together in mid-2020, and the initial workshops with residents helped confirm these ideas. The games for school aged children were designed with children from Pt. England School during the trial. Throughout the trial, the principles of engagement set out in the TRC document, 'TIES that strengthen' [TIES page 27](#) underpinned the engagement that did take place.

As a result of the email responses to the trial, a sizeable list of local residents was collected and many expressed a desire to be part of any ongoing design of the area. The project involved 11 local contractors, and provided a unique opportunity for professionals in Kāinga Ora, TRC, AT, Waka Kotahi and Jasmox to collaborate together and work with these local contractors.

As a result of feedback from residents, the mesh art around the tree pits and stencil art on the roundabouts were not taken out after the trial ended. The 3 seats and circular planters were also left in situ, the games were also retained. Six weeks after the deinstallation of the diverter and kerb extension, at the end of June, the remaining installations were intact and the paint work still vibrant, in early August, ready for the coming spring and summer.





# TIMELINE

## STEP 1

### SPRING MEETINGS WITH RESIDENTS AT OUR LOCAL TONGAN CHURCH

We started by meeting with Tāmaki locals to talk through the key issues: road safety, amenities and how people move around their neighbourhood.

## STEP 2

### SUMMER EVENTS HOSTED IN TAURIMA RESERVE

We continued to work with the community to create a roadmap for action. We sought your ideas about how to make our streets safer, more playful and to celebrate Tāmaki.

## STEP 3

### AUTUMN 2021

Based on feedback from the community we developed a trial program by working with external partners including AT, urban designers, transport specialists, and Auckland Council.

## STEP 4

### AUTUMN 2021 APRIL - JUNE

After the Streets 4 Everyone program was approved, we worked over 5 days with local Tāmaki contractors to install everything.

## STEP 5

### YOUNG DESIGNERS MAKING THE PLAY TRAIL

School kids from Point England helped us to develop fun activities to make the trial more interactive and playful along the way.

## STEP 6

### EVENTS, ACTIVITIES AND SURVEYS TO SENSE CHECK

During the trial, we offered local walkers and cyclists guided tours through the program. We also conducted surveys, road use counters, and pedestrian counts to measure results.

## STEP 7

### ADAPTING THE TRIAL TO FEEDBACK RECEIVED

Partway through the trial and based on community feedback, we added yellow no stopping lines to ease traffic flow past central tree pits. We also widened the spaces between planters for cyclists.

## STEP 8

### JUNE WINTER GATHERING 2021 - CANCELLED

Now that the trial has ended, we planned to get together with the community to talk through what we kept and what we removed. Sadly, this event had to be cancelled due to bad weather.

## STEP 9

### WHERE TO FROM HERE?

We will produce a Case Study Report and share it widely, which summarises the core learnings and results of the trial and how this will inform any future plans.

INSTALLATIONS	COMMENTS	OVERALL
<p><b>Diverter on Anderson Ave and Waddell</b></p>  	<p>“The detour at the roundabout doesn’t make sense, it makes it more difficult for cyclists to get through.”</p> <p>“Please notice by cutting off Waddell Ave and Anderson Ave has been highly inconvenient and I haven't seen any difference in more residents walking around.”</p> <p>“The diversion at the roundabout has created a more dangerous environment, as cars now mount the footpath to continue straight on Anderson Ave. This endangers the pedestrians more than usual.”</p>	
<p><b>Kerb build out on Waddell</b></p>  	<p>“The flower pots on Waddell Ave. These encourage children to play ON THE ROAD! This is not at all safe!! The road should be for cars not children. It also removes a lot of parking which means cars are parking on the grass and in the street blocking the street which means children are even less visible when you're trying to get in and out of your driveway. I feel this is a major safety issue”</p> <p>“Build out being called 'ugly”</p>	
<p><b>Stencil art work on roundabout on the way to the estuary</b></p> 	<p>“I loved the artwork on the roundabout, the plants and mesh patterns.”</p> <p>“I wanted to see Māori design,”</p> <p>“Money would have been better spent upgrading Taurima Reserve making it more fun, colourful and more lighting than spending it on the planter boxes and kerb extension”</p>	



INSTALLATIONS	COMMENTS	OVERALL
<p><b>Stencil art work on roundabout on the way to the maunga</b></p> 	<p>“Likes the paint on the roundabout, plants and mesh with patterns.”</p>	
<p><b>The mesh art around the tree pit near the Tongan Church (green signifying the maunga)</b></p> 	<p>“The artwork on the road and around the trees looks like a very cheap option to improve road/ pedestrian safety. It creates a ‘ghetto’ look in a suburb that already deals with a number of social issues.”</p>	
<p><b>The mesh art around the tree pit on Anderson Ave (the blue signifying the estuary)</b></p> 	<p>“Positive aspect is the mesh around tree pits however the tree pits createmore hazards.”</p>	



Installations	Comments	Overall
<p><b>The seat near the entrance to Taurima Reserve</b></p> 	<p>“The lights and seating were really helpful”</p>	
<p><b>The seat half way along Anderson Ave on the kerb build out</b></p> 	<p>“Resident sitting on new bench seat for a rest with his dog, chatted around the artwork, he loved the green roundabout and the mesh on the tree pits, although he thought the blue was too bright and the green fitted the environment better.”</p>	
<p><b>The seat at the entrance to Taurima Reserve</b></p> 	<p>A resident, asked to come to view the streets after 6pm, said “Lights and seats well liked.”</p>	



Installations	Comments	Overall
<p><b>The Race Track</b></p> 	<p>“Our kids loved the play trail, we’d like to see more of that, it gets them playing outside.”</p>	
<p><b>Find the foods</b></p> 	<p>“Like the idea of the play trail, seats and tree pit scrim in particular. Good to get the kids playing outside more.”</p>	
<p><b>Kiwiana</b></p> 	<p>During the walkabout with the Pt. England School pupils one of the staff said: “I wish we had these during lockdown”</p>	
<p><b>Hopscotch on pathway between Holland Ave and Tripoli Road</b></p> 	<p>No specific comments on the hopscotch pavement art.</p>	



## INTRODUCTION

### Aims of this report

This report sets out the findings of the monitoring and evaluation of the Point England Streets4Everyone trial. As a key part of the trial, the intention was that the monitoring could provide ongoing feedback and show whether or not the trial achieved the stated objectives; make it safe, play along the way and celebrate Tāmaki.

### Structure

This report firstly provides a brief description of the area, and the ‘problem’ or issues to be tackled. The original timeline is set out along with a description of the monitoring framework adapted from the Waka Kotahi template. The main part of the report focuses on the 3 aims and discusses how far these have been achieved and the lessons learnt.

### Background

In 2020 Waka Kotahi launched a one-year Innovating Streets Pilot programme ‘to use real world testing of changes to streets to make them safer and more liveable’. This approach is widely known as tactical urbanism. COVID-19 provided an impetus for the innovating streets pilots.

*“Tactical Urbanism involves temporary ‘tactical demonstrations’ and ‘trial interventions’ to test living, breathing versions of designs with communities in real time. This real-world testing focuses on delivering streets that put people first – making them safer and more liveable.” (Waka Kotahi, 2020).*

*<https://www.nzta.govt.nz/roads-and-rail/innovating-streets/resources/tactical-urbanism-handbook/finished#uff>*

In July 2020 Tāmaki Regeneration Company (TRC), Kāinga Ora and Jasmax submitted a proposal to Waka Kotahi to help inform the way in which neighbourhood streets could be designed in the future. As one of the urban designers put it during a walkabout in May 2021 ‘streets will be lifting the load in future’. Streets make up the majority of the urban landscape. They need to do much more than provide for vehicle traffic. They need to be seen as spaces for movement, interactions, and activities.

A key component of the Waka Kotahi Programme is the co-design of projects with the community that would be impacted. In the application for funding, TRC envisaged utilising:

*‘Our internal team’s expertise to interpret a codesign and participatory design approach to assist in the development of this study for utilising tactical urbanism within the spatial living street outcomes. We would draw on and utilise TIES (Tāmaki Inclusive Engagement Strategy) [TIES](#) which is an engagement process unique specifically to Tāmaki and created by community members of Tāmaki. This would draw our project to align strongly with an indigenous model of codesign.*

*By testing and codesigning these street concepts and potential uses with the neighbourhood within the TIES framework would support establishing a codesign approach that has been developed with the residents of Tāmaki. This in turn would support community empowerment within the process and install a sense of ownership towards the shaping of the desired Living Street outcomes.’ (p.10).*



### The trial area

The trial area is located within Point England, and lies between 3 main roads; Erima Ave, Pilkington Rd. and Tripoli Rd, see Figure 1. Maungarei (Mt Wellington) lies to the South West beyond the Tāmaki industrial zone and the estuary lies 1 km to the east. To the north is Glen Innes 1.5 kms away. The wider Point England area is one of 3 neighbourhoods undergoing regeneration in the coming decades. Together they make up one of the largest urban transformation projects in New Zealand, covering 153ha of suburban land across the three suburbs of Panmure, Point England, and Glen Innes in East Auckland. Over the next 20 years TRC will replace 2,500 state houses with around 10,500 new social, affordable, and market houses and improved amenities. Mana whenua were asked early on what involvement they would like to have in this trial. Since they have been engaged on the Tāmaki Master Plan process, the expectation was that their aspirations would be followed through in the trial. The mana whenua TRC have a relationship with the Tāmaki area are Ngāti Paoa, Ngāti Whatua Orakei and Ngai Tai ki Tāmaki.

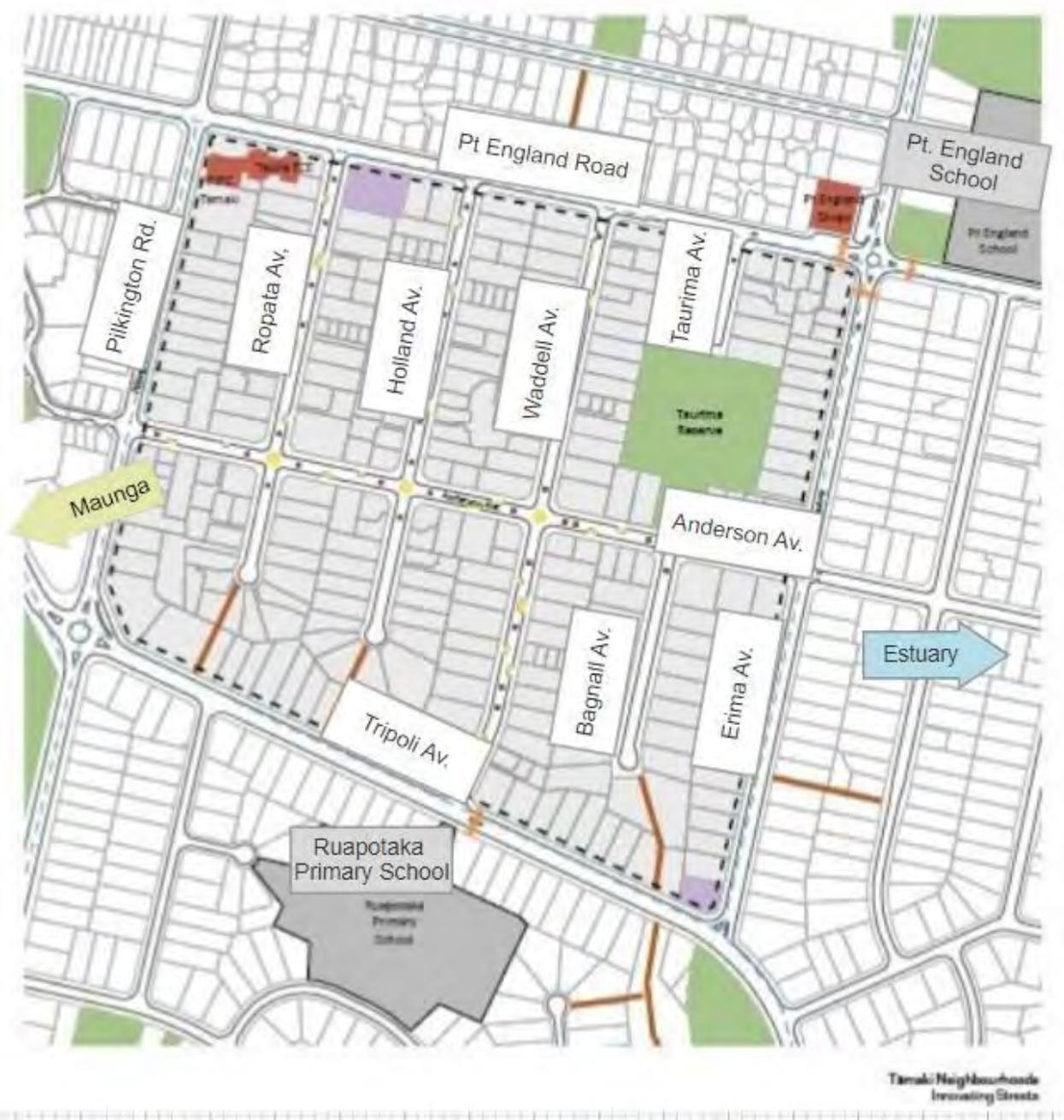
### Why the area was chosen

This micro-neighbourhood was chosen by TRC and Kāinga Ora as the public sector driven redevelopment is not scheduled to take place in the next few years. On the whole the area is stable. It was also part of a local traffic neighbourhood project that started in 2010. Issues of safety in and around Taurima Reserve had been identified. There is significant private redevelopment happening especially along Waddell Av. as some single dwelling sites are replaced by multiple dwellings.

**Figure 1** The Streets4Everyone Trial Area in Context



**Figure 2** The micro-neighbourhood trial area



### The trial area - some statistics

According to Census 2018, the number of residents in Pt. England is 4923. Within the trial area, it is estimated that the population is about 3990.



The trial area - some statistics cont.



- **3990** residents both sides of Anderson Ave, including Apriana Ave apartments.
- **874** houses.
- **12 %** elderly, **61 %** adults, **26%** young.
- Similar demographics compared with the rest of Tāmaki
- Excluding the highest occupancy, the average occupancy of each house is 4.

Source: Integrated Infrastructure (I I)

Nearly two thirds of the dwellings are rented from TRC, 20% are owner occupied and 20% private rented, (assuming the tenure split is similar to the wider Point England area).

**Figure 3** Point England Tenure

Population	Point England	Point England %
<b>Tenure*</b>		
Owner occupied	174	20.8%
Private rentals	177	21.2%
THA homes	483	57.9%
<b>Total</b>	<b>834</b>	<b>100%</b>

\*Tenure estimates based on Stats NZ 2018 Census Data and TRC data on THA ownership.



