



Streets Alive - Shaping our Future

Telephone Interviews - Analysis Report





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Telephone Survey Interviews - Analysis

On the week beginning 14 June 2021, McElrea Consulting Ltd interviewed 65 residents of Gore on behalf of Gore District Council. This was to gain an understanding of whether or not the 'Streets Alive' trial on had infused vibrancy into the town and created a pedestrian friendly precinct.

A total of 65 residents in Gore were interviewed over the phone using a survey questionnaire. The following report outlines the feedback given by the residents based on the questions asked in the survey questionnaire.

When asked about their experience of the Street Alive trials those who commented gave varied responses. The most notable comments where that the **closures caused congestion** and that the **courtesy crossings were dangerous**. The two most notable positive comments mentioned were that the **roundabouts were good** and that **Irak street was good**. When asked which aspects of the trial they wanted to make permanent, the respondents most notable suggestion were the **roundabouts** followed by the changes on **Irak street**.

The residents were specifically asked questions about the roundabouts. Over half of those interviewed indicated that their experience of the roundabouts had been **positive or very positive**. It was mentioned by over half of those who responded that they thought **only some of the roundabouts were safe and effective**. The most common intersection that people wanted to put permanent roundabouts at was between **Irak street and Fairfield street**. The next suggested intersection was between **Irwell street and Fairfield street** followed by the **Kitchener street and Broughton street** intersection. When asked the reason why people wanted the roundabouts to become permanent the most common reason was that they **make the town safer and more accessible**. Several suggestions were given to make the roundabouts safer, these were that they needed to be **bigger**, they needed **more height** and there needed to be **better signage** around the roundabouts.

More than half of respondents indicated that they felt the courtesy crossings were **not safe and effective**. It was indicated by a large percentage of people that they **didn't want the courtesy crossings to become permanent** with a small percentage saying **only some** should be made permanent. Many people did not indicate which ones they wanted to be made permanent but those that did comment thought that the courtesy crossings that remain should be made into **pedestrian crossings**.

The experience of the street closures/pocket parks was indicated as **negative or very negative** by over two-thirds of respondents and most indicated street trial closures were **not effective or safe**. It was mentioned by a large majority of those interviewed that the street closures **should not be made permanent**.

The highest percentage of people indicated they wanted the changes on **Irak street to become permanent** with a slightly lower percent indicating they wanted **only some of the changes** to become permanent. A third of those who responded said they **did not want** the changes to become permanent. The main reason for people to want the changes to remain were that the **seating areas were good** followed by the suggestion that **only half the street should be used**. The most notable negative comment given by those in favour of not keeping the changes were that there was **not enough parking** and that no one was using the seating in **bad weather**.

Those that commented on the other aspects of the trial gave a **strong positive response to the street art**. A fairly large amount of people suggested the **road marking around the trial changes need to be better**. The most notable negative comment given was that there was **confusion** as to why the various aspects of the trial were chosen and that the trial seemed like a **waste of money**. A few people commented that they **hadn't used the tracks** so they could not comment

The report outlines the results of the survey questionnaire.



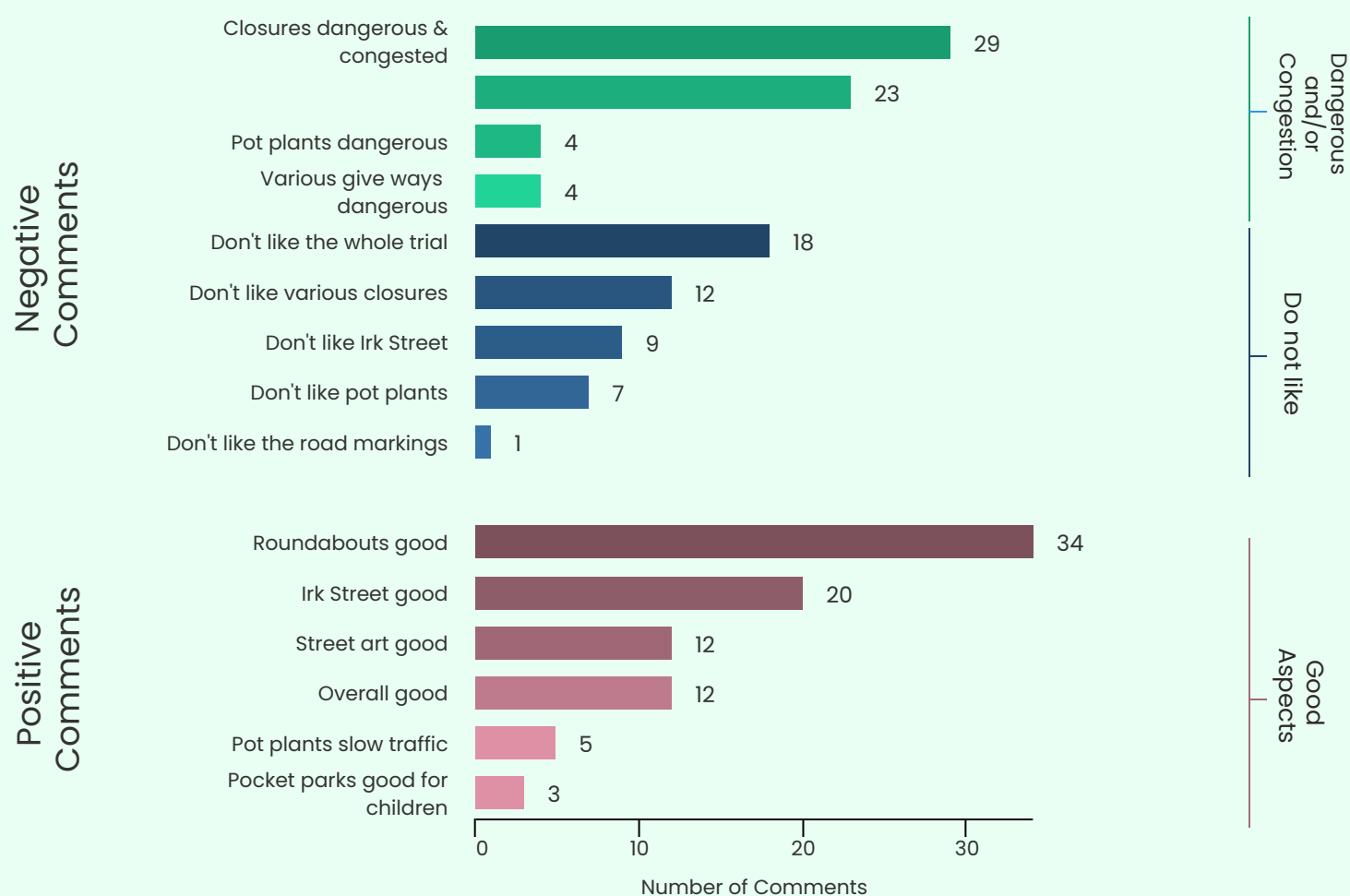
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1. Thinking about all aspects of the Streets Alive trials

(roundabouts, courtesy crossings, street closures, pocket parks, Irk street and street art), **please describe experiences** (as both a driver and pedestrian) **in relation to whether the trials promoted safety, accessibility and vibrancy within Gore.**

193
interview
responses



Of the 65 people who were interviewed by telephone, there were many responses both positive and negative.

It was commented on by 20 people that they thought the **street closures where dangerous and caused confusion**. Specific reference was made to the pocket parks being dangerous for children. It was also mentioned that Broughton street was congested with traffic because of the closures. Other comments were that traffic **was being pushed around to other streets** and caused congestion near the schools.

Twenty-three people commented that the **courtesy crossings were dangerous** as pedestrians and drivers were **not sure how to use them** and therefore they created confusion. Several of these people made reference to wanting the courtesy crossings to be **made into permanent pedestrian crossings**. It was mentioned four times that the **pot plants were dangerous** and distracting. Two give way sign areas were mentioned as **being dangerous**. These were the Wigan street give way, which was mentioned three times and the Williams street give way which was mentioned once.

Eighteen people said they **didn't like any aspect** of the trial. Twelve people commented that they **didn't like the road closures**, with specific reference being made to Broughton and Eccles street by three people. It was mentioned by seven people that they **didn't like the pot plants** while nine people said that they **didn't like Irk street**. One person mentioned they **didn't like the road markings**.

