

A Qualitative Analysis of CBD Shared Street Spaces using Perception Surveys



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Auckland's Vision

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Auckland (Spatial) Plan



The World's Most Liveable City
(by 2040)

City Centre Master Plan (20-year Vision by 2032)

- A strong sense of place, heritage and character
- Great places to live, work and play
- Workplace and tourist destination



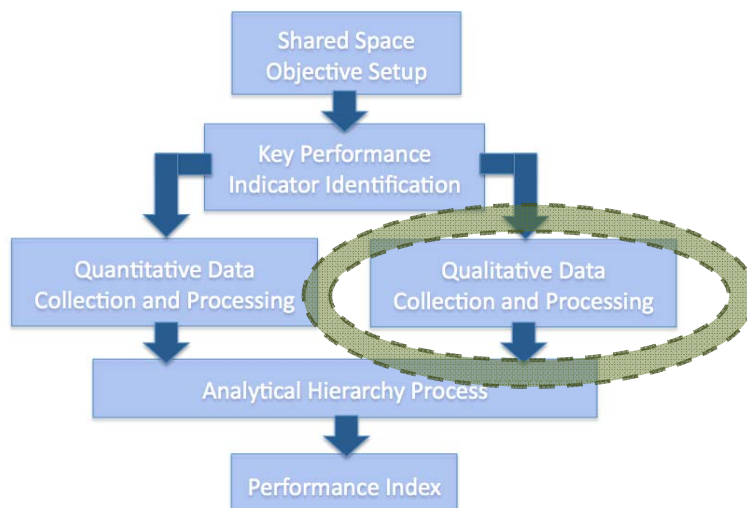
Contextual Perspective of Qualitative Research

