



# FEATHERTSON ST (TRANSPORT CHOICES PROGRAMME)

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ENGAGEMENT SUMMARY  
MARCH/APRIL 2023

## We started working on this project in early 2023

In 2022 we received funding from the Streets for People programme by Waka Kotahi to make cycling and pedestrian improvements on Featherston St between Boys High and Central Normal. We also planned on extending this work, through council funding, to Botanical Rd. We sought public feedback on what improvements people would like to see late in 2022.

Then early this year we received additional funding from Waka Kotahi (NZ Transport Agency) to extend the Featherston cycleway and some pedestrian improvements either side of the Streets for People area as part of its Transport Choices programme.

This programme is also funding cycling and pedestrian improvements on Summerhill Drive.

This report summarises the first round of stakeholder and public engagement for the rest of Featherston St and Summerhill/Aokautere Drive that occurred in early 2023.

For this part of the project, we wanted to look at how the street currently functions for all road users, rather than just on cycleway or pedestrian improvements, and were keen to get ideas from the community. If things are raised, our transport team can investigate these further and if deemed appropriate, seek funding for them as part of our next Long-Term Plan.

Findings will also be shared with Waka Kotahi as some of the safety suggestions identified in this report are related to State Highway 57 in Summerhill.

## FEATHERSTON STREET (North Street to Vogel Streets)

Between February and April our engagement focused on businesses and organisations on or near Featherston Street, between North Street and Vogel Streets.

Following the Minister's announcement of the Transport Choices programme nationally, we were able to communicate the project with our community also. This included:

- A media release
- Social media posts
- 1500 letters to businesses/schools/organisations/residents/property owners along this section of Featherston St and side streets
- Webpage
- Online feedback form

February saw more intensive engagement with the businesses, schools and organisations on the northern section of Featherston Street between North Street and Vogel Street. In total we met with about **73** people. This comprised: **34** businesses, **3** schools, **23** other stakeholders (local/government departments, general public who registered an interest, cycling groups, disability groups, and sports users/sporting organisations). These were a combination of face to face meetings, video interviews, emails, phone calls and a drop-in session. We also sent letters to around 1500 residents.

For businesses and key organisations like Mid-Central District Health Board (Hospital on Ruahine Street), the key types of questions we asked included: How clients/customers enter/exit their business; how deliveries arrive/depart and what type of delivery vehicles; where do staff park; how

do staff get to/from work; what concerns do they have about vehicle, pedestrian and cycle safety; what concerns they have; what would they like to see change; and what matters most to them.

**The key findings from businesses were:**

- Yellow lines across business entrances reduces customer parking
- E-scooters and mobility scooters dangerous, but also vulnerable
- Ruahine/Featherston St very busy intersection, especially with vehicles entering businesses
- Cycleway barrier installed needs to be high enough to see
- Raised median strip on Ruahine not ideal with large vehicles/trucks
- Ruahine/Featherston St crucial for emergency services – extra wide space needed to allow vehicles to pull over
- Street parking important for clients
- Street infrastructure needs to allow access for shuttle buses and vehicles for disabled
- Hospital future expansion will reduce car parks on site, impacting staff travel (potentially more active travel, but current PT model not efficient for most)
- Congestion at Tremaine and Featherston St lights also affects Ruahine Street/Featherston Street intersection

We continued involving Palmerston Boys High School and began engagement with Ross Intermediate and Freyberg High School, asking many of the same questions as above but also focused on how we could make the areas around the schools safer. We also asked: how students arrive/depart school; where they are dropped off and collected from, if they're parking where do they do that, proportion of students biking/walking, how staff get to work, how we can work with the students on the design, and the concerns they share and would like to see improved.

**The key findings from the schools were:**

- Safer pedestrian crossings required at Featherston/Freyberg
- Roundabout at Featherston/Freyberg is too small

For other stakeholders like Horizons, PowerCo, Waka Kotahi and council teams responsible for transport and property and parks we asked about work they had coming up, any concerns they had, if there was anything we needed to factor in as part of the design. It's important to note that these stakeholders did not fill in the survey that was open for public feedback, and their feedback is summarised separately.

