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Technical Note #25: Pedestrian wellbeing benefits

7 September 2020

Summary of pedestrian welfare benefits as applied

The attached March 2020 note "Pedestrian wellbeing benefits" outlines a method to estimate the effects on pedestrians to be expected should road changes and street improvements be made around the Queenstown town centre. The method was applied in the Town Centre business case with the effects partitioned in six ways:

- Phase 1 comprised the VURT benefits expected from street upgrades to Marine, Rees, Beach
- Phase 3 comprised the VURT benefits expected from street upgrades to Stanley, Shotover
- Phase 4 comprised the VURT benefits expected from street upgrades to Camp, Earl, Church, Queenstown Mall, Cow Lane
- Phase 5 comprised the effect on pedestrians of traffic changes due to Arterial 2 on Lake Esplanade, Shotover, Stanley, Memorial, Man, Thompson plus VURT benefits expected from street upgrades to Memorial (these VURT benefits not reported in the March report)
- Phase 6 comprised the effect on pedestrians of removal of general traffic from Stanley
- Phase 7 comprised the effect on pedestrians of traffic changes due to Arterial 3 on Lake Esplanade, Shotover, Stanley, Memorial, Man, Thompson plus VURT benefits expected from street upgrades to Man and Thompson (these VURT benefits not reported in the March report)

The pedestrian benefits applied are the same as reported below with the exception of (a) the subsequent analysis undertaken since March for Memorial, Man and Thompson Streets and (b) revisions to traffic volume effects in light of subsequent traffic modelling.

Technical Note #num: Pedestrian wellbeing benefits

18 March 2020

1. Summary

This technical memo summarises the analysis of pedestrian wellbeing undertaken for the Queenstown town centre. The analysis proceeded in three steps:

- The **Valuing the Urban Realm Tool (VURT)**, previously used in London and Auckland, was applied. This required 17 street attributes to be scored under 'before' and 'after' improvement scenarios for moving and static pedestrians on the affected streets, with these scores then translated in NZ dollar present values using willingness to pay values that had been derived for the tool.
- Research by the Waka Kotahi¹ has shown that alternative measures of pedestrian wellbeing benefits produce results that are around fourfold higher than VURT. Rather than repeat a round of (time-consuming) scoring using alternative but similar street attribute measures, the VURT-derived benefits in this project were simply multiplied by 4. These results formed the measure of benefit for planned urban realm improvements in the town centre.
- The Waka Kotahi research showed specifically that VURT under-weighted the benefit to pedestrians of reduced traffic flows on the street, relative to other studies. The value derived for traffic reduction from the Waka Kotahi research was applied in this project and is used as a measure of the benefit to pedestrians within the town centre of the provision of arterials roads around the town centre.

The results show:

- Street design changes on Stanley, Athol, Ballarat, Shotover Streets and Lake Esplanade, without arterials, are expected to produce wellbeing benefits to pedestrians of around **\$44 million**, in present value (PV) terms. The combination of enhancements and high pedestrian numbers lead to large contributions from Stanley St, the mid-section of Shotover St and Lake Esplanade.
- Street design changes within the remaining inner town centre show pedestrian wellbeing gains of around **\$32 million**, with largest contributions on Rees and lower Beach Streets.
- Arterials phase 1 and 2, effectively bypassing Stanley Street, are expected to create improved wellbeing benefits to pedestrians on Stanley St, Shotover St and Lake Esplanade of order of magnitude **\$15 million**.
- Additionally Arterials 3 is estimated to provide welfare benefits to pedestrians on Shotover Street and Lake Esplanade of order of magnitude **\$16 million**.

It is likely that this higher wellbeing of pedestrians translates into:

- Higher volumes of pedestrians than would be the case without the improvements
- Higher retail spending due to both the improved wellbeing of pedestrians and higher pedestrian numbers as a response to the improvements
- Higher values for properties on or near the improved streets, due to the higher anticipated spending.

However international research is unclear as to the magnitude of these effects and there is the likelihood that not all of these effects are additive to the wellbeing measure, nor an incremental benefit to the district. The approach taken here is to provide an indicative measure of retail sales and property value uplift responses in the town centre to the urban realm improvements and to provide a sensitivity analysis of pedestrian wellbeing gains using a higher and lower pedestrian growth rate.

The indicative change in retail spending and retail property values resulting from the urban realm improvements – not claimed to be additional benefits – are of order:

¹ Nunns and Dodge (2019)

- Retail spending in the town centre, including on tourism activities, is estimated to be around \$300 million in the March 2018/19 year. The urban realm improvements are likely to cause a stepwise increase in spending by around 10-15%, or \$30-45 million p.a. in current dollars.
- Higher spending will translate into higher rents. Anticipation of higher rents is likely to cause a one-off property value uplift in the town centre by around 5-6%. Based on 2017 valuations and 80 town centre retail/commercial properties valued in total at \$820 million, the likely property value increase would be of order \$50 million. Additionally there would be extra rents earned by property development yet to occur which has not been quantified, where the benefit of extra rents will be offset to some degree by the cost of development.

Alternative higher- and lower-growth estimates of pedestrian wellbeing benefits are provided as a proxy for explicitly estimating the pedestrian volume response to the improved urban realm. The aforementioned 'base scenario' benefits assumed pedestrian growth rates in the town centre of 3.0% p.a. through to 2028 plus a one-off addition of bus passengers at and near Stanley Street, and 1.6% general pedestrian growth beyond 2028. These non-bus forecasts are similar to those used by QLDC for people presence per day in the Wakatipu ward and exceed the QLDC projections for growth of people present in the statistical areas² that include the town centre, implicitly allowing for high levels of regular travel to town by locals living outside the town centre. Using growth rates beyond 2028 that are 0.5% higher and 0.5% lower produce benefit estimates that, at the lower end, are similar to the initial QLDC people per day projections around the town centre and, at the higher end, allow for a larger pedestrian response over time to the street improvements. The difference in pedestrian numbers after 30 years, relative to the lower pedestrian growth scenario, is 12% more pedestrians in the base scenario and 26% more pedestrians in the higher growth scenario. The range of lower- to higher- growth scenario pedestrian wellbeing benefits are provided below, again in present value terms.

- Street design changes on Stanley, Athol, Ballarat, Shotover Streets and Lake Esplanade, without arterials, are expected to produce wellbeing benefits to pedestrians of around **\$42 million to \$46 million**.
- Street design changes within the remaining inner town centre show pedestrian wellbeing gains of around **\$31 million to \$33 million**.
- Arterials phase 1 and 2, effectively bypassing Stanley Street, are expected to create improved wellbeing benefits to pedestrians on Stanley St, Shotover St and Lake Esplanade of order of magnitude **\$14 million to \$17 million**.
- Additionally Arterials 3 is estimated to provide welfare benefits to pedestrians on Shotover Street and Lake Esplanade of order of magnitude **\$14 million to \$17 million**.

A further uncertainty for the arterials is the extent of traffic reduction resulting from the arterials. Again sensitivity analysis has been used to show a range of possible benefit outcomes.

- The range of pedestrian benefit outcomes for Arterials phase 1 and 2 from combined traffic reduction and pedestrian growth could be from **\$6 million to \$27 million**.
- Additionally Arterials 3 is estimated to provide welfare benefits to pedestrians on Shotover Street and Lake Esplanade of order of magnitude ranging from **\$7 million to \$26 million**.

The street improvement results were estimated using a 30-year asset life and a 4% p.a. real discount rate. Sensitivity analysis shows use of a 6% discount rate would decrease expected base scenario benefits to \$34m and \$25m for the street improvements respectively.

The results for the arterials were estimated using a 60-year asset life and a 4% p.a. real discount rate, as proposed by the Waka Kotahi for use after Jun-20. Sensitivity analysis using the current Waka Kotahi default of 40 years and 6% show expected base scenario benefits to pedestrians of \$8m and \$9m for arterials 1+2 and 3 respectively.

In sum, the pedestrian benefits of the urban realm improvements are estimated to be \$73-79 million and the pedestrian benefits of the arterials to be \$28-34 million. The benefits of to pedestrians of the arterials could be as high as \$53 million should even higher traffic reductions be achieved. The pedestrian wellbeing benefits are likely to manifest as higher spending and property values in the town centre. These estimates assume that no constraints exist that would prevent pedestrian growth occurring as modelled (e.g. Frankton Road does not

² The QLDC 2018-2048 projections were provided for the 2013 Statistical Areas. These areas have subsequently been redefined.

constrain access to the town centre, labour availability does not constrain construction and service provision, viruses do not constrain international travel). And these pedestrian benefits have to be offset against capital and operational costs incurred to measure a net benefit.

2. Street improvements

A gathering research base points to people putting more value in street environments that allow easy, safe and stimulating movement by pedestrians. A method to measure the value improvement that would be expected from street enhancements was developed in the UK, called VURT. The tool took an already established street attribute scoring system, the Pedestrian Environment Review System (PERS), and applied values per attribute estimated in the UK. This tool was applied in the Queenstown town centre (shown below) to estimate the wellbeing gain to pedestrians from street improvements in the town centre. The effect on pedestrians of the arterials is discussed separately below.



Figure 2-1: Queenstown town centre (in grey) with 'Arterials' options (in blue)

2.1 PERS

The Pedestrian Environment Review System (PERS) is a UK system designed to measure the attributes of the street that affect the wellbeing of street users, being both pedestrians walking along the street and people stopping for a short period (e.g. standing, waiting, and sitting) within the street.

Experts score the street attributes on a -3 to +3 scale, using a check list of factors, as tabled below. Note that while PERS differentiates between link (related to movement) and static (related to place) attributes, VURT applies the improvement in all attributes to all pedestrians – moving and stopping – on the street. VURT does not apply attributes improvements to people while within vehicles.

PERS attributes and checklist, with 1-10 considered 'link' attributes and 11-16 'static' attributes

1. Effective width

Width for pedestrian flow, Wheelchair Accessibility, All sections acceptable width, Separation from traffic, Allowance for obstruction, Pedestrian congestion

2. Dropped Kerbs

Located on desire lines, Adequate capacity, Level dropped/ flush, Gradient drop, Consistency, Frequency of dropped kerbs

3. Obstructions

Presence of obstructions, Location/ alignment, Overhead obstructions, Tapering or transparent obstructions, Tactile warnings, Sightline reductions

4. Permeability

Frequency of crossing points, Parked cars/ physical barriers, Traffic flow, Dropped kerbs, Pedestrian barriers, Sightlines, Signage provision

5. Legibility

Signage clarity, Information boards, Distances given on signs, Sightlines, Built form aids navigation, Intensity/ frequency

6. Lighting

Definition/ colour, Maintenance, Context suitability, After dark, Obstructions, Personal security, Perceived sense of crime, Activity on the street, Lighting, Police Presence, CCTV, Visual appeal

7. Surface quality

Smoothness/ trip hazards, Surface friction, Slippery surfaces, UK/PMS CVI hierarchy, Maintenance, Context suitability

8. User conflict

Conflicting movements, User flows, Encroachment on pedestrian space, Segregation from cyclists, Bus queues an obstruction, Adequate space provision

9. Quality of environment

Traffic noise, Aesthetic, Soft landscaping, Quality of materials, Quality of private frontages, Sense of place

10. Maintenance

Cleanliness, Drainage, Evidence of neglect, Seasonal foliage, Graffiti, Landscaping, Durability of materials

11. Moving in the space

Provision in the space, Surface quality, Ease of movement, Barriers for mobility impaired, Frequency of obstructions, User conflicts

12. Interpreting the space

Presence of maps, Use and appropriateness of signage, Signage consistency, Provision for mobility/ sensory impaired people, Layout of built form, Landmark visibility

13. Personal safety

Perceptions of safety, Informal surveillance, Formal surveillance, Ease of reporting an incident, Lighting provision, Type of area/environment

14. Feeling comfortable

Spending time in the space, Provision of shelter, Seating provision, Toilets, Noise level, Impact of traffic

15. Sense of place

Quality of materials, Character of built environment, Aesthetics, Sense of identity, Distinctiveness, Ambience

16. Opportunity for activity

Evidence of social interaction, Atmosphere, Diversity of user types, Type of activity appropriate for spaces, Function of the space used appropriately, Evidence of decay/dereliction/lacks activity

In this project, scoring was undertaken by 2-3 experts, on a Monday-Tuesday in Nov-19 for the outer town centre streets and in Jan-20 for the inner streets. This scoring process was repeated using the design plans for each street.

In both cases, the number of cars and pedestrians were assumed to be those forecast for 2028.

The scenarios comprised:

- 1) As at 2028 assuming no changes to arterials and enhancements but with higher traffic and pedestrian numbers and with buses stopping at Stanley Street.
- 2) As above but with street enhancements (and no arterials).

2.2 VURT

The difference in PERS scores for each attribute was then converted to a dollar amount using the VURT parameters, converted to NZ dollars at 2016 prices.

Note this steps achieves two purposes: (a) it weights each attribute as to its importance to people and (b) it provides a dollar value that can be used for cost benefit analysis.

These dollar values per minute spent on the street were multiplied by the minutes per year expected for moving and static pedestrians.

The diagram below illustrates where the most-valued improvements were to be made, combining the pedestrians present, the improvements planned and the value ascribed to each attribute.

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Effective width																	
Dropped kerbs																	
Obstructions																	
Permeability																	
Legibility																	
Lighting																	
Personal security																	
Surface quality																	
User Conflict																	
Quality of environment																	
Maintenance																	
Moving in the space																	
Interpreting the space																	
Personal safety																	
Feeling comfortable																	
Sense of place																	
Opportunity for activity																	

Shading: Red – most valuable; Orange – moderately valuable; Green – modestly valuable; White – negative value

Street sections: 1 Camp, 2 Earl, 3 Marine Parade (Church-Earl), 4 Church, 5 Marine Parade (Church-Mall), 6 Rees, 7 Beach North, 8 Beach Lower, 9 Queenstown Mall, 10 Cow Lane, 11 Lake Esplanade, 12 Stanley, 13 Athol, 14 Ballarat, 15 Shotover (Stanley-Camp), 16 Shotover (Camp-Rees), 17 Shotover (Rees-Crown)

Figure 2-2: VURT scores by street and attribute

2.3 Customising VURT to Waka Kotahi research

Recent research conducted for the Waka Kotahi, conducted across a wide set of international evidence, points to methods that, while similar to VURT, measure street attributes in different ways. An exercise was undertaken in cooperation with the Waka Kotahi to consider how VURT results differed from an emerging methodology being considered by the Waka Kotahi. The extreme changes in PERS scores were compared with discrete changes in a series of attributes. The results for any one attribute show large variation from VURT values but taken across all attributes the difference between the emerging Waka Kotahi values and the VURT values was around fourfold. The conclusion reached was that multiplying the VURT-derived results by 4 would provide a reasonable approximation of results from the alternative, emerging Waka Kotahi method subject to closer examination of two attributes, namely effective street width and traffic reduction.

The analysis followed in this business case is to:

- Multiply all VURT-derived values by 4
- Accept the VURT-derived values for effective width, on the judgement that this attribute was not of major significance in this business case
- Explicitly analyse traffic reductions effects using the emerging Waka Kotahi method for the Arterials only i.e. some traffic reduction, without arterials, was included within the PERS/VURT method which has a small effect on several attributes but analysis of the effect of the arterials was undertaken outside of VURT (see below).

One implication of calibrating the VURT-derived results to the Waka Kotahi emerging response is that the value of the pedestrians' time is valued at NZ\$12/hour, being the per person value of time consistent with the time value per holiday vehicle prescribed within the Waka Kotahi's Economic Evaluation Manual. This point is returned to later.

2.4 Estimated pedestrian wellbeing gains from street improvements

The estimated value put on street improvements by pedestrian users of the streets is tabled below.

The results are provided in present value terms, based on the following assumptions:

- Base year is 2019
- Construction of improvements starts 2022
- First year benefits occur in 2023
- Pedestrian numbers are as projected for 2028, grow to reach this level by 3% p.a. from 2023 and grow by 1.6% p.a. beyond 2028 (more on pedestrian assumptions below)
- The street asset improvements have a life of 30 years (i.e. to 2051). There is likely to be some residual value in the street assets in 2051 but this has been ignored in this analysis based on the assumption that substantial costs will be incurred at the time to realise this value. This assumption is judged to be conservative.
- A real discount rate of 4% is appropriate, based on the Waka Kotahi's expected move to this discount rate July 2020.

Street section	\$millions
1 Camp	\$2.3
2 Earl	\$0.9
3 Marine Parade (Church-Earl)	\$1.8
4 Church	\$2.1
5 Marine Parade (Church-Mall)	\$1.4
6 Rees	\$11.8
7 Beach North	\$1.7
8 Lower Beach	\$8.8
9 Queenstown Mall	\$1.2
10 Cow Lane	\$0.1
Sub-total: Inner town centre	\$32.1
11 Lake Esplanade	\$9.6
12 Stanley	\$11.2
13 Athol	\$2.5
14 Ballarat	\$1.6
15 Shotover (Stanley-Camp)	\$2.9
16 Shotover (Camp-Rees)	\$13.8
17 Shotover (Rees-Crown)	\$2.4
Sub-total: Outer town centre	\$44.0
TOTAL	\$76.1

Figure 2-3: Present value of pedestrian wellbeing benefits by street

2.5 Pedestrian forecasts

A key input into a measure of total pedestrian wellbeing gains is the number of pedestrians on the street and the time spent by pedestrians on the street.

The pivotal element in the pedestrian forecasts are the projections made for 2028. These were formed on the following basis:

- The 2017/18 Life Survey results were taken for the streets of interest as the estimated numbers of moving and static pedestrians for 2018, with nearby locations used where street data was unavailable and with additional people added for queuing at Fergburger
- These people counts were scaled up by 10% to account for street users outside of the surveyed daytime hours
- Projections for 2028 were made by applying an annual growth rate of 3.0% p.a. to all the above numbers, plus bus hubs projections produced elsewhere in the project were applied to Stanley Street (100%), Athol Street (100%) and Ballarat Street (50%).
- People moving on the street were assumed to walk at 1.25 metres/second
- People on average were assumed to walk 50% of the street section or 20% in the case of Stanley and Athol (used by many bus passengers)
- People stopping for activities on the street were assumed to do so for an average 5 minutes, except people waiting for buses were assumed to wait for an average 4.1 minutes (based on 10 minutes per bus and 67% of passengers arriving within 5 minutes of the bus)

2.6 Manifestation of pedestrian wellbeing effects

The above discussion has focused on how and to what extent pedestrians on the streets of the Queenstown town centre will be better off due to proposed street enhancements, excluding the arterials.

How people react to this betterment is another matter. It is reasonable to expect that a better experience will lead to more people on the streets and more spending by people, both in turn prompting higher property values in the near term in anticipation of these effects unfolding over time.

While a reasonable expectation, there are three difficulties in using such responses as additional benefits in a cost benefit analysis of any street improvements.

First, the responses have been inconsistent across projects and hence are troublesome to predict. Context matters.

Second, the wellbeing gained from improved street attributes may cause a change in spending habits but the extra wellbeing from any expenditure is not necessarily an additional betterment and, if it is, then the effect is likely to be of secondary magnitude e.g. buying clothing in the Queenstown centre instead of clothing elsewhere is likely to have the same or only slightly higher consumer surplus.

Third, on a similar note, any extra spending in the vicinity of the project is most likely a shift in expenditure from elsewhere, so any productivity improvement for the country and possibly for the district will reduce to the productivity advantage that shops in Queenstown town centre have over shops elsewhere. Rather than explicitly estimate any such productivity gain from already uncertain figures, this potential productivity gain is simply noted as an uncertain potential extra benefit.

The approach taken in this business case in light of these difficulties is to

- Use an analysis available within VURT to estimate a property value response based on some UK experience, but noting that this response is illustrative only and is not claimed to be an additional benefit for cost benefit purposes;
- Furthermore, apply valuation logic to derive an illustrative spending response that would be consistent with the property value response;
- And to undertake sensitivity analysis using a range of pedestrian growth projections (discussed below).

UK research into property effects at the time that VURT was developed pointed to a central tendency of a 1.22% increase in retail property values for each 1-point change in the PERS scores for each of four attributes: lighting, personal security, quality of the environment, maintenance.

Applying this parameter to the unweighted average change in each of these attributes across the 17 street sections suggests a retail property value response of 5.6%. The QLDC rating database records 80 properties in the town centre coded for Retail-Commercial use. These have a total 2017 capital value of \$820 million. A 5.6% value uplift on these properties would amount to \$46 million.

Based on rents being around 10% of revenue and applying a 10% weighted average cost of capital to a standard property valuation then such a property value increase would equate to an expected 10% spending increase. Or a persistent extra \$46 million spending, using the figures above.