The most notable positive comment given by those interviewed was that the **roundabouts were a good aspect of the trial**, this was mentioned 34 times. There were some comments as to the roundabouts being too small. Twenty people commented that they **liked the Irk Street changes** while 12 people commented that they liked the street art. It was specifically mentioned, regarding Irk street, that it was good on the sunny side of the street and had good potential for tourists. It was mentioned by 12 people that the trial overall was good as it **slowed traffic down and created safer streets**.

Five people commented that the **pot plants were good as they slowed down traffic** and three people commented that the pocket parks were **good for the children**, particularly the one on Robertson road.

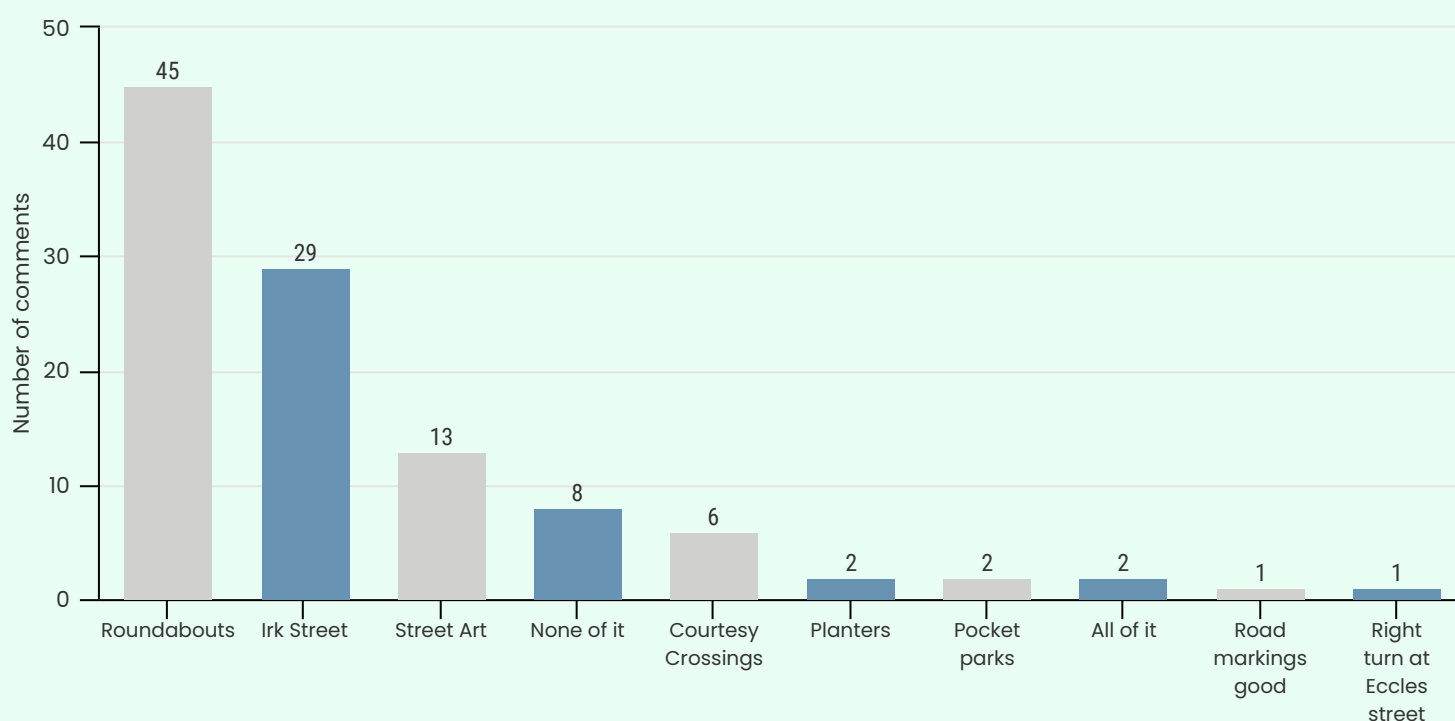


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2. Looking at how our community move around our streets, what aspects of the trials would you like to see become permanent going forward?

Of the 65 people interviewed there were multiple comments given regarding the aspects of the trial that should be made permanent.

109
Interview
responses



The most notable comment was that 45 people suggested the **roundabouts should be made permanent**. There were, however, multiple suggestions as to the size, height and location of the roundabouts. Many people suggested the roundabouts **needed to be bigger**. Another notable comment was that they promoted a good flow of traffic.

Irk street was mentioned 29 times as a change that **should be made permanent**. Several people made specific reference to only keeping the changes on the sunny side of the street. Other comments were that only some of the seating should be kept and that more parking be made available.

There were 13 people that commented on the street art being good and as an aspect that should be made permanent after the trial.

Eight people mentioned that they wanted **none of the changes to be kept** once the trial was over. Six people mentioned that they wanted the courtesy crossings to remain, although most of these people suggested that the courtesy crossings be made into pedestrian crossings. There was also a suggestion that not all the crossings be kept.

It was mentioned two times that the **pot plants were good** but should be stronger and perhaps be placed where there are permanent crossings. Pocket parks was mentioned two times as an aspect people would like to keep as permanent, however, both of these people suggested **only keeping some of them**.

It was mentioned by two people that they wanted **all the changes from the trial to become permanent**.

One person commented that the street markings on Broughton and Robertson street were good and another person said that the right turn at Eccles street is good.



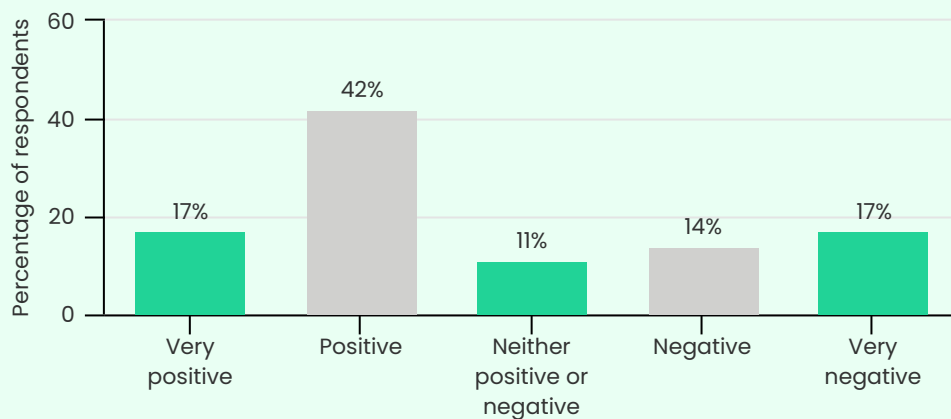
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Telephone Survey Interviews - Analysis

Roundabouts

3. How would you describe your experience with the new roundabouts trialled in Gore?

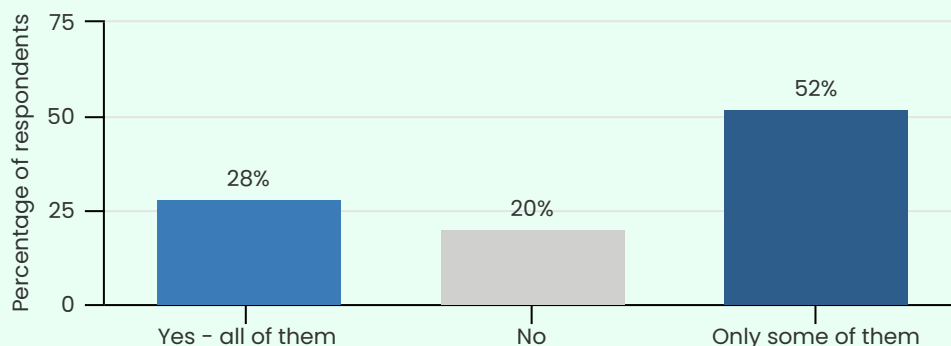
65
interview
responses



Of the 65 people interviewed, 59% said their experience of the roundabouts was positive or very positive, while 31% said their experience was negative or very negative. 11% said their experience was neither negative or positive.

