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Featherston Street

Cycleway and pedestrian improvements

Post-construction feedback report
April 2025

This report summarises public feedback regarding the recent safety changes on Featherston Street.

Outlined below are the findings from intercept surveys conducted in February 2025 to evaluate public sentiment, user experiences and perceptions of safety regarding the safety changes made on Featherston Street.

The surveys were conducted on-site with 160 motorists, shoppers, pedestrians, and cyclists using the area to capture real-time feedback on how the new street design is functioning since construction finished in July 2024. The surveys were carried out during peak traffic hours on weekdays and weekends from Monday 3 February to Monday 10 March.

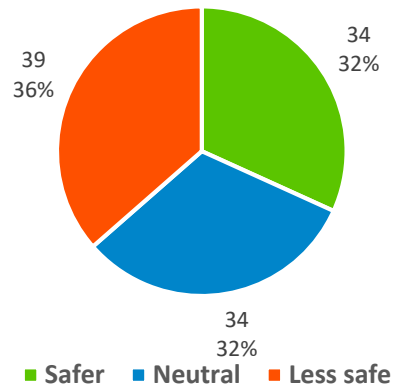
We have compared the recent feedback results alongside data collected from 130 intercept surveys in October 2024 to help us understand how public sentiment has evolved. You can see this side-by-side comparison below. We did not carry out online surveys this time.

Summary of findings – survey data remains consistent between October 2024 and February 2025

The data outlined below shows no significant shifts in public sentiment—either positively or negatively – and no glaring contrasting opinions or findings compared to last year’s results. Responses continue to reflect a mix of perspectives, with many users acknowledging improvements in safety and accessibility, while some concerns remain regarding specific aspects of the street design.

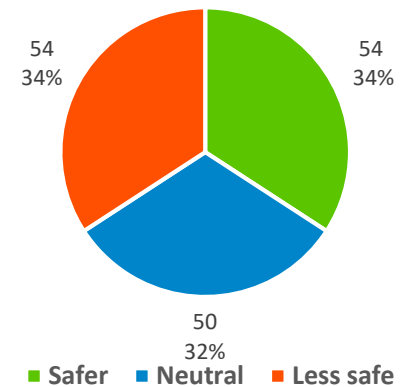
Onsite intercept survey results – October 2024

Compared to before construction, how would you rate your overall experience of safety?