MBIE report spending within the Queenstown RTO area to have been \$738 million in the 2018/19 March year, excluding Accommodation and Fuel spending but including spending on tourism activities. The Statistics NZ Feb-19 Business Directory records 40% of retail trade employment within the RTO area was within the Queenstown Central statistical area, which fits closely with the town centre. The implied town centre spend is thus \$295 million. The above calculated \$46 million extra spend equates to 16% of this total.

Given the approximate and illustrative nature of this exercise, no attempt has been made to reconcile the various steps in the above analysis. It is simply noted that responses in the UK would be consistent with a spending increase of around 10-16%.

The point of the exercise, its imprecision aside, is that substantial spending and property value effects are to be expected with an improvement in pedestrian wellbeing, that these effects can be of a similar magnitude to the wellbeing effects but they are not considered additional for the purposes of benefit estimation within a cost benefit analysis aside from a (unmeasured smaller) productivity gain.

2.7 Accounting for a pedestrian response

The previous section mentions the inconsistency in international responses to street enhancement projects. One potential response is extra pedestrians. For instance, one recent UK study³ points to 100-200% more people moving and stopping in the street after street improvements. However such a response has not been consistently reported.

To recognise that some extra pedestrians are possible but how much is uncertain, a sensitivity analysis was undertaken using varying pedestrian growth rates. The following three scenarios were considered

- The 'base scenario' presented above has at its core a 3% pedestrian growth rate up to 2028 and 1.6% beyond. This is similar to the QLDC growth projections for average number of people per day in the Wakatipu ward but above project number of people living within the town centre and non-locals visiting the town centre. Implicit in this assumption are (a) that the people counts in the ward do eventuate as projected and (b) that many locals living outside the town centre also visit the town centre regularly.
- A 'lower-growth' scenario was also created whereby the 1.6% post 2028 people pedestrian growth was reduced to 1.1%. This fits closer with the QLDC projections for daily population growth, including non-local visitors, for the town centre. In this scenario there is less daily visits to the town centre by locals living outside the centre.
- A 'higher-growth' scenario was created with 2.1% post 2028 growth. This scenario does not match any particular set of projections but was chosen for symmetry and to illustrate the effect of growth being higher than assumed (which is possible, especially given growth rates in recent years).

The results for the three scenarios are presented below.

Present value of benefits (\$m)	Total	Inner town centre	Outer town centre
Base scenario	\$76	\$32	\$44
Lower growth scenario	\$73	\$31	\$42
Higher growth scenario	\$79	\$33	\$46

Figure 2-4: Present value of pedestrian wellbeing benefits under different pedestrian growth scenarios

There are various reasons why each of these scenarios might eventuate. Taking solely the perspective of a potential pedestrian response to street enhancements, the lower-growth scenario would be consistent with low response to any improvements. Relative to this situation, the base assumed an implicit 12% increase in pedestrian numbers by the end of 30 years contributing an additional \$3 million pedestrian wellbeing benefits, and potentially higher spending and retail property values. Similarly, the higher growth scenario points to a 26%

³ Matthew Carmona, Tommaso Gabrieli, Robin Hickman, Terpsi Laopoulou, Nicola Livingstone (2018) Street appeal: The value of street improvements. Progress in Planning 126 (2018) 1–51.

pedestrian response adding \$6 million value. It is not possible to predict the magnitude of the response but, given other constraints (e.g. Frankton Road, Queenstown airport, labour and housing supply), these growth rates appear reasonable.

2.8 Standing of international visitors

Implicit in the above calculations are that the wellbeing of all persons should be taken into account and that the average value of time for all persons is \$12/hour.

This brings up the issue of standing. A cost benefit analysis considers the benefits and costs within the same population of people. For the Waka Kotahi, the people of relevance are the residents of NZ and, for QLDC, it is the residents of Queenstown Lakes. Putting aside the inconsistency between these two populations⁴, international visitors are excluded from each population. International visitors are expected to receive wellbeing benefits from this proposed improvement but they are not expected to incur the substantial capital costs, other than funding through current taxes and charges⁵. Similar business cases often overlook this mismatch on the basis that international tourists are a small portion of the beneficiaries and that some funding is generated by taxes and charges. However in this situation, international visitors are estimated to comprise 30-40% of the beneficiaries and QLDC residents will likely incur capital costs well in excess of locally generated charges to tourists (the extent of central government support is unknown at this stage).

While the wellbeing of an international visitor might not enter a NZ cost benefit analysis directly, the visitor is likely to trigger a wellbeing response amongst NZ residents. The most probable channel of effect would follow closely the spending and property value effects discussed more generally above. In other words, an international tourist feeling better about their pedestrian experience in the Queenstown town centre would likely lead to higher spending, which in turn has value-add effects on NZ residents. The previous discussion on these wider effects concluded that estimation of such effects was not possible but that spending and property value gains of a similar order of magnitude to the initial pedestrian wellbeing effect are feasible. The spending response of international pedestrians may be higher than assumed in the above analysis should international visitors value their time at greater than \$12/hour, a distinct possibility for time-strapped visitors to Queenstown. The spending (and property gain) that eventuates will in part represent a shift of spending from another potential location and in part will likely be a productivity improvement in Queenstown, given its attractiveness and the concentration of tourism activities.

There are also other ways that improved international tourist wellbeing may channel through to higher NZ resident wellbeing, including:

- A NZ person feels more pride as a result
- On top of extra spending in Queenstown at the time, the international visitor is more likely to spend more time in NZ, return to NZ or recommend NZ to other potential international visitors
- The international visitor is more likely to invest and/or migrate to NZ at some later stage

However, not all effects need be positive. A notable potential negative effect is the dis-benefit to New Zealanders of crowding – on roads, on pavements, at attractions and at local service providers such as libraries, cafes and shops.

The approach taken to international tourists in this business case is simply to record the international pedestrian benefit using the general pedestrian wellbeing method and assume that a benefit of a similar magnitude is thereafter derived by NZ residents.

3. Arterials

Waka Kotahi research revealed that VURT did not fully take into account the wellbeing gain to pedestrians from reduced traffic volumes and showed that, on average, pedestrians place a value of around 1c per minute of their time on the street for each 1000 reduction in Average Daily Traffic (ADT). This result has been used here to

⁴ The default is to take the national perspective in transport business cases

⁵ Deloitte (2018) "Financial Costs and Benefits of International Tourism" estimates international tourism generates a \$2.6 billion annual surplus to central government, with largest contribution from GST, and spending deficits of order of \$1-40 million for individual local councils, although these figures do not capture all tourism-generated capital and operating expenditure

consider the wellbeing improvement to expect from constructing an arterial route to bypass Stanley Street (Arterials 1 and 2, as per Figure 2-1) and Shotover Street and Lake Esplanade (Arterial 3).

3.1 Core assumptions

The number of pedestrians are as assumed above. That is, a projection of pedestrians at 2028 was derived and growth rates were applied to these figures both before and after 2028. The period of analysis was extended to 60 years, given the longer life of an arterial and the Waka Kotahi's proposed move to a 60 year horizon.

As above, the post-2018 pedestrian growth rate was assumed to be 1.6% p.a. and lower and higher rates of 1.1% and 2.1% were used as sensitivity tests, given both the uncertain nature of pedestrian growth and the pedestrian growth response.

Time on the street was estimated above for both moving and static activities. Only the moving time was taken into account when considering the traffic effects, as international research was largely based on persons moving.

The analysis was undertaken for Stanley St, Shotover St and Lake Esplanade, being the streets primarily affected by an alternative arterial route. Traffic flows for these streets were derived from a traffic model for 2028 and 2048 based in the following assumptions, relative to a Do Minimum (DM) scenario:

- at 2028 bus max and parking restrictions/pricing deliver 40% alternative mode share (approx 10% walk/cycle and 30% public transport);
- at 2048 bus max and parking restrictions/pricing deliver 60% alternative mode share (approx 10% walk/cycle and 50% public transport);
- all other infrastructure assumptions remain consistent with those delivered in the business case suite of work.

Traffic growth was extrapolated before, between and after these dates in a linear fashion. In particular, traffic growth between 2028 and 2048 was extrapolated out to 2082. This implicitly requires the changes in land use, trip generation and trip distribution between 2028 and 2048 to continue long-term in the same pattern. Not surprisingly, projections this far forward are very uncertain.

The base case daily traffic and pedestrian flow assumptions for the mid-section of Shotover Street are shown in the graph below. Traffic flows include all vehicles, including any buses routed for Shotover Street.

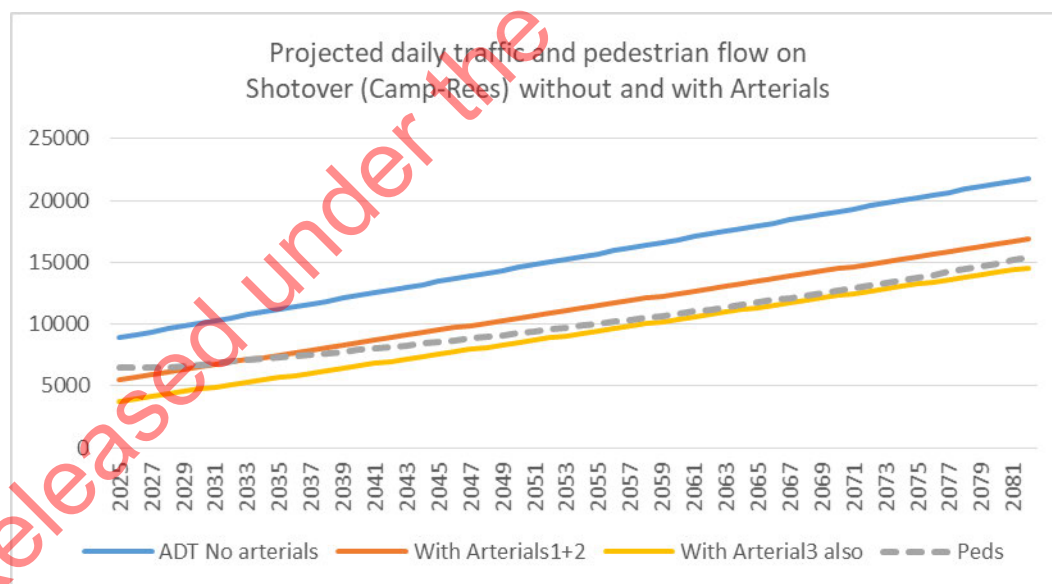


Figure 3-1: Traffic and pedestrian daily flow assumptions for mid-section of Shotover Street

The projected traffic reductions at three points in time are as tabled below.

	2028	2048	2068	2028	2048	2068	2028	2048	2068
Street	Arterials 1 and 2 (versus DM)			Arterial 3 (versus Arterial 1+2)			All arterials (versus DM)		
Stanley	-39%	-30%	-25%	-10%	-1%	3%	-45%	-31%	-23%
Shotover	-36%	-28%	-24%	-29%	-19%	-15%	-55%	-42%	-36%
Lake Esplanade	-13%	-6%	-3%	-43%	-24%	-15%	-50%	-29%	-17%

Figure 3-2: Projected ADT reductions of arterials

Reflecting the general uncertainty around traffic reductions, sensitivity tests were undertaken by adding and deducting up to 10% of the DM traffic flows to the base case rate across all years for Arterials 1+2 and again for Arterial 3 (except for Stanley Street). This has an additive effect on Shotover Street and Lake Esplanade e.g. a 10% reduction due to Arterial 1+2 and another 10% of DM traffic reduction due to Arterial 3 will produce an assumed traffic flow on Shotover of 75% (2028) and 62% (2048), with all other years adjusted according. The adjustment amounts to a 20% further traffic flow reduction relative to the base case for Shotover Street and Lake Esplanade.

The results are provided in present value terms, based on the following assumptions:

- Base year is 2019
- Construction of arterials starts 2023 and hence 60 year window ends 2082
- First year benefits occur in 2025
- A real discount rate of 4%.

The present value of benefits was also re-calculated using a 6% real discount rate and 40 years.

3.2 Estimated pedestrian wellbeing gains from arterials

Applying a 1c per 1000 ADT reduction to the above projections leads to the following estimates of pedestrian benefits from the arterials. The gains from Arterials 1 and 2 are spread across the three streets analysed. The major gain from Arterial 3 is expected to occur on Lake Esplanade, due to a larger traffic reduction (-43% in 2028).

\$millions	Arterials 1 and 2	Arterial 3	Arterials 1-3
At 4%, 60yr	\$15.3	\$15.5	\$30.9
At 6%, 40yr	\$8.2	\$8.8	\$17.0

Figure 3-3: Present value of pedestrian wellbeing benefits resulting from arterial traffic reduction

Using 4% and 60 years, the above estimated benefits were recalculated for varying traffic reduction assumptions and post-2028 pedestrian growth.

Not surprisingly, there is a large sensitivity to the assumption made of traffic reduction on the outer town centre streets that would result from providing an alternative arterial route. The maximum benefit tabled below of \$52.9m would result from pedestrian numbers in 60 years that are 55% higher than under the lower pedestrian growth scenario and from traffic flows on Shotover Street that are 20% lower than the base scenario.

\$millions

Extra percentage point change in ADT relative to Base scenario for Arterial 1+2 (3 streets) and Arterial 3 (2 streets) - % change is applied to DM flow

		-10%	-5%	0%	5%	10%
Pedestrian growth rate after 2028	1.1%	\$43.4	\$35.8	\$28.3	\$20.7	\$13.1
	1.6%	\$47.8	\$39.3	\$30.9	\$22.4	\$14.0
	2.1%	\$52.9	\$43.4	\$33.9	\$24.4	\$14.9

Figure 3-4: Present value of pedestrian wellbeing benefits on Stanley Street, Shotover Street and Lake Esplanade resulting for various traffic reduction and pedestrian growth forecasts

3.3 Manifestation of wellbeing improvements

The two issues discussed in the street improvement section apply for traffic reduction benefits, namely (a) the additional pedestrian wellbeing will likely manifest itself as higher retail spending over time and higher retail property values in the near term and (b) around 30-40% of pedestrian wellbeing benefits will accrue to international visitors to Queenstown, who have no standing in an NZ cost benefit analysis.

Unfortunately, there is no robust result that maps traffic reduction to wellbeing and in turn to spending. Hence an illustrative spending effect is not provided here. Nonetheless, the same double-counting and displacement issues again apply for NZ residents, implying any additional productivity or welfare effect is likely to be secondary to the already-calculated pedestrian benefits.

As to the benefit for, and arising from, international tourists, again the simplifying assumption is made here that the wellbeing benefits to international tourists create additional benefits for NZ residents through the channels discussed previously.

Prepared by:

s 9(2)(a)

Economist (Project Team)

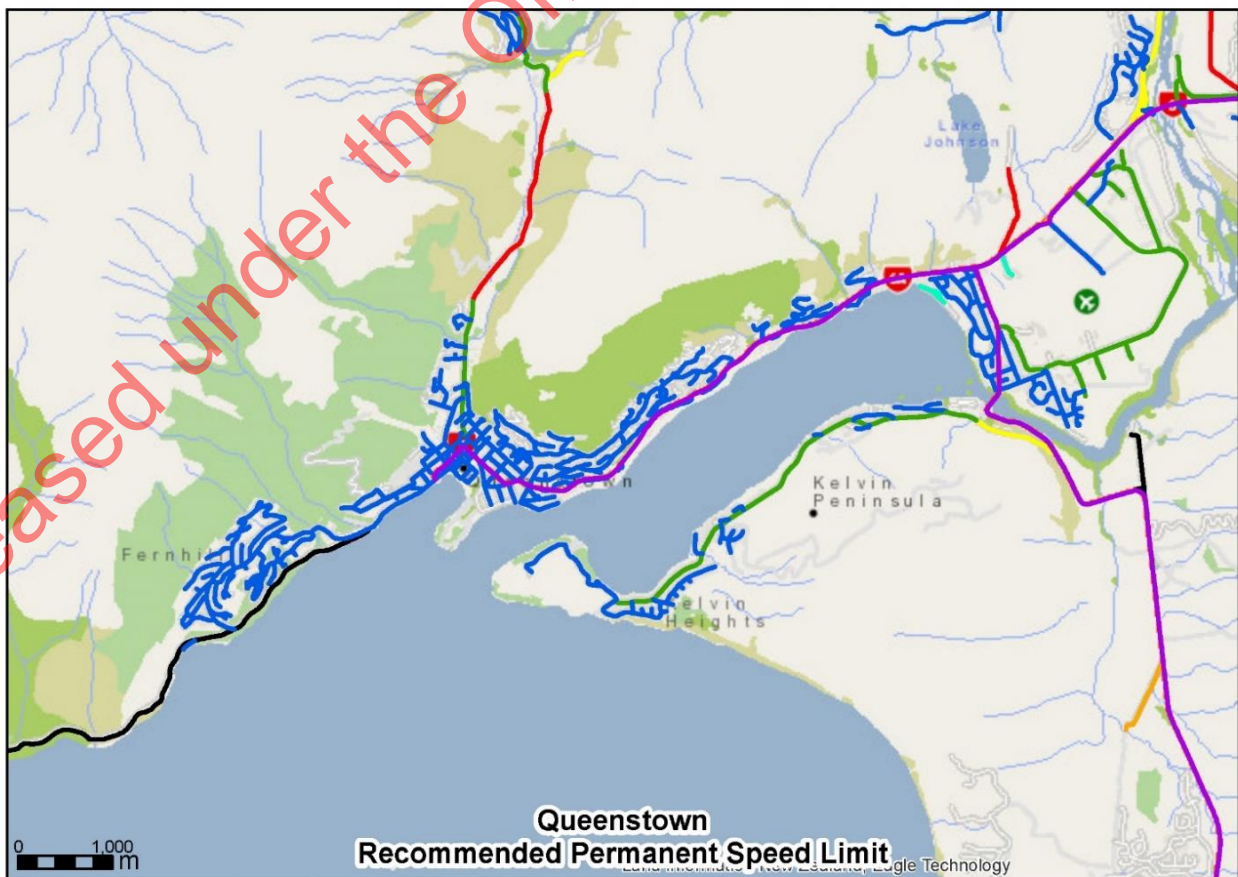
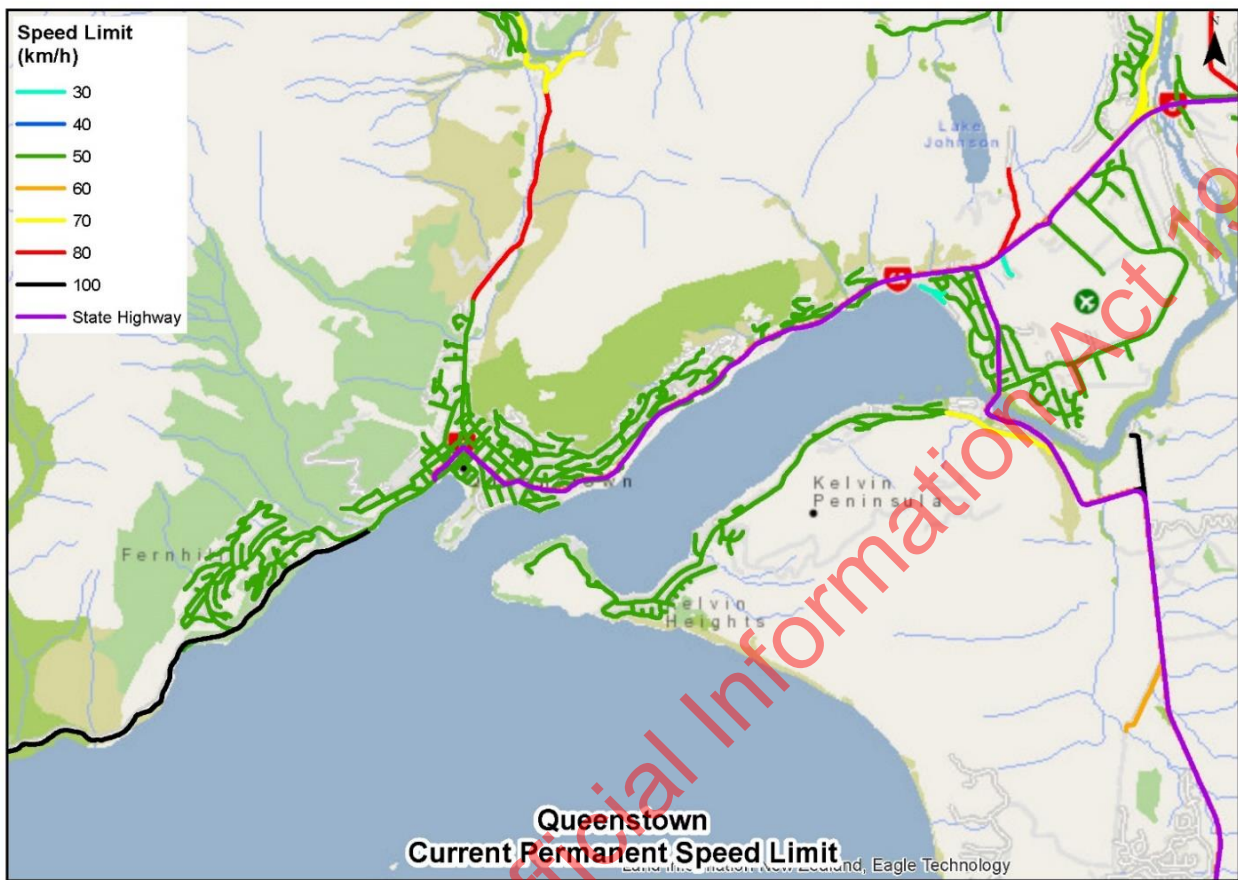
Reviewed By:

s 9(2)(a)

Project Team Leader

Appendix B20 Proposed Speed Limits

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Frankton to Queenstown and Queenstown Town Centre

Options for how we'll travel
around Wakatipu in the future.