4. Do you think the trial roundabouts were safe and effective?

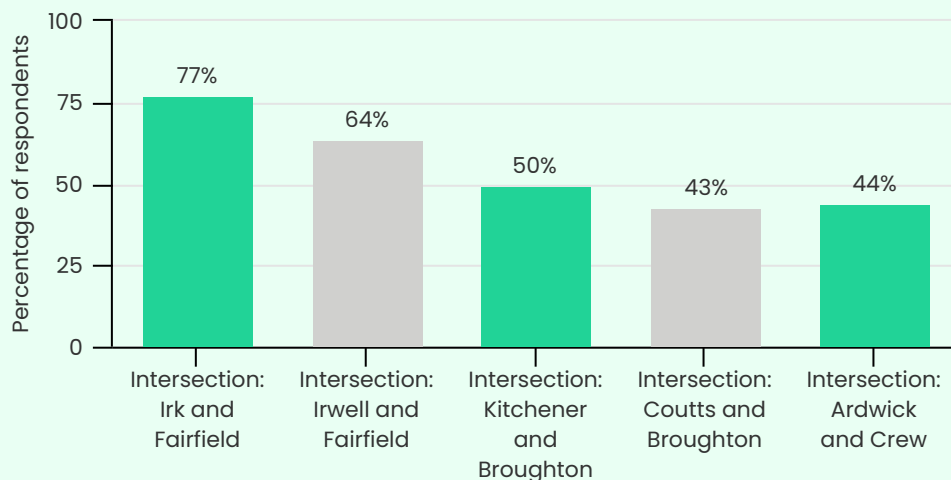
65
interview
responses



When asked about the roundabouts, 52% said that only some of them were safe and effective, 28% said that all of them were safe and effective while 20% said they were not.

5. Which roundabouts would you like to see become permanent?

65
interview
respondents



Seventy-seven percent of people commented that the roundabout at Irk and Fairfield streets should become permanent. 64% commented that they wanted the Irwell and Fairfield roundabout to become permanent while 50% agreed that Kitchener and Broughton street roundabout should become permanent. The roundabout at Coutts and Broughton streets was favoured by 43% of people while 44% said they wanted the roundabout at Ardwick and Crew streets to become permanent.



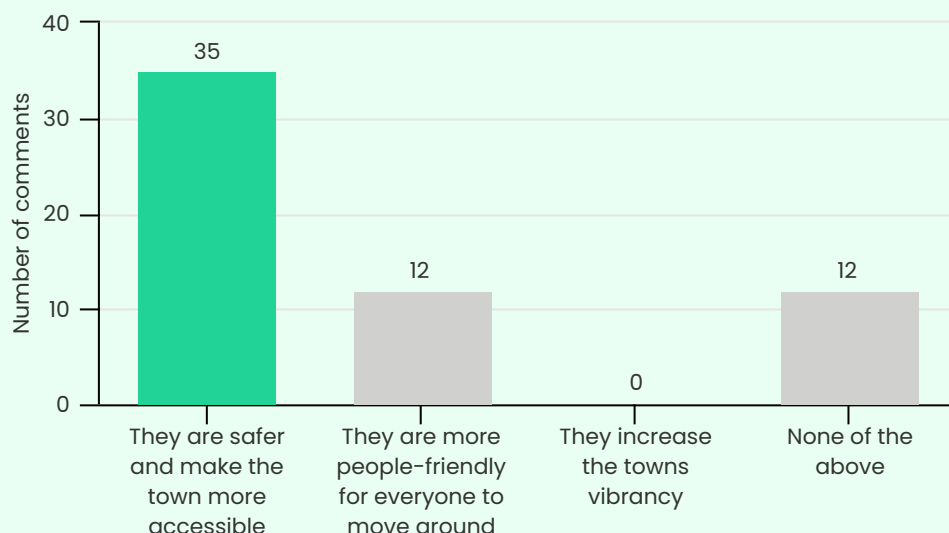
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Roundabouts

6. If you want some or all of the roundabouts to become permanent, which of the following best describes your reason?

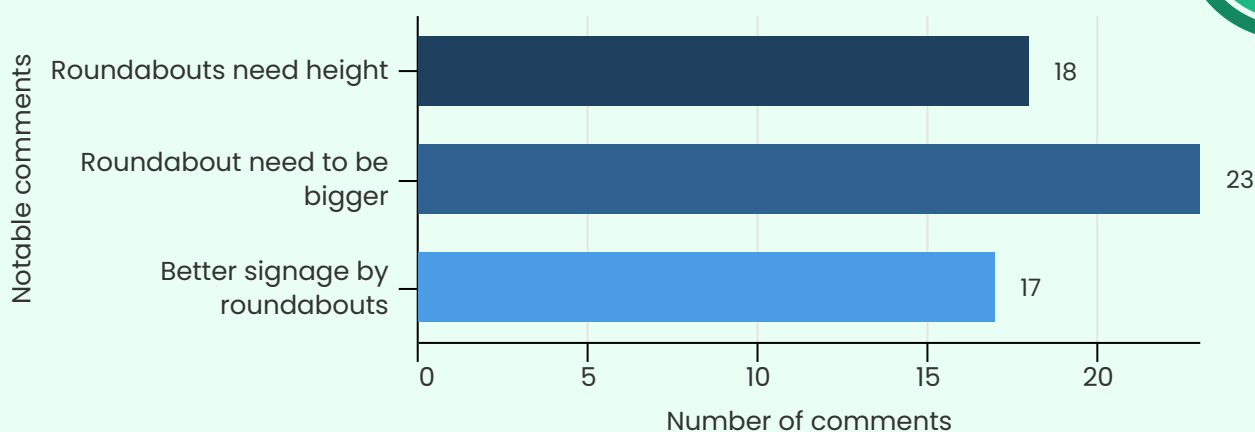
59
interview
responses



Thirty-five people commented that the reason they wanted the roundabouts to become permanent was because they made the roads safer and more accessible. Twelve people indicated that they are more people-friendly for everyone to move around. Twelve people said none of the reasons given influenced their reason for wanting the roundabouts. No one commented that they increased the towns vibrancy.

7. Is there anything we should change, or do differently to improve the effectiveness of the roundabouts

Notable
interview
comments



The graph highlights the most notable comments given by those interviewed. It was mentioned 23 times that the **roundabouts needed to be made bigger**. Eighteen people said that the roundabouts **needed height** and 17 people said they **needed better signage**. Specific reference was made to the roundabout at Coutts street needing to be made higher, this was mentioned four times.

It was mentioned two times that a roundabout should be added at **Charlton street and State Highway 1**. It was also mentioned two times that the **carparks** near the roundabouts **should be removed** and one person mentioned that the **pots** by the roundabouts **should also be removed**.

It was suggested by one person that there should be **speed bumps** added on Coutts and Broughton street. Another person said that Kitchener and Broughton street **hedges need to be trimmed**.

Two people said that the **courtesy crossings near the roundabouts needed to be removed** and one person suggested that the **give way signs be removed**.

Five people mentioned that the **roundabouts were good as they were** while four people said that everything should **go back** to how it was before.



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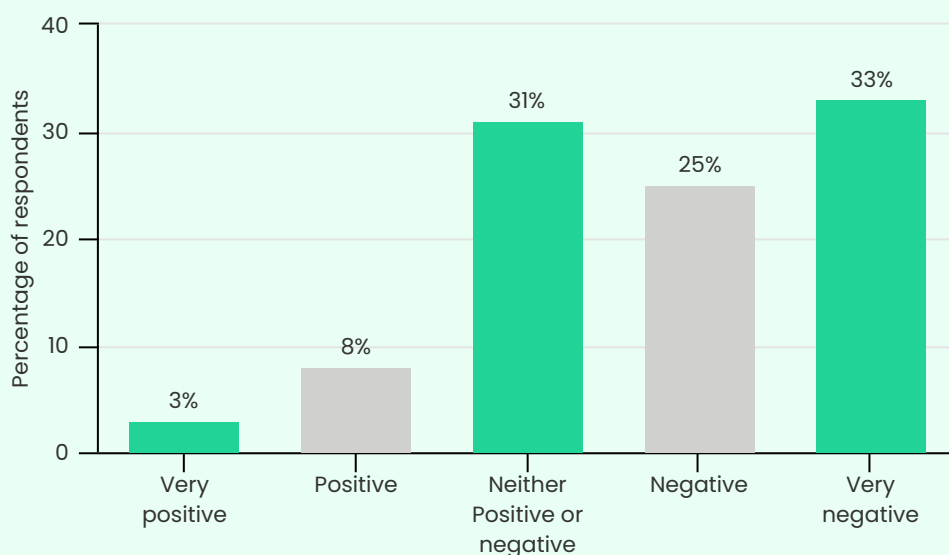
Telephone Survey Interviews - Analysis

Courtesy Crossings

(Understanding that planters are being removed, what are your thoughts on the function and placement of the crossings.)

