



## People's Panel: Footpath courtesy zone report

March 2020

## Table of Contents

Table of Contents .....	2
1. Key Findings .....	3
2. Background .....	4
2.1 About the footpath courtesy zone .....	4
2.2 About the Dunedin People's Panel .....	4
2.3 Methodology .....	4
3. Survey Results .....	6
3.1 Awareness of the footpath courtesy zone.....	6
Safety .....	6
3.2 Incident experiences.....	6
3.3 Number of e-scooter incidents .....	7
3.4 Footpath user behaviour .....	7
3.5 Pedestrian safety .....	7
3.6 E-scooter, skateboarder or mobility scooter user safety .....	8
3.7 Other comments about safety .....	8
15 km voluntary speed limit .....	9
3.8 15km/hr voluntary speed limit.....	9
3.9 Speed limit compliance.....	9
3.10 Other comments about the 15km speed limit.....	9
Footpath courtesy zone extension.....	10
3.11 Footpath courtesy zone extension .....	10
3.12 Extension to other areas .....	10
3.13 Other comments about footpath courtesy zone improvement .....	11
3.14 User disabilities.....	11
3.15 Usage of mobility device .....	12
4. How will the results be used? .....	13
Appendix 2: Respondent Profile .....	14

## 1. Key Findings

- Just over half of respondents (53%) were not aware of the footpath courtesy zone, while 43% were aware and 5% were unsure.
- Two thirds of respondents think the footpath courtesy zone is a good idea, while 20% were unsure and 13% did not think it was a good idea.
- Just under half of respondents (48%) had not been involved in or observed any incident relating to e-scooters (e.g. fallen off, crash, near miss) in the previous six months. Under a third (29%) had been involved in a pedestrian incident, 26% had observed a pedestrian incident and 19% had observed a rider incident.
- On the number of e-scooter incidents, most respondents had noticed no change (42%) or were unsure (40%). 10% noticed more incidents and 7% noticed fewer incidents.
- More than half of respondents (55%) did not find footpath users to be more respectful and courteous in the last six months. More than one third (37%) were unsure and 8% did find footpath users to be more respectful.
- On safety as a pedestrian, responses were split with more than one third of respondents (38%) feeling a little or very unsafe as a pedestrian using the footpath courtesy zone. Slightly fewer (34%) feel fairly safe or very safe. 21% are neutral.
- Most respondents (82%) did not use micromobility so did not respond to the question about safety as a micromobility user. Responses for micromobility users were split with 7% feeling fairly or very safe and 7% feeling a little or very unsafe.
- On the 15km per hour speed limit, responses were split with 42% saying 15km is too fast, 36% saying 15km is appropriate and 22% selecting 'other'. Most 'other' views were that e-scooters should not be on the footpath, the speed limit should be compulsory and that people did not know what was appropriate.
- On compliance with the voluntary speed limit, responses were split with 37% unsure, 28% saying users were sometimes compliant with the voluntary speed limit, 15% saying compliance was rare and 12% saying most were compliant.
- On continuing the footpath courtesy zone past the trial period, most respondents (54%) think it should continue, 29% are unsure and 17% do not think it should continue.
- On extending the footpath courtesy zone to other parts of the city, most respondents (51%) think it should be extended, 31% are unsure and 18% do not think it should be extended.
- The most common comments were that e-scooters should not be allowed on footpaths, that the voluntary speed limit be compulsory and enforced, and that there is better education and signage.

## **2. Background**

### **2.1 About the footpath courtesy zone**

A footpath courtesy zone trial began in Dunedin in August 2019 as a response to safety concerns around the arrival of rental electric scooters. The zone is in a busy Dunedin pedestrian area – it encompasses George Street from Albany Street through Princes Street to Rattray Street. The aim is to encourage careful negotiation of footpaths by all users.

The footpath courtesy zone applies to footpaths and has a voluntary 15 km per hour speed limit for e-scooter, skateboard and mobile scooter users. E-scooters are still able to go faster than 15 km per hour on roads. Messaging indicates there are multiple users of the footpaths and asks all users to be courteous and respectful, to be aware of other footpath users in these high use areas and to respect the 15 km per hour voluntary speed limit.

