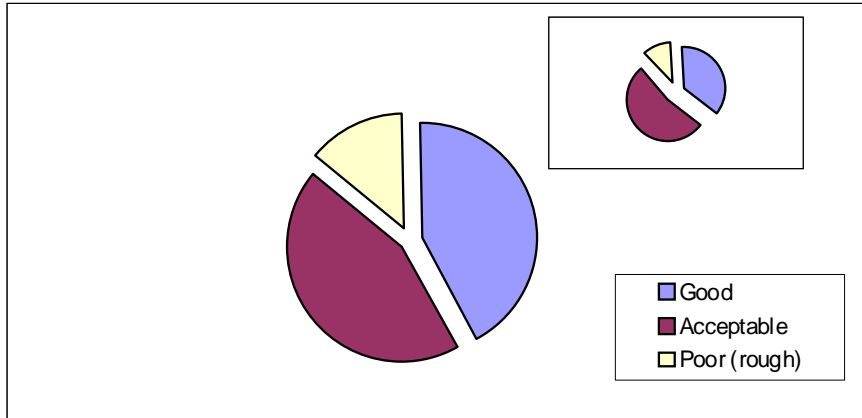


2009 CUSTOMER SURVEY RESULTS STATE HIGHWAYS

SH Quality
 Good 41
 Acceptable 43
 Poor (rough) 14

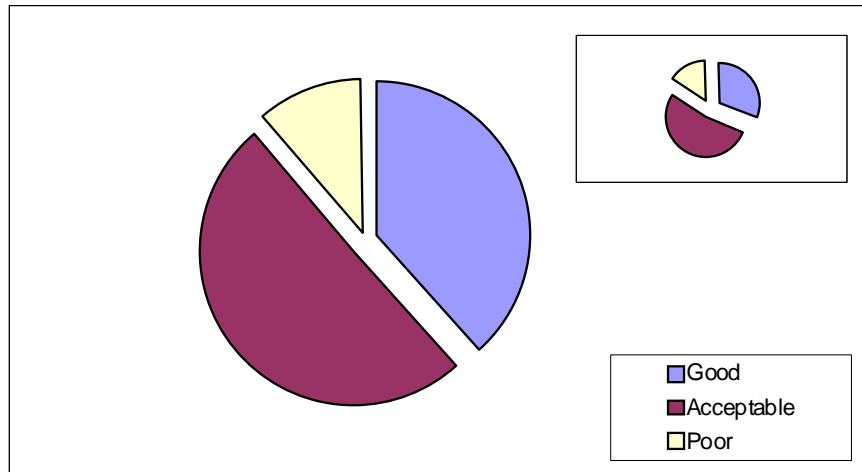
31
 45
 10



RIDE QUALITY (ROUGHNESS)
 2009 RESULT - 2008 RESULT UPPER RIGHT

SH Safety
 Good 34
 Acceptable 45
 Poor 10

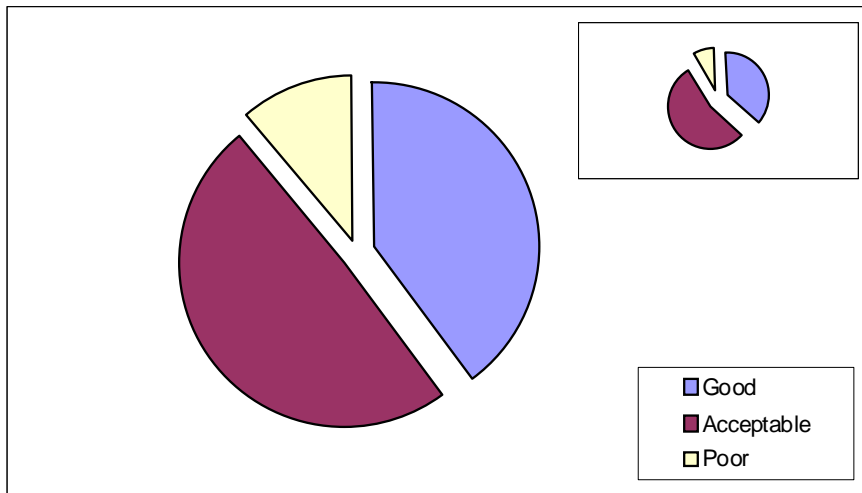
23
 38
 12



STATE HIGHWAY SAFETY
 2009 RESULT - 2008 RESULT UPPER RIGHT

Overall Condition
 Good 39
 Acceptable 48
 Poor 11

30
 45
 7



OVERALL CONDITION OF STATE HIGHWAYS
 2009 RESULT - 2008 RESULT UPPER RIGHT

Specific comments on Questions

1 Perceptions of Safety and Adverse Effects

A For Motorists

Total 45 responses

Unsafe intersections	8
Narrow streets / Parking effects	5
Roundabouts incl Main Street Roundabout	11
Narrow bridges mainly Opawa River Bridge - bypass	5
Traffic lights to ease congestion at roundabouts	4
Roadworks and trenches	7

Other comments include foliage blocking intersections, particularly on rural roads, narrow rural roads with no room to pull over. Speed limit by Canvastown School, Queen Charlotte Drive narrow for cars and cyclists - reduce speed limit on road. Single lane bridges on SH63 Intersections consistently commented on were Middle Renwick Rd/Murphys Rd/Battys Rd and Nelson & Boyce St. Other comments also included raised platforms in town and pedestrian behaviour, what determines a crossing.

B For Cyclists

Total 32 responses

Need dedicated cycle lanes	8
Narrow/dangerous roads	11
Poor shoulders (relate to above)	7

Other general comments included need for speed restrictions on some roads, better signage, eg "watch for cyclists" and in general comments about cyclists/driver behaviour

2 Parking Issues

Total 31 responses

Metered parking complaints	5
Difficulty finding parking spaces	8
Not enough long term parking	4
More free short term parking required	7
Outer CBD roads used as all day car parks making roads narrow	6

Areas of concern of parking congestions/narrowing roads is Alfred St, Charles, Arthur, George Streets, Dashwood Street and Beaver Road.

3 Ease of Getting Around

Total 25 responses

CBD layout confusing/poorly planned/poor traffic flow	7
Better signage showing arterial routes/insufficient signage	4