64
interview
responses

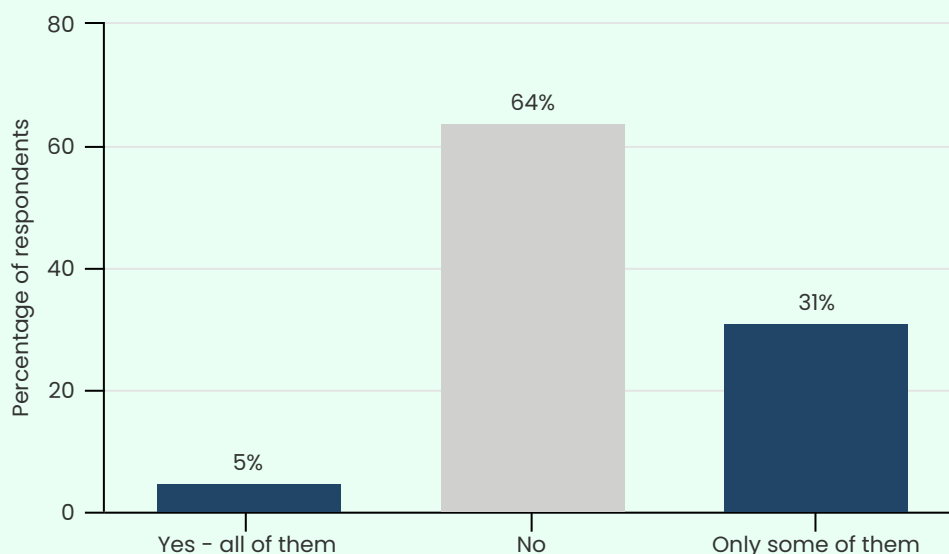
8. How would you describe your experience with the courtesy crossings trialled in Gore?



Of those interviewed, 33% said their experience was very negative, while 25% said it was negative. It was said by 31% of people that their experience was neither positive or negative, 8% indicated their experience was positive while 3% said very positive.

9. Do you think the trial courtesy crossings were safe and effective?

64
interview
responses



Of those interviewed, 64% said that the courtesy crossings were not effective, while 31% said only some of them were. It was said by 5% of people that all of the crossings should remain.



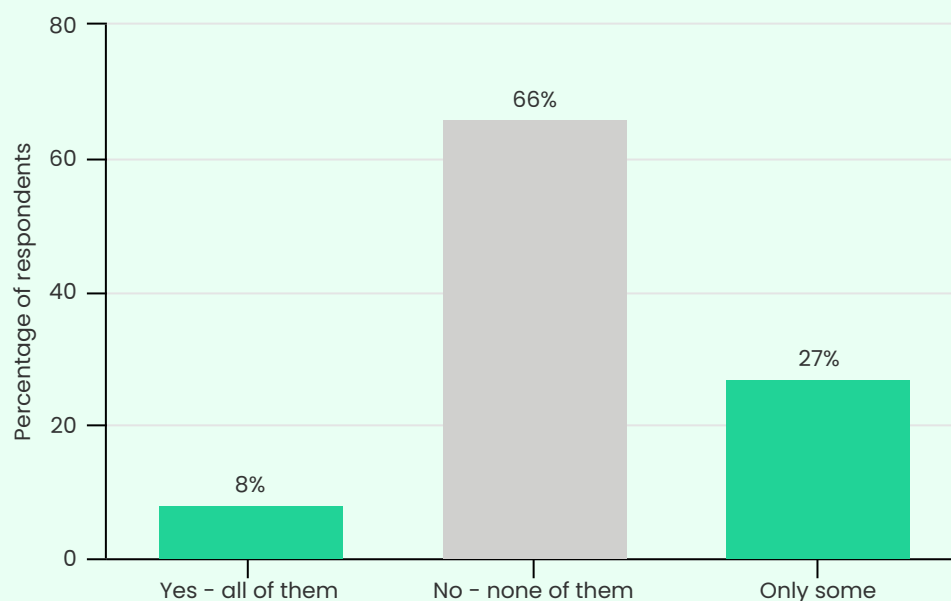
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Telephone Survey Interviews - Analysis

Courtesy Crossings

10. Would you like to see these courtesy crossings become a permanent feature of our streets going forward?

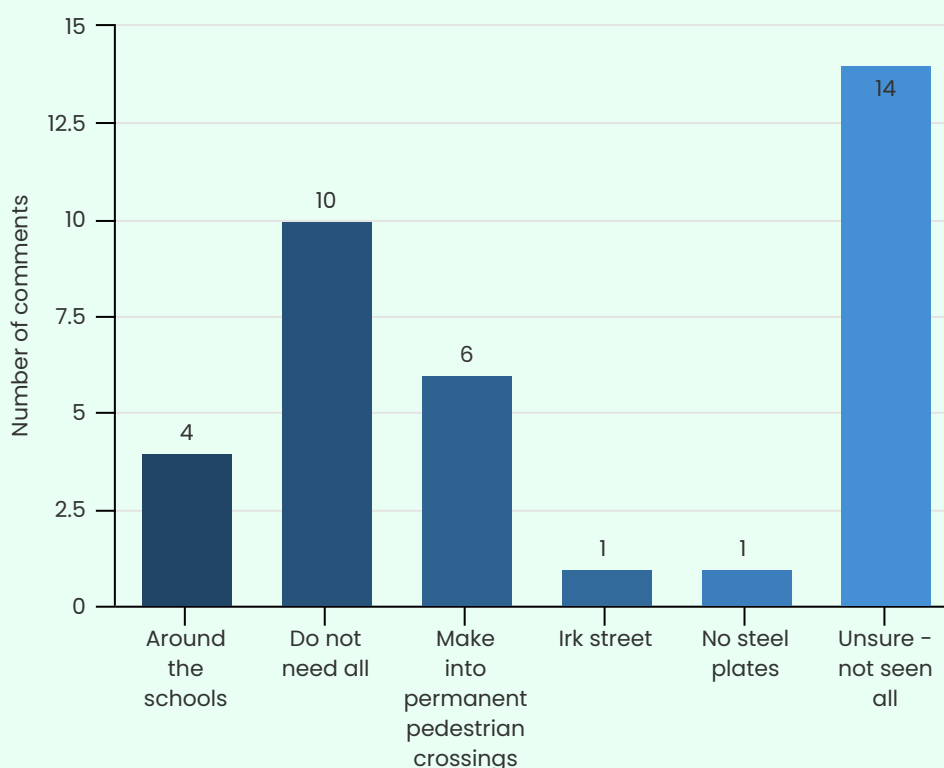
64
interview
responses



Of those interviewed, 66% said they didn't want the courtesy crossings to become permanent while 27% said only some of them. It was commented by 8% that they wanted the crossings to be made permanent

If some, which ones?

36
interview
comments



It was commented on 14 times that people were not sure of which courtesy crossings to keep as they had not seen them all and ten people commented that they were not needed at all. Four people said they would be good around the schools and six people suggested turning them into permanent pedestrian crossings. One person suggested having a crossing on Irk street and one person commented that the steel plates should be removed.



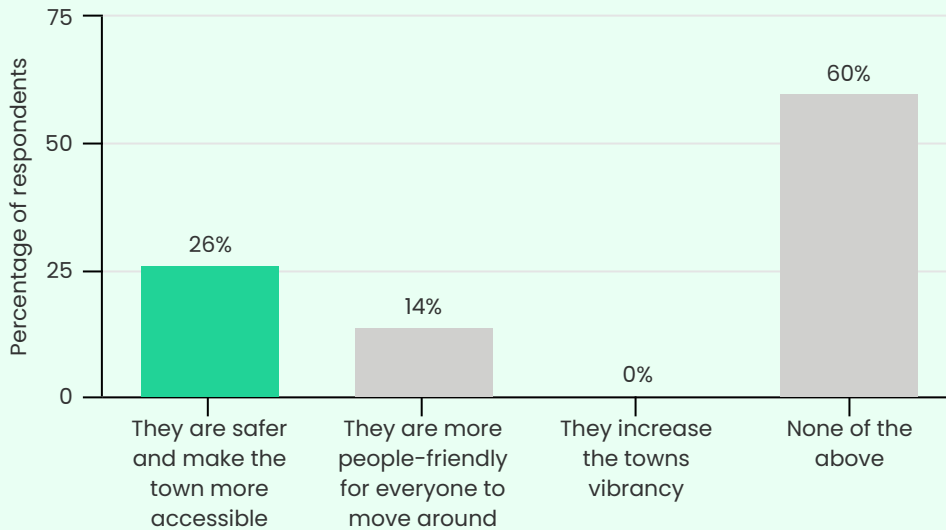
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Courtesy Crossings

11. If you want some or all of the courtesy crossings to become permanent, which of the following best describes your reason?