The footpath courtesy zone contributes to the Dunedin City Council (DCC) strategic framework in terms of safe and healthy people, compelling destination, fewer carbon emissions, multi travel modes and active people.

### **2.2 About the Dunedin People's Panel**

The Dunedin People's Panel aims to provide an opportunity for people in Dunedin to get involved with a range of Dunedin City Council issues, giving feedback by completing online surveys.

The Panel ideally supplements other research, using consultation to provide public perceptions to help inform decision-making processes. Panellists are recruited to be 'typical' members of the public – that is they come from a range of backgrounds and have a range of involvement with the DCC.

The People's Panel is not a statistically representative sample of the Dunedin population because panellists choose to sign up. The DCC encourages representation from a variety of groups on the Panel to obtain a wide range of views and continues to improve participation from groups that are under-represented. At the time of surveying, there were 1329 people registered with the Panel including residents of each community board area and a range of age and ethnicity groups. Furthermore, the information provided by the Panellists is not verified.

For more information about the Dunedin People's Panel visit the Panel's website at [www.dunedin.govt.nz/peoplespanel](http://www.dunedin.govt.nz/peoplespanel).

### **2.3 Methodology**

This survey was open from 26 February to 6 March 2020. In total 192 completed surveys were received.

The feedback has been analysed in two ways:

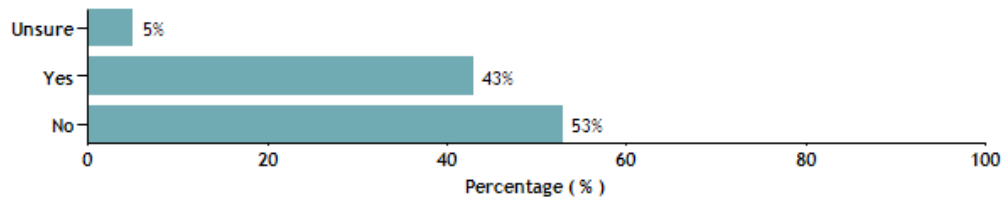
- For the tick box questions, responses to each option have been reported as proportions of the total sample and presented as charts.
- Responses to open-ended questions ranged from one-word answers to lengthy comments with several points and ideas. Key themes from these comments have been identified and ordered by frequency. A selection of comments has been included in the report, to illustrate these themes.

Please note that results in charts presented in this report may not sum to 100% because multiple responses were allowed for some questions and/or as a result of rounding.

### 3. Survey Results

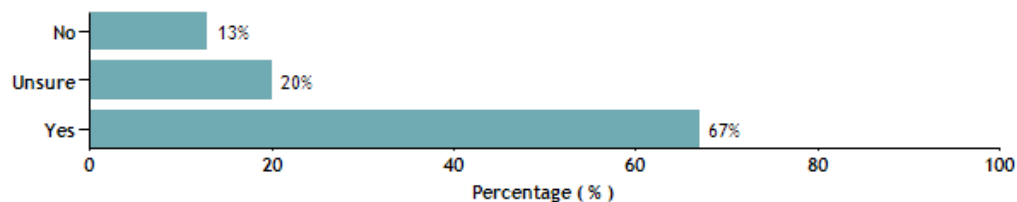
#### 3.1 Awareness of the footpath courtesy zone

The survey asked "Are you aware of the footpath courtesy zone trial?"



Just over half of respondents (100 or 53%) were not aware of the footpath courtesy zone with 82 (43%) aware and 9 (5%) unsure.

The survey then asked, "Do you think the footpath courtesy zone is a good idea?"