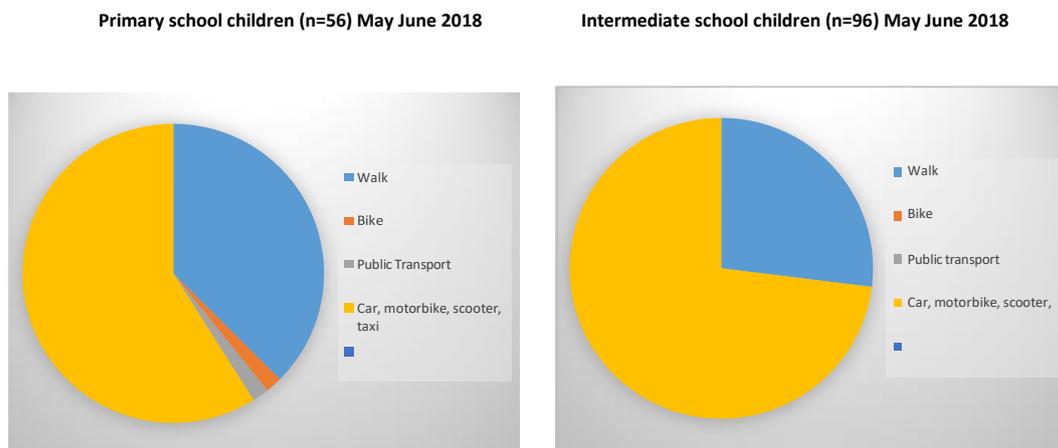
Source: Neighbourhood Survey of Panmure and Point England 2020-2021



Children of school age estimated at 80-100 (based on pedestrian survey and Ruapotaka School Survey). [Ruapotaka School Survey](#)

**Figure 4** How children get to school

### How children get to school in Tāmaki



Source: Study published in the Journal of Transport and Health 2020 by Melody Smith et al entitled Impact of changing road infrastructure on children's active travel: A multi-methods study from Auckland, New Zealand.

### The problem this project is tackling

The problems this pilot was designed to tackle related to some unintended consequences of a previous low traffic neighbourhood project. A 2010 'self-explaining roads' project (which predated the 201 Tāmaki Precinct Masterplan) was designed to reduce traffic speed in the area. This involved a mix of kerb extensions, median planters, mountable roundabouts, and artworks that local school children helped to create. A follow up study showed that the scheme did help reduce traffic speed. However, the design of the roundabouts and tree pits meant that they were not as visible as they could be and the tree pits reduced the availability of on-street parking.

*'Some people are further restricting the pinch points by parking cars in these zones forcing traffic to often use the other side to get through. In some instances, particularly around intersections, the planting in the median has failed as have attempts to highlight the edges of these with vertical reflectors.'* (page 4) [Mackie Report](#)

The application for funding to the Waka Kotahi Innovating Streets programme, by Tāmaki Regeneration Company and Jasmox, stated that the aim of the pilot was:

*To test a series of key moves to see if they will provide the outcomes outlined in the Tāmaki masterplan at a neighbourhood cell level. These include a significant modal shift to walking, cycling and public transport, streets as places, including play along the way and a place for the life of the community to play out, and a celebration of Tāmaki's natural landscape and unique identity.'* (page 4). [Application](#)



### Aims as stated in the original application

- 'To heighten the visibility of the roundabouts and tree pits and to enhance the character and playfulness of the cell. (page 5)
- To better connect the community to these significant landmarks and celebrate Tāmaki and the community through the design of the elements used as part of the testing. (page 5)
- Way finding would also be used to highlight the proximity of these local places and other amenities.' (page 5)

These aims reflect the current Tāmaki Precinct Master Plan 201 which acknowledges that in the future, streets will be places rather than routes for motor vehicles. They will be expected to provide safe places to walk, cycle and spaces for people to connect and play.

### Logic of the project summarised

1. To address the safety of the area, [traffic related safety]
2. To improve the attraction of walking and cycling key routes and
3. To work with the community to celebrate the identity of Tāmaki and the cohesion of the community.

**Figure 5** Logic of the trial



### What this innovating-streets pilot could not address?

The Waka Kotahi Innovating Streets Trial is designed to test relatively small-scale interventions. It does not extend to big-spend items such as the permanent removal of tree pits, removal of kerb extensions and roundabouts or the installation of crossings such as accessible platform crossings from one pavement to the other. Where interventions are successful, the intention is that they could be made permanent as and when funding becomes available.



## Interventions

A number of interventions were proposed in the original application to address each of the 3 objectives, safety, make it playful and celebrate Tāmaki. The aim was to trial these ideas and gauge resident reaction during the trial period. The original proposal was to temporarily close Anderson Av. to traffic in order to complete the various installations.

**Table 1:** A list of the initial suggestions for interventions as per the application to Waka Kotahi

Aims / outcomes	Interventions	Locations
<b>Make it Safe</b>	Temporary Road Closures	Anderson Ave and Pilkington Ave and Anderson Ave and Erima Ave.
	Temporary Kerb extension	Using the existing tree pit on Waddell Ave on the Tripoli Road side of the Anderson Ave intersection.
	Upgrades to pedestrian lanes	Connecting Tripoli Road and Holland Ave.
	Dog safety awareness	Roaming dog education and discipline
<b>Celebrate Tāmaki</b>	Wayfinding paint along Anderson Av.	Along Anderson Ave.
	Painted nodes and community art	Anderson Ave.
		Roundabout at Anderson Ave and Ropata Ave.
		Roundabout at Anderson Ave and Holland Ave.
		Roundabout at Anderson Ave and Waddell Ave.
	Seating	3 locations on Anderson Ave.
	Wayfinding vertical signs	4 locations along key walking and cycling routes.
<b>Make it Playful</b>	Play nodes	Location and exact route to be determined by community

Source: Intervention Planning excel sheet, Microsoft Teams Jan 18 2021

In March 2021 the initial list of interventions was adapted and developed, following advice from traffic engineers, and as a result of feedback from a resident witnessing the waste management collection trial during the set-up stage of the installation. The key change was the removal of the closure of Anderson Av. at both ends. The interventions were installed in



April 2021.

**Table 2:** A list of the interventions as they evolved in March 2021

Aims/ outcomes	Interventions	Locations
	<b>Taken out</b> - Temporary Road Closures	Anderson Ave and Pilkington Ave and Anderson Ave and Erima.
Make it Safe	Temporary Kerb extension	Using the existing tree pit on Waddell Ave on the Tripoli side of the Anderson Ave intersection.
	Upgrades to pedestrian lanes	Connecting Tripoli Road and Holland Ave.
	<b>Added</b> - Lighting	Next to selected seating nodes.
	<b>Taken out</b> - Dog safety awareness	Roaming dog education and discipline.
	No stop yellow lines	Waddell Ave in response to feedback from residents in the first walking tour.
Celebrate Tāmaki	Wayfinding paint along Anderson Ave	On road at tree pits along Anderson Ave.
	Painted nodes and community art	Roundabouts along Anderson Ave at the intersections of Ropata, Holland Ave, and Waddell Ave.
	Seating [with lighting]+	3 locations on Anderson Ave.
	Wayfinding vertical signs	4 locations along key walking and cycling routes.
Make it Playful	Play nodes	Location and exact route to be determined by community.

Source: Updated Proposal March 2021

The temporary road closure at either end of Anderson Av. was ruled out. Although the possibility of dog awareness sessions was fully investigated, it was decided not to include these in the workshop days.

Seats and temporary solar lights were added as a result of feedback from the first community workshop.



Figure 6 Updated Proposal



- Painted roundabouts along Anderson Ave highlight journey from Maunga to Estuary
- Node connection artwork painted on road at tree pits along Anderson Avenue further highlighting journey from Maunga to Estuary
- Tree pits highlighted with artwork mesh panels
- Seating nodes at key locations with planters and lighting
- ▲ Wayfinding signage highlighting key destinations and walking times attached to existing vertical elements
- Painted laneway
- / Existing tree pit turned into kerb extension with clusters of planters
- ~ Play along the way route

	Intervention	Location
Make it Safe:	Temporary kerb extension	① Existing existing tree pit at south end of Weddell Avenue
	Upgrade to pedestrian lane	② Connecting Timpoll Road and Holland Avenue
	Highlighted tree pits	③ Along Anderson Avenue
Celebrate Teahāhi:	Lighting	④ Near crossing nodes
	Nudge connections	⑤ Wayfinding signs on road at tree pits along Anderson Avenue
	Anderson painted roundabout nodes	⑥ Roundabouts of Anderson Avenue and Ripapa Ave, Holland Ave Weddell Ave
	Seating Nodes with Lighting	⑦ 3 locations along Anderson Ave: Tararua Reserve, central built out and church
Make it Playful:	Wayfinding signage	⑧ Located along key walking and cycling routes
	Play nodes	⑨ Location and exact nature to be determined by community consultation

Source: Jasmx



## Make it Safe

**Aim:** further reduce traffic volume and speed to make it safer for pedestrians and cyclists and introduce some food planters.

### Installations:

- Traffic diverter to reduce volume in 2 areas.
- Mobile solar lamps.
- Seats along Anderson Ave.
- Mesh art around the tree pits.
- Wayfinder signs.



## Make it Playful

**Aim:** to make it more fun for kids as they go to and from school; to encourage more school; to encourage more kids to walk or cycle to school.

### Installations:

- Series of quizzes and games, on pavement and trees.
- Pavement art.
- Race-track down path in Taurima Reserve.



## Celebrate Tāmaki

**Aim:** to highlight natural features of the maunga and the estuary.

### Installations:

- Road art.
- Mesh art around the tree pits.
- Signs.



## How the success of the trial was to be measured

### Overall success was seen as:

*'a way to improve the public space of the residents rather than just making it more difficult for them to move around by car. Therefore, the intent is to include placemaking outcomes early on and encourage the community to become active participants in the shaping of their neighbourhood. The first thing will be to understand current barriers to walking and cycling so that the design can be reshaped if necessary, to address these as part of the initial moves. For example, if bike ownership and/or maintenance is an issue a bike hub could be included as part of the reserve activation.'*  
(p.10)

The original application set out a number of measures of success, as listed below, and these were used as the starting point by the monitoring and evaluation team.

### Make it Safe

- Reduce the number of cars using the area.
- Reduced traffic speed.
- Increased awareness by motorists at intersections of pedestrians, cyclists and more vulnerable members of the community.
- Increase the number of pedestrians and 'natural surveillance' or the 'eyes on the streets'.
- Reduce the roaming dog issue.
- Current use of public transport – buses (page 8 original application).

### Making it Playful

- Increase in the number of children cycling or walking to school (page 9 original application).
- Feedback from school children.

### Celebrate Tāmaki

- To introduce art interventions that express the narrative about the place, the community and its connections to the natural and ancestral landscape. (page 10 original application)

**In addition to these 3 main objectives, the pilot sought where possible to implement TRC's social procurement approach to:**

- Use local suppliers and service providers
- Contract local companies to do the installations
- Build capacity within the project team
- Develop long term relationships with local schools and college



As part of the trial, the project lead, Sarah Wiggins, put together a list of potential suppliers, service providers and contractors from the local area.

### Waka Kotahi measures for low traffic neighbourhoods

The draft handbook [Handbook](#) developed by Waka Kotahi for the 2020-2021 Innovating Streets programme includes a monitoring and evaluation framework and template. The expectation was that the trials taking place throughout Aotearoa New Zealand would use this framework and template, adapting it to the needs of their specific projects. Feedback from this process could then be used to develop the handbook for future programmes.

**Table 3: Stages of Monitoring and Evaluation**

<b>Interventions:</b>	<i>EXAMPLE - Waka Kotahi <a href="#">WakaKotahi (page 39)</a></i>	Notes for the Point England Trial.
<b>Problem / Opportunity</b>	<i>Vehicles travelling too fast</i>	The Point England trial area is already a low traffic neighbourhood following the 2010 project. <a href="#">Mackie Report</a> The urban designers could see opportunities for further reduction in traffic volume and speeds and to trial temporary measures to make tree pits and roundabouts more visible.
<b>Success / outcome</b>	<i>Fewer vehicles moving at slower speeds</i>	Fewer vehicles. Positive feedback from residents.
<b>Metric / measure</b>	<i>Vehicle volumes and vehicle speeds</i>	Vehicle volumes and speeds. Resident feedback.
<b>Threshold / performance / standard</b>	<i>85<sup>th</sup> percentile speeds 30KMH, 30% reduction in vehicle volumes</i>	A threshold was not set initially.
<b>Data collection method</b>	<i>Traffic tubes</i>	Previous traffic tube counts, observations, surveys, workshops, walkabouts.
<b>Duration</b>	<i>4X2 weeks continuous counting</i>	The Point England trial was due to last 3 months up to the end of June 2021 so the duration and timing of data collection reflected this. In addition to traffic data, pedestrian data was to be collected.
<b>When is data to be collected?</b>	<i>Baseline data before the trial 1 month, 6 months, 12 months into trial</i>	
<b>Who is collecting the data?</b>	<i>Consultant</i>	TRC has an objective to contract local suppliers where possible. Insight Tamaki, M & E team.
<b>Feedback loop</b>	<i>Consultant to report back to larger team at weekly team meetings</i>	Regular project team meetings.
<b>Who is using the data?</b>	<i>Design team</i>	The project team.



A monitoring and evaluation framework was developed for the project based on the initial design and it was revised and adapted as the project evolved. [MandEframework](#)

When the initial framework was developed, the next step was to see what information was readily available that could be used as baseline data.

### Baseline measures - Make it Safe

Tables 4-6 take each of the 3 main objectives and lists the key findings from the desk work and preliminary observations.