**The key themes from stakeholders were:**

- Greasy Chain Charitable Trust feedback includes:
  - Increase raised pedestrian crossings as there are few pedestrian crossing points along Featherston St. Added raised crossings at routine intervals along the length of the street (e.g. Oakley St Bus Stop, Marlene's Dairy, Kingswood Street) will increase pedestrian safety and convenience, and slow vehicular traffic.
  - Would like to see good consideration between cycleway lanes/footpath design and crossings/intersection and how they interrelate.
  - Parking should be restricted to one side of Featherston St only (between Botanical and North Streets)
  - No parking/no stopping 200 metres either side of PNBHS would provide clearer visibility of people arriving/exiting, encouraging students to walk some way to school and make drop-offs safer
  - Separated cycleways adjacent to the kerb

**\*It is important to note these are just summaries of themes. Extensive notes were taken from all stakeholders that are being considered as part of any design.**

**Between March and April, we asked the public for their ideas.**

A key part of this project for us is bringing the public along on the journey with us as we move from ideas to design to implementation to monitoring. In the past with a cycleway or other roading projects our engineers have designed options and asked for feedback. For this project, before our engineers work on a design, we sought community feedback to supplement that of the stakeholders on or within the vicinity.

This significant public engagement included:

- Media release
- Media interviews with local radio stations
- Digital advertising
- social media posts, ads
- Video
- Online feedback form
- Drop-in session at Papaeoia Park

**PNCC website**



## Featherston Street safety upgrades

We want to make Featherston Street safer for everyone and we want to hear your ideas.

There have been 442 crashes in the past 10 years between Botanical Road and Vogel Street. Two people were killed.



Waka Kotahi - NZ Transport Agency is funding pedestrian improvements and upgrades to the existing cycleway in this area, under its Streets for People project and Transport Choices programmes.

We identified the street as one of the top priorities in our 2019 Urban Cycle Network Masterplan, which aims to provide a network of protected safe cycleways to encourage more people to choose to ride bikes. We can promise that planter boxes will not feature in the final cycleway design!

### Where we are now

In late 2022, we completed the first phase of community feedback on the proposed upgrade. This focused on the section from Botanical Road to North Street.

We received more than 210 submissions online, along with extensive feedback at our online and drop-in sessions.

[Read our Engagement Summary](#) (PDF, 740)

In March 2023, we held our first co-design session which is primarily focused on the area between North Street to Aroha Street (Boys' High to Central Normal).

[Read the summary of the first co-design session for Featherston Street](#) (PDF, 340)

We recently received more funding, which we are using to extend these improvements to the rest of Featherston Street. That means we're now keen to get your feedback on the area between North and Vogel Streets.

### Our next steps

We will be completing construction to Raahine Street to start, and then over the next couple of years we'll connect the section to Vogel Street.

After getting your feedback, we'll start working on what we can incorporate into our design. There are some things we can't do due to engineering requirements or road safety requirements – for example there are lots of rules about how wide traffic lanes or cycleways can be. We also don't have space on Featherston Street to create more roundabouts as they would cause traffic issues close to Itaipene and Rangitikeri Streets.

We're aiming to show you our proposed design from late July to get your final comments. .

### For more information

This work will encourage more people to choose to walk, bike or catch a bus to get around town. It supports our goals to be an [innovative and growing city](#) and a [greener and healthier city](#). You can find more detailed information about how we plan to achieve this in our Urban Cycle Network Masterplan, Active Communities and Transport Plans.

This is also part of the Palmerston North Integrated Transport Initiative (PNI), a 30-year plan and a package of transport projects to increase freight efficiency over time and make the CBD more focused on moving people around.