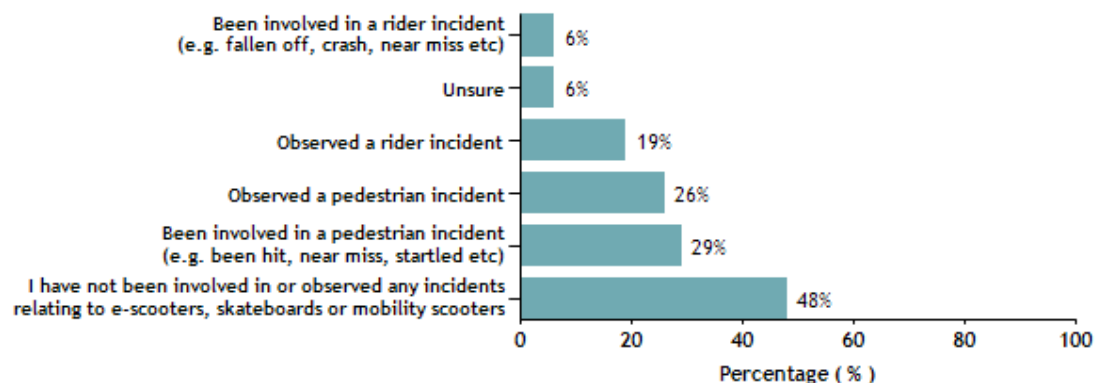


Two thirds of respondents (128 or 67%) think the footpath courtesy zone is a good idea, while 39 respondents (20%) were unsure and 29 (13%) did not think it was a good idea.

### Safety

#### 3.2 Incident experiences

The survey asked 'Have you experienced any of the following scenarios (regardless of who was at fault) with e-scooter, skateboard, and/or mobility scooter users in the footpath courtesy zone in the last six months? (select all that apply)'

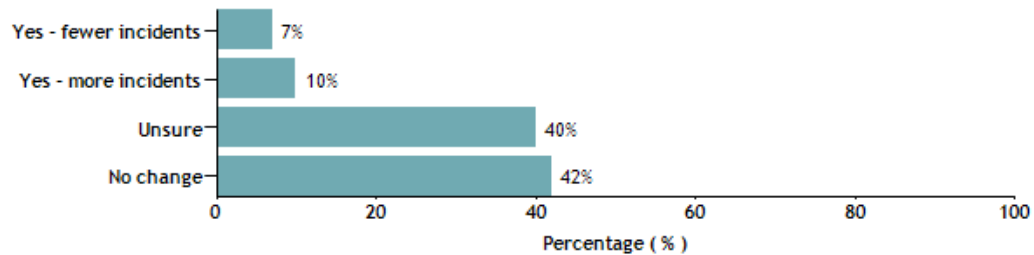


Just under half of respondents (92 or 48%) had not been involved in or observed any incident relating to e-scooters (e.g. fallen off, crash, near miss) in the previous six months. Under a third (56 or 29%) had been involved in a pedestrian incident, while 49 respondents (26%) had observed a pedestrian incident and 38 (20%) had observed a rider incident.

The People's Panel was also asked this question in March 2019 of the previous two months. Although the timeframe was shorter, results were similar with 47% not involved with or having observed any incidents, 26% observing a rider incident, 25% involved in a pedestrian incident and 19% observing a pedestrian incident.

### 3.3 Number of e-scooter incidents

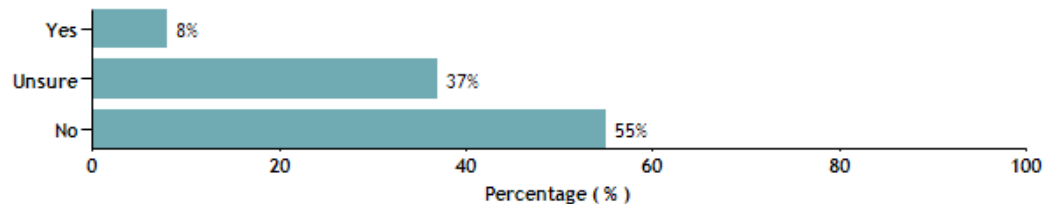
The survey asked '*Have you noticed a change in the number of e-scooter incidents witnessed or experienced in the footpath courtesy zone in the last six months?*'



Most respondents had noticed no change in the number of e-scooter incidents (81 or 43%) or were unsure (76 or 40%). 19 respondents (10%) noticed more incidents and 14 (7%) noticed fewer incidents.