**Table 4: Sources of baseline data for Make it Safe**

Objective 1: Make it Safe <i>Measures listed in the original application to Waka Kotahi</i>	Baseline data from the desk research
Reduce number of cars using area	<p>The Point England - Panmure Neighbourhood Survey (2020-2021) showed that the car is the main mode of transport of most households.</p> <p>Almost two thirds of households walk to where they want to get to. 20% of households cycle.</p> <p>No baseline information on volume as the Mackie study looked only at traffic speed.</p>
Reduced traffic Speed	<p>The Mackie (2018) self-explaining roads report collected traffic speed data for Waddell Ave. and Anderson Ave. Both showed a 35 km/h operating speed - see explanatory note <a href="#">Operating Speed definition</a></p> <p>During the on-site traffic count Dec 3-13 2018, a small number of vehicles (7) were recording between 60-70kms/hr and 70-90kms/hr on Waddell Ave towards Pt. England. <a href="#">2019 traffic count Waddell Dec 3-9 2019</a> <a href="#">traffic count Waddell Dec 7-13</a></p>
Increased awareness by motorists at intersections of pedestrians, cyclists and more vulnerable members of the community	<p>The New Zealand Transport Agency's (NZTA) Crash Analysis System (CAS) shows that in the project area, there were a total of 155 reported accidents in the last 5 years (1996-2020). Issues how to capture near misses and 'dings'</p> <ul style="list-style-type: none"> <li>• Fatal crash Red: none in the area</li> <li>• Severe injury crashes Orange: Along Point England Road.</li> <li>• Minor injury crashes Yellow - Point England/Pilkington, Erima Ave / Point England Road.</li> <li>• Non-injury crashes Green: Across the area, hot spot Anderson Ave and Pilkington Ave.</li> </ul>
Increase number of pedestrians and 'natural surveillance	<p>The Matrix and Traffic and Transport Data (2019) <a href="#">2019 Ped data</a> shows the number of children using the crossings at Anderson Ave. and Erima Ave. between 2.50pm and 3.50pm. 33 unaccompanied children were recorded crossing the roads.</p>



	<p>The average number of pedestrians using Point England Road during peak hours was: 8-9am (50), 12-1 (18) 3-4 (52).</p> <p>The figures show that more children walk on their own than with others, no elderly people were recorded walking on Point England Rd.</p> <p>A set of pedestrian and traffic counts were undertaken for the project team by Tāmaki Insights in December 2020 <a href="#">Ped Count</a>. The counts confirmed the busy points for school children: Waddell Ave and Pt. England, Bagnall Ave and Anderson Ave, Anderson Ave and Erima Ave, Pt.England Road and Tripoli and Pilkington Road and Tripoli.</p> <p>The counts also highlighted a speed issue on the junction of Bagnall Ave and Anderson Ave.</p>
<p>Reduce the wandering dog issue</p>	<p>This issue did come up in the Point England - Panmure 2020-2021 Neighbourhood survey. In answer to the question: ‘what do you dislike about living in the area?’ anti-social behaviour is mentioned most often. General dislikes include: unkempt homes and gardens, feel unsafe, poorly maintained parks/reserves, poor lighting, neighbours, stray dogs. Transport concerns include; poor footpaths, new islands, lack of car parking, not pedestrian friendly, cyclists. Almost half of Point England residents feel unsafe walking alone after dark.</p> <p>2 unleashed dogs were spotted at the Saturday Picnic December 12 2020. Some residents have said they do not go for walks or walk to school because of wandering dogs, or if they do, they take a stick.</p>
<p>Current use of public transport – buses (page 8 original application)</p>	<p>The AT boarding of buses figures for the 10-day period prior to lockdown in 2020, showed that the average boardings per day for the 743 and 744 buses to and from Glen Innes were 170 per day from 17 bus stops. <a href="#">AT Bus data Dec 2020</a> The route is considered a low usage route and would not therefore qualify for additional bus shelters.</p>



## Baseline line measures for Making it Playful

**Table 5:** Sources of baseline data for Making it Playful

Objective 2: Measures for Making it Playful	Baseline from the desk research
<p>Increase the number of children cycling or walking to school (page 9 original application)</p>	<p>Ruapotaka Annual Travel Wise Survey for 2020 showed that 48% of pupils walk to school, 3% car/walk, 1% scooter and 48% go by family car.</p> <p>It is not known how many pupils live in the area. An estimate based on the Dec 20 pedestrian count <a href="#">2020 Dec Ped count school time</a> and taking into account that approximately half of school children said they walked to school <a href="#">Ruapotaka 2020 survey</a> this would give a total of 80-100.</p> <p>A study by Melody Smith et al<sup>1</sup> in wider Point England and Panmure, published in 2020 involving a sample of 56 primary children showed that 59% go by car, motorbike, scooter or taxi, 37% walk, 2% go by bike and 2% public transport. The same study took a sample of 96 intermediate school children and found that 73% go to school by car, motorbike, scooter or taxi, and 27% walk.</p>

## Baseline measures for Celebrating Tāmaki

**Table 6:** Sources of baseline data for celebrating Tāmaki

Objective: Celebrate Tāmaki Measures listed in the original application to Waka Kotahi.	Baseline from the desk research
<p>To introduce art interventions that express the narrative about the place, the community and its connections to the natural and ancestral landscape. (page 10 original application)</p>	<p>There is some art work which was part of the 2010 traffic study, notably on the kerb build out on Anderson Ave.</p> <p>Occasionally members of the Tongan Church wrap traditional cloth around the bark of nearby trees.</p>

<sup>1</sup> Melody Smith et al (2020) Impact of changing road infrastructure on children’s active travel: A multi-methods study from Auckland, New Zealand, Journal of transport and Health. See table 2 on page 7 of this paper.



## Summary of relevant findings from the 2020-2021 Point England – Panmure - Neighbourhood Study

A baseline survey specific to the Innovating Streets pilot in Point England was ruled out as a Panmure - Point England Neighbourhood Survey was due to take place between November 2020 and January 2021. In addition to potentially causing confusion and reduced response rates, it was felt that the surveys would lead to over saturation and the project team felt that sufficient information could be gained from the neighbourhood survey.

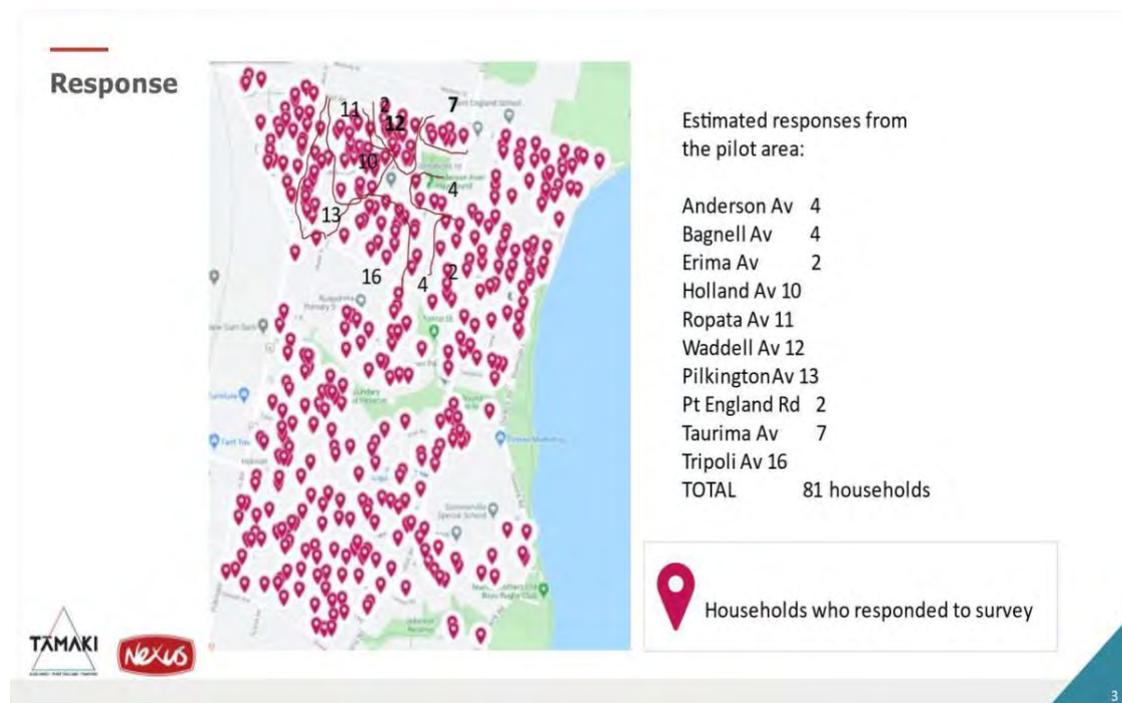
**The Neighbourhood Survey in Panmure and Point England was undertaken between November 2020 and January 2021 to:**

- (1) Better understand the communities' needs, aspirations and any issues with the redevelopment taking place in the neighbourhoods and
- (2) To provide insights to share with the Place Making team and with the community.

When the results became available in late March 2021, they were scrutinized to extract as much useful information as possible.

An estimated 81 households in the Streets4Everyone pilot area responded to the wider Neighbourhood Survey.

**Figure 7: Responses to the Neighbourhood Survey**



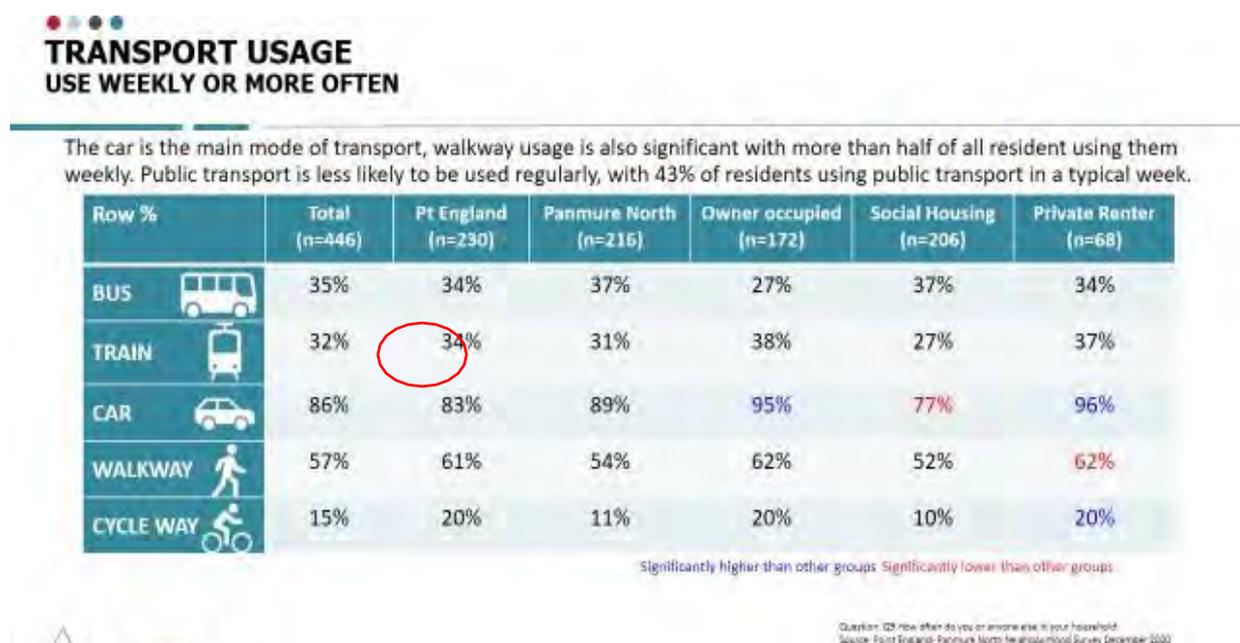
Source: Nexus (2021) Draft Neighbourhood Survey Draft Presentation Panmure and Point England Neighbourhood Survey <https://drive.google.com/file/d/1Z-oWnXzVPDpVX2sx-7i6qrmLj2KjVwFc/view?usp=sharing>



The number 1 priority for people in Point England is having a warm dry home.

The car is recorded as the main mode of transport, with almost two thirds of household members walking to where they want to get to. 1 in 5 or 20% of household members use cycles.

**Figure 8** Transport usage – Neighbourhood Survey Results



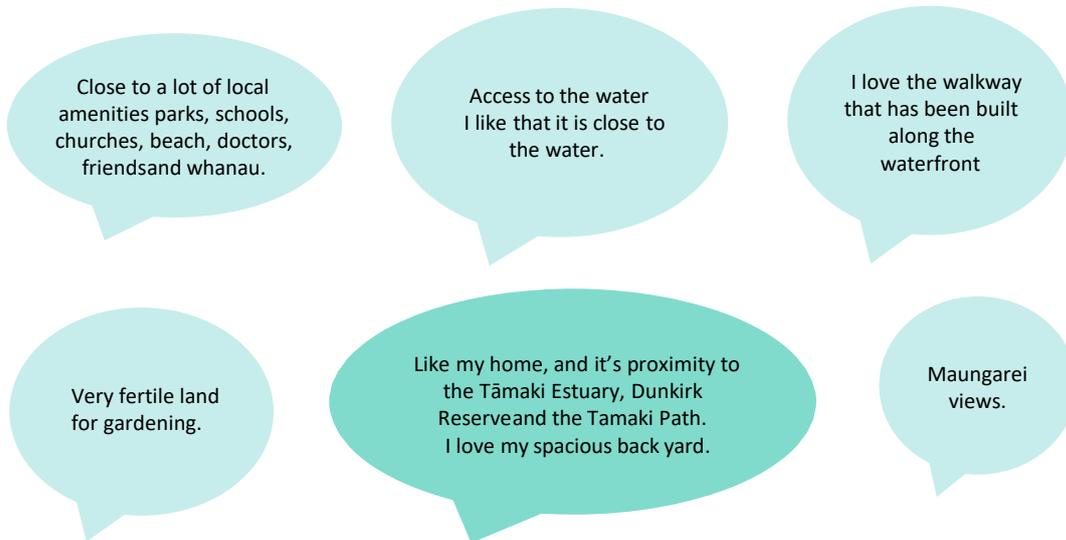
46% of respondents said they were satisfied with general plans for the neighbourhood. 29% are neither satisfied or dissatisfied and 19% are dissatisfied.

Overall, the level of satisfaction with the area where respondents live is high at 80%. Pasifika families are more likely to be satisfied 85% (family connections) and unemployed 95% (like the area).

The survey showed that in Point England, 35% of respondents are satisfied that they have a say in the plans for the neighbourhood. 1 are dissatisfied and 1 don't know and 1 are neither satisfied or dissatisfied.



## Comments from the Neighbourhood Survey:



3

In response to the question, “What do you dislike about living in the area?”, anti-social behaviour is mentioned most often. General dislikes include: unkempt homes and gardens, feel unsafe, poorly maintained parks / reserves, poor lighting, neighbours, stray dogs.

Transport concerns include; poor footpaths, new islands, lack of car parking, not pedestrian friendly, cyclists. Almost half of Point England residents feel unsafe walking alone after dark.

The areas perceived to be very unsafe include both ends of Holland Av including the pathway leading to Tripoli Ave.