Part of this project is funded from the Streets for People and Transport Choices programmes by Waka Kotahi. You can read about it on Waka Kotahi's [Streets for People](#) programme or [Transport Choices](#) webpages.

#### Contact details

To sign up for our updates, email us on [cycleway@palmerston.govt.nz](mailto:cycleway@palmerston.govt.nz)

#### Related information

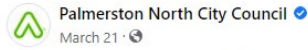
[Urban Cycle Network Masterplan](#)

[Palmerston North Integrated Transport Initiative \(PNI\)](#) (PDF, 740)

[Featherston Street safety improvement engagement report 2022](#) (PDF, 340)

Share   

## Social media



Palmerston North City Council  
March 21 · 🌐

How can we make Featherston Street and Summerhill Drive safer? Tell us your thoughts!

Thank you to everyone who sent us feedback on the Featherston Street safety improvements and cycleway upgrade late last year.

You sent us some great information for the section from Botanical to North Streets. You can read a summary of what was submitted, here: <https://www.pncc.govt.nz/.../featherston-safety...>

We've also received some funding from [Waka Kotahi NZ Transport Agency](#) to extend these improvements to the rest of Featherston Street, as well as Summerhill Drive.

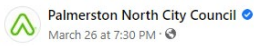
So, we're asking everyone again for your ideas about how we can make both areas safer.

What do we need to know about Summerhill Drive? <https://www.pncc.govt.nz/summerhilldrive>

What about the other sections of Featherston Street? <https://www.pncc.govt.nz/featherston>



👍👍👍 Kim Ace and 29 others      74 comments   2 shares



Palmerston North City Council  
March 26 at 7:30 PM · 🌐

Don't forget we have drop-in sessions on Monday and Thursday next week!

We're upgrading the existing cycleways along Summerhill Drive and Featherston Street. We can also make other changes to improve your experience as a pedestrian, motorist, cyclist, public transport user, resident or business owner.

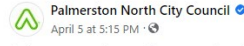
Come along and let us know what safety improvements would you like to see!

- 👉 New World Summerhill, Monday 27 March, 5.30pm to 7pm.
- 👉 Papaioea Park grandstand, Thursday 30 March, 5.30pm to 7pm.

You can also have your say using our online forms:  
 Summerhill Drive: <https://www.pncc.govt.nz/summerhilldrive>  
 Featherston Street: <https://www.pncc.govt.nz/featherston>



👍👍 26      12 comments



Palmerston North City Council  
April 5 at 5:15 PM · 🌐

Only two more days to share your thoughts on how we could make Featherston Street and Summerhill Drive safer!

We're upgrading the existing cycleways along both streets and making other changes to improve your experience as a pedestrian, motorist, cyclist, public transport user, resident or a business owner.

🕒 Please make sure you tell us your thoughts by 5 pm Friday.

In a few months, we'll be back to show you our proposed design based on your feedback. These upgrades are being funded by Waka Kotahi – NZ Transport Agency.

- 👉 Summerhill Drive feedback form: <https://www.pncc.govt.nz/summerhilldrive>
- 👉 Featherston Street feedback form: <https://www.pncc.govt.nz/featherston>



👍👍👍 16      24 comments   1 share

👍 Like   Comment   Share

## Social media feedback

We received 110 comments on our Featherston Street and Summerhill Drive Facebook posts.

This does not include comments on these posts shared by the public or in private groups. Some of the most popular themes are summarised below:

### **Road and congestion:**

- Reduce speed on Summerhill Drive
- Roundabout at intersection of Featherston and Heretaunga
- Congestion at roundabouts/Seddon/Lyndhurst
- Remove right turns near Rangitikei intersection
- Make aroha street one way, so school traffic can't enter Featherston St

### **Pedestrians:**

- More pedestrian crossings on Featherston
- Pedestrian lights at Boys High
- Pedestrian bridge at Boys High
- Spray weeds and lichen on the footpath and roadside in Featherston St

### **Cycle lane:**

- Combine cycle lane with the footpath.
- Separated cycleway

## **Drop-in session:**

### **Papaeoia Park**

This informal session was held at Papaeoia Park, a busy sports field on the corner of Featherston and Ruahine Streets.