### 3.4 Footpath user behaviour

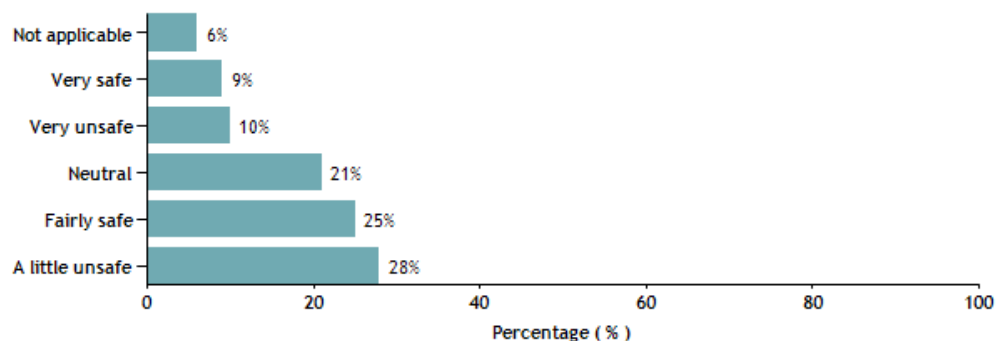
The survey asked '*In the last six months, have you found footpath users to be more respectful and courteous to other users?*'



More than half of respondents (106 or 55%) did not find footpath users to be more respectful and courteous in the last six months. More than one third (70 or 36%) were unsure and 16 respondents (8%) did find footpath users to be more respectful.

### 3.5 Pedestrian safety

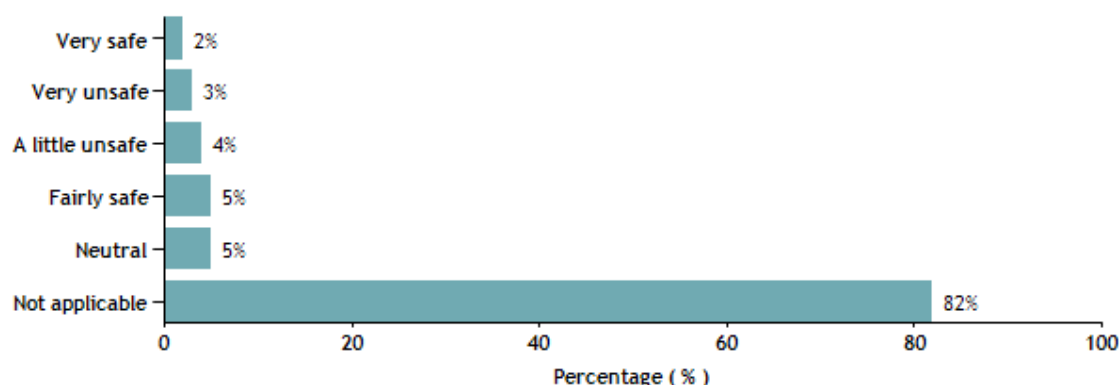
The survey asked '*How safe do you feel as a pedestrian using the footpath courtesy zone?*'



Responses are split on safety with more than one third of respondents (74 or 38%) feeling a little or very unsafe as a pedestrian using the footpath courtesy zone. Slightly fewer (64 or 34%) feel fairly safe or very safe, while 40 respondents (21%) are neutral.

### 3.6 E-scooter, skateboarder or mobility scooter user safety

The survey asked 'How safe do you feel as an e-scooter, skateboarder or mobility scooter user on the footpath courtesy zone?'



This question did not apply to most respondents (156 or 82%). Responses for micromobility users are split with 13 (7%) feeling fairly or very safe and 13 (7%) feeling a little or very unsafe.

### 3.7 Other comments about safety

The Panellists were also asked 'Do you have any other comments about safety on the footpath courtesy zone?'. 123 responses were received, and the table below shows the most common themes in the responses.