### Relevant findings from the Neighbourhood Survey:

- Number one priority for Point England respondents is having a dry, warm home
- **What Point England residents generally disliked about the area included:**
  - unkempt homes and gardens
  - feeling unsafe
  - poorly maintained parks/reserves
  - poor lighting
  - problem neighbours
  - stray dogs
- **Transport concerns include:**
  - poor footpaths
  - new islands
  - lack of car parking
  - not pedestrian friendly
  - cycling
  - almost half of Point England residents feel unsafe walking alone after dark

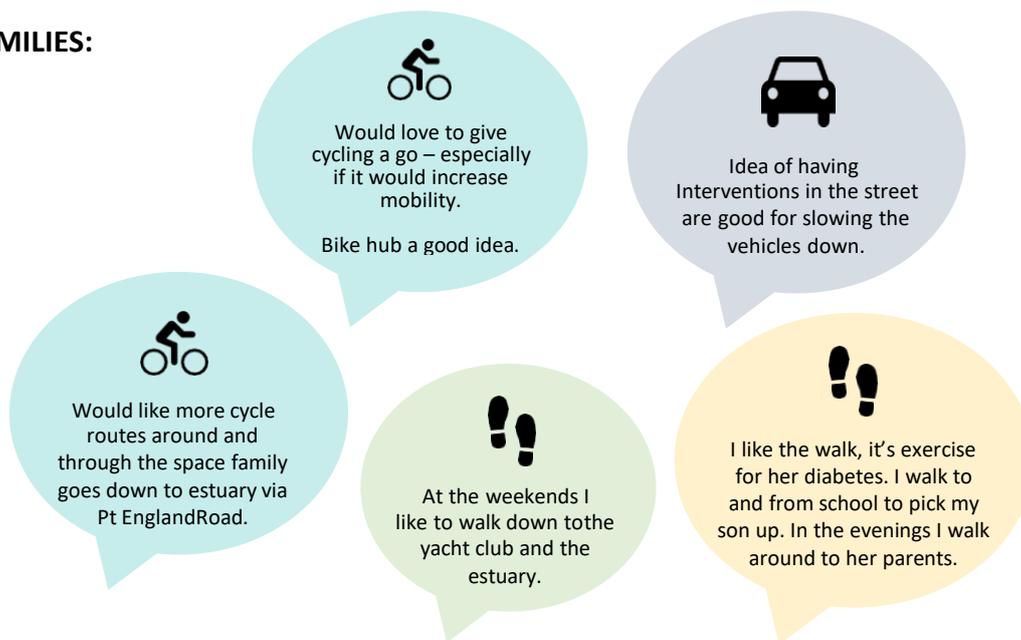


## Workshop 1 – November 21 2020 – Tongan Church

The first community-based workshop was held in the Tongan Church on November 2020

Here are some comments relating to cycling, walking and cars.

### FAMILIES:



## Workshop 2 – December 12 2020 Taurima Reserve

### ADULTS / SENIORS:



## Make it Safe

**Aim:** further reduce traffic volume and speed to make it safer for pedestrians and cyclists and introduce some food planters.

### Installations:

- Traffic diverter to reduce volume in 2 areas.
- Mobile solar lamps.
- Seats along Anderson Ave.
- Mesh art around the tree pits.
- Wayfinder signs.



## Make it Playful

**Aim:** to make it more fun for kids as they go to and from school; to encourage more school; to encourage more kids to walk or cycle to school.

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## Celebrate Tāmaki

**Aim:** to highlight natural features of the maunga and the estuary.

### Installations:

- Road art.
- Mesh art around the tree pits.
- Signs.



## Feedback during the installation period April – June 2021

Feedback was welcomed throughout the trial.

30 residents responded by email or phone direct to the Streets4Everyone email address set up for the trial.

A total of 33 responses were collected from the general questionnaire survey, accessed through QR code and or URL. General feedback [General feedback survey schedule](#)

There were 6 responses to the surveys linked to the seats and wayfinding signs.

Bike Hub ride survey. On May 15 Brent Beilby from the Community Bike Hub took a group of cyclists through the area and afterwards they completed a survey. Link to the dash board results <https://www.surveymonkey.com/stories/SM-JYQKHMJ/>

Further site visits and other Observations

TRC walking tour – May 10

Walk about with residents during installation period

Walk about with school pupils from the extension class at Pt. England School - May 12

Drive through by Monitoring lead May 21,

Observations after school May 26,

Walk about with professionals May 28

## Streets4Everyone Trial - General Feedback Survey - Responses

There were 33 responses to the general feedback survey when it finally closed on June 25th 2021, see the Dashboard results. [Streets4Everyone Trial general responses](#)

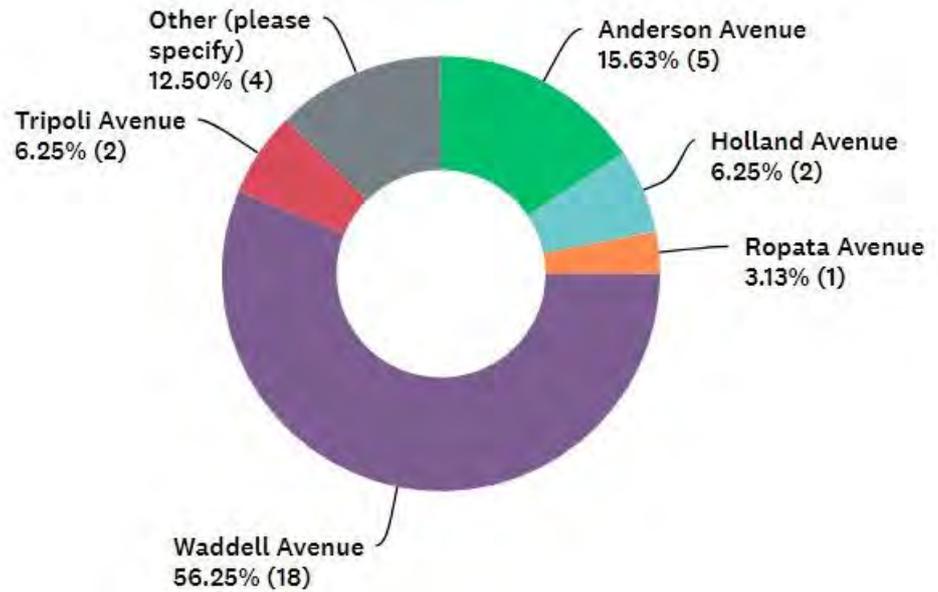
Key results from the general survey are shown below. Almost 70% of the respondents live on Anderson Ave or Waddell Ave.



**Figure 9** General Feedback – where do you live?

## What street do you live in?

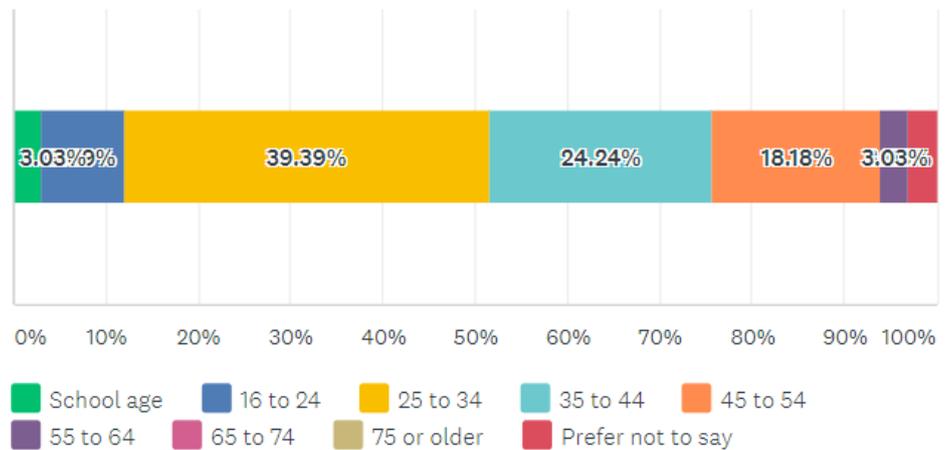
Answered: 32 Skipped: 1



**Figure 10** General Feedback – Age of respondents

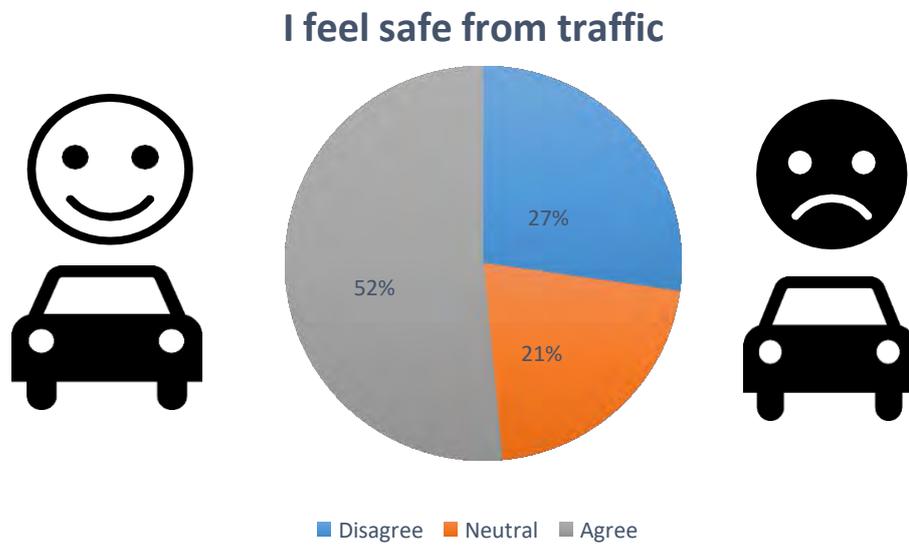
## What is your age?

Answered: 33 Skipped: 0



**Figure 11** General feedback – Safety from traffic

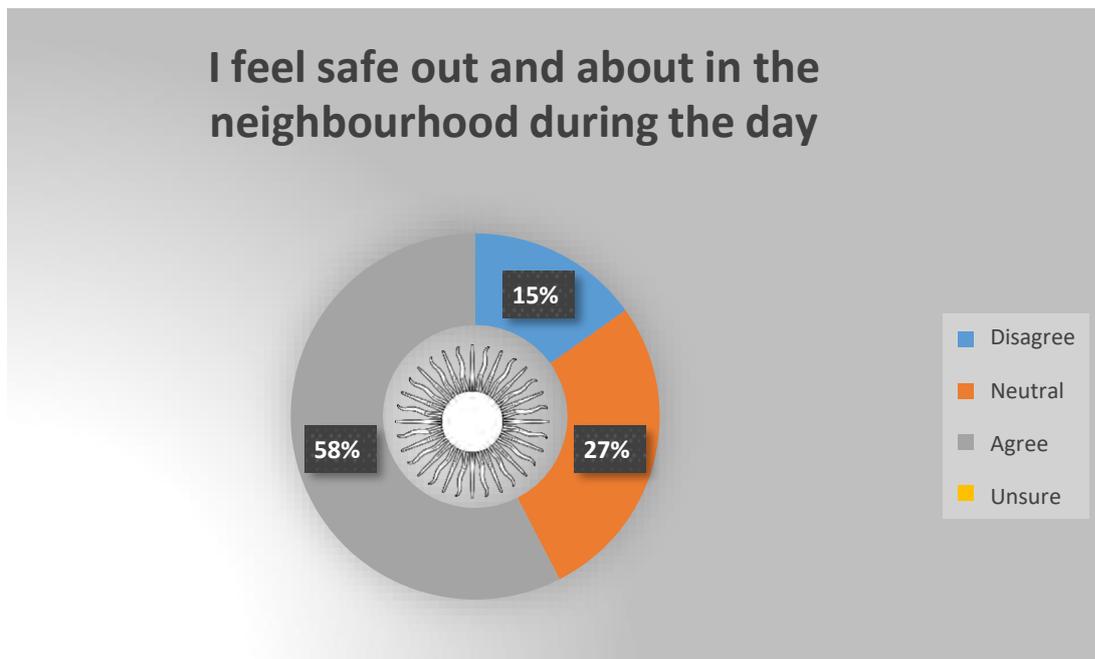
27 don't feel safe from traffic



**Figure 12** General feedback – safe crossing roads

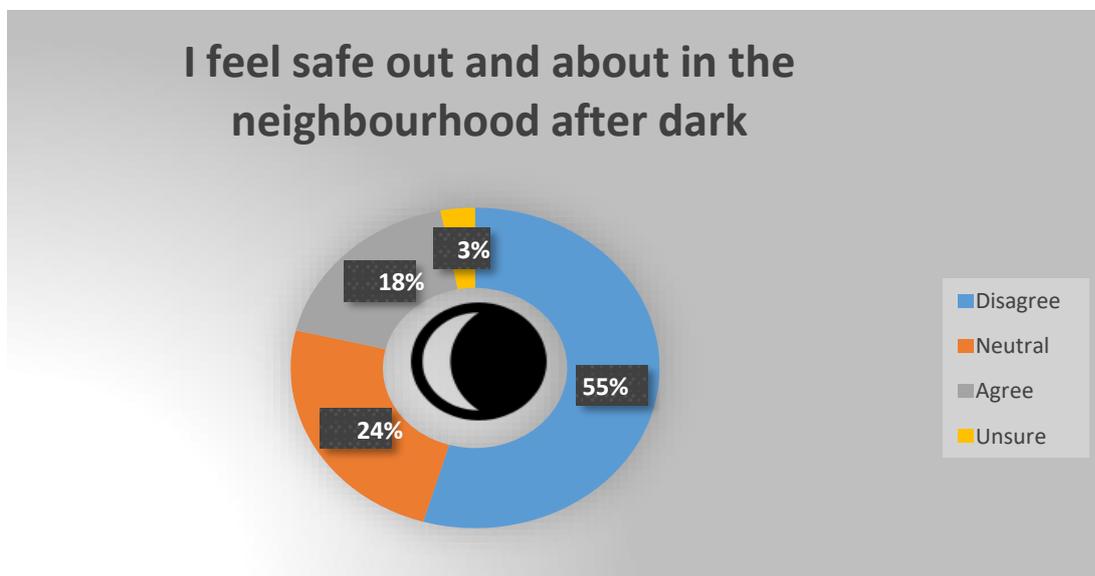


**Figure 13** General Feedback - Safe out and about during the day



15 don't feel safe out and about during the day and this rises to after dark.

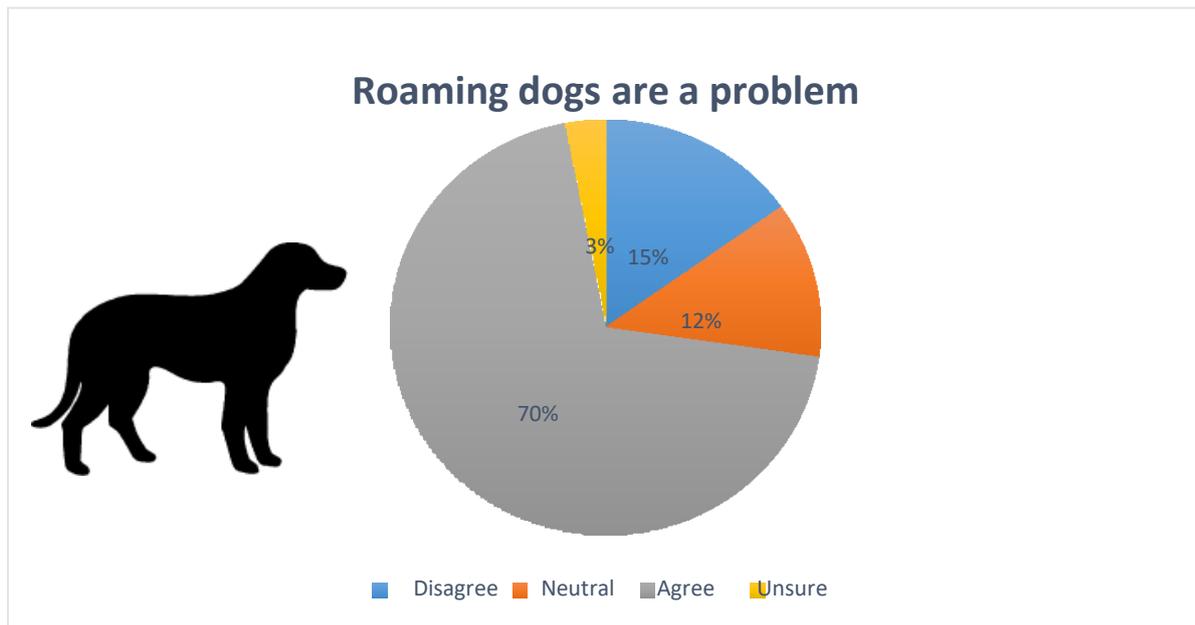
**Figure 14** General Feedback - Safe out about after dark



In addition, 21 said they don't feel safe using the alleyway between Tripoli Ave and Holland Ave.