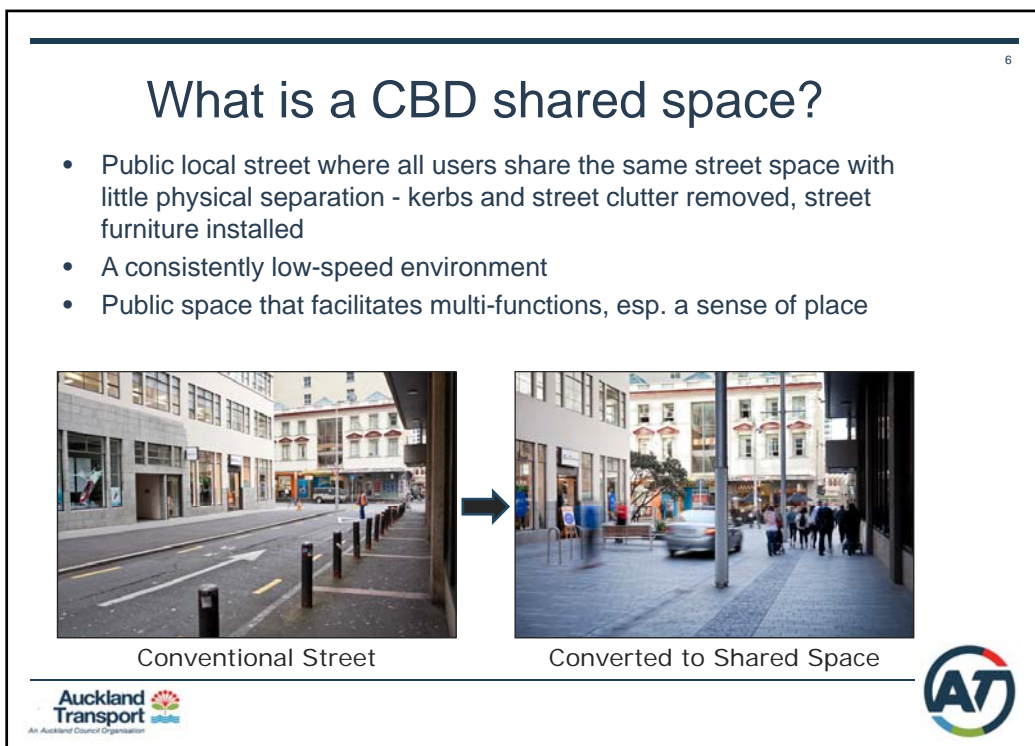
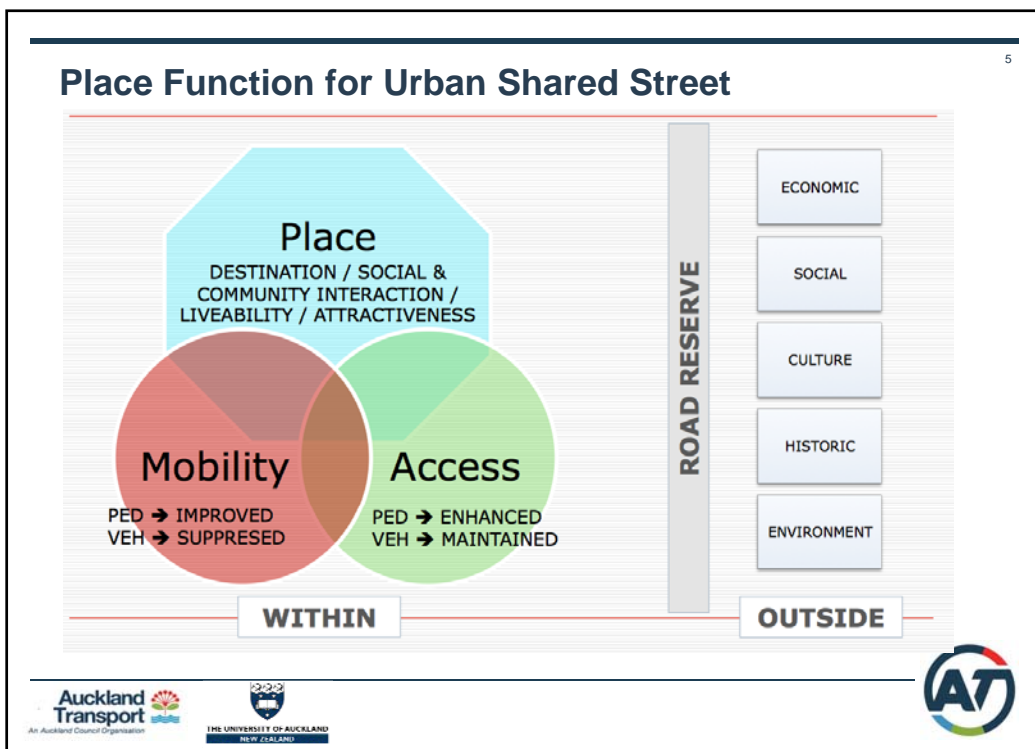
PhD Shared Space Research Objective

To develop an evaluation framework for shared spaces, taking into account 'before and after' quantitative and **qualitative** performance measures of pedestrians, cyclists and vehicles.



Shared Space Evaluation Framework





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Elliott St Shared Space




(Before)

(After)






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Shared Space (Zone) Definition: How is it legally defined?

A shared space is declared as Shared Zone, which means a length of **roadway** intended to be **used by pedestrians and vehicles**



Rule 10.2 Shared Zone


(1) **A driver** of a vehicle entering or proceeding along or through a shared zone **must give way to a pedestrian** who is in the shared zone.