Table 1: Comments about safety on the footpath courtesy zone	Number of responses
E-scooters/skateboarders should not permitted on footpaths	25
Improve awareness of the zone	8
Have rules about keeping left on footpath	7
Enforce the 15km/per hour speed limit	5
It's a good idea	4
Have better parking/areas for e-scooters	4
E-scooter rider behaviour can be bad	4
E-scooters are hazardous for pedestrians	4
Lower the speed limit	4
Extend to other areas	2
Tiles are dangerous	2
Other: e.g. too many rules, headphones are dangerous, have compulsory bells, can't access the Octagon, riders behave well.	19

Selection of comments:

- "E-scooters should be road users leaving footpaths to pedestrians."
- "E-scooters and skateboards should not be allowed on the footpath."
- "Good idea but perhaps keep awareness campaign/trial running longer."

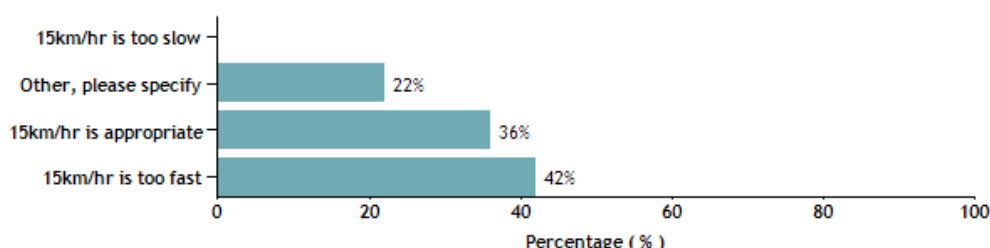


- *"I wish people respected others when using the footpath – just keeping left would help."*
- *"Footpaths should be for foot traffic only (hence the name) although wheelchair and perhaps mobility scooters could be allowed. Scooters and skaters generally go too fast making other users feel unsafe."*
- *"15km is unenforceable and a waste of time. While cycles should not be on the pavement they should use a bell in shared areas. Scooters should also have a bell."*

## 15 km voluntary speed limit

### 3.8 15km/hr voluntary speed limit

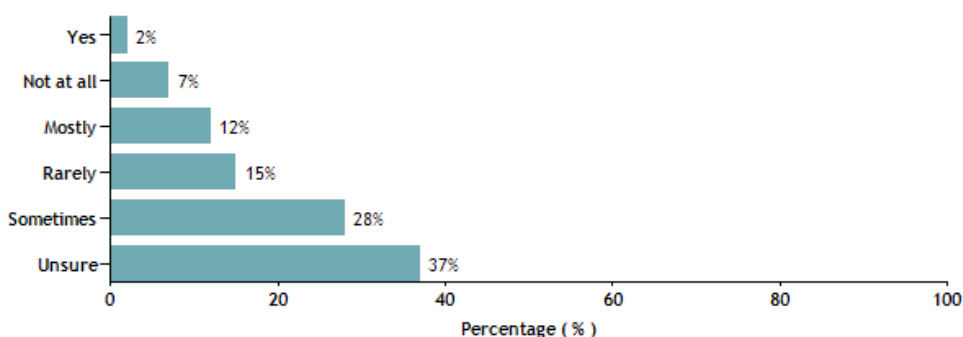
The survey asked 'What do you think about the 15km per hour voluntary speed limit for all users of the footpath courtesy zone?'



Responses were split for this question with 79 respondents (42%) saying 15km is too fast, 68 (36%) saying 15km is appropriate and 41 (22%) selecting 'other'. Most 'other' views were that e-scooters should not be on the footpath, the speed limit should be compulsory and that people did not know what was appropriate.

### 3.9 Speed limit compliance

The survey asked 'Are e-scooters, skateboarders and mobility scooter users complying with the 15km/hr speed limit in the footpath courtesy zone?'



Responses for this question were split with 69 respondents (37%) being unsure, 54 (28%) saying users were sometimes compliant with the voluntary speed limit, 28 (15%) saying compliance was rare and 22 (12%) saying most were compliant.

### 3.10 Other comments about the 15km speed limit

The Panellists were also asked 'Do you have any other comments about the voluntary 15km/hr speed limit?'. 86 responses were received, and the table below shows the most common themes in the responses.