**Figure 15** General feedback - Roaming dogs are a problem



**70 %** said that roaming dogs are a problem

### Belonging or connection



**75%** of respondents feel some kind of connection of sense or belonging to the neighbourhood.

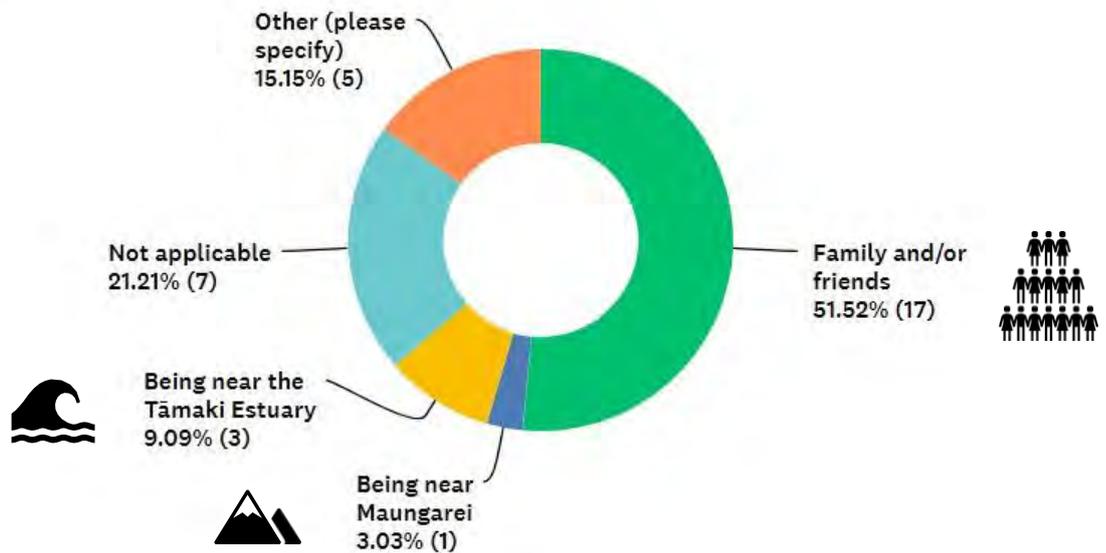
The initial design ideas were heavily influenced by the notion of connection, with the assumption that the Tāmaki Estuary and Maungarei would somehow be key for most people. What the results show is that the majority of respondents do feel a sense of connection to the area. However, what underpins this sense of connection is not the maunga or the water but family and friends.



**Figure 16** General feedback – what gives you a sense of belonging

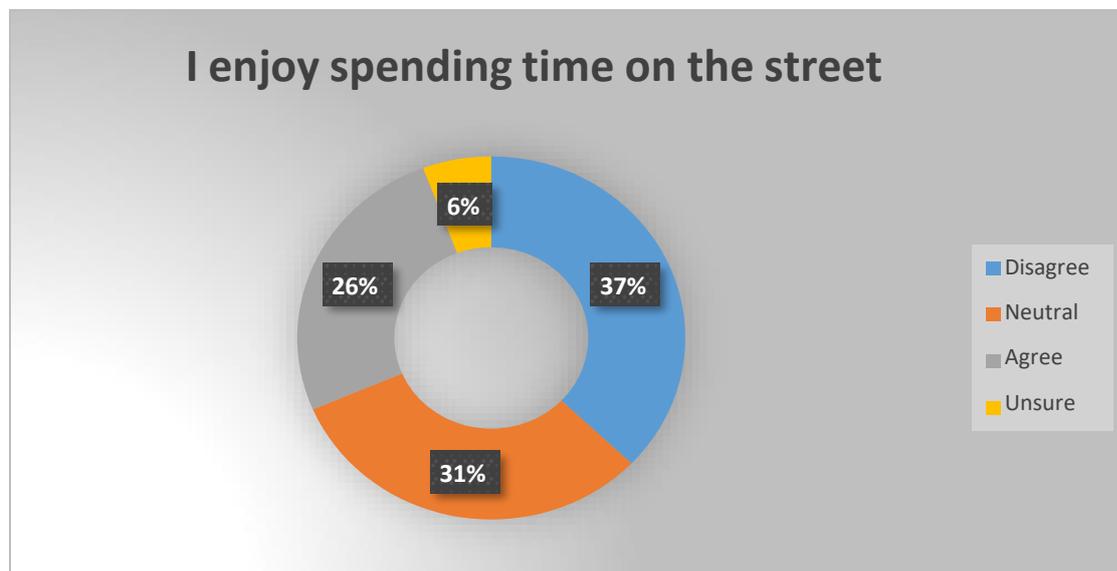
What gives you this sense of belonging or connection?

Answered: 33 Skipped: 0

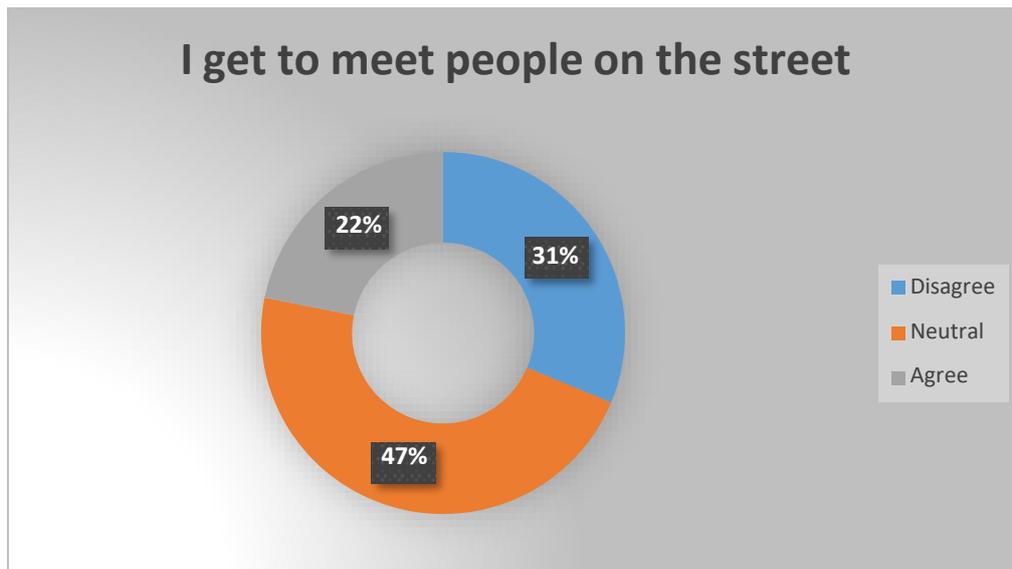


Thinking about what people said about getting out and about in the neighbourhood, just over a quarter of respondents enjoy spending time on the street.

**Figure 17** General feedback – Enjoy spending time on the street



**Figure 18** General feedback - Like to meet people on the street



**Over a fifth (22%) meet people when they walk about the neighbourhood.**

## Make it Safe interventions

The aim of the make it safe interventions was to further reduce traffic volumes and speed to make it safer for pedestrians and cyclists and introduce some food planters to soften the installations.

### The installations included:

- Traffic diverter to reduce volume in 2 areas
- Mobile solar lamps
- Seats along Anderson Av.
- Mesh art around the tree pits to make them more visible

The selection of comments used for the poster produced for the final wrap up event on June 19 (which had to be cancelled due to weather forecast) gives a sense of the range of comments; positive, mixed and negative.





STREETS4EVERYONE

# MAKING TĀMAKI SAFER



One of the most important aspects of the Streets 4 Everyone trial was to find new ways to make our neighbourhoods safe for everyone, especially pedestrians, cyclists and school children. We worked hard throughout the program to achieve this. Take a look here to see what people said.



## POSITIVE COMMENTS

“I’m converted! I like the diverter and wanted you guys to know this. It made my street quieter and slowed traffic down.”

“I really appreciated the way the community was engaged, this sparked a positive dialogue.”

“This has been a great opportunity to give feedback on potential changes that could affect the wider Auckland region.”

“We should keep the diverter, there’s been much less traffic with it in place, and no police chases.”

“I think the changes are really good. Hopefully, some form of this layout will become permanent.”



## MIXED COMMENTS

“We should have stepped back and looked at the state of the area as a whole, then designed it from a wider perspective.”

“I thought the tree pit areas should have been made flat to create a level surface to drive over.”

“I felt a bit concerned about the amount of parked cars in the area and wondered how this would be managed with the new housing developments on the way.”

“Maybe the money could have been spent in better ways, like improving the playground, basketball court and lighting in Taurima Street.”



## NEGATIVE COMMENTS

“The kerb extension isn’t a long term solution as it will take away car parks when there is already a shortage.”

“The detour at the roundabout doesn’t make sense, it makes it more difficult for cyclists to get through. And overgrown trees block street lights.”

“For a young family like us, it was challenging not being able to park on the road in front of our home, especially on a rainy day with lots of things to carry.”

“I felt unsafe walking the dog at night due to people parking on the berm and poor lighting.”

A SAFER, MORE PLAYFUL TĀMAKI.



WAKA KOTAHI  
NZ TRANSPORT AGENCY

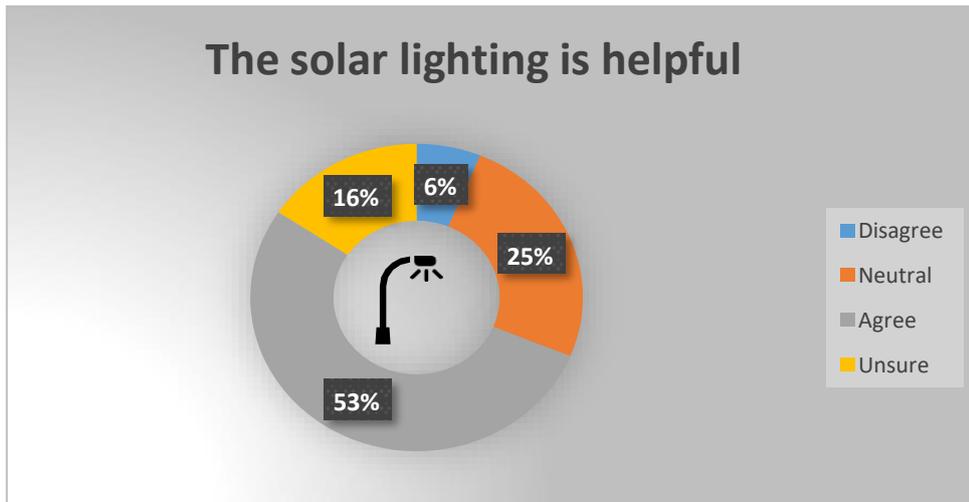


## Solar lights

Temporary solar lights were located next to the seats on 3 points on Anderson Ave, near the entrance to Taurima Reserve, and opposite the Tongan Church.

Over half of respondents felt the lights were helpful.

**Figure 19** General feedback – Solar lights



	Solar lighting is helpful
Disagree	6%
Neutral	25%
Agree	53%
Unsure / Not applicable	16%

32 responses

## Seating

3 bench style seats were installed at 3 locations along Anderson Ave overall; the seats did get a thumbs up from the general survey and comments.



Figure 20 Location of bench seats



**Figure 21** Bench seats in location



**Seat near the Anderson Ave entrance to Taurima Reserve.**



**Seat half way along Anderson Ave on the pavement build out.**



**The general feedback about the seats was positive from residents and after the trial residents**



did want the seats to remain in place.

## Traffic Diverter/Detour

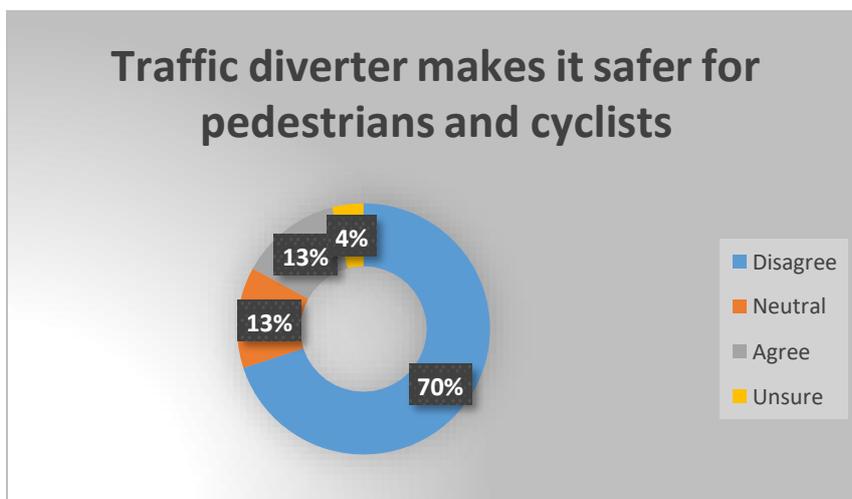
The diverter was designed to reduce the volume of traffic on Anderson Ave and Waddell Ave in order to make the roads feel safer for pedestrians and cyclists. The diverter, or detour as it became known, prevented vehicles from crossing Anderson Ave at the Waddell Ave junction.

**Figure 22** Diverter from overhead



Almost 70% of respondents disagreed that the diverter made things safer for pedestrians or cyclists. 36% felt the yellow lines made things safer.