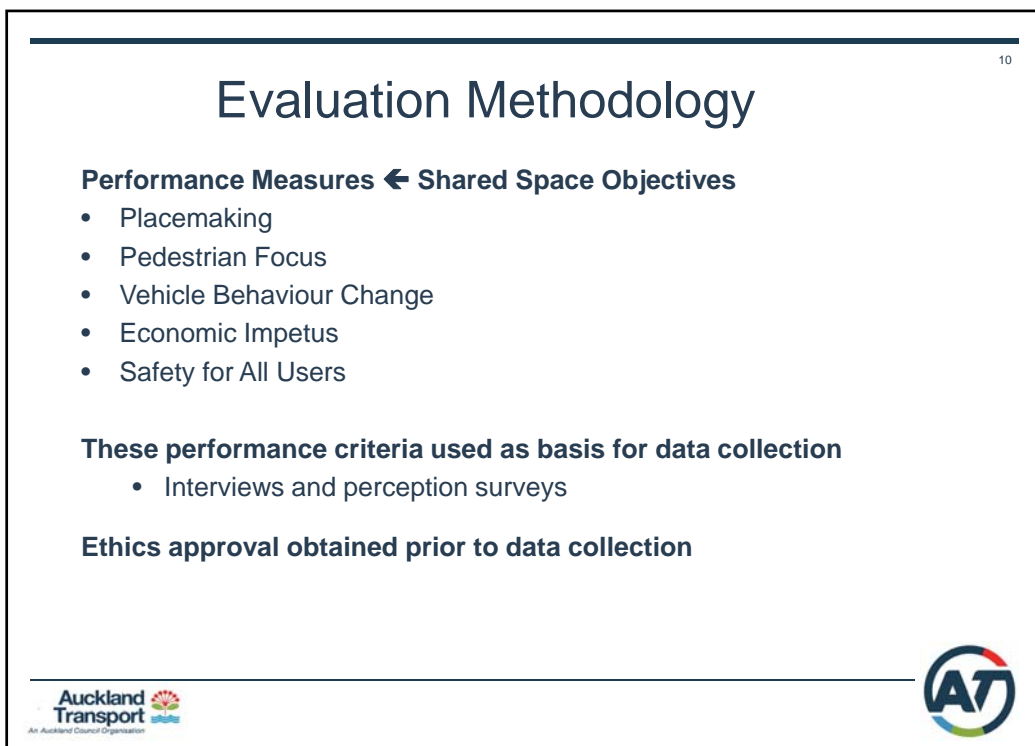
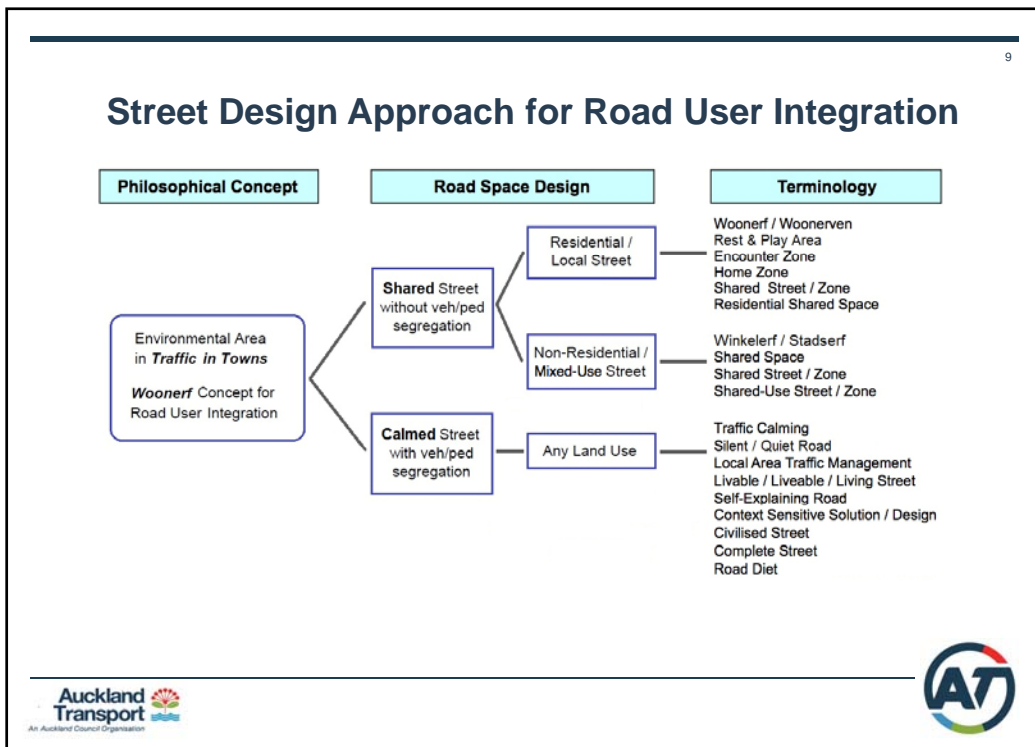
(2) **A pedestrian** in a shared zone **must not unduly impede the passage of any vehicle** in the shared zone.