- Thursday 30 March, 5.30pm to 7pm
- 10 people attended

### **Key themes from the public drop-in sessions were**

- Need parking on Featherston St
- Cycleway barrier shouldn't impact residents' driveways
- Need to find the right type of barrier
- Cycleway shouldn't negatively affect congestion at any intersection

## Website survey form

The questions we asked were:

### Contact information

- Name
- Age
- Gender
- Email address
- Postal address

### Interest in the project

- I am a road user
- I live or own property on Featherston Street
- I attend a nearby school as a student, parent or teacher
- I work or own a business on Featherston Street
- Other

### How do you currently travel along Featherston Street?

- Car
- Bike
- Truck
- Walkjog
- E-scooter
- Public transport

### Perceived safety – walking on Featherston Street (North Street to Vogel Street section)

- How do you feel walking or using E-scooters/mobility scooters/skateboards on Featherston Street (*1=not safe – 10=safe*)
- How safe do you feel crossing the road, including at pedestrian crossings? (*1=not safe – 10=safe*)
- Comment

### Perceived safety – cycling on Featherston Street (North Street to Vogel Street section)

- How safe do you feel riding a bicycle (*1=not safe – 10=safe*)
- What would encourage you to ride a bicycle along Featherston Street more often?
- Comment

### Perceived safety – public transport on Featherston Street (North Street to Vogel Street section)

- How safe do you feel using public transport on this section of Featherston Street? (*1=not safe – 10=safe*)
- What would encourage you to use public transport along here more often?
- Your comment

### Other comments:

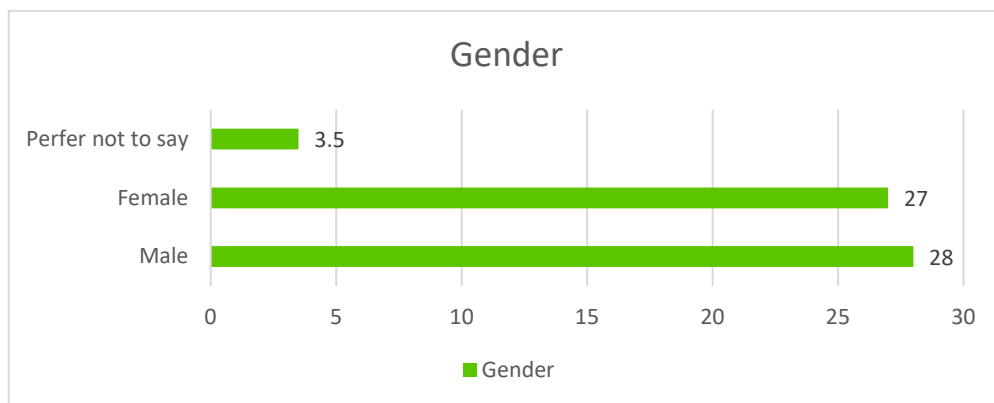
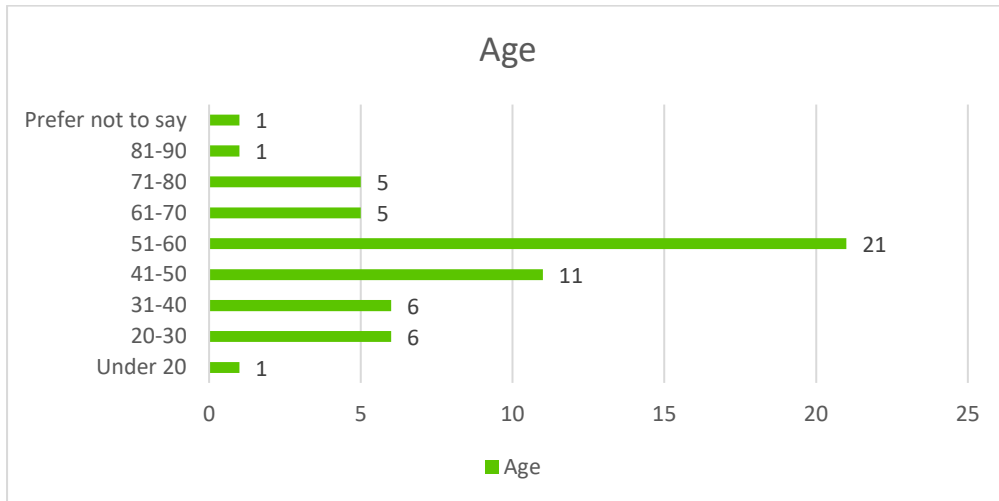
- Please add any other comments you have about Featherston Street.