Go to letstalk.qldc.govt.nz to have
your say by 31 August 2020



We're planning for the future

Travelling around Wakatipu by car can be a challenge, especially at peak times when we see congestion and increased travel times.

While it does seem pretty quiet at the moment as the district grapples with the effects of the ongoing COVID-19 global pandemic, the longer term prospects for the area are strong.

This is our ideal opportunity to get ahead of the game and make sure our transport system can cope with high numbers of people travelling, particularly at peak times well into the future. We are nearing the end of a strategic transport planning process, resulting in a number of recommended options to improve our journeys from Queenstown Airport and Frankton (including the Ladies Mile corridor) via State Highway 6A into and around Queenstown Town Centre.

The options we're sharing with you here are designed around creating a better balance. The goal is to give people more choices for the way they travel, making things like walking and cycling or taking the bus a genuine alternative to the private car.

A vital part of our plan is to transform the Queenstown town centre into an area our residents and visitors are proud to visit. To achieve this a new transport hub at Stanley Street will act as the principal gateway into the town centre.

This hub will be supported by an alternative route (arterials stage 1) to remove general traffic from Stanley Street (between Shotover Street and Ballarat Street). This will vastly improve pedestrian experience and safety and provide better connections between Project Manawa, the historic core of the town centre and the lake.

Further town centre upgrades will improve pedestrian and cyclist facilities and encourage a slower street environment creating a calmer and more enjoyable experience for everyone.

Proposed further stages of an alternative route (arterials stages 2 and 3) will further reduce traffic from the town centre and improve access to new

development at Lakeview and Man and Brecon Streets.

Other supporting measures include bus priority to improve travel times to the transport hub and better connections and facilities to encourage walking and cycling.

The Government has recently announced significant investment into the Wakatipu transport network. This includes \$35m towards the Town Centre Upgrades (with a contribution of \$22m by QLDC) and \$50m for the alternative route (arterials stage 1). A further \$90m is earmarked for public transport and walking and cycling upgrades on state highway 6 and 6a through the NZ Upgrade Programme.

We invite you to read through the proposed options and share your views on our plans for a more sustainable, better connected transport network for Wakatipu.

How to take part

If you're keen to get involved in this process we encourage you to read the information we're sharing here then choose one of the options below.



Online: Go to letstalk.qldc.govt.nz and share your feedback using our interactive map.



Email: Send your comments or questions to us at letstalk@qldc.govt.nz



By phone: Call QLDC customer services on **03 441 0499** and request a call back from one of our project team.



In person: Come along to one of our pop up stalls. Check the dates and locations at letstalk.qldc.govt.nz

Get more detail at
letstalk.qldc.govt.nz



A strategic vision for the future

Queenstown has experienced sustained significant growth over many years which has resulted in the development of a draft Spatial Plan for the district.

This will set a vision for how we live, work, play and visit in the future, also considering things like community facilities, health care, education, transport links and how we'll ensure life in the

Queenstown Lakes District will remain sustainable and appealing. While COVID-19 has taken our growth story on a bit of a detour, our district is expected to continue on a

growth path. Our transport strategic planning work is feeding directly into the development of the draft Spatial Plan.

The transport planning process

Integrated transport planning involves a number of steps. The Queenstown Integrated Transport and Queenstown Town Centre Masterplan Programme Business Cases have already been completed. These have guided our current work as we progress through the strategic planning process.

We're currently developing a 'Detailed Business Case'. This includes more detailed technical investigations for each of the projects within the network, including engagement with stakeholders, property owners and the wider community.

We're now nearing the end of this Detailed Business Case process with an emerging programme of work that we think will improve journeys in and around Wakatipu.

What are we trying to achieve?

Our goal is to have a transport system that:



Encourages a shift from cars to public transport, cycling or walking



Is flexible and can change quickly



Delivers a safer environment



Balances transport and a sense of place



Helps Queenstown grow and develop



Improves the environment and reduces our carbon footprint

Now it's time for you to tell us what you think.

Developing the options

To develop the options, the project team has had to consider evidence relating to the way the entire network functions and interacts with the natural and physical environment.

Understanding the complex jigsaw that is transport in the Wakatipu Basin requires consideration of a range of things like land use patterns, traffic volumes, transport models to predict likely changes in patterns into the future. The models show that a significant change in travel behaviour is required, including a shift to greater use of alternative options to accommodate the community's future transport needs.

Over the past 18 months we've also heard lots of feedback and ideas that have helped guide our work. You can read a summary of that engagement at letstalk.qldc.govt.nz



Recommended improvements

An emerging programme has been developed covering a number of ideas that will cater for growing transport demand in the years to come. **The improvements will include elements such as:**



A step change in public transport



New walking and cycling connections



Measures that encourage alternative transport choices



Town centre street and public place improvements



Better road connections with safer and more efficient intersections and crossing points

The key focus is on encouraging public transport use. This will achieve the overall improvements required to get the network operating more efficiently. Across the Wakatipu Basin there will be a variety of public transport improvements to provide better connected and more convenient bus services, an increase in frequency and a range of vehicles. These will be developed overtime.

Get more detail at
letstalk.qldc.govt.nz

Helping people make choices

There will be a range of other initiatives to help people move around the Wakatipu Basin (such as bike share schemes, better signage and changes to parking). These tools will help people make choices about how they travel.

Recommended improvements

See 'How the town centre could work' map on pages 18 and 19



-  New Roundabout at Howards Drive
-  Ladies Mile bus priority lane
-  Outbound bus priority lanes
-  Signalised roundabout at Hawthorne Drive with bus priority
-  Signalised roundabout at Grant Road with bus priority
-  Inbound bus priority lanes
-  Signalised intersection with bus priority - Hansen Road and Queenstown Events Centre
-  BP intersection – signalised with bus priority
-  Frankton Public Transport Hub
-  Potential street closures to prevent rat running
-  Signalised intersection from the Airport
-  Signalised intersection from Humphrey Street
-  New link from Humphrey Street to Lucas Place
-  Signalised intersection into Frankton Marina with bus priority
-  New intersection out of Sugar Lane with bus priority
-  On demand signalised pedestrian crossing (Battery Hill, Larch Hill Place and Morries Road/Oaks Club)
-  Signalised intersection with bus priority – Goldfield Heights, Hensman Road and Melbourne/Dublin Streets
-  Passenger Ferry on Lake Wakatipu
-  State Highway 6 and 6A

Frankton and Ladies Mile

The SH6 corridor through Frankton from Ladies Mile to Kawarau Falls Bridge is an important piece in the puzzle. Building on the work already completed on the Grant Road to Kawarau Falls Bridge business case, making improvements here will influence the way the wider network operates. In summary, we're proposing:



Improvements to the BP roundabout as a critical point in the network. Improvements to this intersection will help manage the flow of traffic into and out of Queenstown.



Other intersection improvements would occur on SH6 at Humphrey Street, the Airport (Lucas Place), Joe O'Connell Drive and Grant Road.



A new Frankton bus hub will be located near the golf course. This will provide a key interchange facility between local bus services, and also for long distance and tourist coach services.



Bus lanes on SH6 from the BP roundabout to Shotover Bridge (for the eastern leg) and to Kawarau Falls Bridge (for the southern leg). In the future, there could be connections to potential park and ride sites or mobility hubs. Bus stops will be designed to link into local walking and cycling connections to both residential and commercial areas.

HOW THESE CHANGES HELP:

- > BP roundabout will act as a control to regulate the amount of traffic travelling towards the Town Centre and through Frankton.
- > Changes to intersections will make them safer for pedestrians and cyclists, and people using side roads and help control the traffic levels on SH6.
- > Frankton hub will better connect passengers to services.
- > Bus priority lanes on SH6 and Frankton will protect bus travel times from delay due to congestion.

Funding will come through the Government's NZ Upgrade Programme, announced in January 2020. Construction is planned to start in 2021/2022.

Do you like the idea of introducing signalised intersections and bus priority lanes around Frankton to improve traffic flow? Let us know this and more at letstalk.qldc.govt.nz

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Frankton to Queenstown

More people need to be able to access Queenstown without increasing the number of cars on Frankton Road. In summary, we're proposing:



Bus priority lanes along parts of SH6A and improving key intersections along the route (Marina Drive, Goldfield Heights, Hensman Road and Dublin Street). These intersections will all be optimised and will include signalised pedestrian crossing points and turn lanes as well as the bus priority lanes.



A more frequent public transport service well into the future, including in the longer-term high capacity options.



Improved facilities and links to encourage walking and cycling along SH6A.



Enhanced ferry service.

HOW THESE CHANGES HELP:

- > Changes to intersections will make them safer for pedestrians, cyclists and people using side roads, and helps control the traffic levels on SH6A.
- > Bus priority lanes on SH6A will protect bus travel times from delay due to congestion.
- > Improvements from Queenstown Hill (including pedestrian crossings adjacent to key intersections and bus stops) to public transport and the Frankton Track will provide safer connections.

Would better connected and more convenient bus services encourage you to use/use more public transport? Let us know this and more at letstalk.qldc.govt.nz

Funding will come through the Government's NZ Upgrade Programme, announced in January 2020. Construction is planned to start in 2021/2022.

Get more detail at letstalk.qldc.govt.nz



Signalised intersection with bus priority at Goldfield Heights.

Signalised intersection with bus priority at Goldfield Heights. This angle shows the widened footpaths along Frankton Road.



Improved bus facilities and safer, more enjoyable opportunities for walking and cycling. High Capacity Public Transport vehicles will be required in the future.



Queenstown Town Centre

Building on the work already done through the Queenstown Town Centre Masterplan, this package focuses on:



A new transport hub on Stanley Street, along with more bus priority to improve journey times and reliability. INDICATIVE TIMING: Short-term.



A new alternative link road (arterials) designed in a way that supports the removal of general traffic from Stanley Street/town centre as opposed to creating additional capacity for traffic. INDICATIVE TIMING: short, medium term.



Improvements to existing roads. INDICATIVE TIMING: short, medium and long term.



Changes to on-street parking would be required to allow space for improved pedestrian opportunities and prioritise service/freight vehicles and mobility parking. INDICATIVE TIMING: short, medium term.



Intersection, streetscape, walking and cycling improvements across the whole town centre. INDICATIVE TIMING: short, medium and long term.

HOW THESE CHANGES HELP:

- > Makes the town centre a more desirable place for residents and visitors.
- > Creates a hub for buses that connect the wider Wakatipu Basin creating a gateway into the town centre for residents and visitors.
- > Reduces the number of cars in the town centre, making it a calmer, safer environment for residents, shoppers, workers, and visitors.
- > Maximises the benefits of Project Manawa, a proposed community heart precinct on Stanley Street, potentially incorporating a library, Council and community facilities, performing arts centre, gallery and commercial spaces.

These changes are likely to occur incrementally, as demand increases over the next 20 years. Funding for the Town Centre Upgrades and Alternative Route (arterials stage 1) provided through Crown Infrastructure Partners 'Shovel Ready Fund', as announced in June 2020.

Should we be providing more on-street parking, or should we be using the space for wider footpaths and places for people to mingle and socialise such as for outdoor dining opportunities? Let us know your thoughts on this and more at letstalk.qldc.govt.nz

Get more detail at letstalk.qldc.govt.nz

How the town centre could work

Our recommended improvements will change the way our town centre functions by:

- > Discouraging general traffic from the historic core and providing full local access via the alternative route
- > Integration of bus and coach services through a new high quality transport hub
- > Prioritising on-street parking for loading/freight purposes and those with mobility needs
- > Off-street parking would be managed
- > Intersections would be upgraded and signalised to enhance safety and traffic flow



High quality, integrated bus and coach hub with enhanced facilities and public plaza

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- | | |
|--|---|
|  Bus routes |  Ski buses |
|  Regional coaches |  Tourist coaches |
|  Tourist activities |  Taxis |
|  Freight / deliveries |  Alternative link road |

Next steps

Once we've received your feedback, we'll use it to refine the recommended package of improvements to provide Queenstown with a transport network that is safe, accessible and well-connected.

We'll produce an engagement report so everyone can see how we've considered feedback from stakeholders and the community in our plans then come back to you when we've landed on a preferred option.

We'll continue talking with our partners and keep you updated on any decisions and funding announcements as they are made.

There's lots of work underway to make improvements to the whole Wakatipu transport network. Check out our other engagement on options for an alternative Shotover River crossing at Arthurs Point and Wakatipu Park and Ride facilities. **Visit letstalk.qldc.govt.nz for details.**

Smarter journeys, together

Waka Kotahi NZ Transport Agency, Queenstown Lakes District Council and Otago Regional Council are working together to provide you with a transport network that is safe,

connected, supports business and helps you get the most out of life. Our group, known as Way to Go, recognises that all three agencies have an important role in driving

transport improvements for the Queenstown Lakes District. For more details about this investigation and all the others underway, head to **www.qldc.govt.nz/way-to-go**



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FRANKTON TO QUEENSTOWN SSBC & QUEENSTOWN TOWN CENTRE DBC ENGAGEMENT REPORT (APRIL 2019 – SEPTEMBER 2020)

September 2020



Released under the Official Information Act 1982

Contact Details

Prepared By

Reviewed By

Approved for Release By

Overview of engagement to date

A variety of stakeholder interactions has occurred throughout the past 18 months. Detailed below is an overview of the conversations that have taken place. Prior engagement has also been covered under Grant Road to Kawarau Falls work.

Workshops

Various workshops have been held over the course of the project, they are briefly detailed below, and minutes appear within the appendix of the draft business case.

When	Stage
Dec 2018	Workshop F2Q: Long List Creation and MCA criteria
Dec 2018	Workshop QTC: Long List Creation and MCA criteria
Feb 2019	Workshop F2Q /QTC: Option Analysis and Short List Development
May 2020	Workshop F2Q /QTC/Frankton: Short-list to Preferred Option

In addition to the workshops, the project team have worked with various departments of Queenstown Lakes District Council. Meetings have been held with the Spatial Planning team, QEC staff, the Project Manawa team and staff involved in the Lake View project. Regular conversations with Infrastructure Manager (Tony Pickard) have occurred throughout the project duration.

Stakeholder meetings

A variety of groups, organisations and other projects have input into the business cases through separate meetings with project team members. The project team has kept aware of the work other teams are undertaking within the Wakatipu area that potentially complement or impact the QTC and F2Q business cases. The table below lists the stakeholders the project team has met with over the past 12 months and the topics covered.

Stakeholder	Topic	Outcome
Boffa / GHD	Frankton Masterplan	Alignment between the projects
Beca	Active travel	Alignment and understand of their project
WSP	Park and ride	Project alignment
Remarkables Park	Integrating with the gondola	Understanding aspirations
Airport	Growth, tourism trends and the gondola site	Understanding airport growth and aspirations
Public transport users and providers	Understanding of needs and future requirements	Incorporated into the PT elements
Internal NZTA	Funding and finances	Business case input
ORC	Public transport	Input to what they require (as a PT operator)
Arup	Ferry Business Alignment	Outputs from public transport demand model

The project team met with a number of individual stakeholders from June 2019 – February 2020. These stakeholders were in business, tourism, development and property fields. Conversations focused on the implications of the arterials and feedback from these meetings were used to inform measurements required for the town centre and SH6A effects.

Landowner meetings

Members of the project team have spoken with key landowners where there could be a potential impact based on our emerging package. Conversations are detailed in Appendix 3.

Media / public interest

Media content and stories have usually been linked to periods of community engagement or Government announcements.

April 2019

Executive Summary

The Wakatipu Way to Go group brought together all the transport investigations currently underway to talk to the community in an integrated way. The five key project teams worked collaboratively to undertake engagement with the community during a 3-week period in April 2019.

Reach and response

A number of methods were used to raise awareness of the engagement and to seek participation. Methods included, pop ups at local markets, intercept surveys at bus hubs and on the Frankton Trail, online survey, social media, webpages, presentations, phone calls and meetings. Figure 1 below shows the reach via the different methods.



Figure 1. reach with different engagement methods.

Public Transport and getting around

The Town Centre and Frankton to Queenstown business cases needed to understand more about people's preference in regard to public transport. Figure 2 illustrates some of the key findings regarding public transport.

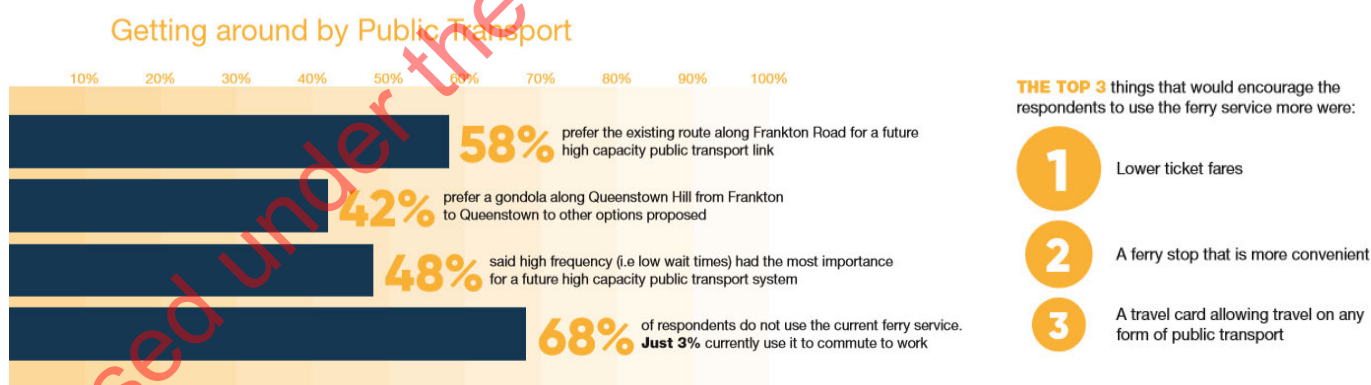


Figure 2. some key results about public transport

Making travel choices is an important aspect when considering the future of Queenstown Town Centre and the Frankton to Queenstown corridor. Figure 3 below shows what people said about how they get around.

Making Travel Choices

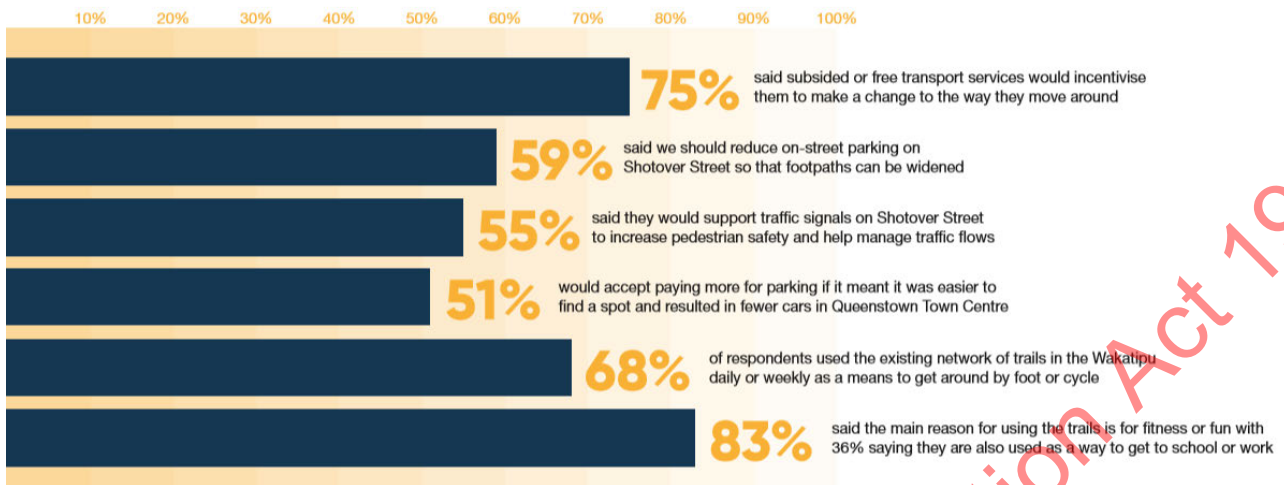


Figure 3. responses to questions about travel choices

Queenstown town centre street experience

Questions about peoples experience of streets within the Queenstown town centre were asked. The highest collective score was Marine Parade for walking with a 3 out of 5, and Beach Street for a place to have lunch or chat with a friend which was given a 2.75 out of 5 (with 1 being a low quality experience and 5 being a high quality experience). Shotover Street received the lowest scores for both categories. There is the potential for the streets within the Queenstown town Centre to be enhanced to improve the experience for people within the town centre.