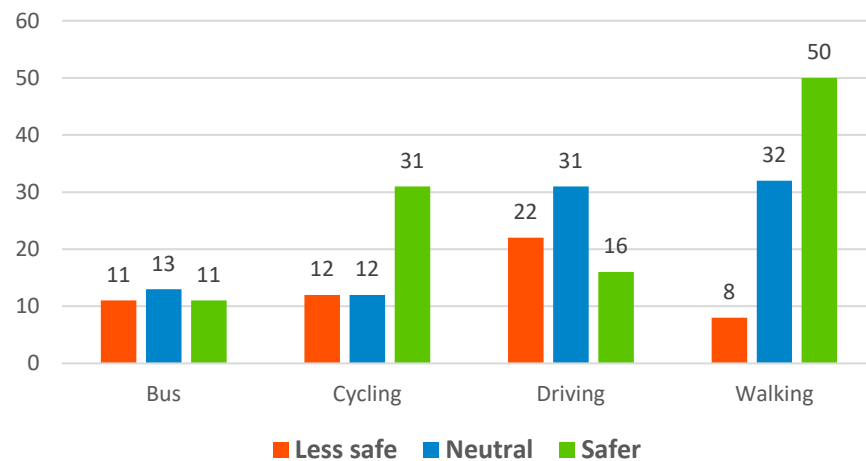


Onsite intercept survey results – February 2025

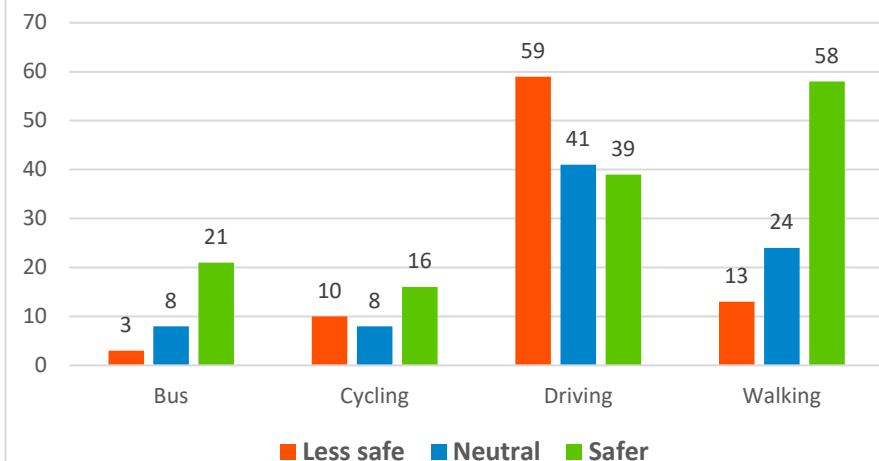
Compared to before construction, how would you rate your overall experience of safety?



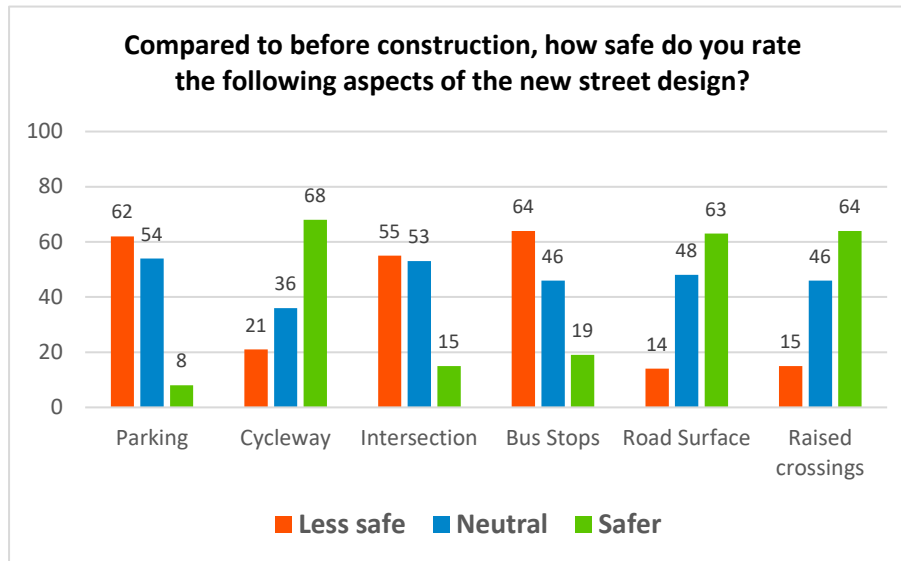
How safe do you feel?



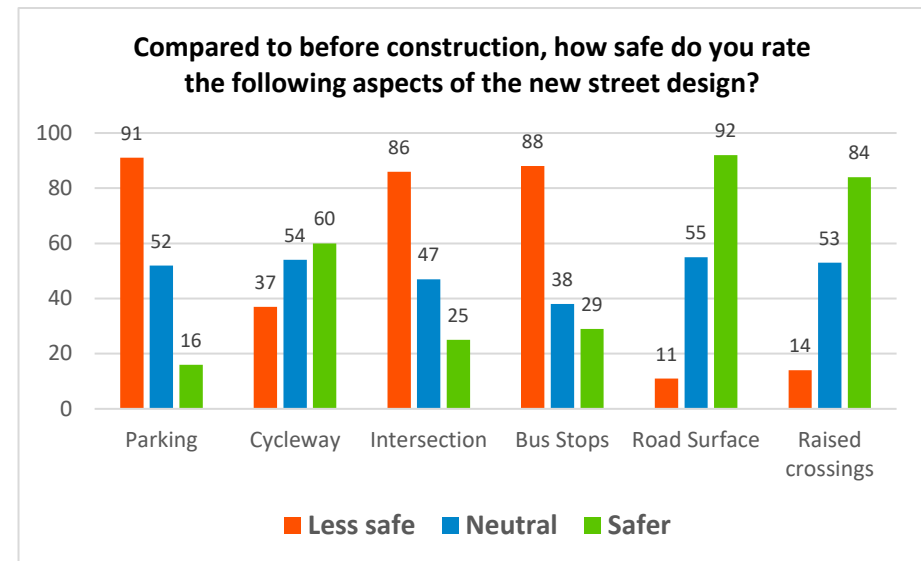
How safe do you feel?