**Figure 23** General feedback - diverter

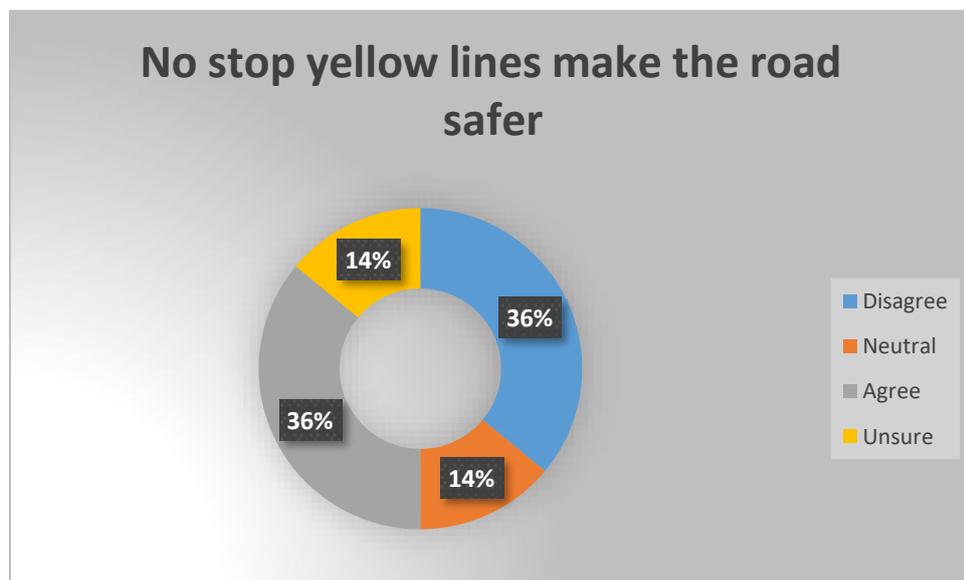


Dashed yellow lines were installed during the trial period to reduce parking near the intersection and make it safer. The jury is out. A similar number of people felt the yellow lines



made it safer and not safer.

**Figure 24** General feedback – yellow stop lines



	Traffic diverter makes it safer for pedestrians and cyclists	No stop yellow lines make the road safer
Disagree	70%	36%
Neutral	13%	14%
Agree	13%	36%
Unsure / not applicable	4%	14%
	23 responses	14 responses

### Celebrating Tāmaki Interventions

The aims of celebrating Tāmaki were to highlight natural features in the area; the maunga and the estuary.

#### The installations included:

- Road art
- Mesh art around the tree pits
- Wayfinding signs

### Artwork

The artwork was designed to enhance a sense of identity and the question reflected this. People were asked to what extent they agree that the artwork gives the place a sense of identity and whether or not it was cool.

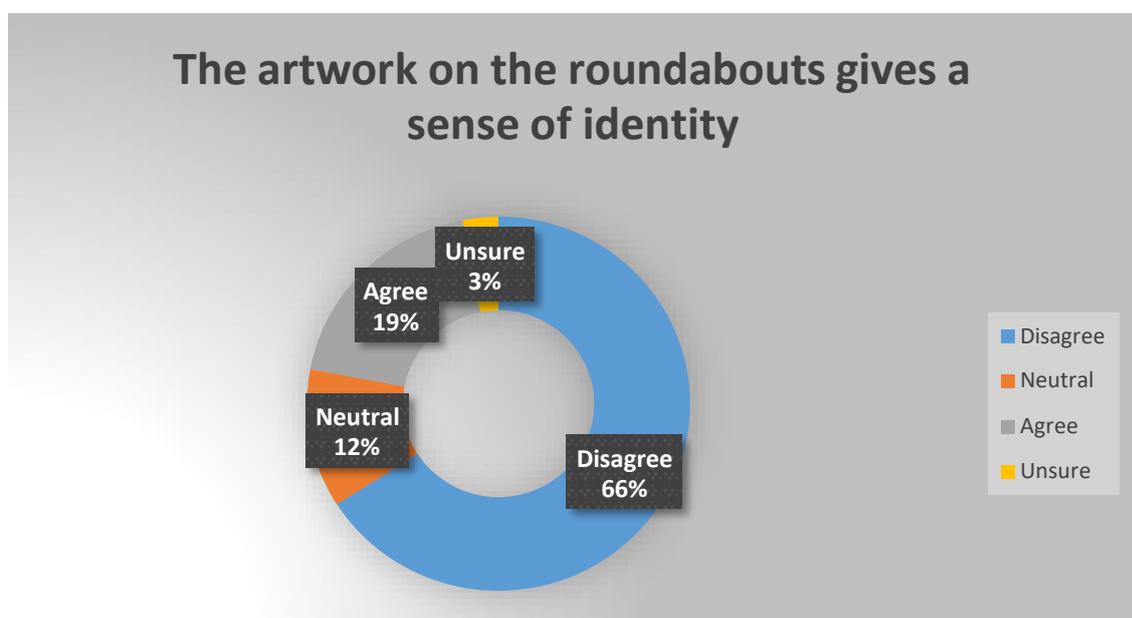


**Figure 25** Mesh artwork around tree pits and road art



The majority felt that the artwork on the roundabout and around the trees did not give the place a sense of identity. The artwork around the tree pits scored better. This may be due to the fact that respondents earlier (p. 40) had said that what gives them a sense of connection and belonging is not so much the maunga or estuary but family and friends. The artwork is based on abstract symbols than people.

**Figure 26** General feedback – road artwork



	The artwork on the roundabouts		The artwork around the tree-pits	
	Gives a sense of identity	Is cool/attractive	Gives a sense of identity	Is cool/attractive
Disagree	66%	48%	58%	51%
Neutral	12%	27%	21%	30%
Agree	19%	22%	18%	12%
Unsure / Not applicable	3%	3%	3%	6%

33 responses

## Planting

Planters were included in the layout to show how streets can become spaces. Planters were located on the diverter and around the kerb extension on Waddell Ave. In addition, 3 small circular planters were placed next to the seating at 3 locations along Anderson Ave.

A key purpose of the planting was to ‘soften’ the traffic interventions and also add to the sense of identity.

**Figure 27** Kerb build out and planters on Waddell Ave.



The results for the planting were more measured. Half the respondents felt that the planting did not give the place a sense of identity. Over half (55%) did not think the planting was cool / attractive.

	The planting	
	Gives a sense of identity	Is cool/attractive
Disagree	52%	55%
Neutral	9%	12%
Agree	41%	33%
Unsure / Not applicable	0%	0%

33 responses

## Wayfinding signs

8 signs were installed along Anderson Ave at the intersection of Anderson Ave and Waddell Ave they gave directions and distance to Ruatopaka School and Glen Innes Centre.



The intention was that the signs were installed at eye level. The requirement by AT that signs are over 2.5m off the ground meant that they were difficult to read and the QR code was inaccessible. Although AT had given a dispensation for the signs to be at eye level, they were installed at the regular height as no-one from the project team was on site.



**Figure 28** Location of way finder signs



### Trialling the QR code survey

3 people took the short survey; 2 joggers and 1 walker. None found them helpful.

### Make it playful interventions

The aim of making it playful was to make it more fun for kids as they go to and from school; to encourage more kids to walk and cycle to school.

The installations included a series of quizzes and games on the pavements and in the trees,



pavement art and a retro race track on the path in Taurima Reserve.

**Figure 29** Play along the way



The play elements were put in place after the diverter and tree pit art. The creative placemaking agency 'The Open Fort' worked with the extension class at Point England School, in a series of 8 workshops, to come up with ideas for games which could be put in place along the favoured routes to school.

- Over half of respondents to the general survey had noticed the play along the way games.
- A quarter had played or interacted with them.
- Over 40% felt it made walking around the neighbourhood more enjoyable and a third felt that it would mean they were more likely to walk around the neighbourhood.

	Have you noticed the playful things?	Have you interacted with the games?
<b>A lot or a bit</b>	51%	25%
<b>Not applicable</b>	12%	18%
<b>Not Sure or not at all</b>	36%	57%

33 responses

	Do you think there should be more games on the routes to school?	Would they make walking around the neighbourhood more enjoyable?	Would they encourage you to walk more?
<b>A lot or a bit</b>	30%	42%	33%
<b>Not applicable</b>	66%	9%	67%
<b>Not Sure or not at all</b>	4%	49%	0

33 responses



## 14 open comments were made to the general survey

*I live at the Waddell Anderson intersection. I have not seen ANY person interacting with or in these road blocks. This is a very poorly conceived project. As a parent it is very important for my children to go straight to their destination (school, shops) and not loiter around the streets. It is hard to believe that other parents or the school would encourage students to take a longer trip to and from school. Your organisation should plan and think things through much more carefully especially if operating as a community improvement organisation. Seems more like your organisation had to spend the funding allocated irrespective of the worthiness of the project. Please stop, go find something meaningful to do.*

*Traffic lights at on Tripoli Crossing next to Ruapotaka!!*

*Waddell Avenue is already a nightmare for parking. Cutting it in half has made it worse.*

*I think it is great and support any work done.*

*I think these questions are loaded towards serving your desire to pedestrianise our community. You are starting with the incorrect assumption that our streets are NOT safe and need to be made safer. Worse still, that your solution to a non-existent problem is the only way.*

*I guess this is more suitable for children.*

*Would love the artwork just not sure about the safety of walking around the neighbourhood on my own.*

*We have parks nearby in need of better play grounds and recreation structures – ball and volley etc. Can we improve those rather than our already cramped streets.*

*Playful things along the actual footpaths we understand. Creating big islands that take up space for cars to park etc we don't appreciate nor find helpful or playful. They bring children even closer to cars.*

*Because of street trees, leaves always block the roads and drains. would like to suggest remove street trees and clean roads as they looks unclean. Thanks.*

*Dogs and cars blocking the foot path are the two biggest dangers to walking with children.*

*Not enough street parking on Waddell Avenue. May help if street garden taken off as traffic can passed through both ways. thanks*

*How daft is this. Compare to other areas it slows traffic down to a standstill.*

*These additions make it more dangerous for children and those walking then it was before. We should not put things on the roads encouraging children on to roads is unsafe and in turn has created an unsafe driving situation for cars travelling.*





STREETS4EVERYONE

# CELEBRATING TĀMAKI AND MAKING IT PLAYFUL



We worked hard in the trial program to make sure that we celebrated Tāmaki and made it more playful. We've pulled together community feedback about how successful the Streets 4 Everyone program was in doing this. Take a look at what people said.



## POSITIVE COMMENTS

"I loved the roundabout artwork, it was really cool."

"The lights and seating were really helpful."

"The solar light, benches and planter pots are an excellent idea."

"The planters were super nice."

"Our kids loved the Play Trail, we'd like to see more of that, it gets them playing outside!"



## MIXED COMMENTS

"The Pasifika style was cool, but I thought it labeled the area as just that, when the demographic is constantly changing and evolving."

"I loved the paint work on the roundabout, the plants and mesh patterns but I didn't like the detour. It added another 15 minute to my journey to work each morning!"

"I wanted to see more bright, colourful plants in the street. I would have been happy to do this if plants were supplied."



## NEGATIVE COMMENTS

"I wanted to see Māori design! Where was it?!"

"We're tired of feeling like guinea pigs and feeling left behind by the Council."

"I reckon the money would have been better spent on upgrading Taurima Reserve to make it more fun, and colourful with more lighting rather than spending it on planter boxes and kerb extensions."

A SAFER, MORE PLAYFUL TĀMAKI.



WAKA KOTAHI  
NZ TRANSPORT AGENCY



## Traffic volumes

During the installation period, information was collected on traffic volumes and speed around the diverter on Waddell Ave and Anderson Ave for the week 11-17 May.



The following figure 30 summarises the impact of the diverter on traffic volume and traffic speed on Anderson Ave and Waddell Ave during the trial in May 2021. It compares the figures for May 2021 with those from 2019, 2018 and 2017. These are the dates when previous traffic tubes had been taken.

### Westbound traffic on Anderson Ave reduced 42%

Between 2019 and 2021 there was a 42 per cent reduction in west bound traffic on Anderson Ave from 243 in 2019 to 141 in 2021.

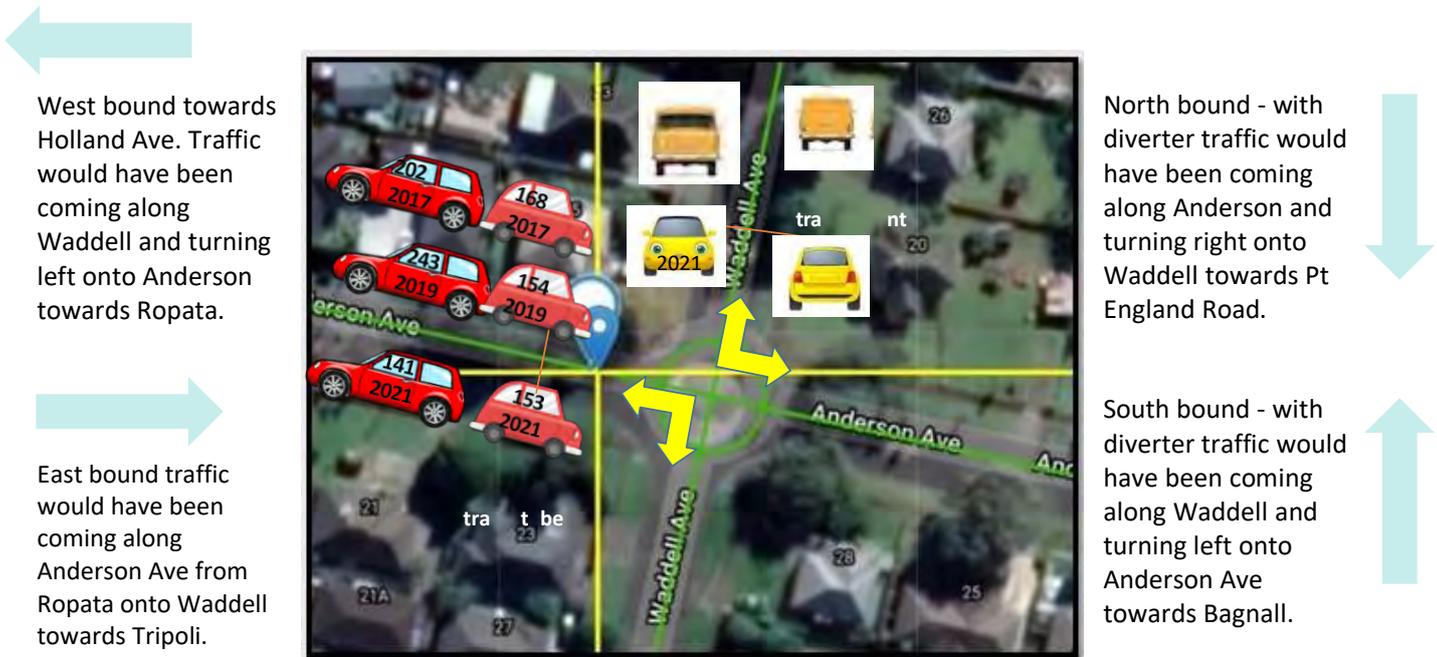
### Eastbound traffic on Anderson Ave reduced 9%

The volume of east bound traffic reduced by 9 per cent the 2017 figure but no change from 2019 figure.