Next steps

The next steps for the business cases are to work towards a preferred package of options to present to stakeholders at Workshop 5 (Short-list to Preferred Option). This will be complimented by continuing conversations with partners, key stakeholders and groups. Then the emerging package will be tested with the community, seeking their input before finalising the business cases.

1 Introduction

The purpose of the Queenstown Transport Engagement report is to provide a summary of the stakeholder and community engagement undertaken during April 2019 on a number of projects by the Wakatipu Way to Go a partnership between QLDC, NZTA and ORC. The focus of this report is on feedback received to support the Frankton to Frankton to Queenstown Single Stage Business Case and the Queenstown Town Centre Detailed Business Case.

Figure 4 below shows the projects that the Wakatipu Way to Go partnership engaged with the community on during April 2019.



Figure 4. Wakatipu Way to Go projects consulted on as part of the Queenstown Transport Project engagement.

The project teams for each of these business cases worked together to deliver the community engagement as 'one team' to reduce consultation fatigue in the community and to gather feedback that might be relevant to more than one business case at the same time to avoid asking the community the same questions repetitively.

1.1 Activities and events

Throughout April, several activities have been held as part of the engagement. The events included:

- 1 April – *Shaping our Future transport update*, exercise for attendants.
- 3 April – Presentation to The Chamber of Commerce.
- 6 April – Public Engagement at The Remarkables Market.
- 7 April – Public Engagement at The Arrowtown Market.

- 12 April – Public Engagement at The Queenstown Market.
- 16 April – Frankton Track Active Travel Engagement.
- 17-18 April – Public Transport event

There was also an online survey that was available for people to provide comment through to 22 April.

Table 1 below outlines the promotional campaign and reach to the community from 1 April 2019 to 22 April 2019.

Table 1. Promotional campaign and events held throughout the Wakatipu Way to Go April 2019 Engagement.

Wakatipu Way to Go advertising and promotional campaign overview	
Events	
• Wakatipu Way to Go and Shaping our Future presentation to community at QEC on 1 April (70 attendees) • Wakatipu Way to Go group presentation to Chamber at Sky City on 3 April (50 attendees) • Wakatipu Way to Go group presentation to Wakatipu Senior Citizens Assoc. (25 attendees) • Market events pop up stand on 6, 7, 12 April respectively ◦ Remarkables Market, Frankton (est. 60-80 people) ◦ Arrowtown Farmers Market (est. 80-120 people) ◦ Queenstown Craft Market (est. 70 people) • Active Travel Pop Up Stand at Frankton Marina on 11 April (30 people) • Public Transport Pop up stand at Camp Street on 17 April (100 people) • Public Transport Pop up Stand at Frankton Hub on 18 April (32 people) • Public Transport interviews with Richies Bus drivers (10 drivers) • Frankton Masterplan youth engagement (75 students) • Info panels on display at QEC, Frankton and Queenstown Library over Easter • Jim Boulton and Mike Theelen discussed during their road show to townships throughout the district • Lunch and Learn 9 May invite to all QLDC Staff and Councillors (XX people)	
Total Reach: 662 people (plus QLDC staff and people viewing info panel displays)	
Radio	
• General awareness advert NZME including stations: Hits ZB and ZM on prime-time slots which covers all of Central Otago - Kingston to Roxburgh, Alexandra, Cromwell to Wanaka • General awareness advert Media Works including stations: More FM, Rock and The Edge on prime-time slots reaching Queenstown, Alexandra, Cromwell and Wanaka listeners in one hit • Way to Go group and Shaping our Future event Ad Libs on Media Works (More FM) in week lead up • Way to Go group and Shaping our Future event Ad Libs on NZME (The Hits) in week lead up • Active travel campaign: Ab Libs on Media Works (More FM) in week lead up • Active travel campaign: Ab Libs on NZME (The Hits) in week lead up	
Total Reach: Thousands of Central Otago listeners	
Print, Online and E-comms	
• Media release (to media contact database and all QLDC staff and councillors) and online ◦ March 29, 2019 – Wakatipu Way to Go engagement to start ◦ February 8, 2019 – Joint Media Advisory: Tackling Queenstown's transport challenges is the Wakatipu Way to Go • Remarkable Market newsletter facilitated by Manager Sherryn Smith (reach approx. 800 people) • Chamber of commerce e-newsletter (database is 1,550 local business people) • NZ Herald online advert with link to Let's Talk URL Live for 2 weeks from 1 April (geo target Central Otago Southern Lakes with 30,979 impressions generating 75 direct clicks to website) • Frankton Flyer half page advert (monthly magazine run and distributed on 1 April with Reach circulation 2,200 to business and households in the Wakatipu)	

- Frankton Flyer full page editorial 'Way to Go' on transport woes April edition 66 (as above)
- Mountain Scene ½ page colour advert for 3 weeks (weekly newspaper run from 4 April with Reach 16,800. Of those 11,600 are home delivered in the Wakatipu Basin).
- Lakes Weekly Bulletin full page colour advert for 3 weeks (weekly newsletter edition from 2 April. Reach: circulation of 4,500 and a readership of 11,250)
- Lakes Weekly Bulletin Snippets 4 and 17 April (Reach: circulation of 4,500 and a readership of 11,250)
- Scuttlebutt QLDC newsletter 18 April 2019 page 6. As inset in Mountain Scene (reach 25,000 plus online)
- Website content <https://www.qldc.govt.nz/transport-and-parking/wakatipu-way-to-go/>
- [Sign up](#) to e-newsletter subscription from Wakatipu Way to Go group via mail chimp (currently 240 contacts)

Total Reach: Newsletter data bases: 2,350 people; Print advert: 184,500 circulation; Scuttlebutt 25,000 copies

Survey and Submissions

- Wakatipu Way to Go online survey (survey monkey) on Let's Talk site via Bang the Table community tool total of 194 responses (78% completion rate and 20mins typical time spent).
- Wakatipu Way to Go Streets Survey 52 responses (100% completion rate, 2mins typical time spent).
- Bang the table visits to Let's Talk site for Wakatipu Way to Go: 638 visits
- Visits to QLDC 'Wakatipu Way to Go' webpage: 331 visits
- Email feedback total: 9 submissions to let's talk inbox
- Post it note comments:
 - Remarkables Market
 - Active Travel board total: 138
 - Public Transport board total: 164
 - Frankton Masterplan board total: 38 + 107 (dots)

Total Reach: Survey and email submissions 254; Post it note comments: 447; Website hits: 969

Social Media

- Wakatipu Way to Go general post and Shaping our Future event promotion 1 April: What would it take to get you out of your car and out of the traffic? 1,675 people reached, 2 likes, comments & share and 50 post clicks
- Wakatipu Way to Go general post boosted from 3 April: What would it take you to get out of your car and change your travel habits? 17,695 reached 190 reactions, comments & shares 1,617 post clicks
- Market event post 5 April: We'll be hitting the market circuit this weekend to talk about Wakatipu transport solutions. 4,315 people reached 14 likes, comments, shares and 99 post clicks
- Active travel event post 11 April: What do you think about our trails? post 9,554 people reached with 26 reactions, comments & shares and 271 clicks/actions

Total Reach: 33,239

Direct emails

- Personalised emails to all nine community associations in the Wakatipu which were promoted through membership via newsletters/website/Facebook
- Personalised emails to a range of sporting groups in the Wakatipu
- Overview email to All QLDC Staff

Total Reach: Hundreds of people via local association databases

Collateral

- Business card flyers – handed out at all events, displayed at council offices, libraries and event centre and distributed by Wakatipu Way to Go stakeholders to interested parties
- Wakatipu Way to Go pull up banner – on display at events
- Smarter journeys, together brochure –awareness and informing piece promoting letstalk site – distributed at events and on display at council offices, libraries and event centre
- Information panels on Public Transport, Active Travel and Frankton Masterplan – on display at Market events, Shaping our Future presentation as group exercise and at QEC and library. Public feedback via post it notes collected and collated.

Total Reach: Hundreds of people via event attendance and who frequent council offices, libraries and event centre.

Overall, have seen a significant increase in awareness and engagement from the Wakatipu community through visits to our community engagement platform, attendance at locally held events and social media reach.

2 Feedback

2.1 Shaping our Future – transportation update (1 April 2019)

During this event, there was a presentation held with discussion afterwards. The event was visited by approximately 70 people. There was an exercise where the attendants got to write down the greatest challenge and what their ideal future for transport in Queenstown would be. The results are shown in figure 5 and 6 below, where the size of each word reflects their frequency among the responses. This exercise was also held in 2015 so this follow-up exercise showed if anything has changed.

Figure 1 shows that congestion was considered the biggest challenge in 2015 and this hasn't changed much in 2019. Funding is a challenge who shows through more in 2019.



Figure 5. Greatest challenges for transport in Queenstown. The left picture shows the responses from 2015 and the right picture shows the responses from 2019.

Figure 6 shows that public transport was the most common answer in 2015 for the ideal future of transport. This is still the case in 2019 but to a lesser extent with several other popular answers in the mix, particularly the consideration of Mass Rapid Transport, Efficiency and Electric.



Figure 6. Ideal future for transport in Queenstown. The left picture shows the responses from 2015 and the right picture shows the responses from 2019.

The attendants also had the opportunity to leave comments on active travel, public transport and the Frankton masterplan. Table 2 below show the post it notes with comments received themed into categories.

Table 2. Feedback gathered from Shaping our Future.

Active Travel	Safety • Wide enough for everyone to use safely • Increase the widths on Frankton trail, Brecon Street and all walking and cycling paths • Wide enough for safe passage of bike/pedestrians in both directions • Have a wide separated pedestrian town cycle path from Lake Hayes via dedicated bridge to Queenstown • Wide, sealed footpaths on both sides of the road Surfacing • Please be mindful re surface finish so as not to lose the rural context of our landscape • Seal the flat sections. Not the steep as too dangerous • Frankton track seal it with good lighting so can be ridden at 3.30am in the morning • Tar seal Frankton track would encourage segway and motorise fast transportation on a beautiful retreat space for Frankton and Queenstown Central residents • Keep Kelvin Peninsular trail as a recreational gentle trail for our retired, young and disabled folk - and more natural • Don't make Lake Hayes (route no 9) asphalt go back route via Slope Hill • Keep number 7 (Jacks Pt Additional) as a primarily recreational trail - need to keep some gravel, natural ones that non-battery/motorised version go on without fear • No tar seal of tracks close to central Queenstown contrast of gravel to urban space unique to Queenstown • Do not seal Frankton track as ruin main recreational space for Frankton residents • Secondary and recreational routes should be gravel; primary commuter routes should allow battery-powered, be sealed and wide Behaviour • Behavioural change away from: bike = sport to bike= transport • Shaping the future of Queenstown's Transport starts with the kids. Begin changing their behaviours, build safe corridors, subsidise bikes, encourage bike group transport Facilities and amenity • Safe parking and charging station • Places to connect to other transport modes. Safe storage? • Safe storage of bikes in central Queenstown • Lighting designed and fit for pedestrian route. How many dark areas are there on SH6, Man Street and other roads • Stop cluttering footpaths with trees and street furniture. Keep it clutter free • Good lighting commuter cycleways (accessible) and bike parking • I'd like to see effective/secure bike parking provided in strategic areas. Also increased bike racks on buses • More zebra crossings, well-lit and with CCTV monitoring • Upgrade if possible. Retains the views and the enjoyment even when commuting (as per Q3.) • Commuter trails should be lit - but down lighting, not light pollution • More bike - parking at shops, town centre • Bike stands! At logical points especially close to CBD Wayfinding/signage • Correct use of tactile markers at crossing points • Signs, signs, signs - is there an allergy to signs at QLDC and the NZTA? • Signage - drawn picture of an arrow shaped sign depicting Queenstown CBD; 4.5km walk (50mins), 4km bike (15mins) Accessibility
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Public Transport: Which option would you prefer and why, Gondola along Queenstown Hill from Frankton or existing route with priority lanes for bus/tram	• The gradients of some streets are a huge barrier to disability access. Think lifts, overpasses, escalators! • More accessible to more people - especially as Deer Park Heights gets developed • How do cyclists particularly children get across the roundabouts safely on SH6 (five mile and QT Central) Mode share/ multiple modes • Eliminate pedestrians as they will get in the way of battery powered transport. Alternative make separation • Prioritise pedestrians pressing the button at lit intersections! • Get tracks away from roads to make biking better than driving – nicer • Shared paths are dangerous. Be bold, just pedestrianise • Where we have trails to be recreational natural trails where families/elderly can go for a bike ride or walk, should NOT HAVE motorised/battery power modes as dangerous when fast and limited mobility, limited vision etc. • Frankton track make obvious which side bike versus walkers - need bells • More bike transport on public transport Connections • Make sure there are good connections on cycle trails with minimum impediments. We have good trails but lots of gaps and busy crossings • Have a trail to connect the view underpass under the Shotover Bridge up to 5 mile. Close off Hardware Lane • Arthurs Point to Queenstown access way connection • Have bus stops that actually connect to radiating network of sealed wide footpaths Other comments • Sort out the current streets before bold masterplans • Maintenance must be PROMPT and well done • Prioritise 1a as direct route for commuters - high school kids • Not just one route, but parallel pedestrian routes. Fix Man and Hallenstein Streets Multiple modes • Multi modal concession passes - integrated so can bus from Jacks Pt to Frankton and Ferry to Queenstown • Ensure cycleways from suburbs are well connected with as few restrictions as possible • Multi modal transport options. Gondola for high capacity • Charge more for cycle carrying on buses. It's a pain for 'normal' bus users • Kingston flyer - Queenstown to Arrowtown • More bike transport on buses • Away from bus to get independent from traffic - ferry/gondola • Options for mixed use Frankton Queenstown connection via overhead transport along Frankton track. Use model for paid visitor trip like skyline gondola to aid in capital investment • I'd like to see a ferry service Queenstown - Kelvin Heights which has capacity for bikes, wheelchairs, scooters etc. Frankton Road • Get people off Frankton Road - long term - gondola, short term – ferries Ticketing • Online top-ups will be great! Apps • Is the Choice app coming back? Real time service information would be great
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**Frankton
Masterplan:**

Comments on anything we've missed from dotting exercise questions

Routes and bus stops

- Review interdependencies of routes i.e. Lake Hayes traffic delays on Jack Point times
- Have bus stops at Queenstown Central and Entertainment Centre for Lake Hayes services
- Direct and Express bus services

Technology

- Electric buses
- Electric bikes
- Electric buses

Facilities

- Invest in high quality bus station infrastructure to provide the best use experience

Behaviour

- Weekly get to work by bike challenging - change behaviour

Other comments

- Easy, quick, cheap
- Employer subsidised bus/public transport travel
- Bike sharing

Roading layout/connections

- Cul-de-sac old Frankton
- Don't cut through residential zone with Humphrey Street, keep main car route on Lucas Place
- Second bridge needed over the Kawarau river

Airport

- Long term Frankton is not the right place for the airport. So now - when so much investment is required - is the time to think about moving it and more production use of the land
- Airport can connect at marina

Transportation

- No park and ride in Frankton
- Park and Ride - what is planned?
- All new neighbourhoods should include bus stops and cycle/paths as basic infrastructure

Waterfront

- Do not restrict access to Frankton beach waterfront i.e. below primary school
- Destination not gateway - Frankton beach is a locals retreat space not a thoroughfare for mass transport!
- Airport doesn't link with main waters edge of Frankton - this is for residents not a thoroughfare.

Land-use

- Neighbourhoods should include enough commercial/recreational and work opportunities to reduce the need to commute

Other

- Frankton golf course not an urban centre
- You have to consider the planned ladies mile developments when discussing Frankton
- Walking/cycling access only airport to jetty

2.2 Presentation to Chamber of Commerce

A presentation was held for the Chamber of Commerce on April 3rd. The presentation was followed with discussion. Parking strategy/pricing was one topic that came up as this is of certain interest for the Chamber.

2.3 Public Engagement at The Remarkables Market

The event was held on Saturday 6th of April between 9AM – 2PM and was visited by around 60-80 people. There was consistent interest and stream of people wanting additional information about the projects and programme.

The brochures were very well received with people commenting on the quality and level of detail provided. The business card sized flyer was also very helpful for those who had little time and did not want to take a brochure. Most of the people at the market were locals and mainly from Frankton, Lake Hayes Estate, Shotover Country, Kelvin Heights and Jacks Point. Only a few from Queenstown, Fernhill and Arrowtown. There were a small share of tourists and in the latter part of the day which was less busy in general. It was attended by a good mixture of people of all adult ages, not many younger people or teenagers.

People were interested in the three main projects displayed (Active modes, Frankton 2 Queenstown – Mass Transit and Frankton Masterplan) and could talk with team members from each project.

2.3.1 Discussion

Active Modes

There was a lot of interest and support for this project and people generally commenting that the primary and secondary routes were correctly identified. Some comments that they like the gravel trails and questions how asphalt would work in cold conditions (i.e. ice) and were advised that there are technical solutions for this issue. Many comments that the current network is good but has lots of missing connections that stop people cycling and in particular parents allowing their children to ride to school.

Frankton 2 Queenstown – Mass Transit

There was good interest in this project with a number of people staying to discuss this project at length and to understand what the timeframes for delivery would be as well as how a gondola, light rail or trackless tram system would integrate with the wider network. There was good support and recognition that one of these options would be required in the medium term.

Frankton Masterplan and Integrated Transport Programme Business Case

Locals were interested in this project and were pleased to see there was a focus on this area. Very strong support for the masterplan outcomes especially integrating with the lake and rivers. Lots of people were not aware of what is proposed for the area being developed near Remarkables Park and how large the development will be. They were very interested to understand how this area would function and be used by the local community. Many comments about the traffic congestion at Shotover River and the increasing issues at Hawthorne Drive in the afternoons and frustration that this would continue to get worse.

All the comments received on post-it notes from the event can be seen in table 3.

Table 3. Feedback gathered from public engagement at the Remarkables market.

Active Modes	Lots of interest and support for this project and people generally commenting that the primary and secondary routes were correctly identified. Some comments that they like the gravel trails and how would asphalt work in cold conditions (i.e. ice) and were advised that there are technical solutions for this issue. Many comments that the current network is good but had lots of missing connections that stop people cycling and in particular parents allowing their children to ride to school.
Frankton 2 Queenstown – Mass Transit	There was good interest in this project with a number of people staying to discuss this project at length and to understand what the timeframes for delivery would be as well as how a gondola, light rail or trackless tram system would integrate with the wider network. There was good support and recognition that one of these options would be required in the medium term.

Frankton Masterplan and integrated transport programme business case	Locals were interested in this project and were pleased to see there was a focus on this area. Very strong support for the masterplan outcomes especially integrating with the lake and rivers. Lots of people were not aware of what is proposed for the area being developed near Remarkables Park and how large the development will be. They were very interested to understand how this area would function and be used by the local community. Many comments about the traffic congestion at Shotover River and the increasing issues at Hawthorne Drive in the afternoons and frustration that this would continue to get worse.
General comments	"Please make the buses go direct to Queenstown and please do it now" - people do not use the buses because of the transfers and long travel times (waiting between transfers) "Parking is a nightmare in Queenstown, what is being done?" - we referred these people to the brochure "What do you think will happen with the expansion of the airport or development of Wanaka Airport" - we stated that we are working with QAC through the development of the business cases but provided nothing more specific than is publicly available and referred people to look at the QAC masterplan options on their website "I don't go into Queenstown unless I absolutely have to." This has been a common theme when talking to locals

2.4 Public Engagement at The Arrowtown Market

The event was held on Sunday 7th of April between 10AM - 2PM and was visited by around 80-120 people. The markets weren't particularly busy (not as many market stalls as mid-summer) but there was a constant stream of people coming through and good conversation with the people that were interested. The general feeling was positive and there weren't many negative comments. The people were quite interested to hear about the work being done. The team members formed a good mix of people representing different projects and with different technical backgrounds to talk to different questions/comments.