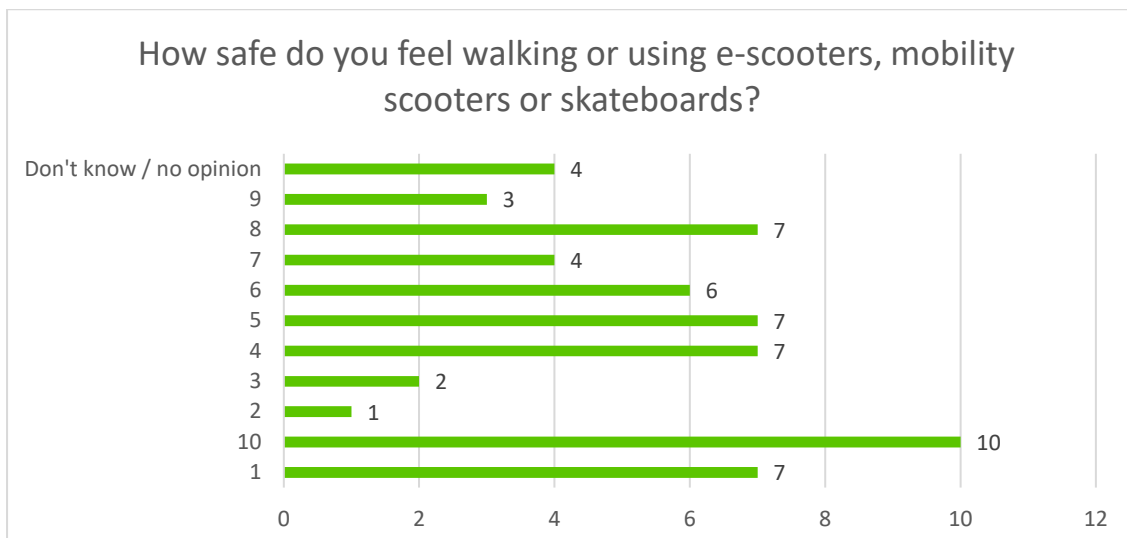
## Online survey results

The following data was captured in the 61 online responses on our Council website.

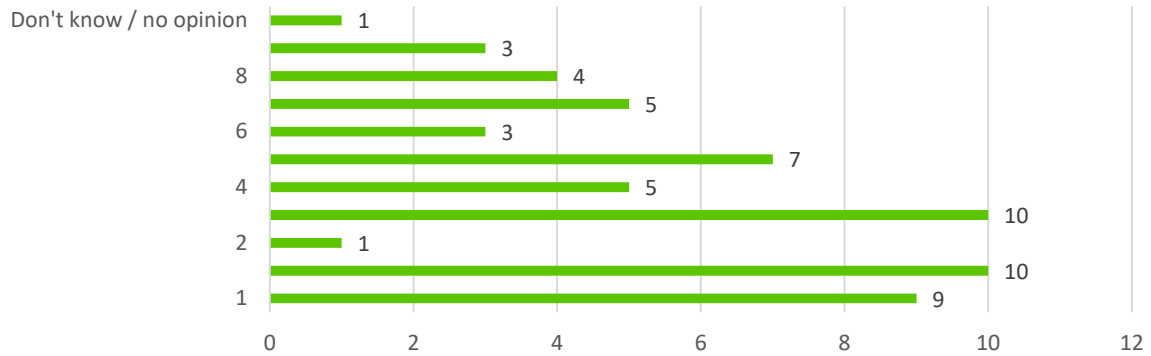
It does not include stakeholder feedback from businesses, drop-in sessions or school visits. These are summarised in the stakeholder feedback section.