**Figure 30** Impact of Diverter on traffic volume and speed

**Average 5 day traffic volume on Anderson Ave (near 25) between Holland Ave and Waddell Ave.**



### South bound on Waddell 26% reduction

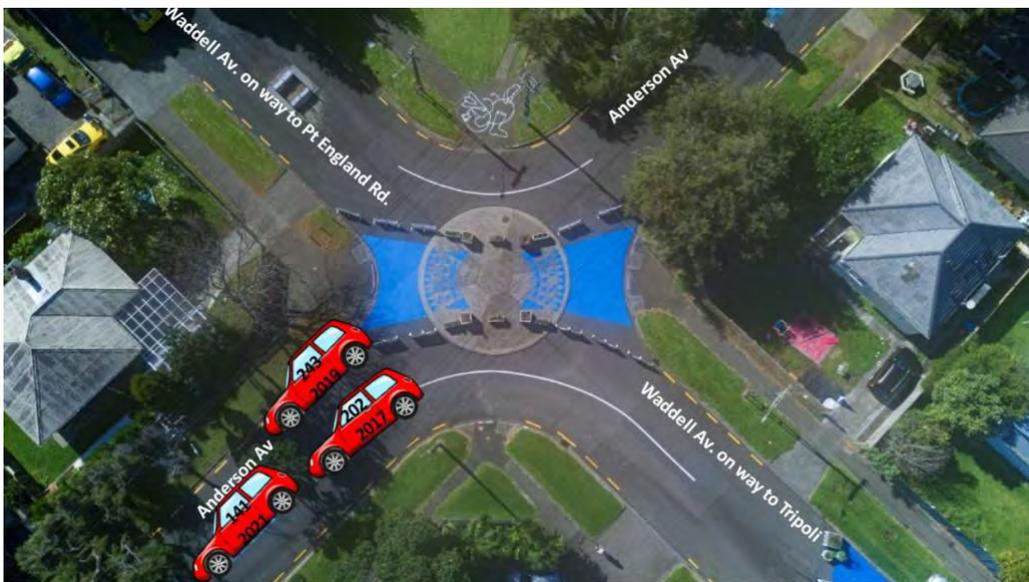
The southbound vehicle traffic on Waddell **reduced by 26 per cent between 2018 and 2021** from 215 to 159 per day.

### North bound on Waddell reduced by 48%

The north bound traffic from Anderson Ave to Waddell Ave **reduced by 48 per cent between 2018 and 2021**, from 269 to 141 per day.



Figure 31 Changes in traffic volume on Waddell Ave and Anderson Ave.



## Traffic speed

Comparing 2018 and 2021 average speed figures:

### Southbound on Waddell Ave speeds reduced by 7%

Speeds south bound (on Waddell towards Tripoli) reduced by 7 per cent between 2018 and 2021 from 34.3 to 31.9kms hr.

There was a slight reduction in the number of vehicles recorded at speeds of over 50kms, although 1 car was recorded going at 90-100 on Sunday 16 May.

### Northbound on Waddell Ave speeds reduced by 3%

Speeds north bound (on Waddell Ave towards Pt. England Road) reduced by 3 per cent between 2018 and 2021 from 34.3 to 33.4 kms per hr.

Again, there was a slight reduction in outliers i.e., vehicles recorded at speeds over 50kms.

## Pedestrian counts

Three sets of pedestrian counts were taken during the installation period; the key aim to see how the school children interacted with the diverter; to talk to accompanied children and to see what route they took.

**1. May 26th** at the diverter after school [May 26th observation](#). 2 researchers stood in and around the diverter to see how many school children were accompanied on their way from school and were able to engage with the adults. 3 schools: Pt. England, St. Patricks, and Ruapotaka. 2.50pm Father with 3 kids from Pt. England: said of the art work – ‘they are just doing it for themselves. More explanation would have been good. 1 young mum with 2 kids said it has made the trip to school more enjoyable. Kids enjoy the race track.

**2. June 3<sup>rd</sup>** at the diverter after school: [June 3 count](#) 1 researcher stood at the Anderson Ave Waddell Ave intersection observing the route children took in and around the diverter. At 2.30pm The Pt. England kids made up most of the pedestrian traffic. No-one on bike or scooter. 4-5 cars taking kids back with red uniforms to Waddell and Anderson, and Ropata 1 cyclist – adult going from Waddell (Pt. England end) towards Anderson and right towards Ropata. 1 set of kids was accompanied – all others on their own or in small groups 1 from Ruapotaka asked for a QR code for the play street survey. At 2.45 pm, most pedestrians came from Pt. England, along Anderson from Taurima. Some crossed Anderson to go along Waddell towards Tripoli. Some continued along Anderson, across Waddell towards Ropata. No-one used the diverter along the diagonal. They cut across the diverter. No-one was on bike or



scooter. At 3pm 1 dog was seen off leash on the Ropata side of Anderson. Children from Ruapotaka walked down the west side of Waddell and either turned left down Anderson or across the diverter by zone 3 to the other half of Waddell. No-one on bike or scooter.

**3. June 8th** at the footpath leading from Tripoli Road to Holland Ave after school [June 8 count](#). 1 researcher stood on Tripoli Ave to see how many school children used the Tripoli Road - Holland Ave footpath after school. 5 school children were observed using the footpath after school.

## Post installation - wrap up survey

The intention was to have a wrap up event on Saturday 19th June. This had to be cancelled due to the bad weather forecast and as an alternative, in the short term, an online survey was made available. 8 people responded, 7 from Waddell Ave and 1 from Anderson Ave.

These respondents were overwhelmingly against many aspects of the trial. Below are the open responses.

### Have any opportunities come from the trial for you or your family?

*Connecting more with the community as we encourage everyone to write in with their feedback – a shared opinion on how bad it was.*

*Ambulance took longer to reach my home NOT GOOD.*

*I have to walk further in the dark at night as a result of less parking on the road.*

*Only the chance to get to know the neighbours when we were all standing on the street complaining about it.*

*The opportunity to realise that perhaps this is not the right neighbourhood for us.*

*No.*

*The opportunity to let you know that we need to be consulted first before using our streets as place to practice what you think we need rather than asking IF and WHAT we actually need as residents.*

*No.*



## What were the not so good things about the trial (April-June)?

*Not being able to access our road from the other end, friends and taxis and ubers having to detour and not knowing where, less parking available on an already crowded street because of the trees in the middle of the road, the amount of money wasted that could've been put to better use, bad communication, no warnings, dishonesty, vandalism.*

*Parking far away from my house and walking in the dark after parking.*

*Ambulance could not find their way to my house on Waddell Ave. If this was life or death, my mother could have died! The road feels more dangerous and I am now afraid to walk it alone at night. There is less parking and has created hostility on the road. The plant boxes are an eyesore and look cheap and tacky.*

*There were no consultation / surveys like this publicised to people living in the street PRIOR to the installation. Nil. Removal of access from the sports ground to our house without going further and needing a right turn onto a main road. Removal of parking on an already cramped street meaning cars were parking on grass verges, causing reduced safety for pedestrians on the footpath and difficulty getting in and out of driveways safely. An ambulance not being able to get through to my neighbour and taking much longer to then turn around and navigate an alternative route. The absolute waste of resources that could have actually made a difference if used wisely to make the park on Anderson Ave more inviting and interesting, or to put an actual pedestrian crossing at the roundabout if safety was a concern. It's appalling at how badly this situation was managed.*

*The disruption to our daily's routines, parking and general life. The parking has been 10x worse than before Z the streets are messier and disorganised, the paint was tacky and downgraded, the redirections were confusing and unsafe. We have not had friends over since the trial began in April as we have felt so embarrassed about our street.*

*No space for street car parks. Problem with one way intersection.*

*That we seem to be continually used as 'trial' rather than being asked about what we need. You took away easy access to the homes we pay to live in. You took away parking we need and should have a right to have as residents of these streets. You are not getting feedback from the actual people living in the areas impacted by your trial. Knock on our doors - use government data banks to get our details to contact us.*

*The roundabout detour on Waddell and Anderson. It made it difficult to access my home when coming from the Panmure/Mt Wellington area as you have to go all the way around to Point England Road or Erima and then back in.*



If there is another opportunity to have a live trial, what would you like to see?

*I would not like another trial. If there is, make the boxes not so ugly, have better communication and warning. Do not infringe on parking spaces. Consult the community before you do anything like this again.*

*Absolutely not.*

*Remove tree pits and replace with speed bumps. You have created a 'race course' and cars go hooning up and down the road now.*

*Consultation BEFORE installation. Upgrading the playground. Actual safety conscious items NOT on the road.*

*More parking.*

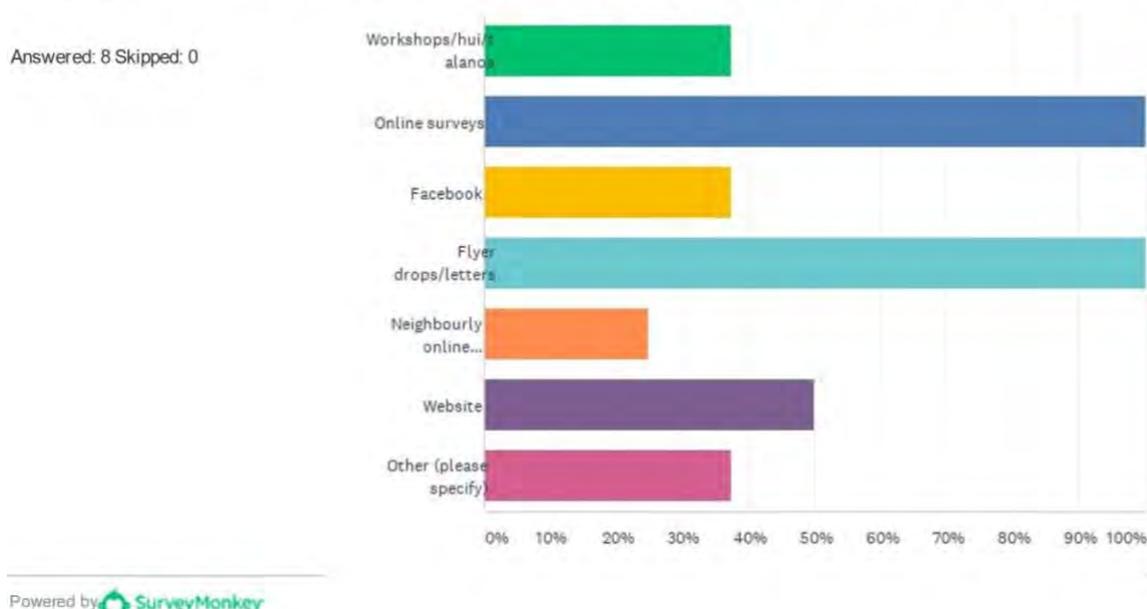
*That it all starts with asking the residents about our thoughts FIRST to gauge if there is a need to have such trials.*

*Better lighting, better configuration of tree pits.*

What would be the best way to contact you and your household

**Figure 32** Wrap up survey - best way to contact residents

**Q5: We know that we may not have reached everyone during the pilot. In future, what would be the best way to: make contact with your household, Make it easy to engage with future design processes, and give your feedback and suggestions.**



## How the baseline data compared with the feedback

### How has the trial affected the baseline - Make it Safe?

**Table 7** Impact of trial on baseline – Make it safe

Objective 1: Make it Safe	Baseline data from the desk research	Following the trial
<b>Reduce number of cars using area</b>	<p>The Point England - Panmure Neighbourhood Survey (2020-2021) showed that the car is the main mode of transport of most households.</p> <p>Almost two thirds of households walk to where they want to get to. 20% of households cycle.</p> <p>No baseline information on volume as the Mackie study looked only at traffic speed.</p>	<p>During the trial the volume of cars using Waddell Ave and Anderson Ave reduced significantly. (see page 58)</p>
<b>Reduced traffic speed</b>	<p>The Mackie (2018) self-explaining roads report collected traffic speed data for Waddell Ave and Anderson Ave. Both showed a 35 km/h operating speed - see explanatory note <a href="#">Operating Speed definition</a></p> <p>During the on-site traffic count Dec 3-13 2018, a small number of vehicles (7) were recording between 60-70kms/hr and 70-90kms/hr on Waddell Ave towards Pt. England. <a href="#">2019 traffic count Waddell Dec 3-9</a> <a href="#">2019 traffic count Waddell Dec 7-13</a></p>	<p>During the trial traffic speed on Anderson reduced. (see page 60)</p>
<b>Increased awareness by motorists at intersections of pedestrians, cyclists and more vulnerable members of the community</b>	<p>The New Zealand Transport Agency's (NZTA) Crash Analysis System (CAS) shows that in the project area, there were a total of 155 reported accidents in the last 5 years (1996-2020). Issues how to capture near misses and 'dings'</p> <ul style="list-style-type: none"> <li>• Fatal crash Red: none in the area</li> <li>• Severe injury crashes Orange: Along Point England Rd.</li> <li>• Minor injury crashes Yellow - Point England / Pilkington, Erima Ave / Point England Road.</li> <li>• Non-injury crashes Green: Across the area, hot spot Anderson Ave and Pilkington Ave.</li> </ul>	<p>The most recent update is 13 July 2021. <a href="#">CAS</a></p> <p>No crashes logged in the trial area.</p> <p>Residents living near the detour at the intersection of Anderson Ave and Waddell Ave did say they observed 'near misses.'</p>



<p><b>Increase number of pedestrians and ‘natural surveillance’</b></p>	<p>The Matrix and Traffic and Transport Data (2019) <a href="#">2019 Ped data</a> shows the number of children using the crossings at Anderson Ave and Erima Ave between 2.50pm and 3.50pm. 33 unaccompanied children were recorded crossing the roads.</p> <p>The average number of pedestrians using Point England Road during peak hours was: 8-9am (50), 12-1 (18) 3-4 (52).</p> <p>The figures show that more children walk on their own than with others. No elderly people were recorded walking on Point England Road.</p>	<p>The observations taken during the trial would indicate that there was no significant increase in the number of pedestrians.</p> <p>The observations during the trial did not show that more children walked on their own. Children were accompanied by adults and walked in groups of 2 and 3s.</p>
<p><b>Reduce the wandering dog issue</b></p>	<p>This issue did come up in the Point England - Panmure 2020-2021 Neighbourhood survey. In answer to the question: ‘what do you dislike about living in the area?’ anti-social behaviour is mentioned most often. General dislikes include: unkempt homes and gardens, feel unsafe, poorly maintained parks/reserves, poor lighting, neighbours, stray dogs. Transport concerns include; poor footpaths, new islands, lack of car parking, not pedestrian friendly, cyclists. Almost half of Point England residents feel unsafe walking alone after dark.</p> <p>2 unleashed dogs were spotted at the Saturday Picnic December 12 2020. Some residents have said they do not go for walks or walk to school because of wandering dogs, or if they do take a stick.</p>	<p>During the wrap up survey wandering dogs were not mentioned to the same extent as during the Nov 2020 and Dec 2021 workshops. This would need further monitoring.</p>
<p><b>Current use of public transport –buses</b> (page 8 original application)</p>	<p>The AT boarding of buses figures for the 10-day period prior to lockdown in 2020, showed that the average boardings per day for the 743 and 744 buses to and from Glen Innes were 170 per day from 17 bus stops. <a href="#">AT Bus data Dec 2020</a></p> <p>The route is considered a low usage route and would not therefore qualify for additional bus shelters.</p>	<p>It would be possible to get figures from AT to compare.</p>