2.4.1 Discussion

A lot of people were visitors to the area, but they were happy to engage and discuss the projects. This is potentially because some tourists are regular visitors, so they still feel some sense of 'ownership' of the area, especially people with holiday houses in the area.

All the comments received on post-it notes from the event can be seen in table 4.

Table 4. Feedback gathered from public engagement at the Arrowtown market.

Active Travel	Connections/Links - Can we consider more areas west of Queenstown? Bob's cove, Glenorchy - Luggage services to QT from Frankton (Tourists can walk if not carrying luggage) - Go for simple cost effective bridges rather than large and expensive Multiple modes - Frankton to be the hub for PT/coaches and high frequency shuttles to airport (free or cheap) - Hitch-hike pick up spot for locals to pick up people in Frankton and take to town Facilities - Formal rest areas in middle of routes - vending machines - Water facilities to promote walking in Frankton Hub - E-bike infrastructure paid for by private investment - More water fountains Surfacing
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Public Transport Frankton Masterplan	• Would prefer keeping tracks unsealed. Keeping the cycling experience quaint unlike big cities • Sealed routes should be frost free if asphalt is used • Cycle surfacing for winter? Ice conditions • Avoid large gravel where possible. Well compacted unsealed is fine. Avoid tight corners Safety • Not just safe routes but safer communities Other • Car limit in Shotover Estate, Lake Hayes state - 2 per household residents permit • Lime scooter are unsafe vs bikes • Amsterdam - snow plows clear these cycleways before clearing the roads • Subsidise e-bikes to help modal shift Facilities • Bike lockers are required in more areas • Toilets and bins to keep the place clean • Physical barriers to stop vehicles parking on tracks or encroaching on cyclists Routes • Arrowtown to Queenstown direct • What about Closeburn/Bob's cover/Glenorchy? • What about SHA proposals for Gibbston? Can PT extend here? • Direct servicing Arrowtown to Queenstown Mass Rapid Transit • Autonomous light rail vehicles Electric • Electric buses to avoid diesel fumes esp. CBD Cost • Add cost on working applicant \$ for facilities • Free buses for locals Frequency • Experience of taking a bus needs to improve not just adding more buses • Parks and Reserves - near Remarkable Park (New World) • Showers and Camping facilities • School Bus
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2.5 Public Engagement at The Queenstown Market

The event was held on Friday 12 April between 9AM – 4.30PM and was visited by around 70 people. The markets weren't very busy due to bad weather probably (drizzly and very cold) and the timing in the season. The busiest period was during the middle of the day from 10:30AM to 2PM. The general vibe was positive, with a number of people stating that they were pleased that the transport network was being looked at. Business card flyers were given to everyone spoken to and they were directed to the website to fill in the online survey. The AO boards worked well and gave an inviting visual presence to the stand.

The people at the market were mostly visitors. There were a couple of people who had come down to the market to speak to us as they had seen it advertised.

The AO boards drew people to the stand. We had a lot of interest in the walking and cycling and the public transport boards.

2.5.1 Discussion

A number of people commented on the walking and cycling networks; some commenting that they would prefer to keep the tracks unsealed to keep the same walking and cycling experience.

There was a lot of interest in the gondola. Some loving the idea and suggesting it goes all the way to the airport. Others presented some challenges such as, will it be impacted by weather and if people are travelling with a lot of gear (as they do in Queenstown) they will still need a vehicle to get from the airport to the gondola terminal and at the other end – so it won't solve the problems.

Comments on the tram/light rail included- it's easier to understand for visitors, tram or bus might be more flexible if something changes, and light rails is quiet, but it takes up space.

There were also some comments on the ferry – that it needs to be bigger at more regular intervals and be able to take bikes.

While the number of people we talked to was lower than preferred, there were some robust conversations and it was great to hear people's positive attitude towards future changes to the transport network.

All the comments received on post-it notes from the event can be seen in table 5.

Table 5. Feedback gathered from public engagement at the Queenstown market.

Public Transport	• Future focus is good Mass Rapid Transit • Love the Gondola • Want a Gondola to go to the airport • A tram or bus is a good option as it can be flexible if things change • Light rail is quiet but takes up space and could be difficult to put in • Tram is easier to understand for visitors • Tram option if on road can hold up the traffic as it does in Melbourne • Would the gondola be impacted by weather? • Gondola won't solve the problem. People in Queenstown carry a lot of gear and would still need a taxi at each end of their trip. • Gondola doesn't solve the barrier of having to do shopping and carrying bulky items • Gondola and light rail a waste of money • Gondolas and Light rail expensive and inflexible • Gondola expensive. Maybe just sort the buses Behaviour/Education • More awareness about PT and how to use it • More education around the use of PT • More open days and PT campaigns to encourage usage of PT Routes • Priority busways would be great as these are not affected by traffic • Importance that PT should be better than driving a car • Nice buses are key! They are flexible in regards to routes • More direct and less affected by traffic would enhance this service even more Electric • Focus on clean and electric fleet Other • Works in QT - Busses everyday when he is in the office. Loves it • \$2 bus brilliant Connections • Connections through to Cromwell
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Active Travel	- Ability to connect to the track from many places along Frankton Road is good Surfacing/upgrading - Prefer unsealed tracks to keep the same walking/cycling experience that we've come to enjoy, - Don't upgrade trail will encourage bikers to go faster Other - Looking forward to walking trails in the coming week - For trail users - More information about transport to Frankton and where to get supplies in the town centre - Witnessed bike collision on track - Foreigners ride on wrong side. - Recreational and ebikers/ Roadies should be separated. - Keep Roadies on road - Bikes most places - Loves the trail - Only congestion in Jan and Feb - If it is too busy then resorts to the road
General/Other comments	Multiple Modes - Need to be able to take a bike on the Ferry - Just put on a ferry - One way two lane circuit through QT starting Frankton and continuing through to AP. - About time this is being talked about - An architecturally designed bridge from Kelvin Heights into the town centre. This provides another route in and out and frees up land on the northern side. - Future focus is good - Getting around has been good
Detailed feedback	- Go Orange Driver: The ferry currently has capacity for 40 people. People get left behind. It goes every hour. There are so many tourists from the Hilton they fill up the ferry and can't take passengers from the Marina and they let people down. After people have been let down 2 or 3 times they stop taking the ferry. Need more regular and bigger boats. - Parking Strategy: This person had filled in the online survey, but didn't have space to voice concerns over parking. Their comments were on Aspen Grove and Richards Park Lane there was people parking on both sides of the road leaving only one lane. This making it very unsafe. There should be a yellow line on ones side, particularly the curves. Parking needs to be enforced. Towards Glenorchy after the roundabout the cars parked along here impact on the amenity and are an eyesore. Particularly near the track. Shouldn't be whole day parking.

2.6 Frankton Track Active Travel engagement

The engagement was held on 11 April and was visited by around 30 people.

People were generally positive about the project, with a number of people interested in the upgrades to the tracks. Most people were positive about upgrades to the Frankton track however opinions differed over the type of upgrade (e.g. surface treatment, lighting etc). The people spoken to were a mixture of both local residents and visitors.

2.6.1 Discussion

Conversations generally focused on Frankton Track and the wider network.

Several people commented on the walking and cycling networks; some commenting that they would prefer to keep the tracks unsealed to keep the same walking and cycling experience.

There were several people that were using the trails for commuting to/ from a destination who valued the ability to be completely separated from traffic (travelling to Five Mile / Remarkables Park for shopping).

Main concerns from various users are around safety and lack of signage. Concern around e-mobility users and their speeds on the trails. If sealing was carried out – questions were raised - would this encourage users to travel faster and increase safety issues?

E-scooter users liked the Frankton track as it was – the surface didn't impact on their journey. The width of Frankton track was described as adequate except during the peak season of January/ February. Cyclists often avoid the track at these times to avoid conflict with other users.

There were some comments on the ferry – that it needs to be bigger at more regular intervals and be able to take bikes.

Kelvin Heights resident came specially to talk about the trails – didn't want to see the trails advertised as a commuter trail. Main focus on Ferry connection.

2.7 Public Transport event

The event was held on 17 April (all day) and 18 April (morning). The total number of visitors were about 130 people. Information posters were set up at Camp Street on the Wednesday and at the Frankton Hub at the Thursday. Business card flyers were given to visitors and they were directed to the website to fill in the online survey. The visitors were a mix of residents and visitors. Bus drivers were very engaged and took team members on their routes to show them pinch points, what works and what could improve.

2.7.1 Discussion

In general, there were more detailed feedback on the bus network and changes that would make it easier/simpler/quicker for the users. There was conversation around Mass Rapid Transit options. Interest also in the Active Travel network and the connections between active modes and public transport. People were supportive of the bus service and thought \$2 is a good price for the service.

Table 6. Feedback gathered from the public transport event.

Public Transport	Mass Rapid Transit • Tram or monorail • Gondola with stop points in the middle. The more stop points the more useful. • Getting people off the hill above Frankton Road and onto the bus. We need a link with the upper suburbs. • Gondola a good idea. It needs to be cheap enough to get people off the road • Facilities • Frequency of MRT is important. • How about a monorail? • Gondola misses out Goldfield Houses. • A gondola would be sick • With either gondola or tram or light rail - don't damage the existing amenity. • Gondola wouldn't help with shopping runs. • Gondola good if it is the same price and covers the same routes. • Gondola sounds good but maybe more buses is better. Routes • Different routes from Lakes Hayes Estate. • Small bus to Kelvin Peninsula. • Regional bus services appalling. • Need an Arrowtown bus along Malaghans Road to Queenstown. Also, a stop for Arrowtown bus close to Lake Hayes Estate so no change in Frankton. (x2 people) • Buses should get to the Airport well in time to check in for the FIRST flight out. • Buses only hourly at some of the largest suburbs.
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- Need a Lake Hayes Estate direct and Arrowtown direct.
- More bus stops rather than completely new infrastructure.
- Would love to have the Arrowtown Malaghans Road route back on.
- Direct bus from Lake Hayes Estate to Queenstown and back again at peak commute times. (X7 people)
- Extend bus further to Lake Hayes and Glenorchy/Fernhill
- Don't think the change off and on the #1 bus is a problem.
- Bus line 2 should be made into a loop, so it would go back to arrowtown over Malaghans Road.

Bus Timetable

- Inconvenient bus departure times for Arrowtown people.
- Buses to Arrowtown start too late and finish too early.
- Need busses earlier in the morning to get to work. Need buses later at night.
- Night buses would be good. The change at Frankton Hub takes a long time.
- Good punctuality from Queenstown to Frankton.
- The More time would be needed at the Airport (for line 1) in the timetable as many people buy Go-cards, have a lot of luggage etc. which takes time.

Frequency

- Higher frequency bus to Kelvin Heights - \$2 bus fare very good. Current service excellent.
- Changes to the bus services - on time and increased frequency.
- More bus stops on Arrowtown - Big gaps between Amisfield and Hardware Lane
- Sunshine Bay service is not adequate. Only a very short interval that they can get in and out of Queenstown. I finish work at 2pm and have to wait for the 5:30pm bus in Queenstown
- From Lake Hayes Estate - a full bus.
- More buses into Sunshine Bay - every hour.

Ticketing.

- Tap on and tap off bus tickets like in Sydney.
- Monthly card would be good for regular users.

Supporting Facilities

- Bus stop/car park close to Arrowtown Junction or Lakes Hayes/Arrowtown corner. Drive in from Gibbston and nowhere to park.
- The bus stops in town before Camp street (coming into town) could be placed better, they are often blocked by coaches outside the hotels.
- The Frankton Hub would need Shelters on the east side of Kawarau Road, passengers getting soaked in rain waiting for the buses.

Other

- Frustrating to have had our say on the Lake Hayes bus service and nothing has changed.
- Improve road safety at Frankton Hub.
- Coach parking at Steamer Wharf and strong enforcement.
- Hyperloop tunnel
- School kids sharing #1 bus with airport traffic - first impressions.
- Good for price
- Good service.
- Helpful drivers.
- Worth the price.
- There is an injustice with how the PT-system is largely being used by tourists/temporary workers who pay little to no tax.
- The system is good enough as it is, just needs some small fixes.
- The roundabouts could be designed better so the buses could get out easier. It is hard to get out of Shotover for example.

Active Travel	- Printed tables and the Go-cards at the buses often run out. The printed tables could use some advertisement to make the print cheaper and the Go-cards could be recycled as many come and use them only for a short time, high turnover rate. Behaviour/Education - Education for tourists on buses because people feel like the transport system is easy once they use it. - Footpath to airport from Frankton Bus Stop. - Walking for Five Mile easier than waiting for bus a pain in the in the rain. Stop at Hardware lane is too far away. - Parking for bikes in town. - On the trail along Lake Hayes there is a low spot that you can't avoid getting wet feet. People are wading through it. This is easily fixed. - Secure bike parking at Frankton. - Cycling - Get over Shotover Bridge without going to the old bridge. - Between Lake Hayes Estate across Ladies Mile an underpass for recreation.
General/other comments	- Bridge to town or under water tunnel - think 30+ - 100+. Like Hong Kong. - Traffic out of Lakes Hayes Estate is terrible. - Nothing on the edge of the lake - keep it for walking and cycling. - Bring in Lime Scooters - To Connect! Locals don't just live in Frankton. People live in Shotover, Lake Hayes, Arrowtown. It's important to connect the community. - Dynamic lane on Frankton Road - Great ideas - Environmentally friendly - Collapsible Scooters
Detailed feedback from bus driver	No traffic congestion. Easier to have a left turn from the 2 estates to leave and get out easier, many people don't know how to driver around round-a-bouts. Who will pay - rate payers not funding this. Tourism may plateau.

2.8 Online Survey

An online survey was conducted. The online survey covered questions for all of the projects. Appendix 2 includes the full data set from the online survey.

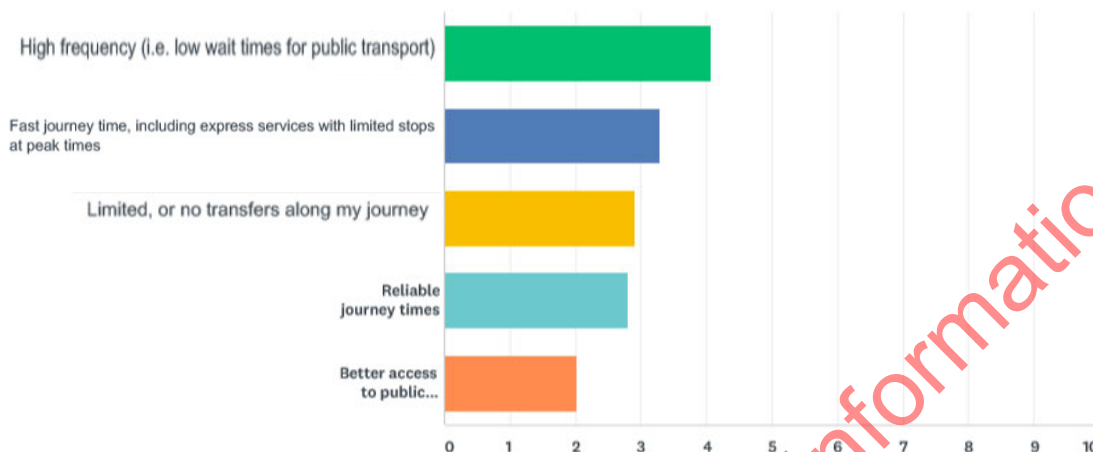
While some of the other project questions have relevance, for the purposes of this report the questions that directly relate to the business cases for Queenstown Town Centre and Franktown to Queenstown are reported on below.

Public Transport Questions that impact Frankton to Queenstown

The results from the online survey that relate to the Queenstown Town Centre and Frankton to Queenstown business cases are those about public transport as an alternative mode to shift congestion from both the Frankton to Queenstown corridor and the Town Centre. The questions and response to each question is provided below.

Q18 For a future high capacity public transport system what is important to you on your journey? Please rank in order of importance:

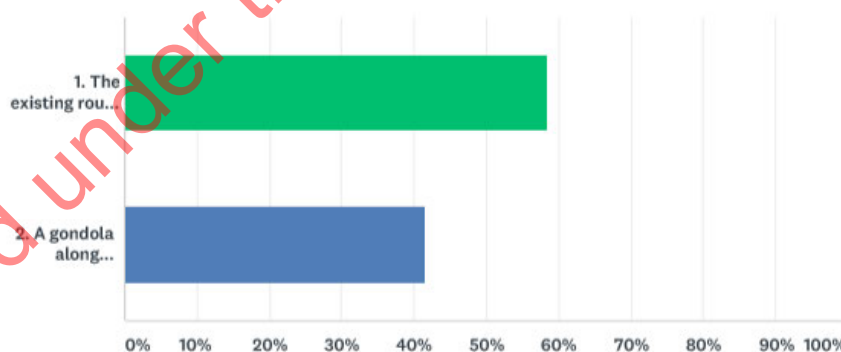
Answered: 151 Skipped: 2



Having a high frequency public transport system with low wait times was most important for users, followed by fast journey time which include an express service with limited stops. Having limited, or no transfers along the journey and reliable journey times ranked a similar score while the least important aspect was having better access to public transport.

Q19 Please tell us which option you prefer for a future high capacity public transport link between Frankton and Queenstown:

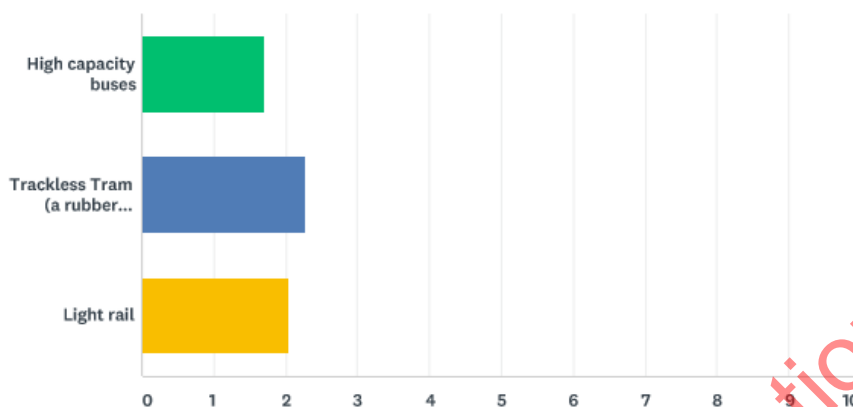
Answered: 144 Skipped: 9



Most respondents preferred using the existing route along SH6A (Frankton Road) for a high capacity public transport system – 58% of respondents, over a Gondola along Queenstown Hill. – 42% of respondents.

Q20 If the 'on-road' option is taken forward, which type of public transport would you prefer. Please rank your answers, 1 being most preferred.

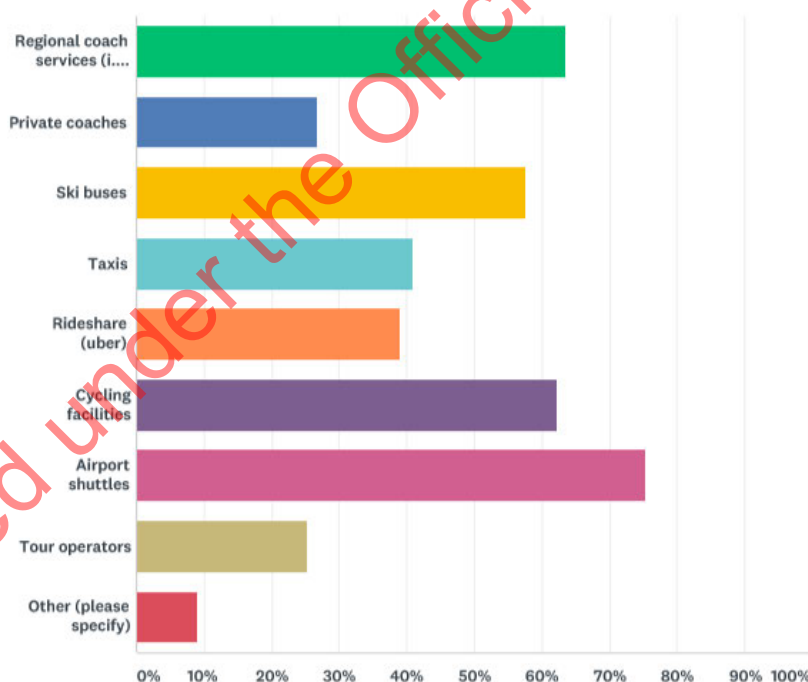
Answered: 144 Skipped: 9



There wasn't too much difference between the preference for the 3 on-road options, although trackless tram came out slightly above light rail, with high capacity buses being the least preferred option.