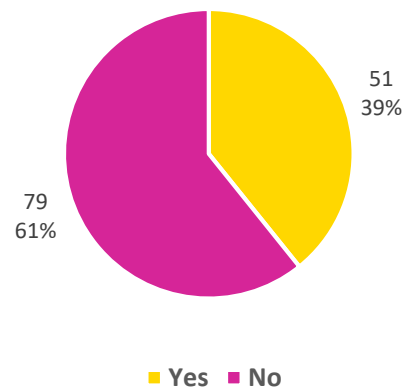
Onsite intercept survey results – October 2024



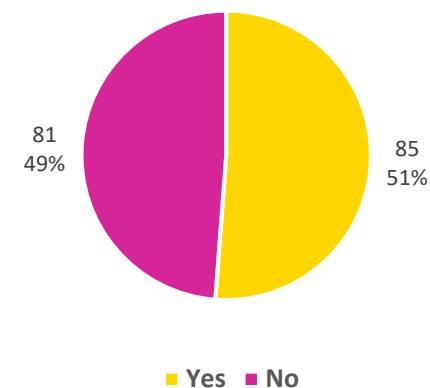
Onsite intercept survey results – February 2025



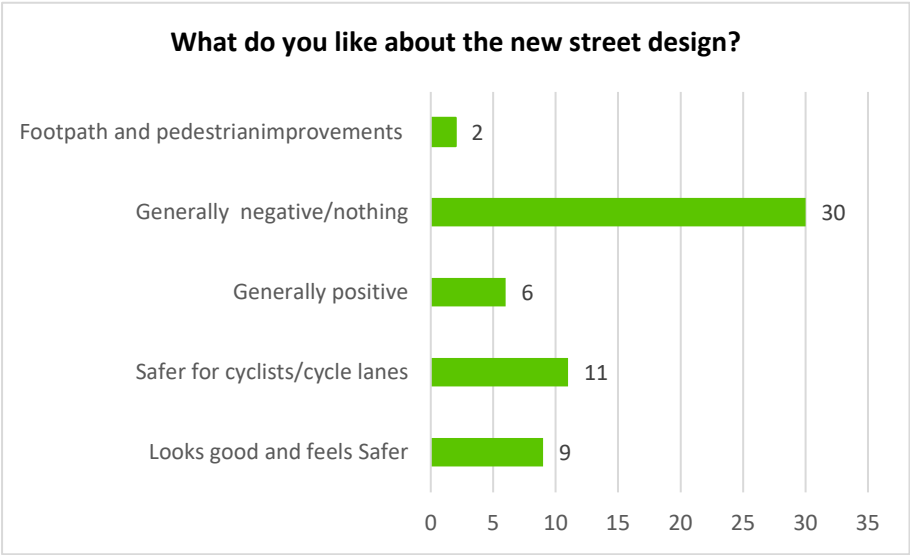
Have you experienced any safety issues or incidents while using Featherston Street since construction has finished?