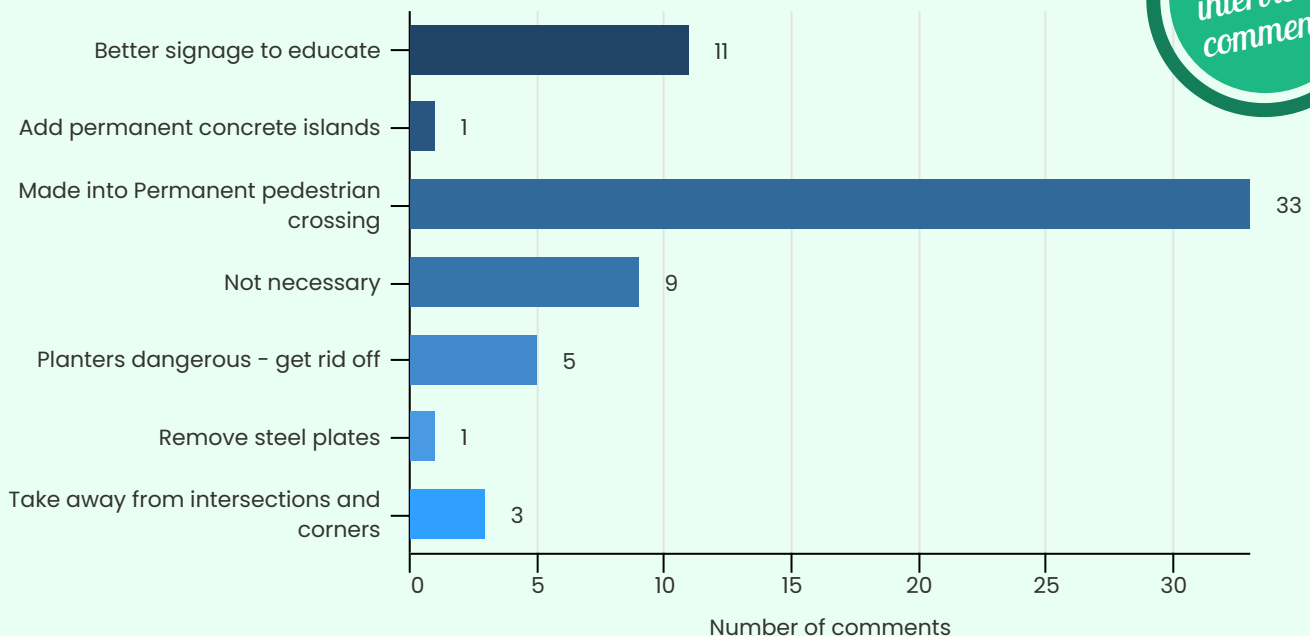
43
interview
responses



Of those interviewed 60% said they didn't think any of the reasons were applicable to them and 26% said they thought they made the town safer and more accessible. It was mentioned by 14% that the courtesy crossings were people-friendly for everyone to move around. No one indicated that the courtesy crossings added vibrancy to the town.

12. Is there anything we should change, or do differently, to improve the effectiveness of courtesy crossings?

63
interview
comments



The most notable suggestion was mentioned 33 times and this was that the courtesy crossings should be made into permanent pedestrian crossings.

It was mentioned 11 times that **better signage was needed** to improve the effectiveness of the crossings while adding permanent **concrete islands** was mentioned once.

Nine people indicated that they courtesy crossings **weren't necessary** and five people commented that the **pot plants were dangerous** and should be removed.

Three people mentioned that the crossings should be taken away from the **intersections and crossing**. It was mentioned by one person that the **steel plates should be removed**.



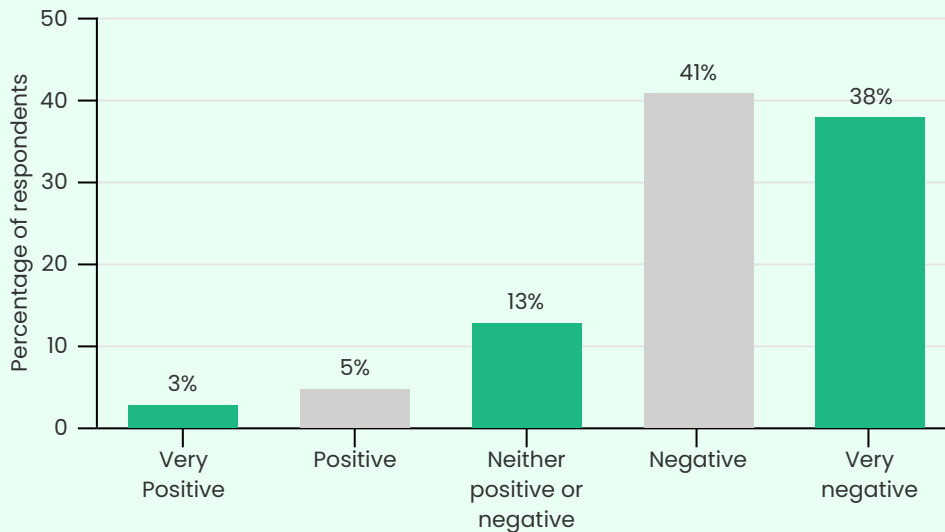
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Street Closures/Pock Parks

13. How would you describe your experience with the street closures trialled in Gore?

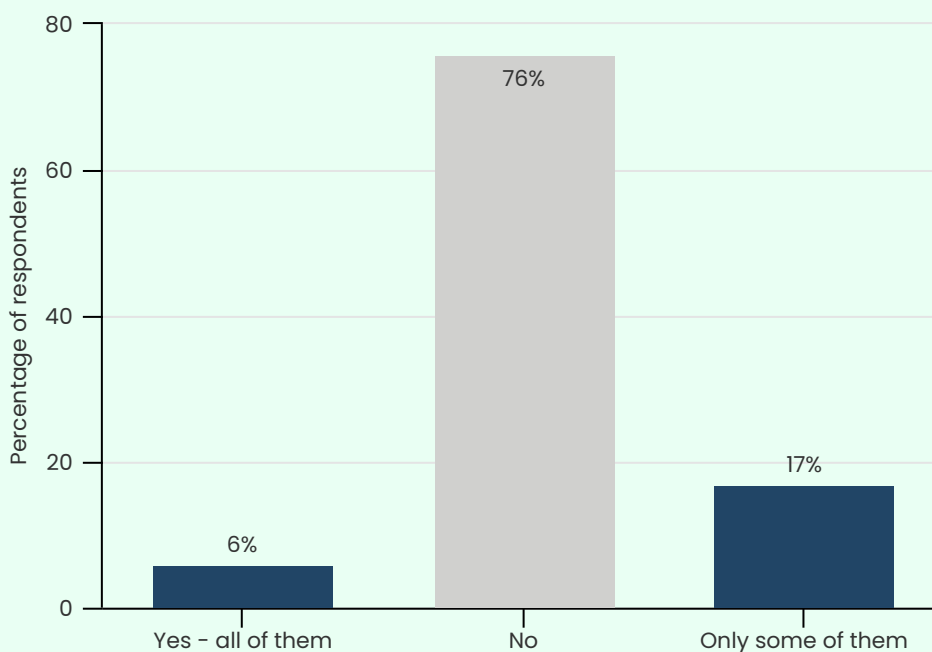
63
interview
responses



Of those interviewed 41% indicated that their experience of the street closures/pocket parks was negative while 38% said it was very negative. It was mentioned by 13% that their experience was neither positive or negative while 5% said their experience was positive and 3% said it was very positive.

14. Do you think the trial street closures were safe and effective?

63
interview
comments



It was mentioned by 76% of those interviewed that they didn't think the street closures were safe and effective, while 17% said that only some of them were safe and effective. It was indicated by 6% that all the street closures were safe and effective.