Q21 If we were to develop a 'transport hub' facility in the town centre, what (other than public transport) should it cater for to add the most value to the area?

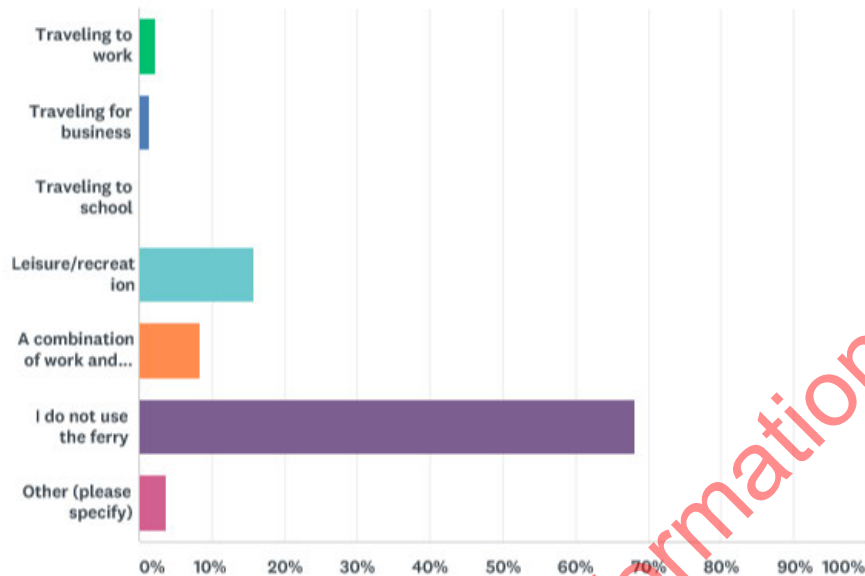
Answered: 146 Skipped: 7



The results indicate that the top 4 things that a transport hub should cater for are airport shuttles, regional coaches, cycle facilities and ski buses.

Q22 If you use the existing ferry service, please describe how you use it:

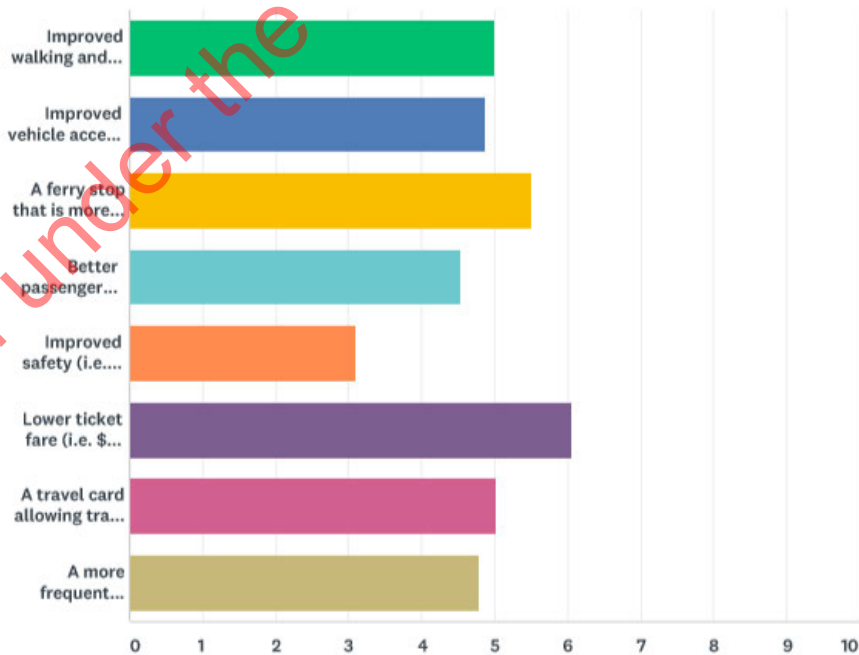
Answered: 132 Skipped: 21



Most survey respondents do not use the ferry. Those that do mostly use it for leisure/ recreation or a combination of work and leisure.

Q23 What would most likely encourage you to use the ferry service more regularly. Please choose your top three (1 being most important).

Answered: 131 Skipped: 22



Lower ticket fares and more convenient ferry stops were most important for respondents to increase their usage of the ferry service, with other features being quite equal in responses. Improved safety was clearly the least important thing to get people to use the ferry service.

The online survey contained an open-ended question for those that had further comments on public transport the results are contained in Table 7 below.

Table 7. Open-ended responses from the question – any further comments on public transport. Please note there may be spelling errors or grammatical errors as the table contains people's own comments verbatim.

Ferry Service	• If I moved out Shotover Country way I can't see myself bothering with a ferry service if it only picked up at Frankton rather than up the river at Lake Hayes/Shotover Country. From friends I speak to the pain point is getting to Frankton from there. Why would I get off a bus already going to town or muck about parking my car at Frankton jetty to then get on a boat when I've already sat through the traffic jam? It's also not an appealing option on windy or winter days. I am much more onboard for sealing the Frankton track and making that the bike lane then putting a light rail into the existing bike lane with express services at peak traffic times from Shotover Country/Lake Hayes and an airport line. It should probably go over or under the highway around the roundabout area though. Expensive? Yes, but this is the only option I think would move the needle as it combines convenience and speed. A gondola would be way too slow and more of a tourist trap in my eyes. • I can't see how an integrated ferry service would work as why would anyone get off a bus at say Frankton marina to wait for a ferry that will be slower to get into town when they could just stay on a bus into town. Express bus every 15 minutes from main housing developments are key at the rush hour times only then just regular service between and after these times. • Yes - I don't use the ferry service currently as I don't live out at Frankton / Lake Hayes / Jacks Point, however, given the amount of development (consented and proposed) out there, it is obvious that a ferry service will help alleviate the already ridiculous traffic issues out that way. A ferry service would need to operate at peak hours (not necessarily very regularly during off-peak hours) and would need adequate parking. I do believe we need a gondola for another connection between the airport and Queenstown CBD. Instead of trying to force residents onto bikes (I do not cycling and can't with a baby!) or walk (not possible all year round), why not try to encourage the tourists into public transport!! By providing attractive, regular and convenient alternatives, they will be less likely to need to hire cars and add to our congestion issues. • Bigger ferry needed with more frequent trips • New Car Ferry with the capacity to take at least 4 buses and 40 cars (a cable Ferry as used in Canada and Sweden) across the narrow from QT Gardens to Helvin Heights and a joining road to Jacks Point and to the south i.e Invercargill, Te Anau and Milford. This would reduce the traffic on the Frankton road by up to 15% and reduce the travel time also to these areas. Cable ferry because it would be less expensive to build and operate and it would not restrict access to the Frankton Arm for larger vessels. Also this would allow an alternate route to these areas in the event that the main Frankton to the south was blocked by a big accident or other major event. Robert Bakhuiss 4429993 • Please improve the Ferry service. It really does suck at the moment, it does very little to cater for the locals. Prefer the old service. • I think that both of the options you have offered from Frankton to the CBD are less suitable/affordable than an efficient water transport network. Look at the route, the lake is already there, no need for road widening, track laying or gondola construction. The network can extend downriver to Remarkables, Shotover country, LHE. There could be a massive park and ride at Morven ferry. All the jetty infrastructure would cost a fraction of the 2 proposed options. Use the lake and the rivers! • I use the ferry to commute 4 times a week. I have to go to Arrowtown once a week after work so I don't use it on that day. It is a fantastic service. I would love to be able to take my bike on the ferry sometimes so that I could ride home. • Use the water ways more, like Sydney, Brisbane or even Auckland does. It could be implemented far more quickly than the other options you mention, just buy more ferries, the river is already there. A ferry service to Lake Hayes estate, Shotover country to Frankton and town. Kids could go to school on it. Make it cheap, park and ride at the bottom of both suburbs. Use what we already have here, water ways.
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Frequency	- I have more than once been left at the water taxi jetty because the boat was full, full of Hilton tourists. This is not acceptable as I then was late for work. Hilton passengers should have to book the ferry the night before and if the boat was full a second one should be organised. The water taxi is to get locals off the road! - I have tried using the ferry for work but twice I couldn't get on it as it was full due to tourists. So I now drive to work as it has proven unreliable. Would love to be able to support this but it cannot exist just for people who are only here to visit. - I consider improving the existing Ferry services is the best solution at the is stage. Gandola is very expensive and might waste money, please please don't do Gandola. Light rail has the same outcome as buses but might cause new problems to SH6 road so please don't consider it now. Please just increasing the current bus service to high capacity and improving the existing ferry. Those two ways are cheaper and will also release the pressure from SH6 road. Nothing is perfect, upgrading those two existing ways will minimize the costs and risks, then we wait and see. If it's still not good enough, we can always do something more then. - A ferry service to shotover country and lake hayes estate to ease road traffic congestion - A ferry service to service Shotover country and Lake Hayes to ease road traffic congestion asap. - Smaller buses in Kelvin Heights and some other areas - no need for huge buses just more frequent smaller buses. Time the buses better to reach key areas at work start times - Kelvin Heights bus leaves start point at 8.10 meaning it arrives at Remarkables Park at 0835 - five minutes too late for me to start work on time! How silly. If it left 5 minutes earlier more people in KH would use it! Yes, there are lots of children in Arrowtown who have to go to Frankton for after school activities but the bus leaves at 3.02pm. There is not enough time for them to finish school and get to the bus stop causing more people driving to Frankton. Also to get the bus back from Queenstown after work you have to go - via Frankton through peak traffic. This takes about an hour and is not an effective use of time. Why is there not a direct service via Arthur's Point? This goes for the morning too. - You asked Q12. Please tell us which option you prefer for a future high capacity public transport link between Frankton and Queenstown: I don't think either of these - gondola or road is the answer. - The gondola from Frankton to Queenstown should go direct through the hillside suburbs, not follow the path of the power lines. And have regular stops. My personal favoured opinion about mass transport would be an elevated monorail following Frankton road. Starting at the airport and then all the way to town and up Fernhill. - We don't live near any public transport areas here so I don't use it, but the idea of a gondola gets the thumbs up from me - steering away from a bus network and onto gondolas would be a fantastic idea for Queenstown, they're low noise and being they would be up high on the hillside they would become a tourist attraction to ride on them, locals should be discounted yearly cards to ride and tourists pay a premium to use them which they would. How great would be it getting from Fernhill to Frankton then up to the Remarkables all by Gondola, it would be fantastic. - I have given answers with out knowing what is likely to be the most efficient. I like the idea of a gondola but can it move enough people. I would question whether ferries can move enough people. What about fuel efficiency? - This needs to be done now, not in 10 years time. Free buses, express buses and separated cycle lanes. Make parking in Queenstown more expensive. \$2 fee is great. Bus frequency to Arthur's point needs to increase. Need to consider travel hub within/closer to 5mile/QT central shops, not at existing location which just serves as transfer depot - I think annual passes for all transport bus/ferry/gondola this would incentivise use the more you use the better value (to the user) + employers could gift them to employees etc so there is need for new cars on the road
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Gondola	• Rail may be expensive to build, but is an excellent long term solution as it takes traffic off the road and is efficient. The distances we need to travel to commute in the region are long, and the weather is icy cold a lot of the year, which means cycling is not a viable option for many, especially if transporting small children to preschool, etc. A bus priority lane along ladies mile would be good, as would a T2 lane going through the roundabouts around LHE and shotover country. Is it viable to build a second bridge over the shotover river? Maybe rail should be built all the way from LHE to Queenstown. • Trains should have spaces for bikes! • Monorail following the lake edge or on towers around lake edge should be looked into. • A monorail instead of gondola initially Frankton to town and second stage lengthen to Arrowtown via Shotover Country and Lake Hayes. Third stage Jacks Point via Airport to Frankton. This would avoid more cars on the road as tourists can get a direct link to town from Airport. Locals won't need car parking as can get monorail from there door.
Pricing	• We urgently need bus prioritisation for access to shotover bridge from shotover country, a direct bus route from Lake Hayes Estate to town and more frequent buses at peak times. • Direct buses from lake Hayes direction. Better commuter route for bikes that are well lit • I only need direct bus from to Lake Hayes estate to Queenstown every 30min. • Everyone talks about getting from town to Frankton, however that's not where most people live/Airbnb. There needs to be public transport from lake Hayes/shotover directly to town and directly to Frankton via airport and it needs to be more frequent than hourly. You'll need the same from Jacks Point and Hanleys. There should also be a stop on Ladies Mile for the Arrowtown route so if you miss the Lake Hayes you can always use the Arrowtown bus. Also if you had more frequent public transport to tourist hot spots e.g GY, Milford, Wanaka, Arrowtown - you would eliminate the need for a lot of tourists to rent vehicles. The event centre would make a great and very utilised bus stop. Also if you're planning on having a tram from Frankton where do you expect everyone to park? You can't even find a park if you wanted to catch the bus from Frankton hub. You either need large scale FREE parking or you need better public transport from the outer areas. Or both.
Rail/Trains	• Bus routes need to be much much better integrated. For example, after returning from Kelvin Heights I had to wait almost an hour for the Arthur's Point bus at Frankton Hub (because my transfer ticket wasn't accepted on a Fernhill bus from Frankton to Queenstown, then Queenstown to Arthur's Point) as the transfer is a maximum of two buses so I couldn't wait in town I had to sit in the Frankton Bus hub. This would be partly rectified by better timetabling and doubling the frequency of routes 2, 3, and 4 to at least twice per hour. One bus per hour (other than the few per half hour at peak times) is very infrequent and inconvenient, especially around work times. Also linking Arthur's Point to Arrowtown instead of going into town then back out to Arrowtown which is time consuming especially at peak times when traffic is heavy.
Routes	• The Arrowtown bus needs to go in a loop via Malagans Road and Frankton. • The current setup is much, much better than previously, however, the buses are often a bit early and drivers will drive right past even when you're running for the stop, or they are late often because they take the wrong route. • Buses = why don't they run from big conurbations like LHE/SC to Queenstown and Arrowtown directly?! EASY to fix with a loop bus route running [both ways] from Arrowtown past Lake Hayes along SH6 to Queenstown then out Gorge Road to Arrowtown • Please put a direct service in from Jacks Point/Hanley's Farm to town and back.... I would take the bus at least 4/5 days if I didn't have to transfer at Frankton. Now I take it 0 days

- Bus lane required. Otherwise the bus is in the traffic like all the cars. Need to be an incentive to be on the bus. Direct, frequent route from LHE to Queenstown and back again. No change at Frankton. Better buses, the diesel behemoths at the moment should be replaced with more environmentally friendly options that suit the smaller roads, especially around the suburbs. Would like the entire route plan to be re-looked at and done in a more sensible way. Frankton is not required to be the hub. Direct route along Malaghans Road from Arrowtown to QT.
- I do not take the bus because I have to transfer. Some of the connections are dreadfully timed - e.g. Kelvin Heights to Arrowtown. Also the buses in Kelvin Heights are very infrequent - once an hour. The ferry should not have a stop during the day (currently there are 2 hour gaps twice a day).
- Yes, please do a direct bus from Ladies Mile to town, bus stop outside LHE, SC, QR with heaps bike storage or car drop-off area. Additional stop at Five Mile. Do this every half an hour and you can reduce Fernhill-Remarks to every half an hour. Arrowtown bus can go on Malaghans Road. Delete Kelvin Heights-Frankton Flats and Frankton-Jacks Point, these buses are a waste of money with noone in them.
- The buses desperately need to be more frequent especially at peak hours. To get home from work there is only a bus every hour from town to Arthur's Point 4:45pm & 5:45pm which isn't convenient for finishing work at 5pm which is a standard finishing time. When living in Kelvin Heights I needed to catch the 7:10am bus in order to get to work for a 8:30am start. This compromised family time with my children so I quickly started driving again.
- I live in Arrowtown and work in Queenstown. I would like to take the bus but it would take far too long, via Frankton. There needs to be a direct route along Malaghans Road.
- changing buses is a real dampener on public transport. Especially when the journey by car is only 15 minutes. Shotover Country really need a direct bus service to Queenstown. This would be a game changer. There's so many more people living in Shotover Country than expected because there are so many rentals with 5-6 people (inc 5-6 cars). Whilst the gondola ideas are cool, I imagine they're actually pretty expensive to implement, and the majority of people could have to change to a different type of transport at Frankton. Same goes with rail options. At least with buses they can go direct to subdivisions where the majority of people live.
- Please connect Arrowtown Via Arthur's Point, a regular & direct service from LHE/Shotover into QT and back is essential. Keep up the good work!!
- Have smaller more appropriate buses with more comprehensive routes around Wynyard, Sunshine Bay, over Edinburgh, Goldfields, Shotover Country, and yes, use the lake and ferry. Also a light rail along the Frankton track on the water from the airport to around the Gardens where a Terminal would be.
- Fast access via bus from Arrowtown to Queenstown, via Coronet Peak route would be a huge advantage to Arrowtowners
- Direct, frequent busses from shotover country to town are essential
- The current frankton hub is not great, as it isn't near anything. Getting to that Hub is a shambles, with no walking or other access along state highway 6a to Queenstown Central. The focus shouldn't just be on central queenstown, but getting people around frankton as well.
- whatever options you develop, please ensure prams and bicycles can be placed into/onto the public transport vehicles - free of charge.
- Access for people with all abilities. Current bus network and ferry network are mostly inaccessible for people with disabilities.
- More bike racks on existing buses. Arthur's Point bus needs to link to arrowtown
- Wider footpaths on both sides of roads to make walking to town and school easier
- A out of center (Ladies miles/ Frankton / 5 mile area) grand free parking with transportation hub attached - for all visitors to leave the cars there and travel by public transport into Queenstown center. To make Queenstown center pedestrian
- Have a park and ride to central QUEENSTOWN as well as the airport

	• Access to one of the bus stops in Arthurs Point is just dangerous, there's no footpath to it in a 70km area. • Park and ride. Limit traffic into cbd. • Larger areas for carparking and bike storage areas with security cameras and lights. Covered for waiting in the winter conditions, coffee shop would be a bonus! • Please can we have the existing Cycle/walk tracks better maintained. Whenever any construction work is carries out adjacent, or over the tracks, they are seldom reinstated to the prior condition. • Some facilities should be available for disabled people. • stop taking away the carparks until you have a better public transport system • NEED A NEW BRIDGE OVER THE SHOOVER RIVER TO DOUBLE LANE EACH WAY INCLUDING PRIORITY BUS LANE AND SAFE CYCLEWAY/WALK WAY • Allowing dogs would mean I would happily take public transport rather than my car everywhere it is available
Supporting Facilities	• Yes. In general, Orbus operators need to demonstrate a greater focus towards their passengers and safety. Some of the drivers are very good/mindful of this, while others drive far too quickly/without regard for good safety or the experience of their customers. I have seen a passenger almost run over by a bus driver after attempting to retrieve his bike from the front of the vehicle (without the driver even seeing him). Additionally, the current set of pedestrian crossing lights from one side of Kawarau Road to the other is very dangerous because the two sets of lights are not "in sync". Bus drivers ought to also wait for connecting buses to arrive before they leave the Frankton Bus Interchange, get rid of the highly inefficient paper tickets (it's 2019) and put the air conditioner on when the outside temperature is warm, not cool/cold! A real-time app is needed as the schedules are either not accurate, or not followed. Most of all, the commute takes far too long. I live in Bridesdale Farm, and the journey to work often takes approx. 1.25 hours for 16km. Traffic is choked on Stalker Road and a better roading network design is very likely needed to divert traffic away from Frankton Road to an alternative route. • With the projected growth in the Wakatipu basin Government funding will be needed to provide a world class quality public transport system. • Yes, get a paint brush and create a Bus only lane in every conceivable piece of road applicable until more permanent solutions are implemented. If only one bus lane is possible technology is available to warn buses approaching one another. One of them only needs to merge with other traffic to allow them to pass safely. The bus has wright of way should be implemented. I am astounded why this is taking so long. You can't realistically expect peopl to get out of there cars when it is no quicker by bus. The only thing that will change peoples perception about using public transport is if people see the buses running to time while they are held up in traffic. • Get it done. It's the only option! • Build it and they shall come. • The reality of widening the Frankton rd is preposterous. What would that do to residents and hotel properties? • Not at this time • Use of public transport is dependent on flexible working arrangements. We could get more cars off the road if people were able to work more flexibly. We need to see the bigger picture here. • Current bus service is better than no bus service, however I have been let down by it too many times to persist using it.
Other	• No • just get going on all of the above. • This was difficult to change the rankings. On an iPhone X it prepopulated the rankings • This questioneer was either really leading or difficult complete. • Majority of people in lake Hayes estate or Shotover country live in a flat of 4 or more and out of those flatmates everyone has there own car and is leaving the house at similar times. Therefore this creates more congestion than imagined and if public

	transport was more reliable and efficient I suspect you could cater to a wider market instead of people who just don't have cars. • Public transport works best if it is connected with the surrounded suburbs. To build a tram line from Frankton to QT only is not solving the endless traffic jams over Shotover Bridge. Unless for example residents from LHE and SC can take regular water buses to the hub in Frankton or straight to QT it might work. • Public transport needs to be reliable and convenient regarding times otherwise locals will not be able to rely on it for work. • Need safety restraints. Wont put kids in 80km in grit without. always use car if too far to bike with kids. • Multi faceted approach makes sense, spread the load. • Think about the people who still haveto drive to the public transport. At present they are effectively excluded from the services • Make them interconnect more efficiently, then they become the 'first choice option' rather than using a private vehicle. Simple things like the orbus timetable. Look at where your main population points are (e.g where I live at Shotover country), just one bus an hour in the evening is wrong..many time I have sat with other people waiting for "the bus to lake hayes/shotover" while other bus routes drive past (like arrowtown) and these routes could 'add on Lake hayes/shotover' and increase both passenger numbers and frequency of service particularly at night WHEN WE NEED TO GET HOME.
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Streets Survey – Queenstown Town Centre

As part of the online survey people were asked to rate their experiences of the following streets on a scale from 1 to 5. 1 being a low-quality experience and 5 being a high-quality experience. There were two perspectives they were asked to rate their experience on, firstly on the experience of walking through the street and secondly their experience of the street as a place to eat lunch or chat with friends.