**Land Transport
(Road User)
Rule 2004**










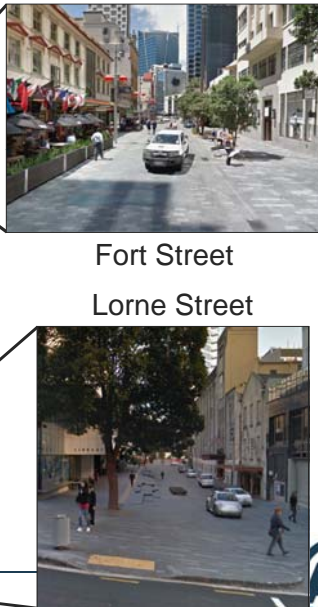
Study Areas



Elliott Street









Fort Street
Lorne Street



The Development of a Multi-Faceted Evaluation Framework of Shared Spaces

Sheet A : On-Street Perception Survey

Please circle the option best describes your opinion towards the following five statements.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Tend to Disagree</i>	<i>Tend to Agree</i>	<i>Agree</i>	<i>Strongly Agree</i>
1)	-3	-2	-1	1	2	3
2)	-3	-2	-1	1	2	3
3)	-3	-2	-1	1	2	3
4)	-3	-2	-1	1	2	3
5)	-3	-2	-1	1	2	3

Please further provide us with your impression about this street space and your background information

6) Of the five statements above, which are the most important (.....) and least important (.....)?

7) Of the five statements above, which do you feel could be most improved, and why?

8) What, in particular, do you like most about this street space?

9) How often do you visit this street?

First visit / Very infrequently Around once a week

Around once a month Multiple times a week

10) Why have you visited this street today? (e.g. passing through, shopping or eating)

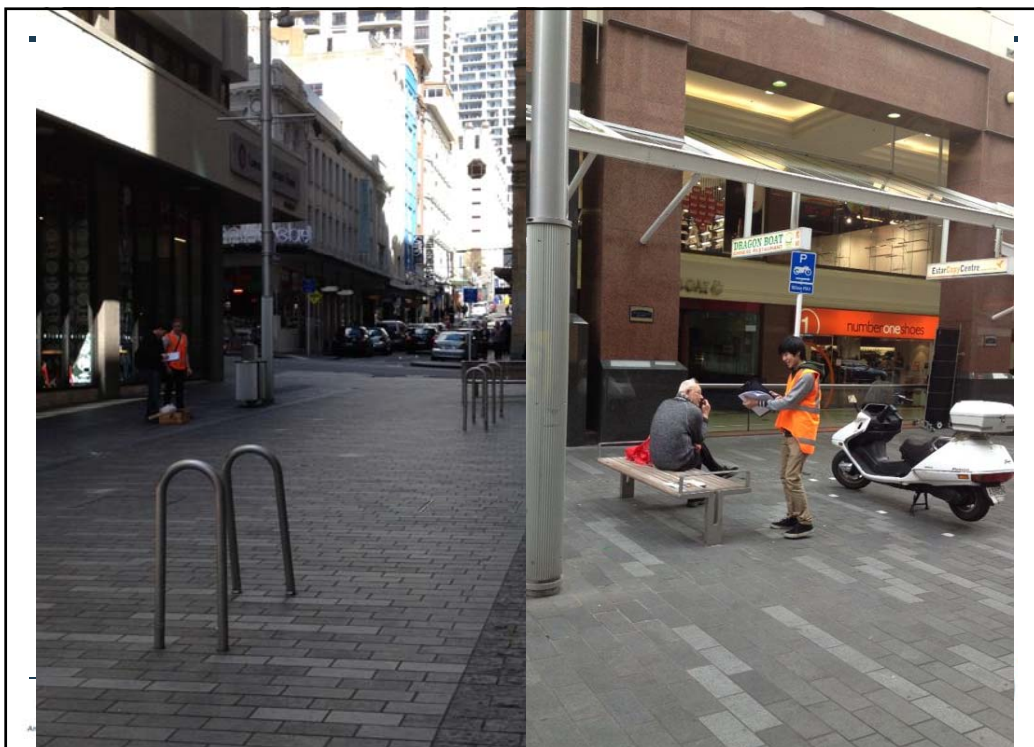
11) Age: Under 20 20 – 34 35 – 49 50 – 65 Over 65