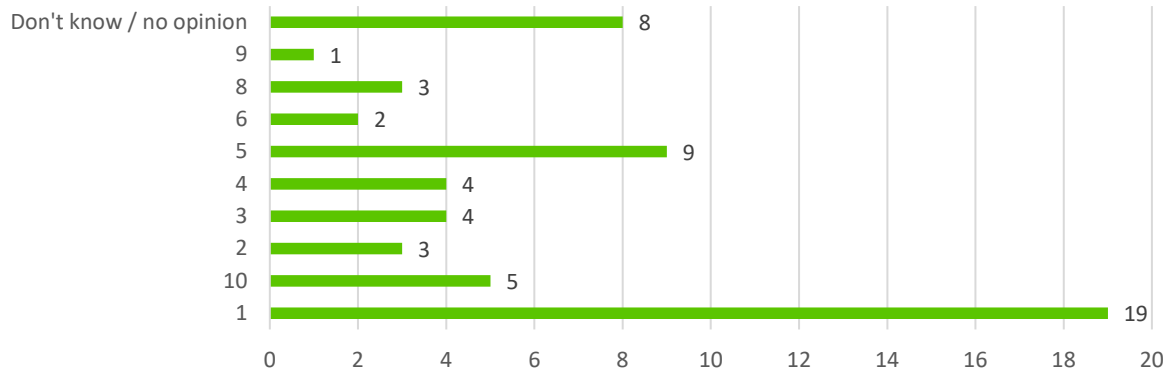
Please note for the questions following, the ranking order was 1= unsafe and 10= very safe.



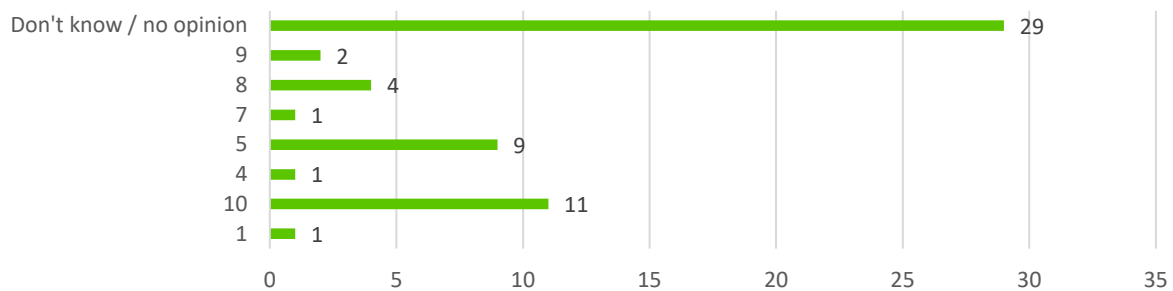
### How safe do you feel crossing the road, including at pedestrian crossings?