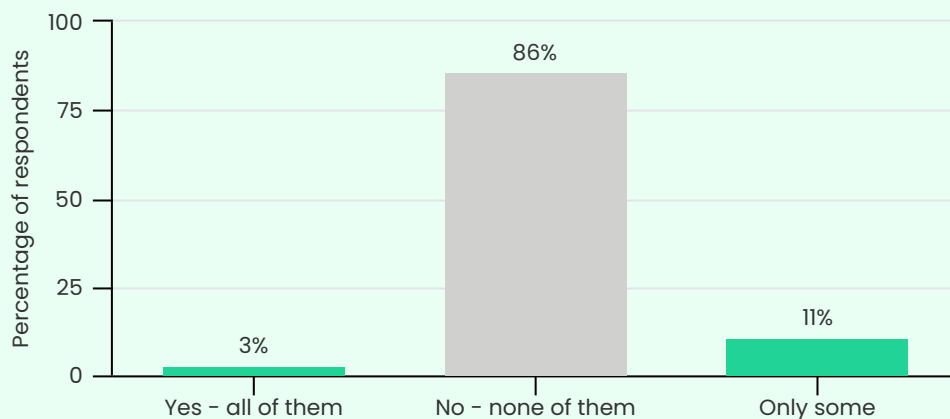


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Street Closures/Pocket Parks

15. Would you like to see these street closures become more permanent?



64
interview
responses

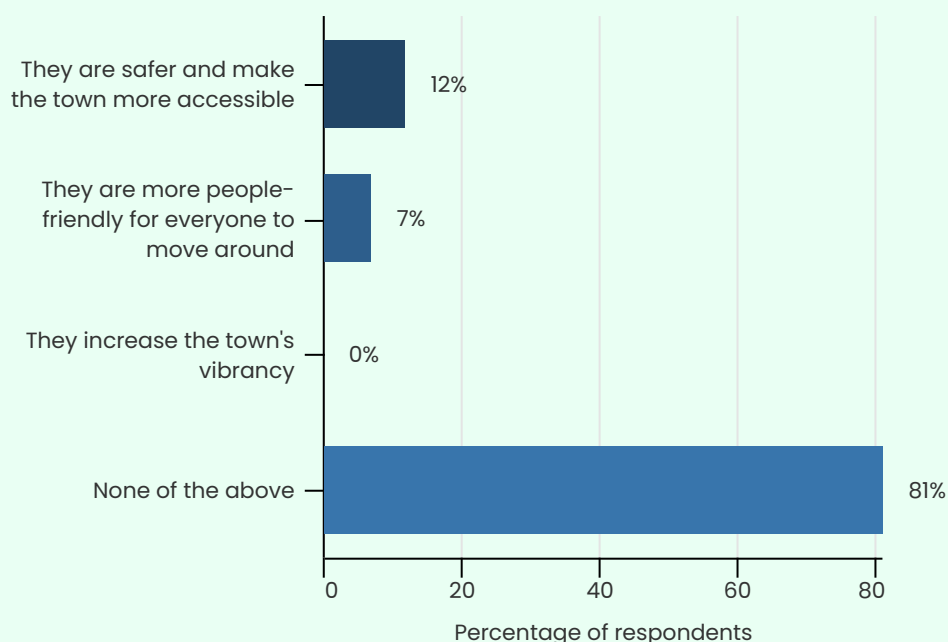
Of the 64 people interviewed, 86% said they did not want the street closures/pocket parks to become permanent while 11% said they only wanted some of them to become permanent. It was indicated by 3% that they wanted all of them to be permanent.

If so, which ones?

Several suggestions were made by those people that responded. Five mentioned that perhaps the **closure on Eccles street could be made permanent** and one mentioned that the **closure by West Gore School could be made permanent**. One person mentioned that some should remain if it was a safer option and one person mentioned that none should remain.

8
interview
responses

16. If you want some or all of the street closures to become permanent, which of the following best describes your reason?



43
interview
comments

Of the 43 people that responded, 81% indicated that they agreed with none of the reasons given in the question while 12% said that they felt the closures made the town safer and more accessible.

It was indicated by 7% that the closures made the streets more people-friendly for everyone to move around. No one commented that they increase the towns vibrancy as a reason to make the closures permanent.



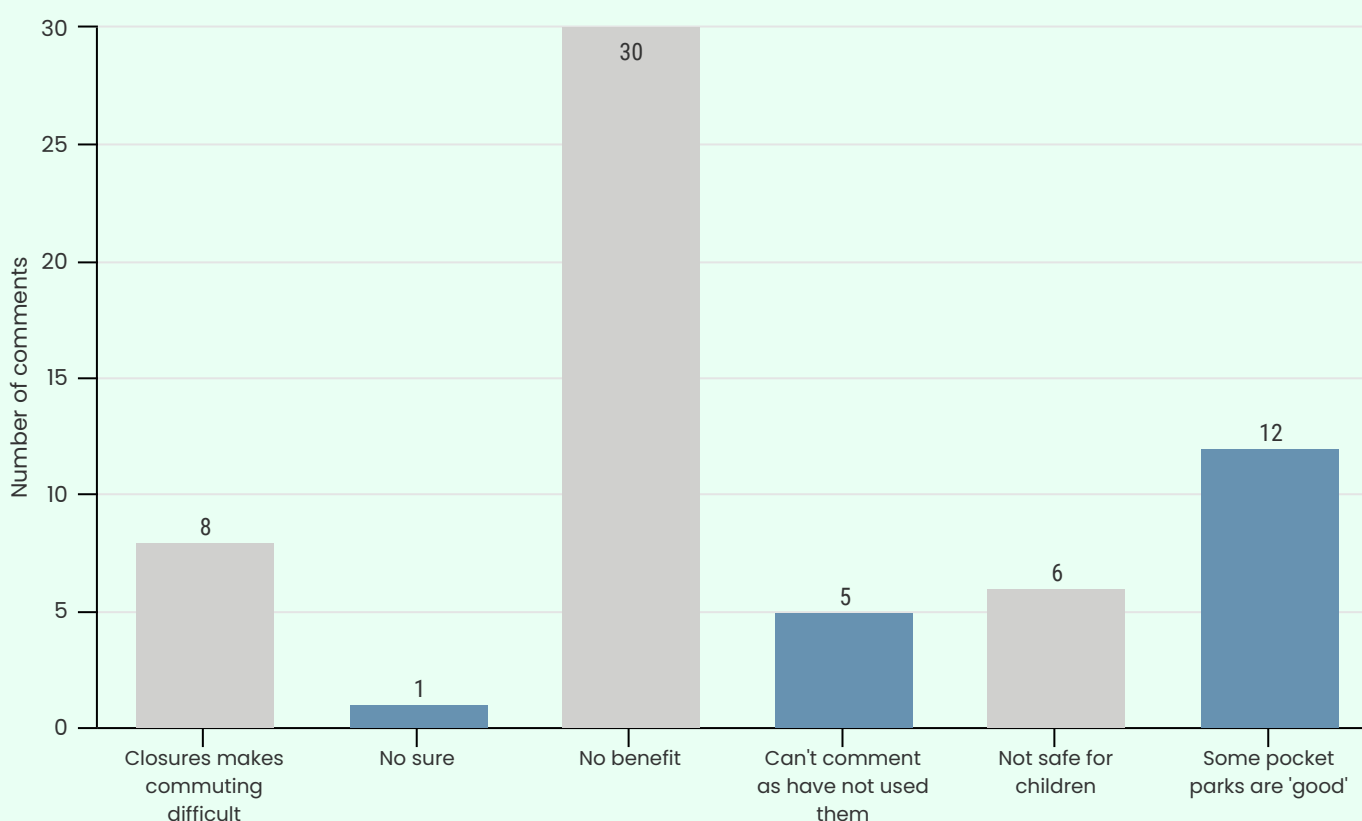
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Street Closures/Pocket Parks

17. Is there anything we should change, or do differently, to improve the effectiveness of the street closures?

62
Interview
responses

Of the 64 people interviewed there was multiple suggestions given regarding the street closures/pocket parks.



The most notable comment mentioned was that the **closures/pocket parks offer no benefit to the town**. This was mentioned 30 times. Many of these people suggested that the streets should be opened up and that the **streets go back to how they were before the trial**. Further comments were given that there were many good parks in Gore and more parks were not needed.