The streets included:

- Queenstown Mall
- Church Street
- Marine Parade
- Beach Street
- Shotover Street
- Rees Street.

For the experience of walking through the streets Marine Parade was the highest scoring street on 3.5, while Shotover Street had the lowest quality experience and an overall score of 1.8. The other streets were closely ranked between these two numbers.

For the experience of the street as a place to eat lunch or chat with friends Beach Street was ranked as having the highest user experience on 2.75 and again Shotover Street had the lowest score on 1.6. The other streets were rated closely between these two numbers.

No street ranked above a 3.5 and therefore there is the potential for the streets in downtown Queenstown to be enhanced to improve the experience of people walking through the spaces or using them to eat, drink or chat with friends.

Next steps

The next steps for the business cases are to work towards a preferred package of options to present to stakeholders at Workshop 5 (Short-list to Preferred Option). This will be complimented by continuing conversations with partners, key stakeholders and groups. Then the emerging package will be tested with the community, seeking their input before finalising the business cases.

August 2020

This section of the report describes the process Waka Kotahi NZ Transport Agency, Queenstown Lakes District Council (QLDC) and Otago Regional Council (ORC) used to engage with the community on the emerging options for the Frankton to Queenstown Town Centre business case investigations, and the feedback and findings on the options. The engagement period ran from 3 August to 31 August 2020.

The purpose of this round of engagement was to inform the public about the project to date and test the emerging package options. It was about confirming what the community had previously told us, how we have developed the solutions and understanding people's thoughts on what we're proposing. It was necessary to check-in with the community at this stage, because it had been some time since our last set of engagement activities.

Feedback gathered as part of the February 2019 and April 2019 engagements have been used by the project team to form up options. The information gained through workshop 5 feedback and during this round of community engagement, will be used alongside the technical evidence to further refine the programme.

Overview

More people need to be able to access Queenstown without increasing the number of cars on Frankton Road. In summary, we're proposing:

- A new transport hub on Stanley Street, along with more bus priority to improve journey times and reliability.
- Improvements to existing roads.
- Changes to on-street parking would be required to allow space for improved pedestrian opportunities and prioritise service/freight vehicles and mobility parking.
- A new alternative link road (arterials) designed in a way that supports the removal of general traffic from Stanley Street/town centre as opposed to creating additional capacity for traffic.
- Intersection, streetscape, walking and cycling improvements across the whole town centre.

For more about the project – view information on the QLDC website:

<https://letstalk.qldc.govt.nz/frankton-to-queenstown-business-case>

Engagement Approach

This round of public engagement focused on seeking feedback on the emerging programme options for Queenstown Town Centre, SH6A (Frankton to Queenstown) and Frankton. The transport proposals and initiatives were mapped and set out online and in printed brochures.

The engagement period was launched with a media release on Monday 3 August and promoted through social media channels, direct emails to stakeholders and the community, and an update in the Scuttlebutt. The brochure was also circulated via the Mountain Scene newspaper (delivered to 8,000 households) on Thursday 13 August.

The process took place largely online, this was due to the change in COVID-19 Alert Levels that prevented face-to-face engagement taking place. Extra measures, such as increased digital advertising, extra brochure distribution and additional social media posts, were undertaken to promote the 'have your say' opportunity.

People were directed online via the QLDC Let's Talk engagement site, to the Social PinPoint platform to leave comments on the interactive map or to complete the feedback form. People could also email the Let's Talk inbox with their feedback. The engagement period closed on Monday 31 August.

Who we engaged with

We engaged with the following groups:

- Internal Waka Kotahi technical staff
- QLDC – staff and elected members
- Town Centre stakeholders
- Frankton stakeholders
- Landowners who could be potentially affected by our proposals
- Wakatipu residents and visitors

Engagement activities

Overview

During the August 2020 engagement, activities were limited due to COVID-19 Alert Level restrictions. The engagement focused online and was complimented with a widely circulated summary brochure. Advertising and promotion of the opportunity for people to have their say directed people to the online platform. Social Pinpoint (the online platform) allowed individuals to identify areas of interest within the project area and provide comment or feedback; it also hosted the feedback form.

Engagement brochure

An 11-page brochure detailing the project to date and setting out the emerging programme of work was circulated widely. The brochure included maps and images to explain the programme and prompted questions throughout to encourage people to get involved and give their feedback.

It was sent out with the Mountain Scene newspaper to approx. 8,000 households; made available at council buildings and offices; and distributed to interested groups. The document was also online: https://www.qldc.govt.nz/media/gc5nphuw/qldc_way-to-go_engagement-booklet_aug20-web.pdf

Website

The project webpage on QLDC's Let's Talk hosted the brochure and linked to the Social PinPoint platform: <https://letstalk.qldc.govt.nz/frankton-to-queenstown-business-case>

Online Interactive Map (Social Pinpoint)

Social Pinpoint provided an online platform that allowed community views to be captured based on geography. Participants can also view other people's comments, like/dislike these comments and contribute their own thoughts – starting discussion and debate. The Social Pinpoint platform also hosted the online feedback form. One of the main features of the tool is the ability for participants to comment directly on to a map that shows the project area and what is being proposed – comment categories were:

- Like
- Dislike
- Make a comment
- Ideas and suggestions.

Social Media

Social media was used to promote the engagement period and how to get involved. The main social media platform used was Facebook through the Waka Kotahi Facebook site. Four posts were made on Facebook and one on Twitter during the engagement period. Several were boosted to provide further reach. Partners were encouraged to share posts to increase reach.

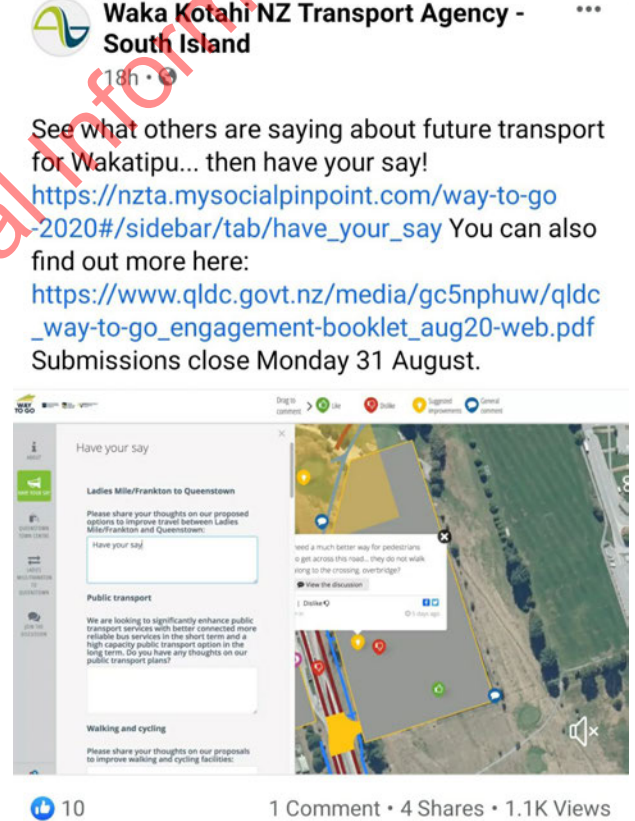


Figure 2:
Facebook and twitter posts

Media release and advertising

A media release was issued at the start of the engagement period. Advertisements promoting the project, engagement period and inviting the community to get involved were published in the Otago Daily Times. Scuttlebutt, direct emails and information on local apps also promoted the engagement.

Community information sessions

Due to the current Covid-19 Alert Levels, the project team did not host any community information sessions. Instead, we distributed extra summary brochures and increased the promotional activities to drive people to the website and Social PinPoint map.

Feedback sought

This section outlines how the project sought feedback from the community on the emerging programme of work and the responses received. The engagement focused on encouraging people to provide feedback on their views and issues relating to the proposals. The engagement period ran from 3 August to 31 August 2020.

Feedback was received in the following ways:

Method	#
Interactive map comments	596
Online feedback forms	74
Emails	34
Total	704

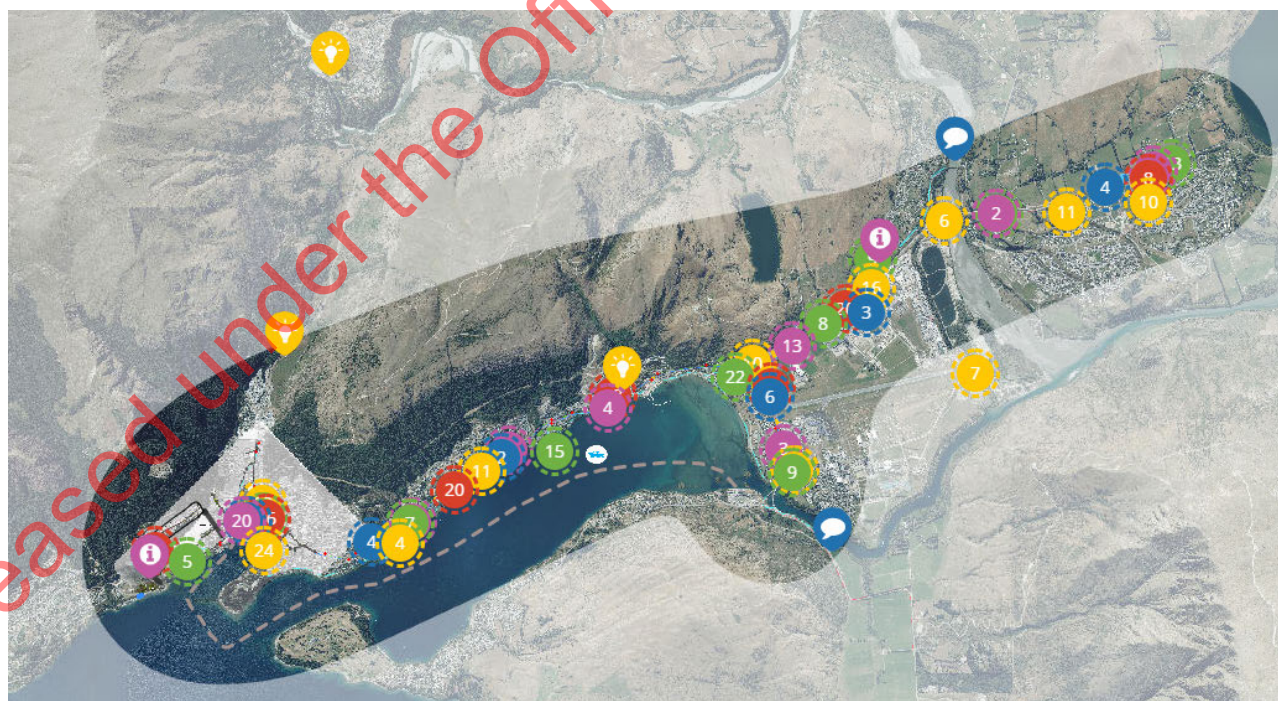
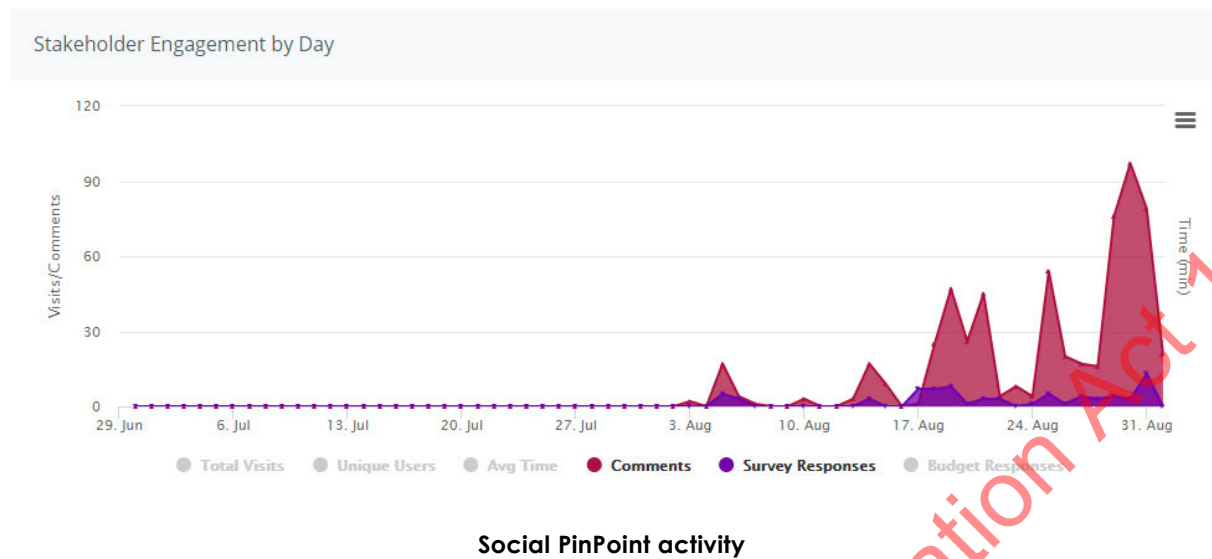


Figure 3: Social PinPoint map – detailed proposals were shown on the map – they could be viewed by zooming in.

The following graph shows the comment activity on Social PinPoint during the engagement period.

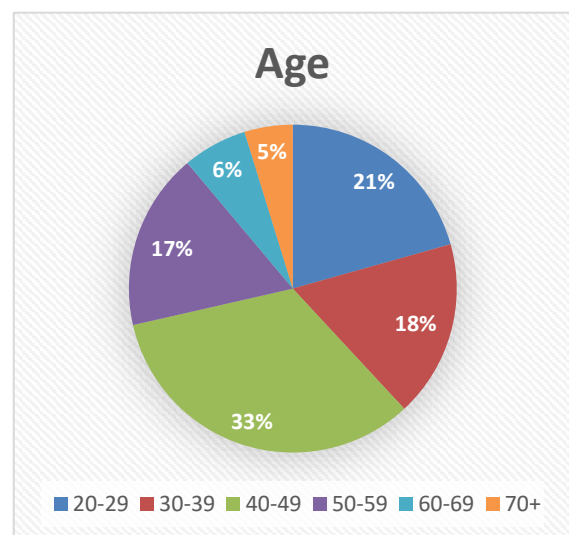
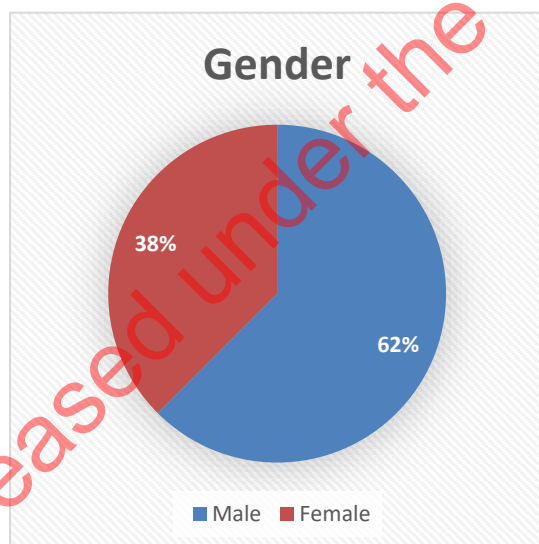


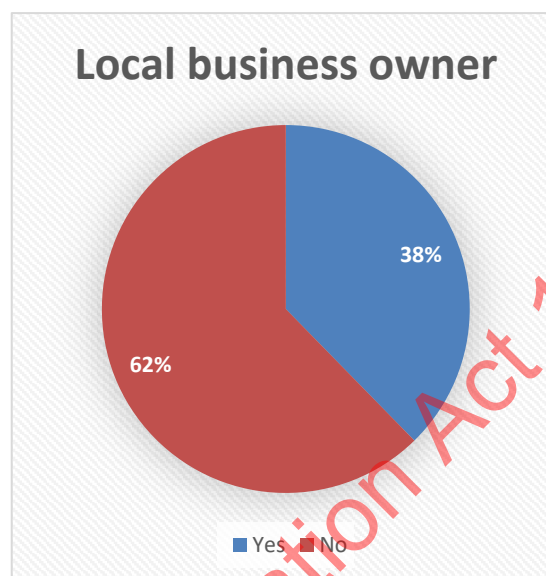
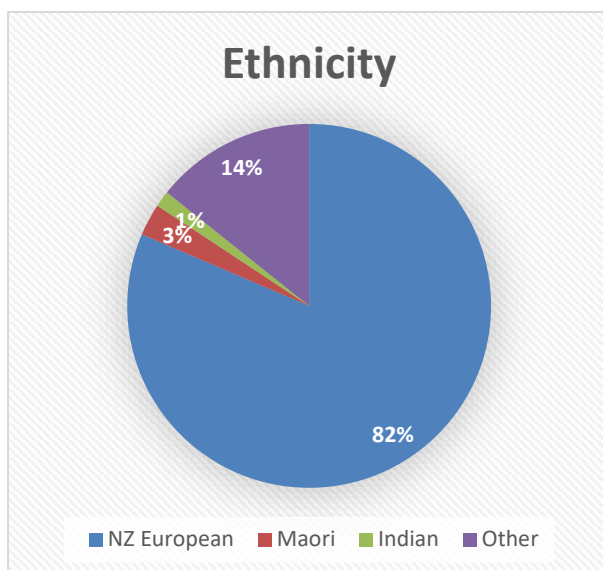
Presentation of the feedback

The following is separated into two sections due to the type of feedback received, this includes feedback from the online survey collated via Social PinPoint and emails, and a separate overview of the Social Pinpoint comments received.

Feedback Form Responses

From the selection of people that answered the feedback form, 62% were male and 38% female. Just over half of the respondents were aged between 30 and 49. 82% of the respondents were NZ European with 14% other, 3% Maori and 1% Indian. From the 74 respondents, 26 people said that they are a local business owner.





In total 74 people from around Queenstown responded to the survey regarding the Frankton to Queenstown and the Queenstown Town Centre proposed changes. Several organisations provided feedback via the feedback form: Queenstown Trails Trust; Kelvin Peninsula Community Association; Public Health South; and Wakatipu Rugby Club.

Please share your thoughts on our proposed options to improve travel between Ladies Mile/Frankton and Queenstown.

Negative	26
Positive	10
Bit of both/Neutral	6
General comment	13

Public Transport	15
Traffic signals	17
Intersections	9
Congestion	11

The colours used in the tables indicate positive (green); negative (red); neutral (yellow); and general (blue).

From the 74 respondents, 55 people answered this question. 26 responses had an overall negative view, 10 had a positive view and 6 had some positive and some negative, while 10 respondents made general comments. The main themes from this question was public transport, traffic signals, intersection design and congestion. The majority of comments talked about the Frankton to Queenstown route as opposed to the Queenstown town centre.

- Public Transport (15)

When mentioned this was a positive theme and people were glad that public transport and to a slightly lesser extent active modes were being promoted. These people liked the priority lanes and the idea of getting people out of cars.

"If you put buses, cyclists and pedestrians ahead of private cars in every design you will create the balance you want. Cyclists are treated secondary in the current roundabout designs. No need or new bridge, it acts as a good throttle. Bus priority measures are key"

"These improvements look great, Queenstown cannot and should not continue to be such a car dependent city. The expense of the infrastructure for cars is far greater than public transport, and it takes away what people value in the city."