Table 2: Comments about 15 km/hr voluntary speed limit	Number of responses
Should be compulsory speed limit that is enforceable	29
E-scooters should not be on footpaths	12
15 km/hr is too fast (suggestions range from 5-10km/hr)	12
Good/appropriate speed	5
Other:	4

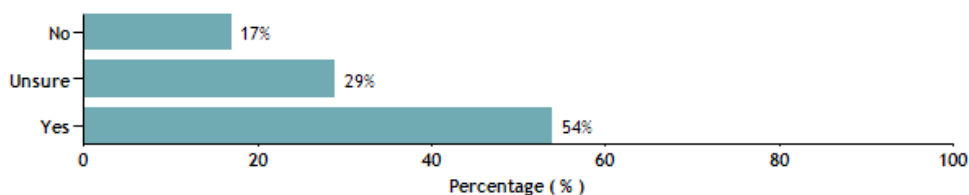
Selection of comments:

- *"Should at least be made compulsory."*
- *"It seems a little pointless given that it is voluntary and that it seems almost impossible to enforce.."*
- *"I think it should be a mandatory speed limit and I think 10km is more appropriate. All Dunedin citizens should be considered and includes older people and those with disabilities."*
- *"Speed isn't really the issue. I've seen a mobility scooter going at a dangerous speed. Electric scooters and skateboards shouldn't be on footpaths."*
- *"Seems an appropriate speed."*
- *"Nuts. Much too quick."*

## Footpath courtesy zone extension

### 3.11 Footpath courtesy zone extension

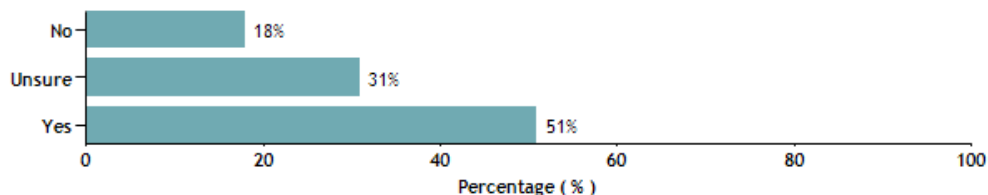
The survey asked 'Should the footpath courtesy zone continue past the trial period?'



Slightly more than half of the respondents (102, or 54%) think the footpath courtesy zone should continue past the trial period, 54 (29%) are unsure and 33 (17%) do not think it should continue.

### 3.12 Extension to other areas

The survey asked 'Should the footpath courtesy zone be extended to other parts of the city?'



Slightly more than half of the respondents (98 or 51%) think the footpath courtesy zone should be extended to other parts of the city, while 60 (31%) are unsure and 34 (18%) do not think it should be extended.

### 3.13 Other comments about footpath courtesy zone improvement

The Panellists were also asked 'Do you have any comments or suggestions on how footpath courtesy zone could be improved?'. 85 responses were received, and the table below shows the most common themes in the responses.

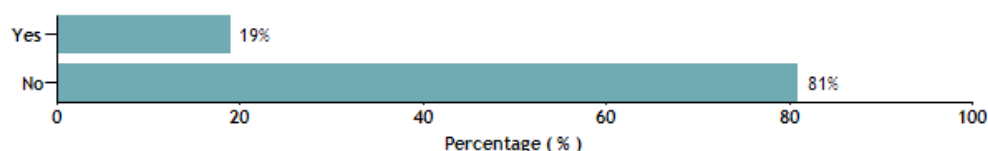
Table 3: Comments & suggestions on the footpath courtesy zone	Number of responses
E-scooters should not be on footpaths	21
Better education/signage	11
Should be compulsory rules/enforcement	9
Separate lanes for cycles/e-scooters	5
Extend to other areas e.g. citywide/Albany Street/Mosgiel	5
Rules to keep left on footpaths	4
Ban e-scooters	3
Reduce speed	3
Improve footpaths	2
Don't need a footpath courtesy zone	2
Other e.g. better parking, e-scooter bells, geo-lock for speed	9

#### Selection of comments

- "Get the scooters off the footpaths."
- "Better signage."
- "Footpaths are for the walking public, people pushing prams, wheelchair users and people who are physically challenged (such as having crutches to get around). Footpaths are places that should always be safe to be on – particularly for our ageing population – but currently they are not."
- "All keep to the left this reduces the weaving."
- "A voluntary code is useless. Put in some safety rules and then enforce them. Use technology if you have to.."