12) Gender: Male Female

13) Ethnic group: NZ European Maori / Pacific Islands Asian

Other

On-Street Perception Survey Questionnaire Design



Perception Survey Questions

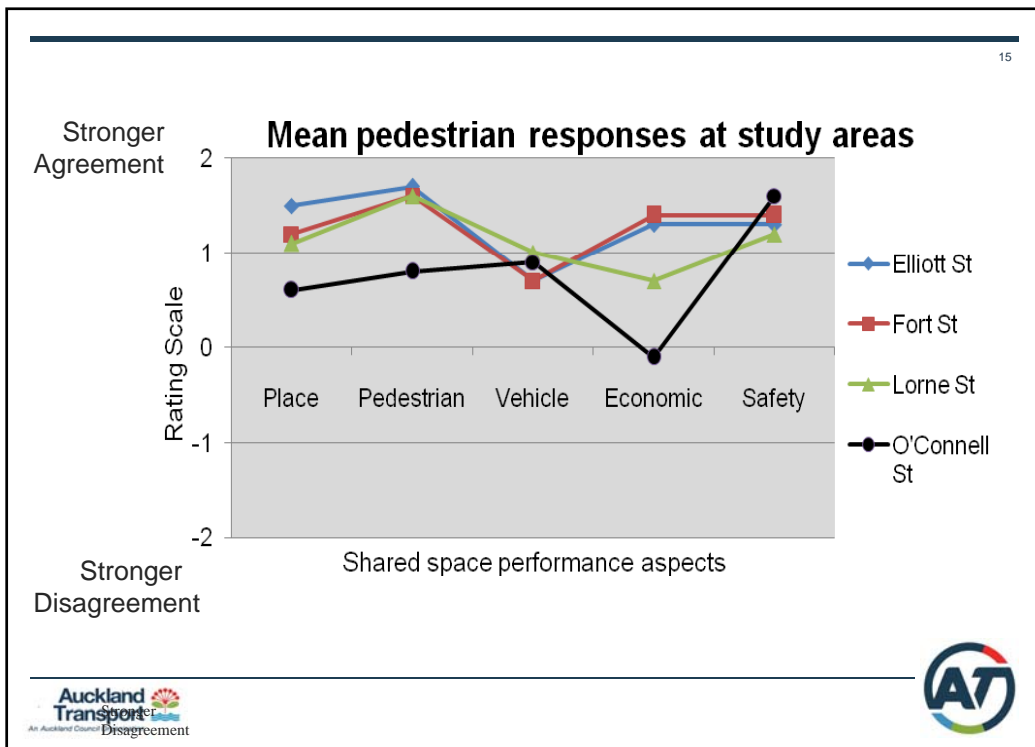
Place: I like spending time in this street