## How has the trial affected the baseline - Making it Playful?

**Table 8** Impact of trial on baseline – make it playful

Objective 2: Measures for Making it Playful	Baseline from the desk research	Following the trial
<p>Increase the number of children cycling or walking to school (page 9 original application)</p>	<p>Ruapotaka Annual Travel Wise Survey for 2020 showed that 48% of pupils walk to school, 3% car/walk, 1% scooter and 48% go by family car.</p> <p>It is not known how many pupils live in the area. An estimate based on the Dec 20 pedestrian count <a href="#">2020 Dec Ped count school time</a> and taking into account that approximately half of school children said they walked to school <a href="#">Ruapotaka 2020 survey</a> this would give a total of 80-100.</p> <p>A study by Melody Smith et al <sup>2</sup> in wider Point England and Panmure, published in 2020 involving a sample of 56 primary children showed that 59% go by car, motorbike, scooter or taxi, 37% walk, 2%go by bike and 2% public transport. The same study took a sample of 96 intermediate school children and found that 73% go to school by car, motorbike, scooter or taxi, and 27% walk.</p>	<p>AT Travel Wise team have confirmed that Ruapotaka have undertaken a survey in 2021. The results are being processed and AT will ask the school if they are happy for the results to be shared.</p> <p>Pt. England School has been approached by AT a number of times to see if they would like to join Travel Wise.</p>

<sup>2</sup> Melody Smith et al (2020) Impact of changing road infrastructure on children’s active travel: A multi- methods study from Auckland, New Zealand, Journal of transport and Health. See table 2 on page 7 of this paper.



## How has the trial affected the baseline - Celebrating Tāmaki?

**Table 9** Impact of trial on baseline – celebrate Tāmaki

Objective 3: Celebrate Tāmaki	Baseline from the desk research	Following the trial
To introduce art interventions that express the narrative about the place, the community and its connections to the natural and ancestral landscape. (page 10 original application)	There is some art work which was part of the 2010 traffic study, notably on the kerb build out on Anderson Ave.  Occasionally members of the Tongan Church wrap traditional cloth around the bark of nearby trees.	The feedback survey did show that about 20% of respondents felt the art work around the tree pits and on the roundabout added to the sense of identity and during the walkabouts there was generally a positive reaction.

## Learnings for the future - Feedback from project team

The learnings that can be taken from the project are many: at an agency level, project team level, and at an individual level. The following section captures the key learnings identified as a result of the final debrief. They do not necessarily reflect all the learnings that have taken place. This section highlights the learnings relating to:

- How the pilot is likely to inform the roll out of the Tāmaki Master Plan
- Multi-Agency working
- Tactical Urbanism as a way of working

## How the pilot is likely to inform the roll out of the Tāmaki Master Plan

### Reminder of the Background

The original application to Waka Kotahi laid out the intent of the trial: to test a series of small-scale interventions at a micro-neighbourhood level to see if they could provide the outcomes outlined in the Tāmaki masterplan, including a modal shift to walking, cycling and public transport; streets as places, including play along the way and a place for the life of the community to play out and a celebration of Tāmaki’s natural landscape and unique identity.

**Learning:** The trial was aiming to deliver a number of intersecting and overlapping objectives within the space of a few months. This proved quite an ambitious task especially as it was being implemented during a pandemic when people’s regular day to day activities were likely to be disrupted. When the baseline data had been collected, it became clear that this trial could identify some of the barriers to achieving a modal shift but was unlikely to affect this shift within the relatively short time frame. It’s good to be ambitious and good to have



aspirations, whilst at the same time being realistic about what can be achieved.

**Learning:** This micro-neighbourhood was selected by Kāinga Ora because it was not due to be redeveloped in the next 5 years; it was deemed a stable neighbourhood and issues had been raised about safety in and around Taurima Reserve. The fact that this area was not due to be developed in the near future meant that the interventions, such as the diverter and kerb build outs, would not have been made permanent if they had worked and the residents had liked them, although they would have been used elsewhere. This could potentially have caused some conflict.

Real life testing of interventions is best done in an area where there is a commitment to follow through with the successful elements. Otherwise, residents feel frustrated at being used as guinea pigs when they realise, they won't benefit.

**Learning:** The realisation of the 14 Tāmaki Master Plan objectives or Moves, will involve substantial investment in community engagement. This trial demonstrated that a dedicated team needs to work early on, preferably at the application stage, to initiate, develop and sustain the relationships with those living in the area; to identify those people who would like to be involved in design, installation and monitoring of the project. This would mean that when it comes to developing street art work that the designs evolve from those living in the area.

**Learning:** Projects like this, funded through a national transport fund, are unlikely to address the wide range of issues facing residents. Examples include parking, the issue of safety in and around Taurima Reserve, the need for warm dry housing and food on the table. At the outset a project team needs to be up front about what the project can and cannot deliver.

**Learning:** From a monitoring and evaluation perspective, it is critical that this is seen as an integral part of the design and implementation phases. This enables the objectives to be clearly stated, the measures of success to be identified and the information needed to assess this success collected, processed and actioned.

### Multi-Agency working

**Learning:** This project involved a number of agencies: the key being TRC, Kāinga Ora, AT, Jasmax, Open Fort, local contractors, the external evaluator and most important of all the local residents. This pilot was complicated by the fact that neither TRC or Kāinga Ora were an approved body for funding purposes and the application for Waka Kotahi funding had to be submitted on behalf of TRC and AT, which added a further layer of complexity. From TRC's perspective, there seems no reason why they could not be an approved body.

A key issue, for the delivery of long-term outcomes is the current misalignment of funding. This is not a new issue but it is one to be addressed as it results in opportunities being missed. An example affecting this area for instance is the issue of dovetailing the funding from the Council for the enhancement of Taurima Reserve with the Redevelopment plans of TRC and Kāinga Ora.



**Learning:** Ideally it is useful to have a dedicated person from each agency involved in the project with backup for when this person may not be available.

**Learning:** There are benefits in inviting members from the key agencies onto a project team or reference group so that everyone can see what the inter relationships are and where value can be added when alignment is achieved.

**Learning:** It is important early on to discuss and align the community of practice principles and ethics that underpin the lead agency's approach to the project and community engagement.

**Learning:** From a monitoring and evaluation perspective, the multi-agency involvement did create challenges in creating a monitoring framework which in practice could deliver the feedback required to inform the trial in a timely way given.

**Learning:** It is essential to allow adequate time at the start up to ensure that a project team has the skills and capability of using the preferred project platform which in this case was Microsoft Teams.

### Tactical urbanism as a way of working

Tactical urbanism involves real world testing. By its nature it can be messy and unpredictable.

Since Innovating Streets was a pilot programme, Waka Kotahi itself was developing a lot of the detailed guidelines as the trials were being implemented across Aotearoa New Zealand. This meant that much of the detailed advice was not available till mid 2021 including the advice on paint for road art. In addition, chosen products had to be approved by AT who then required a final sign off by Waka Kotahi.

**Learning:** This project underlined the need for agility and flexibility on the part of all project team members and the agencies they work for. It also required a 'can do' attitude and a willingness to problem solve from all involved.

**Learning:** The project underlined the need for adequate in-house business support, and this reflects the general consensus for pilots like this; since they involve a novel way of working, they are also time consuming.

**Learning:** This trial involved an installation period of 2.5 months which was felt by the team to be too short to affect change. It is worth noting that in the case of the diverter, many of the residents were reassured by the fact that the trial period was only 2.5 months and that it would then end.

**Learning:** This trial underlines the importance of working with and alongside community engagement specialists from the initial idea stage, to the planning and implementation stages.



- Identify how the community as a whole would like to be included.
- Have a plan of engagement, and be willing to adapt and change. Follow the direction of the residents remembering the journey of the location. Tāmaki has had so many changes in the last 15 – 20 years. Many come with hurt, disappointment, and resistance.
- Early on, door knock and have face to face conversations with as many residents as possible, across all tenures.
- Engage with community champions/residents early in the process, allowing them space to say what interventions would work for their community and families.
- Keep records of each meeting/engagement so that everyone knows what is happening and who/what every one's responsibility is in the project.

**Learning:** Ensure that Monitoring and Evaluation is built into each stage of the project and each member of the team has a clear idea of what their role is with regard to M and E. Work closely with the Social Enterprise agency who would be undertaking observations and surveys.

With regards to the landscape architecture consider the need to identify likely road blocks, coordination and risks and think how these might be tackled in the process going forward.

**Learning:** Be prepared to adapt the methods of communication. From a communication perspective, the comms lead in TRC found that working with his equivalents in the other agencies was relatively straight forward. However, early on it was realised that the communication plan which had been produced at the initiation stage of the project had to be torn up as the nature of the project dictated that the comms' approach was more reactive and responsive to the needs at the time.

**Learning:** This trial did rely on leaflet drops as the main means of communication with residents. The wrap up online survey suggested that an online survey could also have been used at the start to gain information about the way residents used the area. A large-scale neighbourhood survey was being undertaken in the wider Pt. England area at this time and it was felt that this would create problems. In retrospect it may not have been an issue.

**Learning:** A small number of information boards were located at either end of Anderson Ave and Waddell Ave. Future trials like this may benefit from more information boards, in a number of languages, at each of the entry points to the area with visuals, links to online surveys and contacts points.

### Application for funding stage

This trial did highlight the benefits of involving the tenancy managers at the application stage. Where they exist, there are benefits in involving resident groups as early as possible. There may also have been benefits in engaging local contractors who can flag any potential installation problems.



## Monitoring and Evaluation

Monitoring and Evaluation starts right at the proposal stage and Waka Kotahi did require applicants to state clearly what the problem is and what the measures of success would be.

In this trial, the design of the diverter was altered after the initial pedestrian counts had been collected in December 2020 and this meant that full baseline data was not in place which made evaluation more difficult.

## Implementation

The trial highlighted the value in having someone from the project team on site during the installation days to answer queries from residents.

## GPS / Google Map

An application was made to register road alterations during the trial but this was not followed through. In the end the changes were registered on Google after the installation. In the wrap up survey, 1 resident in Waddell Ave did report that an ambulance was delayed because they could not find the way to the property. In future, GPS changes should be part of the critical timeline.

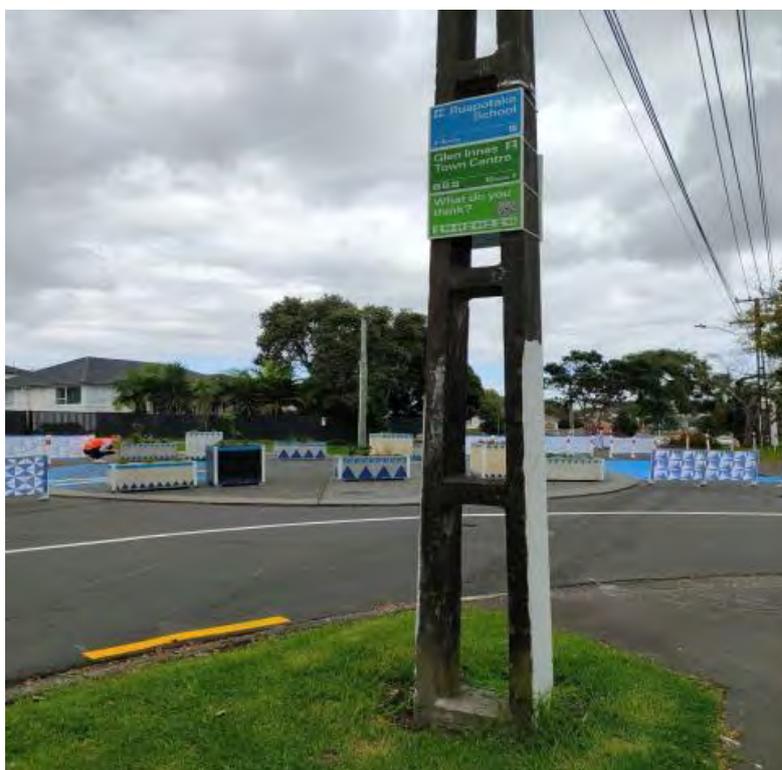
## Safety signage

The necessity or appropriateness of safety signs is an important consideration. Warning signs for drivers coming up to the diversion / detour on Anderson Ave and Waddell Ave were not required for the trial.

## Way finders

The requirement by AT to have the signs 2.5 metres off the ground meant that the signs with QR codes could not be easily read. There seems no reason why those signs could not be at eye level given that they were being installed on wide electrical standards.

Generally, the signs could have been bigger.



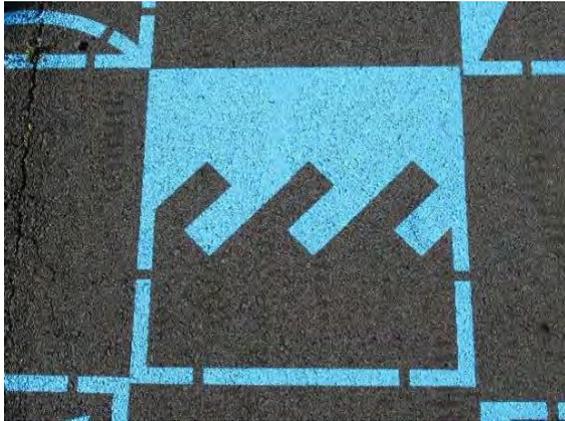
## Flexible edge marker posts

These flexible posts are used to highlight features like tree pits, because they are relatively inexpensive. Yet the project team did witness vans drive straight over the ones on the corner of Waddell Ave and Anderson Ave. This may not have happened if the mesh art, similar to the art around the tree pits had also been attached



August 4 2021 – 6 weeks after the end of the trial





## ACKNOWLEDGEMENTS

This report is the result of collaboration between project team members and members of the community, especially the residents on Waddell Ave and Anderson Ave.

Thanks to the community of Pt. England for being part of this trial.

Thanks to Pt. England School Extension class for their work on the play along the way, trial.

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