

Auaha Evolving Spaces

Summary of Jackson Street workshops held 18-19 November

Who was involved?

33 people participated across the two workshops. The participants introduced themselves to the wider group and included business and property owners, residents, community members.

Nick Williamson and Michael Hall from Align facilitated the workshops, members of the wider Auaha Evolving Spaces team came to support and listen to the participants.

What did they do?

In the first workshops we wanted to understand more about all the different people that use Jackson Street. This included thinking about the people that live on, visit, work on, and service Jackson Street.

Participants were asked to identify the different groups and were then asked to define what each of those people's "jobs" are when on Jackson Street. Participants worked in groups to create descriptions for each of the groups of people that interact with Jackson Street.

User groups defined are as by workshop attendees:

Users of Jackson Street

User Group	Further descriptions	# of times mentioned
Administrators/Enforcers/Service Providers	Bus drivers, delivery drivers, Builders/tradies, Parking wardens, Police, maintenance workers	14
Business/building owners/café/shop owners	Shopkeepers, Business people who don't live here Landlords	13
Children/Students cycling and walking to school	Children walking to school and home Daycare centres/children and staff Skateboarders Weltec students	16
Retired/ Elderly people customers	Including grandparents looking after grandchildren	7
Employees/workers	Shop/business employees Great coffee makers	6
Families/parents – Fathers, mothers, grandmothers, grandfathers	Parents - with children in pushchairs or prams Skateboarders Taggers Mongrel Mob members People of varied cultural backgrounds and different communities	18
Residents –home owners, locals, renters, tenants, Pedestrians, ratepayers, Walkers/walking groups/dog walkers	Who live in nearby streets, flats above shops Commuters - Bus catchers, train users Cyclists Drivers/in transit people - Going to supermarket, driving through on their way somewhere, going to the water fountain Street people, beggars, people looking for cigarette butts, drunks	34 + 8 Street People

Shoppers/Customers – destination shoppers, café goers Tourists – national and international	Op shoppers, people who love boutique and unique shops and shopping on a strip not a mall, Visitors/people who come from town to eat/shop Café users, coffee drinkers, coffee lovers, lunchers, diners, looking for a park Disabled people/people with accessibility needs	35
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The attendees were then asked to define the “pains” and “gains” of those groups of people to do ‘their job’ while on Jackson Street.

Pains

Attendees felt that for most of the user groups defined, safety and a lack of crossings was the most common pain. Uneven footpaths were mentioned numerous times for many of the user groups. Traffic and congestion was mentioned many times across the different user groups as well as noise both from traffic and people noise (ie: drunks, pubs).

Differences in responses were consistent with the type of activity taking place on Jackson Street.

The groups were then asked what would relieve the pain for these users. Common responses included to reduce the speed on the road, create better connectivity through better and more crossings as well as traffic lights and reducing or removing heavy traffic on Jackson Street.

Having community connections is important to all user groups from children to elderly and business owners.

Gains

The gains for these user groups again are many. Access to locally owned shops, having good public transport on and near Jackson Street, the uniqueness of the heritage buildings and having a sense of community are all important and make Jackson Street and Petone a special place for its residents.

Once the pains and gains were identified, the next part of the workshops focused on those things that are done well and those things that need improvement. This step crossed matched the things that are done well with the things customers need. Participants used a value map canvas to measure what evidence there is to support the assumptions stated.

To capture all the ideas and inputs, participants used a “test card” to validate and find common themes and features over multiple customer experiences.

What happens next?

All the raw materials from the workshops will be pulled together and shared back at future workshops which will then explore what might make Jackson Street an even more enjoyable place to be for all the people that use it.

Check out the photo gallery for photos and video from the workshops.