Pedestrian: I can freely move around on the street

Vehicle: Driver behaviour is appropriate in this street

Economic: This street complements the economic activity

Safety: I feel safe and secure in this street





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Expert Interviews

- 15 interviews conducted
 - 8 Civil / Transport Engineers
 - 5 Urban Designers / Planners + 2 Academics in Planning
- Professionals from AC, AT, private consultancies
- Queried on: Shared space performance / Factors affecting performance / Shared space design and operation

Gender	Female (4)	Male (11)		
Highest Qualification	PhD (2)	Masters (6)	Bachelor (3)	Diploma (4)
Professional Sector	Private (3)	Public (12)		
Expertise	Urban Planning & Design (7)		Civil & Transport Engineering (8)	
Involvement in CBD Shared Spaces	Direct (12)			Indirect (3)

Survey Data Analysis

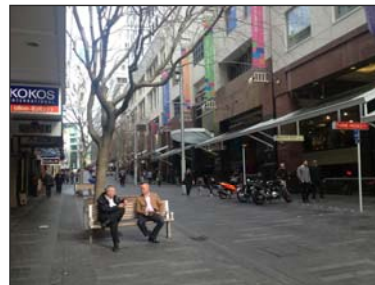
- Mean pedestrian responses to survey questions + data trends
- Survey responses generally agreed with interview findings
- Though some difficulty finding statistically significant results due to sample sizes

Findings

- Shared spaces performing well
 - Outperformed control street (O'Connell St) in most aspects
 - Interviewees particularly impressed with Elliott and Fort St spaces



Fort Street



Elliott Street

Interview Findings

- Some disagreement over vehicle speed management from interview participants
 - Some expressed that they should be low at all times; safety risks
 - Others not so worried so as to encourage pedestrian activity and interaction
- Other disagreements over the inclusion of traffic calming measures
- But all agreed that shared space is context sensitive and beneficial to the activity centre.

Frequently Occurring Words in Expert Interviews

act **activity** adequately appropriate area
 attributes businesses CBD **change** character city
 collective **common** communicate concept conditions
 construction current **design** determine development device drivers Elliott
 environment evaluates events existing furniture give good happen idea
 important improved inform **issues** land limits line Lorne make measures
 message **move** need objectives operating opportunities organise
 parking part **pedestrians** people period
 place placemaking point poor positive property provide quality
 questions rather **region** required road **schemes** settings
 shared situation **space** speed street
 successful support surface time transport travel types use users
 vehicle way whole within work yes

Some Interviewee quotes on Safety 21

- *“Safety is important, but if you excessively design for safety, you will have something that looks like a motorway interchange”*
- *“Vehicle behaviour change is last [in priority], because if you achieve the other four objectives, the behaviour change will follow”*
- *“Safety is important; if you don’t create a safe environment, no one will use the space”*
- *“There is a perception that because drivers can see from one end of the street to the other, they are going to drive as fast as they can. Show me the data. Show me the accidents”*



Conclusions 22

1. From the on-street surveys, the Shared Spaces **performing well**. They generally outperformed or equaled the control street in all aspects.
2. From the expert interviews, most important factors are land use, traffic characteristics, and design of space. The Shared Space concept is therefore **context-sensitive**.
3. Further statistical analysis of on-street perception surveys reaffirm **strong interconnectivity** between the five performance measures. This in practice suggests that by considerably improving one performance measure, esp of ‘**Pedestrian**’ and ‘**Safety**’ objectives, users are likely to positively perceive the other aspects and the performance of a shared space as a whole.



Final Quotes

- *“The least successful of the shared spaces is Lorne Street, simply because you don’t have a high level of activation on both sides of the street”*
- In regards to whether adequate street furniture & pedestrian facilities had been provided in shared spaces..
 - *“All streets are grey; the cobblestones of Venice and Rome, and the piazzas of the great cities of the world, are all grey... the colour of the city is its people, and its buildings; the paving is merely a canvas”*