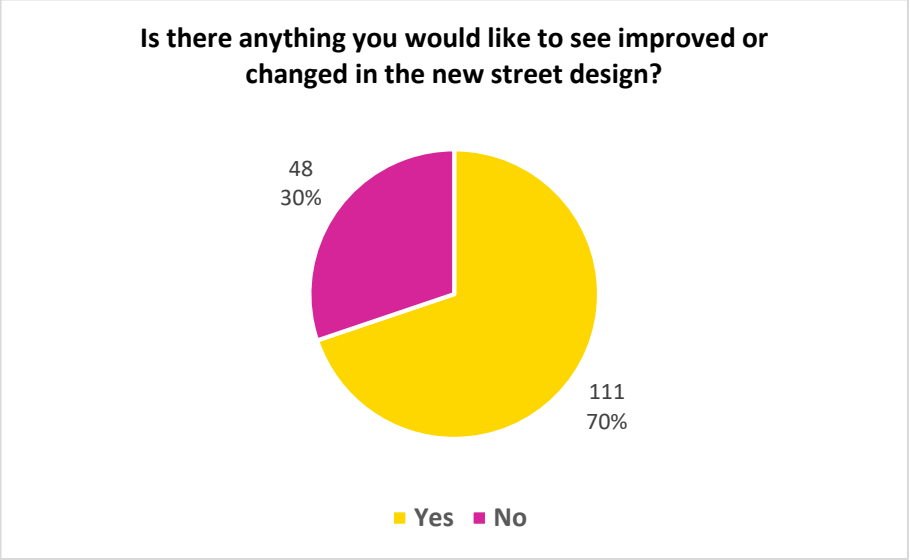
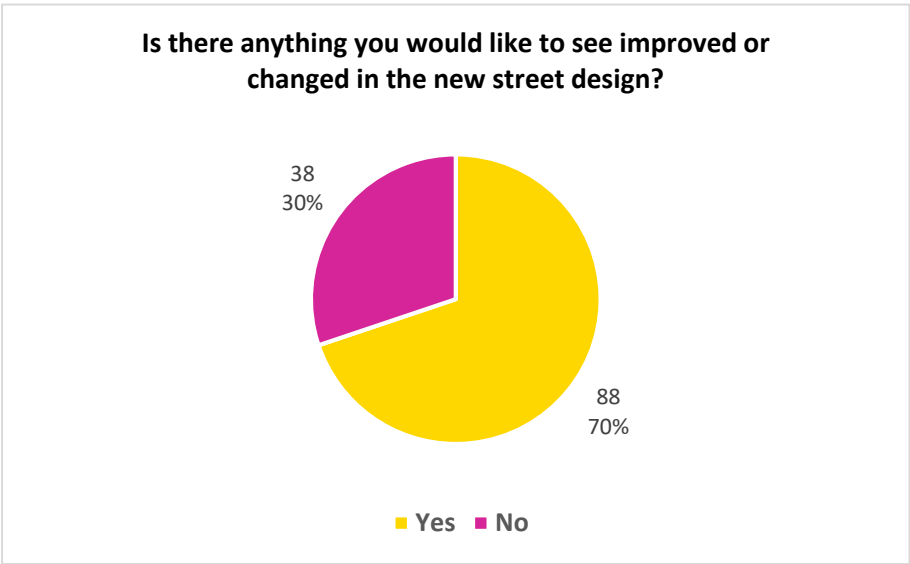
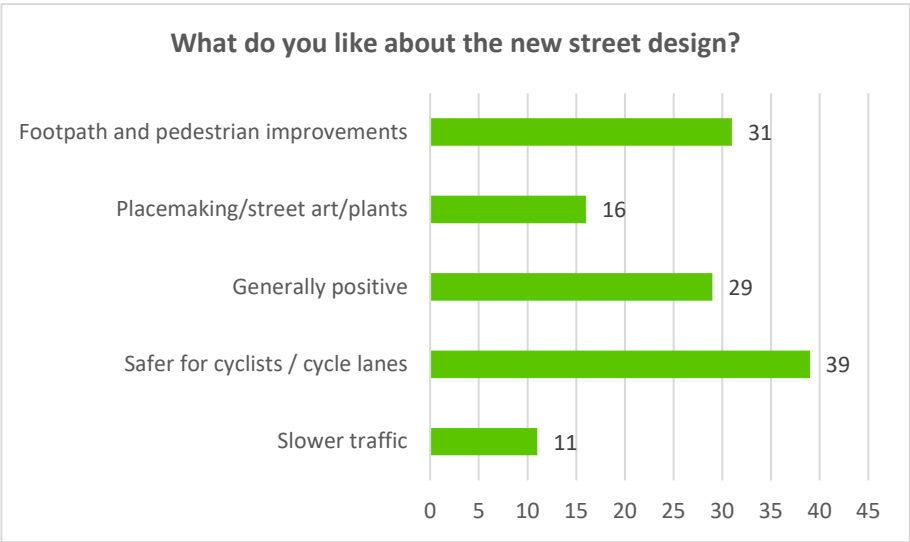
Have you experienced any safety issues or incidents while using Featherston Street since construction has finished?



Onsite intercept survey results – October 2024



Onsite intercept survey results – February 2025



Other popular themes from comments provided in surveys:

General observations and/or elements that users would like to see improved or changed in the new street design (in order of popularity):

- Remove in-lane bus stops or revert to kerbside
- Increase green light phase for vehicles travelling on Featherston Street at Rangitikei intersection
- Restore left-turn lane at Rangitikei intersection
- Different cycleway design or separators
- Improve general congestion
- More parking spaces/make parking safer/create a school drop off zone

Comments regarding any safety issues or incidents noticed by users since construction has finished (in order of popularity):

- Bad driver behaviour and/or frustration
- Near misses
- Vehicles parking in the cycle lane
- Vehicles not stopping at pedestrian crossings
- Vehicles running red lights at Rangitikei intersection
- Dangerous vehicle movements at business entry/exits
- Buses stop suddenly