It was mentioned 12 times that **some of the pocket parks were 'good'**, but most of those that commented also mentioned some issues that concerned them. Examples of this were that the pocket parks should be in certain places such as **outside the theatre and on Eccles street by the playground**. Another suggestion was that they needed to be made **safer for children** and education needed to be given to children on where to play and not play etc.

Eight people mentioned that the **closures/pocket parks made commuting difficult**. It was mentioned that driving to the hospital was a challenge.

Further comments were that blocking off Broughton and Eccles street had **made other roads busier**.

It was mentioned six times that the closures/pocket parks were **not safe for children**, with many of the people mentioning that it taught children to play in the road.

Five people mentioned that they **couldn't comment** because they had never used those roads and one person was not sure.

It was suggested as an additional comment that the one way turn out of Eccles street was good and was seen as a positive improvement.



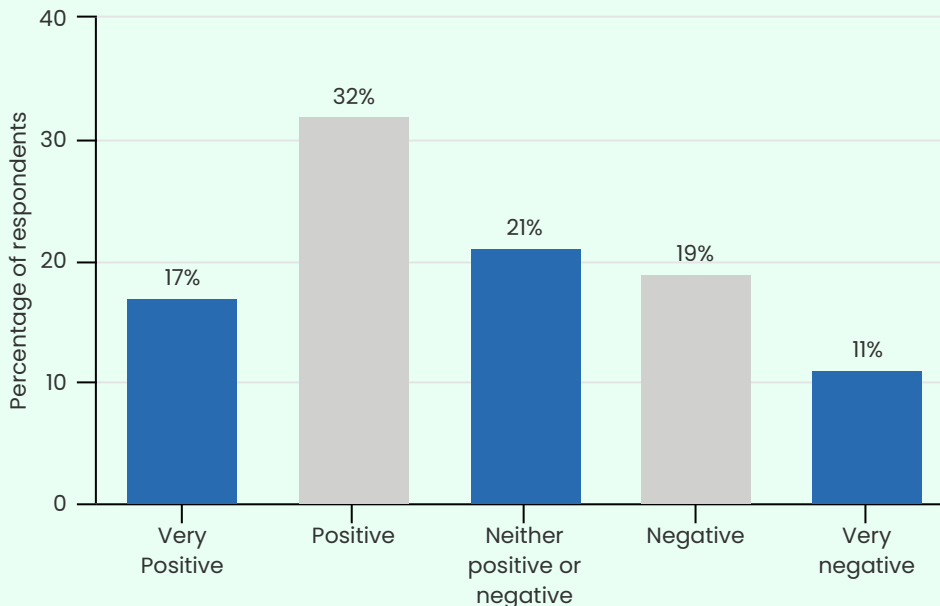
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Irk Street

18. How would you describe your experience with the new parklets, seating and landscaping trialled at Irk street?

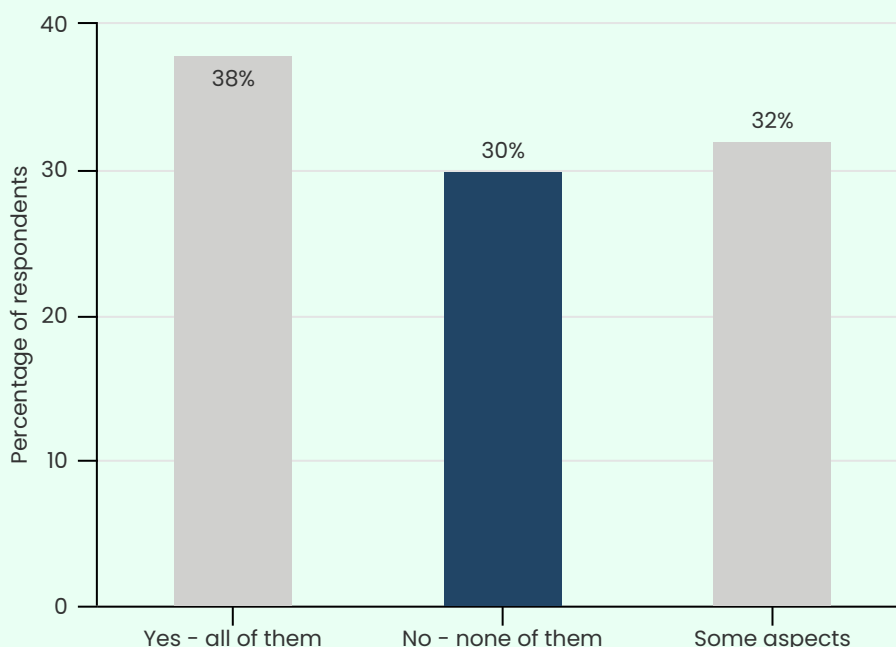
63
interview
responses



Of those interviewed 49% indicated they had a positive to very positive experience with the Irk street trials and 21% said they experience was neither positive or negative. It was indicated by 30% that their experience was negative or very negative.

19. Would you like the Irk Street Parklets to become a permanent feature of our town scape?

63
interview
comments



It was indicated by 38% of people that they wanted all the aspects of the Irk street trial to remain while 30% said they wanted none of the aspects to remain and 32% said they wanted only some aspects to remain.



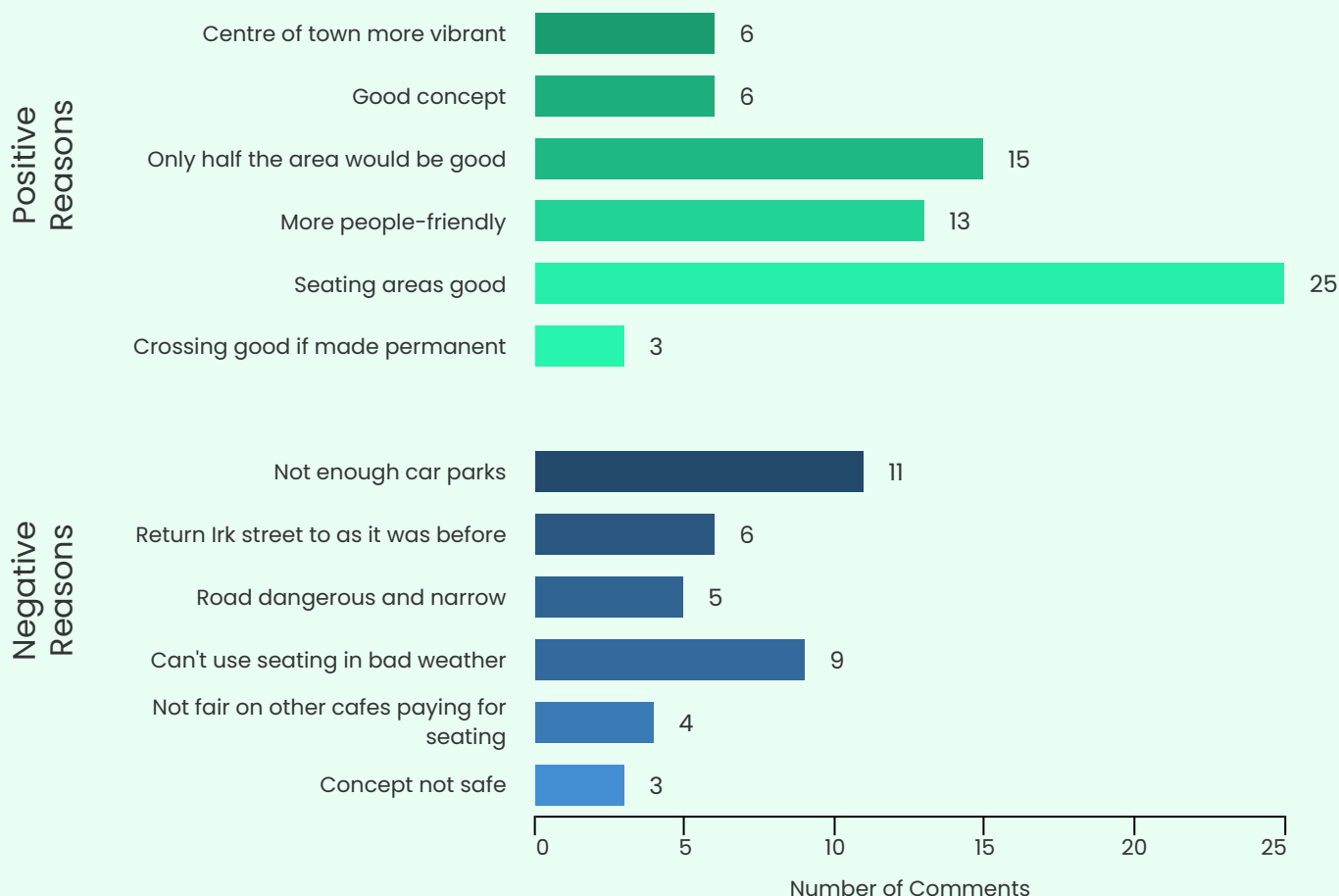
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Telephone Survey Interviews - Analysis

Irk Street

125
interview
responses

If yes, what are your reason? If no, what are your reasons?