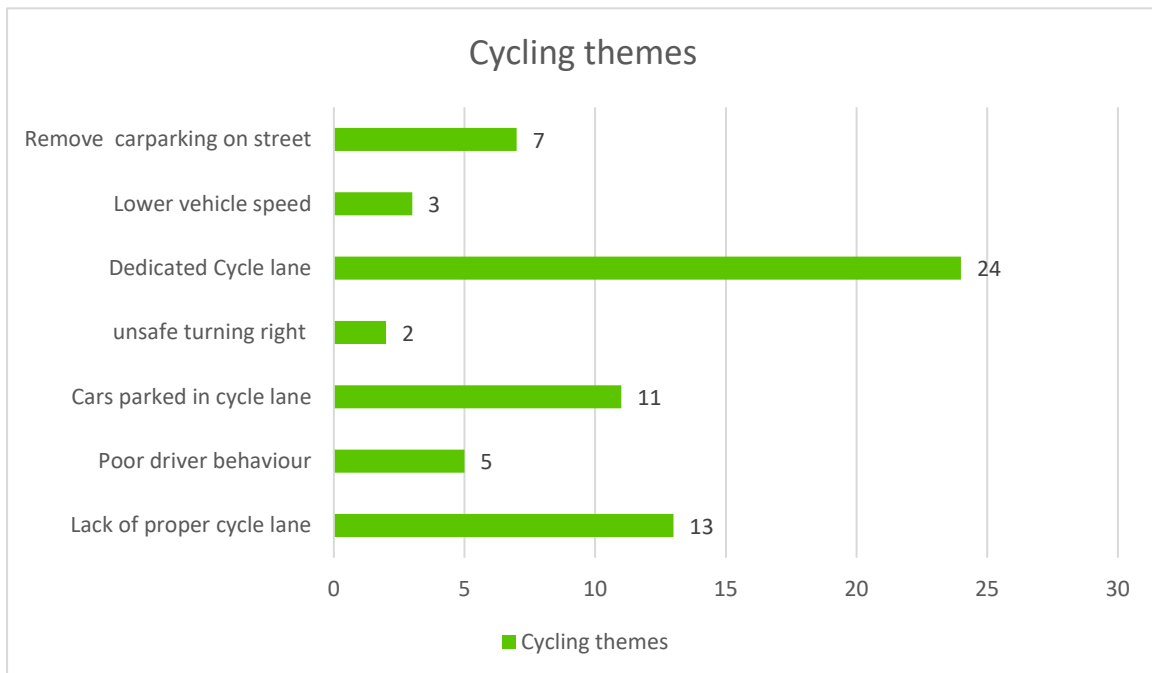
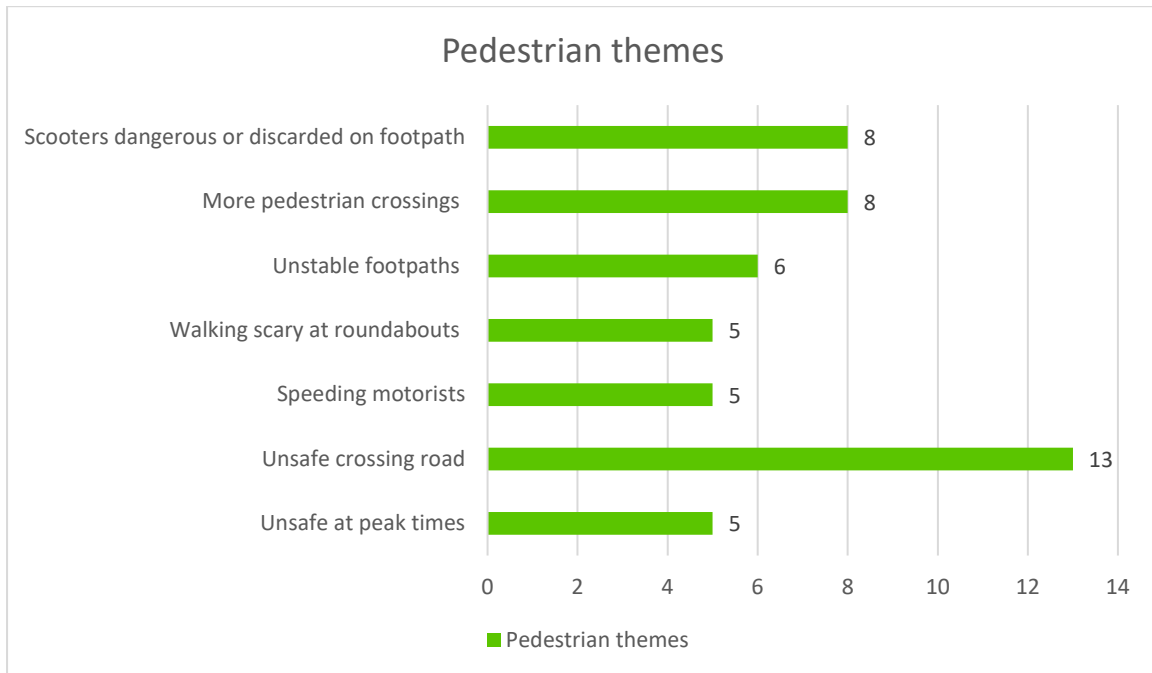
### How safe do you feel riding a bicycle?