### 3.14 User disabilities

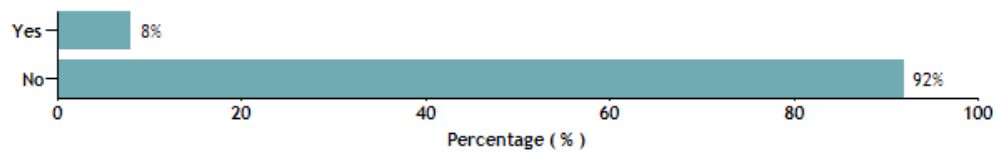
The survey asked 'Do you have a disability that makes it more difficult to use our city streets and footpaths?'



Of the 190 respondents who responded to this question, 153 (80%) do not and 37 (20%) do have a disability or condition.

### 3.15 Usage of mobility device

The survey asked *'Have you used a mobility device such as an e-scooter, skateboard or mobility scooter in the footpath courtesy zone in the last six months?'*



Of the 191 respondents who responded to this question, 175 (92%) had not used such a device and 16 (8%) had used one.

#### **4. How will the results be used?**

The People's Panel findings will be reported to the Council and inform decisions about whether to continue the footpath courtesy zone.

## Appendix 2: Respondent Profile

	All Respondents n = 193	Percentages (%) n = 193	Census 2013 data (%)
<b>GENDER</b>			
Female	93	48.2	52%
Male	97	50.3	48%
Prefer not to say	3	1.6	
<b>AGE</b>			
15-24 Years	1	0.5	21%
25-34 Years	7	3.6	11%
35-44 Years	18	9.3	11%
45-54 Years	37	19.2	13%
55-64 Years	40	20.7	12%
65 Years or older	87	45	15%
Prefer not to say	3	1.6	
<b>ETHNICITY*</b>			
European	175	90.7	88%
Maori	5	2.6	8%
Pacific Island	3	1.6	3%
Asian	1	0.5	6%
Other	14	7.3	2%
Prefer not to say	5	2.6	
<b>GEOGRAPHIC AREA</b>			
Andersons Bay/Waverley	15	7.8	5%
Blueskin Bay	8	4.1	1%
Caversham	6	3.1	3%
Concord/Corstophine/Kew	3	1.6	4%
Fairfield	0	0	2%
Green Island/Abbotsford	1	0.5	4%
Helensburgh/Balmacewen	1	0.5	2%
Inner City	10	5.2	6%
Leith Valley	0	0	1%
Maori Hill	16	8.3	3%
Mornington	7	3.6	5%
Mosgiel	15	7.8	8%
Musselburgh/Tainui	5	2.6	3%
North East Valley	16	8.3	6%
Outer Peninsula	0	0	1%
Outram/Momona	6	3.1	3%
Peninsula	13	6.7	2%
Pine Hill	5	2.6	2%
Port Chalmers/Purakanui	4	2.1	2%
Roslyn/Belleknowes	6	3.1	3%
South Coast	9	4.7	3%
South Dunedin	2	1.0	3%
St Clair	8	4.1	3%
St Kilda	6	3.1	3%
Strath Taieri	0	0	1%
Taieri	0	0	3%

Three Mile Hill	7	3.6	5%
University	3	1.6	7%
Waikouaiti/Karitane	3	1.6	2%
Wakari	11	5.7	3%
West Harbour	6	3.1	3%
Outside Dunedin	1	0.5	
I'd prefer not to say	0	0	

\* Includes all people who stated each ethnic group, whether as their only ethnic group or as one of several. Where a person reported more than one ethnic group, they have been counted in each applicable group. As a result percentages do not add up to 100.