Of the 125 comments there were multiple reasons given. The most notable reason, made by 25 people, in favour of the changes was that the **seating areas were good**. It was mentioned 15 times that the area would be good if it was **halved with specific mention made to the sunny side of the street**. In favour of keeping the Irk street changes, 13 people said they made the street **more people-friendly** and six people said it made the **area more vibrant**. Six people suggested that Irk street become permanent because it was a **good concept** while three said it would be good if the **courtesy crossings become permanent**.

There were a few comments mentioned that are not reflected in the graph. Two people indicated they were in favour of keeping Irk street permanent because the it was **good for tourism**. One person commented that the **bike stands were good** and one person mentioned it was good as long as it **remained clean**. Additionally, one person commented that it would be better if the closure was permanent.

Five of those who wanted Irk street to become permanent did have concerns that the changes would result in **less parking being available**. One person mentioned that the seating would be better in one of Gore's gardens and one person said that area by the theatre was good.

There were several reasons given by those interviewed as to why the changes on Irk street should not be made permanent. Eleven of the those commented that there was **not enough parking available** with the closures in place. Nine people mentioned that the **seating was not usable in bad weather** and six people mentioned that the street should return to the **way it was before the trial**. Five people mentioned that the **road was too narrow and dangerous** while three people said that the concept as a whole was **not safe**. It was mentioned four times that it wasn't **fair to cafes not on Irk street** who had to pay for outside seating.

Several people gave additional comments not reflected in the graph. One person suggested that the changes made it **difficult for the elderly to move around easily**. Two people mentioned that the courtesy crossings were **dangerous** and a further two people said they could not comment and they thought there as no need for the changes. It was mentioned by two people that the **bike stands were not being used**.

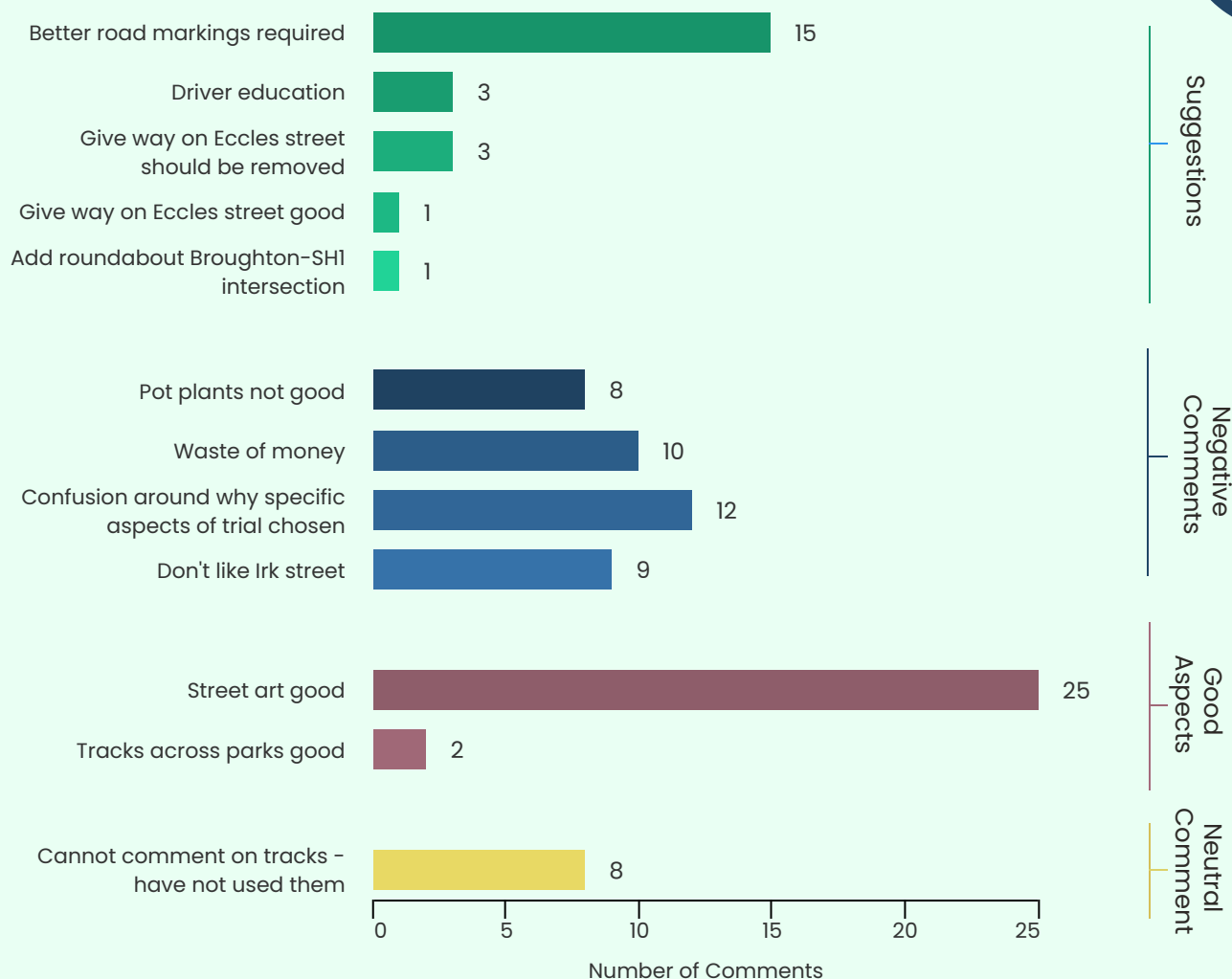


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Telephone Survey Interviews - Analysis

20. Do you have any other comments in relation to the Street Alive projects? (i.e. street art trials, road markings and tracks across parks)

100
interview
responses



There were 100 responses given by those interviewed. Fifteen people suggested that the **road markings on the various aspects of the trial needed to be better**. Examples of this were clearer marking at the courtesy crossings. It was suggested that cycle lanes needed to be added and clearer markings on Irk street would be good. Three people suggested that **better education** be given to drivers regarding the trial changes. Three people said the give way on Eccles street should be **put back to how it was**, however, one person, mentioned that the **give way sign way good**. A further suggestion was to add a roundabout at the **Broughton - State Highway 1 intersection**. It was suggested, but not reflected on the graph by one person that whatever changes are made they need to be made permanent, while another suggested that it was good to "keep it simple." A further suggestion was that the gravel on the parks was not necessary and that the Wigan and Bury street give way should be removed.

Some of the negative comments given were that the **pot plants were not safe**, this was mentioned eight times. Examples of this included causing congestion and that they were dangerous when driving. Ten people commented that the trial was a **waste of money** and that the money could have been spent elsewhere.

It was mentioned 12 times that there was **confusion as to why certain aspects of the trial were chosen over other possible improvements** around Gore. Examples of preferred trials were the addition of various roundabouts on State highway 1 intersections, pedestrian crossing on state highway 1 and upgrading and maintaining the country roads.

Further negative comments not reflected in the graph were that **speed and safety** were still issues, this was mentioned by two people. Another person commented that the trial had **caused more traffic** and another said that the **traffic had been diverted** onto Salford street. One person commented that the road closures weren't good, while another said pocket parks weren't needed. It was also mentioned by one person that council should listen to the people and one other person said they wanted **everything to go back to how it was before the trial**.

The **good aspects** of the trial mentioned was the **street art**, which was mentioned 25 times and the **tracks across the parks** which was mentioned two times.

Eight people mentioned that they **could not comment** on the tracks as they had not used them.