Street/road signs obscured by bush/foliage	4
Too many roundabouts	5

4 Quality of Sealed Roads Total 22 responses

Complaints about poor repairs/resealing	8
Rough edges/poor shoulders/pot holes	6

Specific areas commented on were the Weld Pass - in poor condition, Kenepuru Road and Queen Charlotte Drive and Renwick

5 Quality of Unsealed Roads Total 20 responses

More frequent grading/better maintenance/corrugations/potholes	14
--	----

Specific areas commented on were Kenepuru Sound roads, Awatere Road, Port Underwood to Rarangi, Wairau Bar, Cape Campbell. Comments were made about the damage that logging and mussel trucks make on unsealed roads.

6 Quality of Footpaths Total 28 responses

Uneven paths/untidy/dirty/poor condition	16
Overhanging trees/vegetation	6
Slippery cobblestones	3

Other specific comments were pedestrian crossings not clearly defined in CBD and the number of cyclists that use footpaths instead of roadway.

7 Seal - Rough/Smooth Total 14 responses

There were 7 responses where the comments were about repairs to road surfaces being poor and roughly finished, seal that has subsided and too much patchwork repairing.

8 Environmental Effects Total 27 responses

A variety of responses stormwater run off appeared to be an issue for a number of respondents as well as regular sweeping of gutters to prevent leaves blocking drains. Traffic noise was an issue and a number of respondents felt there was a need for a bypass.

STATE HIGHWAYS 2009 CUSTOMER SURVEY

Specific comments on Questions

1 Ride Quality (Roughness) Total 15 responses

Potholes/uneven patches/ongoing roadworks/road noise	8
Poorly designed sections of state highway	2

Generally there were some positive comments however SH1 Blenheim to Christchurch including Weld Pass could be improved.

2 Safety Total 23 responses

Need more passing lanes	6
Poor signposting	4

Most of the comments about lack of passing lanes was SH1 Blenheim to Christchurch but very positive comments about the passing lanes put in Picton/Blenheim

3 Overall Condition Total 25 responses

A wide variety of comments from the amount of roadworks on the state highway, loose gravel left on road once sealed, patchwork fixes etc

\\S...M:(0GM&agm)is\4MDC\Normal.dot Saved 00/00/0000 00:00:00