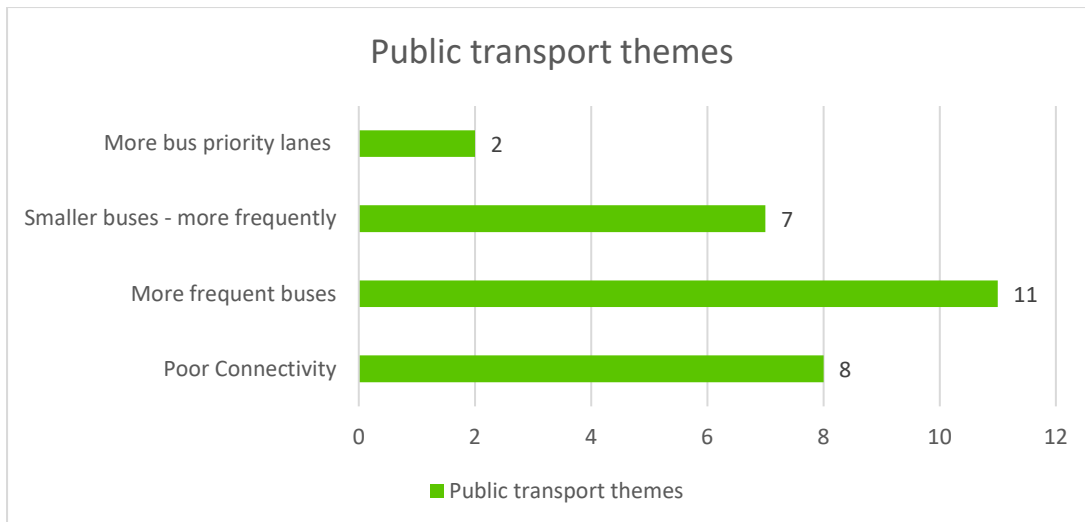


### How safe do you feel using public transport on this section of Featherston Street?



We've summarised the online submissions into key themes, along with the number of submissions that refer to each theme.





\*Please note – Horizons Regional Council manages the bus network. We are working closely with Horizons on this project and will share the bus related feedback with them. We asked bus related questions to ensure that the location of stops is correct, and because our council manages the bus stops/shelters.

### Other themes raised during consultation:

- Roundabouts dangerous for cyclists/pedestrians
- E-scooters too fast – dangerous
- Create new route for trucks (away from Featherston)
- Add protected pedestrian crossings
- Limit parking on Featherston
- Featherston/Rangitikei/Albert/Ruahine intersections dangerous
- McDonalds/Mitre 10 – control vehicles turning into these
- Don't need cycleways
- Ramp flyover for Central Normal and PNBHS
- Poor lighting on side streets
- Don't Remove carparking on street

### Co-design involvement:

As part of the Streets for People programme between Boys' High and Central Normal School, we are hosting co-design sessions for the area. As this includes the cycleway, and the cycleway will be the same throughout the street, we invited stakeholders and people who made submissions to also attend our sessions. Two sessions have been held so far- one in March and one in May. There is no element of co-design for the work around Summerhill.