- Traffic Signals (17)

When mentioned this was a negative theme and people did not like the idea of so many traffic lights down Frankton Road (SH6A). These respondents believed that this would increase congestion and a portion of respondents (5) have mentioned that roundabouts should replace these traffic signals.

"Happy with the bus priority push. Not happy with proposed traffic lights. When accidents happen on the Frankton road and traffic flow is disrupted, the effects are felt kilometres around. Even one slow travelling car can disrupt this critical arterial route. Traffic lights on a state highway is a terrible idea. Pedestrian overpass please!!!!"

"All the proposed traffic lights will cause gridlock. Unfortunately, some people (e.g. local activity operators, tradesman) HAVE to travel Frankton Rd in private vehicles and it seems like these plans are intended to make life miserable for anyone that does."

"I'm distressed at the thought of traffic lights. I think roundabouts work well. Pedestrian management could be improved by underpasses as was done for bikes on the Gibbston trail."

- Intersections (9)

When this theme was mentioned it wasn't in a positive or negative manner but a bit of both. People liked the ideas of certain aspects of the proposal but wanted to change other aspects of it.

"Great to see some discussion in regards to what this might look like, but putting traffic lights in is crazy! There is plenty of research showing that a roundabout is far more efficient than traffic lights. Having multiple sets down Frankton road would be a big mistake that I'm sure would be regretted. As a simple example, consider the recent change at the QT Central/Five mile roundabout where there are now lights and there is so much more waiting and less flow of traffic since the change"

"Fantastic to have more walking, cycling and public transport options. Lockdown proved the significant benefits of fewer cars: cleaner, quieter, safer, friendlier. As a ratepayer and local resident, I support a significant increase in investment in cycle and walking paths & public transport. I'd prefer upgrading (eg, widening/sealing) the existing lakeside trail instead of adding a cycle lane on Frankton road. I don't support replacing roundabouts with traffic light intersections. Generally, roundabouts are more efficient and safer. Instead, would prefer to see slower speed roundabouts. I support actions to reduce the negative effects of cars, eg, imposing a local fuel surcharge, increasing parking costs, removing car parks, setting vehicle size limits and implementing congestion charges and pollution taxes. A toll gate on Frankton road is a good idea!"

- Congestion (11)

When this was mentioned it had a negative theme. The traffic signals and congestion quite often went together as respondents believe that the traffic lights will cause congestion.

"I have massive concern about the amount of traffic lights basically creating no flow and lengthening the ability to drive somewhere in a shortish amount of time."

"Too many traffic lights, which will slow peak traffic flow. especially at Frankton end which already has enough traffic problems just with cars driven by locals (proven by post Covid19 lockdown before there were any tourists back here and there were decent traffic jams)"

How will these changes affect your daily travel?

From the 74 respondents, 31 people answered this question. 13 respondents said it would affect them in a negative way, 12 in a positive way and 10 said it wouldn't affect their daily travel. Some of the key themes were congestion, access/ connectivity, and public transport. The majority of comments talked about the Frankton to Queenstown route as opposed to the Queenstown town centre.

Negative	13
Positive	12
Won't change / other	6

Congestion	7
Access / Connectivity	6
Public transport	5
Traffic signals	2
Safety	2

- Congestion (7)

When this was mentioned it had a negative theme. The concerns with congestion come from the extra waiting times that are believed will occur through traffic lights or public transport.

"I think there will be more delays with traffic as there will not be a lot of room to move around busses when they pull off into their stops and with cyclists as well."

"More cars diverting through residential roads to avoid Frankton Road. Journey home along Frankton Road will be extended on days I need to take the car."

- Access/ Connectivity (6)

When this was the theme of the comment it was positive as the respondents believe that work done will be done to improve on what they have now.

"Reduce delays at peak times"

"Traffic lights on Frankton Rd likely to improve vehicle/pedestrian/cycle access to and from our street."

- Public transport (5)

When this was the theme of the comment it was generally positive as the respondents believe this work will improve public transport if done correctly.

"For people to utilise public transport it needs to be two of the following three things: Faster, cheaper, more convenient. As it stands, only due to constant increase in parking charges, it only fits one."

"If they clear traffic quicker in areas, then fantastic. I will consider taking public transport (or active transport) more and more of it is more efficient."

How will these changes affect your business?

From the 74 respondents, 23 people answered this question. 10 respondents said it would affect them in a negative way, 5 in a positive way. Some of the key themes were access/ connectivity, and economy. The majority talked about business in the Queenstown town centre.

Negative	10
Positive	5

Access / Connectivity	6
Economy	6

- Access/ Connectivity (6)

This had a negative theme for this question. People were concerned about meeting with their clients and decreased ability for people to park and visit their business.

"I have to have my own MV as I am self-employed and can't take my work on a bus, bike or by foot"

"It will take longer for me to get to meetings with clients in Queenstown and Frankton as people will still be driving to park and rides or into town but will get delayed further with the extra traffic lights. Many people working Queenstown/Frankton are in construction or a trade and rely on their vehicles due to the out of control development here. Count the number of sign written vehicles on the roads and I'm sure you will see that 70%+ are not commuters/office workers."

- Economy (6)

This had a positive theme for this question. People believed this proposal will add pedestrian traffic to Queenstown.

"Positive effects will result for most businesses, as people will be able to move freely, relax and spend more time in the town centre. Locals will return to a more vibrant town centre and visitors will experience a welcoming atmosphere which is not car-centric."

"Improve business as more people will want to spend more time near it."

How will these changes affect where you choose to live?

From the 74 respondents, 30 people answered this question. 10 respondents said it would affect them in a negative way, 7 in a positive way. Some of the key themes were public transport, congestion and, access/ connectivity.

negative	10
positive	7

Public transport	5
Congestion	3

- Public transport (5)

When mentioned this was a positive theme and the respondents would be more inclined to move close to a transport hub and would keep Queenstown as a desirable.

"Better public transport, walking and cycling facilities would increase my desire to stay in Queenstown."

"I would try to rent near transport and cycling infrastructure."

- Congestion (3)

When mentioned this was a negative theme. This is negative because the respondents believe the congestion issues won't change.

"While reluctant to leave Queenstown, the roading network needs major improvement, and if it doesn't start improving, congestion would be a factor in deciding to relocate once our children have finished school."

We are looking to significantly enhance public transport services with better connected more reliable bus services in the short term and a high capacity public transport option in the long term. Do you have any thoughts on our public transport plans?

Negative	12
Positive	12
Neutral / Comments	34

From the 74 respondents, 58 people answered this question. 12 respondents had negative thoughts about the proposed plans and 12 had positive thoughts. 32 people just had general comments/ suggestions. The key theme was public transport with the general census being that people liked the idea of public transport if set up correctly but the respondents weren't very confident on that if.

- Negative (12)

"Kiwis are going to keep using cars and not buses. Buses only work for shifting large volumes of people along a specific route. Queenstown has too many satellite suburbs as well as people wanting to do out of town trips for buses to work. They're don't work in any other city in NZ and only help to clog up the road"

"The bus lanes need to be dedicated the length of the journey otherwise they simply serve to permit a bit of leap frogging of traffic, and do not create (much of) a time advantage - noting that Frankton Road in places is narrow, it could be case whereby at those pinch points the road is three laned with the dedicated bus lane managed appropriately (either time wise, or use wise) so it becomes both an inbound and outbound lane - see AKLD harbour bridge."

- Positive (12)

"That sounds good. Moving visitors and residents around on a reliable public transport system will reduce traffic and congestion"

"I support your plans. I have lived in Queenstown since 2008 (Auckland & UK prior to this). Before arriving here, I had always used public transport to get to work, so believe it's doable & in-part requires a change of mindset. That said, I have always struggled with buses here, changing at Frankton Hub, wait times, fathoming timetables etc, I think there's room for huge improvements."

- Comments (32)

"PT priority is a given - but we cannot expect a behavioural change from our residents until the bus/ferry/gondola is established and providing a regular, reliable service which is preferable to the private car. Its chicken and egg. People will change behaviour if they are offered a better option. The bus needs to be a great experience - fast, frequent, reliable, and also appealing - air conditioned, wi-fi enabled, electric, comfortable, real-time tracking etc."

"I think better, cheaper more reliable public transport is good and needed in Queenstown however for it to work it needs to be a quicker faster option to driving yourself as locals love their cars. There would need to be better transport for the high school as well as the traffic during school holidays is significantly better than when school is running."

"Make it as easy as possible to use and access Public transport, ask for consumers to test out ideas for you. Look at it from the perspective of a visually or mobility impaired consumer or older person who is increasingly losing their confidence, ensure the routes are the routes people want/ need to travel, not the route that is convenient to provide or looks neat on paper."

Please share your thoughts on our proposals to improve walking and cycling facilities.

From the 74 respondents, 51 people answered this question. 16 respondents had negative thoughts about the proposed plans and 20 had positive thoughts. 15 people just had general comments/ suggestions.

Negative	16
Positive	20
Comments	15

- Negative (16)

"The region needs dedicated, unbroken, safe, direct cycle lanes to encourage commuters. Not the 'long way round', not detours at bridges etc. If the Shotover Bridge had clip-on lanes for cyclists, far more people would be inclined to cycle to work."

"I think you have to recognise that the use of these options is limited given our climate. In winter, in the dark and cold, it is unreasonable to expect many people to bike to work."

"Sealed bike baths are faster to ride on but sketchy in winter, consider how any sealed trails can be made all-season. It's really important on bike and on foot to have direct routes rather than taking long detours around car infrastructure. These plans look like they will make bikes and pedestrians take long detours in favour of car modes which isn't great in an otherwise very bikeable town."

- Positive (20)

"This is great and should be a QLDC priority. Cycle lanes should be wide enough to accommodate commuters (going fast) and tourists (going slow) at the same time."

"Good - but such methods of travel can't be relied upon in a town with our climate and natural geography."

"Cycle ways off the road such as Frankton track are awesome."

- Comments (15)

"Cycling should be treated as a third network and ideally use fast-rolling tarmac trails. Future demand for ebike access has the potential to be considerable."

"Agree. Need an underpass for everyone and kids to safely cycle between shotover and the to other side of highway. Can we put a "clip on" on the bridge too for quicker bike route?"

Please share your thoughts on our plans for the Queenstown Town Centre

From the 74 respondents, 44 people answered this question. 15 respondents had negative thoughts about the proposed plans and 15 had positive thoughts. 14 people just had general comments/suggestions.

Negative	15
Positive	15
Comments	14

QTC	19
Parking	9
Transport hub	3

- QTC (19)

When mentioned this was a positive theme and the respondents are ready to see the upgrades happen. They like the pedestrianised nature of the town centre.

"Reduced traffic through the town centre, with a dedicated bypass and managed bus/freight/etc routes is overall a good idea and should create a very pleasant experience downtown."

"I support giving town back to people. Too much space is taken up by cars. Many negative effects of cars are invisible: absence of people choosing to go elsewhere, air pollution, a sense of danger, stress of engine noise, lack of natural sounds, lack of trees."

"I really like the idea of the town centre becoming more for pedestrians."

I dislike the idea that residents are encouraged to take the bus while tourists keep driving around and parking in the CBD. Tourists should be encouraged to use the bus and only businesses in the CBD allowed through. This is common in most tourist towns in Europe."

- Parking (9)

When mentioned this was a negative theme and the respondents didn't like that the amount of parking was being decreased and believed this would have a negative effect on the town centre.

"If you are planning on taking away parks then there has to be a cheap parking building close to town built as there will always be people driving whether they are tourists or locals. Also, majority of locals who go into town are older wealthy people who aren't going to catch public transport as they have their own vehicles that are more convenient."

"I'm not so happy with private access being cut off. We need more parking, not less. This will have an impact on businesses such as the pharmacy in the mall. Sick people need access."

- Transport Hub (3)

When mentioned this was a negative theme and the respondents didn't like the transport hub location.

"Hub on Stanley St?? Well this is prime land and would better fit a high earning dollar maker, eg a convention center! Not a \$1 ride bus hub that the community will pay for decades. The traffic is a cluster in here already and making it even more clustered doesn't make any sense what so ever. Chch doesn't have their hub in the middle of the town - it is south of the centre and appears very successful. Why have a bypass road, that doesn't actually go near the hub?"

How will these changes affect your daily travel?

From the 74 respondents, 21 people answered this question. 7 respondents believed this would impact their daily travel in a negative way, 8 in a positive way and 3 it won't change for.

Negative	7
Positive	8
Won't change	3

Access/ connectivity	3
Active Modes	2
QTC	5
Parking	2

- Access/ connectivity (3)

This was a positive theme as the respondents believed they would have an improved commute if the connections are good.

"We live well outside the bus network. We would need to park somewhere before catching a bus, walking, or cycling."

- Active modes (2)

This was a positive theme as the respondents will use the new features"

"If there's good cycle infrastructure then I'll bike to work 8 months of the year instead of driving at present"

- QTC (5)

Respondents had mixed feelings about visiting Queenstown with the proposed changes. Some would visit more and some would avoid the town centre.

"Locals will return to the town centre for the incredible experience it can offer, provided we make the PT/Active transport/Pedestrian priority interventions noted above."

"I will avoid the centre of Queenstown like the plague."

- Parking (2)

This was a negative theme as respondents believe they will spend more time looking for parks which will in turn create more congestion.

"Harder to find a park on days I need to drive to town. Increased vehicles on the road looking for parking spots."

How will these changes affect your business?

From the 74 respondents, 18 people answered this question. 5 respondents believed the changes would have a negative impact on their business and 2 believed they would have a positive impact.

Negative	5
Positive	2

- Negative (5)

"The removal of all parking outside our business premises will force us to re-locate or close."

"Going to work in a childcare on Henry street will affect this business and loss of families due to taking away all car parking. Premises has a small number of car parks, but this does not accommodate a 38 child place centre and this will kill this business"

- Positive (2)

"Business will boom with more people, staying longer, spending more time (and money) in an enjoyable environment with no conflict"

How will these changes affect where you choose to live?

From the 74 respondents, 19 people answered this question with the majority saying that the proposed plans won't affect where they choose to live. 4 people believe it will make Queenstown more desirable and 2 believe it will make Queenstown less desirable.

Negative	2
Positive	4
Won't change	13

- Negative (2)

"Might have to leave Queenstown"

- Positive (4)

"The desirability of property in the town centre/QT Hill will likely go up."

Please share your thoughts on the proposed alternative route around the Queenstown Town Centre.

From the 74 respondents, 42 people answered this question. 10 people had negative thoughts on the proposed alternative route, 19 had positive thoughts and a further 13 made general comments. The respondents that had negative views were worried about cost and the road passing through the memorial building. The people with positive views just wanted to see the plan be put into action.

Negative	10
Positive	19
Comments	13

Cost	5
Property	4

- Cost (5)

"Getting vehicles out of the town centre is paramount - but I am unsure of the need to invest millions into a bypass, as we are effectively the end of the road. Edge-of own parking facilities make sense, and a local bypass to the One-mile roundabout makes sense - but the majority of congestion on SH6/6A is caused by vehicles driving round and round looking for parking, not forcing their way through to Fernhill and Glenorchy."

- Property (4)

"I am concerned that this will speed up traffic that ends up cutting the town in half. I am concerned that demolishing the Memorial Centre with the Rugby club and RSA is turning our back on our heritage in the name of convenience. If you make it easier to drive through Queenstown to get to the other side, more people will do and have been encouraged to do so. A pretty spectacular public transport system can be provided with the funding required for this project."

- Positive (19)

"Getting through traffic away from the town centre will be good for mobility and good vibes in town. The in-town speed limit should also be lowered for pedestrians and on-street parkers."

"It looks like a great idea. I'd be interested in how the junctions are going to be managed though since traffic lights will simply bog down travel times."

- Comments (10)

"It appears expensive. It's good to move traffic away out of the town centre. Cars should be only allowed into the town as 'guests' in a pedestrian area. Suggest removing median strips and having narrower roads instead with slow speeds."

Please share your thoughts on our proposal to prioritise on street parking for freight/ loading/ taxi purposes and to increase the provision of on-street mobility parking

From the 74 respondents, 50 people answered this question. 22 people disagreed with prioritising on street parking for freight/ loading/ taxi purposes and 10 people agreed with others making general comments. The respondents that disagreed were concerned about losing parking spaces for private vehicles and not catering to locals needs. The respondents that agreed liked the idea of pedestrianising the town centre.

Disagree	22
Agree	10

- Disagree (22)

"I strongly disagree. Businesses who require regular freight deliveries should account for this in their structural layouts e.g. loading zones in service lanes. It's unreasonable to expect locals to not be able to park for short periods in town. I agree that long term e.g. day-long, parking in QT should be restricted to certain areas but short term on street parking should be allowed provided it fits within the streetscape"

"It will lead to more vehicles and congestion on the road as people circle town trying to find a parking space. Parking is often near impossible as it is. I don't know if there is a demand for more on-street mobility parking or taxi bays; would be interesting to see stats on this."

"In addition, adequate short term parking for locals needs to be provided, to allow locals to access facilities where regular quick visits are required, such as Banks, Post Office boxes and the like."

"There are no drop-off spots in town. I worry that less parking will increase the number of cars in Lake Esplanade, Park Street and other adjacent streets."

- Agree (10)

"Perfect. Please ensure there are options for short term (1-3 hours) readily available somewhere near central. It doesn't have to be on street, in town, just near town like the Mann St carpark."

"Excellent, streets are public space and single occupant cars should not be subsidized so heavily. Loading zones and mobility parking should be the vast majority of car users in built up areas."

- Comments (9)

"If we successfully pedestrianize the town centre, then the only vehicles on street should be service/freight and mobility. Parking should not be permitted anywhere in shared space areas. Edge of town parking facilities, which are well connected to the town centre with pathways, combined with a central PT hub and bike parking hubs should be investigated."

"It is exceedingly important to prioritise the needs of the most vulnerable and who experience the most barriers to getting out. Please also consider the needs of those with young children. Perhaps residents could be given a number of parking passes per year. Residents need to be able to park at public amenities and everyday services such as GP, Plunket, schools, pre-schools easily and need to take priority for parking, walking, cycling and public transport, if it doesn't work for the locals it will never work for the tourists."

Please share your thoughts on our proposals to make it safer and more enjoyable to walk around the Queenstown town centre.

From the 74 respondents, 34 people answered this question. 5 respondents had negative thoughts, 20 had positive and others had general comments. The negative thoughts mainly revolve around the decreased parking while the positive comments like the idea of more pedestrian areas and greenery around the town centre.

Negative	5
Positive	20

- Negative (5)

"There still needs to be access for cars to do short term stops...or people will not bother coming as it will be in too hard basket. Central Queenstown is being sacrificed to other areas and locals and local businesses are being forced out. Effectively giving the town to the tourists and encouraging locals to go elsewhere."

- Positive (20)

"Fully endorse and support this idea of 'new Urbanism'. Queenstown is falling behind because of the priority we give to cars versus pedestrians and cyclists. Look to Whistler, Vail, Venice, Copenhagen, Ljubljana, Florence, Dubrovnik for examples of creating pedestrian cities for the future."

"Great idea! But I think this should be done through reduced speed limits e.g. 30 km/h, rather than an increase in rigid controls e.g traffic lights and pedestrian crossing."

"Excellent, fully support. Good to see more trees. Green and open spaces entice more people than narrow dark alleyways with high buildings."

- Comments (7)

"Support the intent but see comments above on lack of cohesive design vision. The area in front of Eichardt's for example is a nonsense; nobody knows who has priority (car vs pedestrian)."

Do you have any other ideas for how we could improve the way we cycle, walk and commute?

For example enhanced signage, real time information, car sharing etc.

From the 74 respondents, 27 people answered this question. The main themes were active modes and public transport with 6 and 7, respectively. New bridges were also mentioned and live data about parking spaces.

Active modes	6
Public transport	7

- Active modes (6)

"Pedestrian and cycle infrastructure needs to be laid out to encourage the behaviour you want to see. Signs and signals don't cut it due to non-compliance."

"Consider mode separation between cyclists and walkers to further increase the safety of active transport users. Emerging modes of active transport (e.g. e-bikes and e-scooters) generally travel at faster speeds posing a risk to pedestrians."

- Public transport (7)

"Real-time info works well and gives a confidence of certainty to the users. There is a need to have good quality reliable public transport that has high availability. Why not elevated light rail along Frankton Road to the centre of Queenstown? RE Biking, experience in Europe has shown that you get good take-up of Biking when there is complete separation of Bike paths from roads with cars and there are high quality surfaces, especially through the centre of towns and their peripheries. Why not a gondola option to make tourists want to take it for the experience as well as getting their cars off the road. Developers must pay a levy for not designing their developments to take the right number of cars. In Europe Developers are often forced to contribute to the building of major underground parking garages in the centres of towns and make major contributions towards traffic infrastructure."

- Other comments

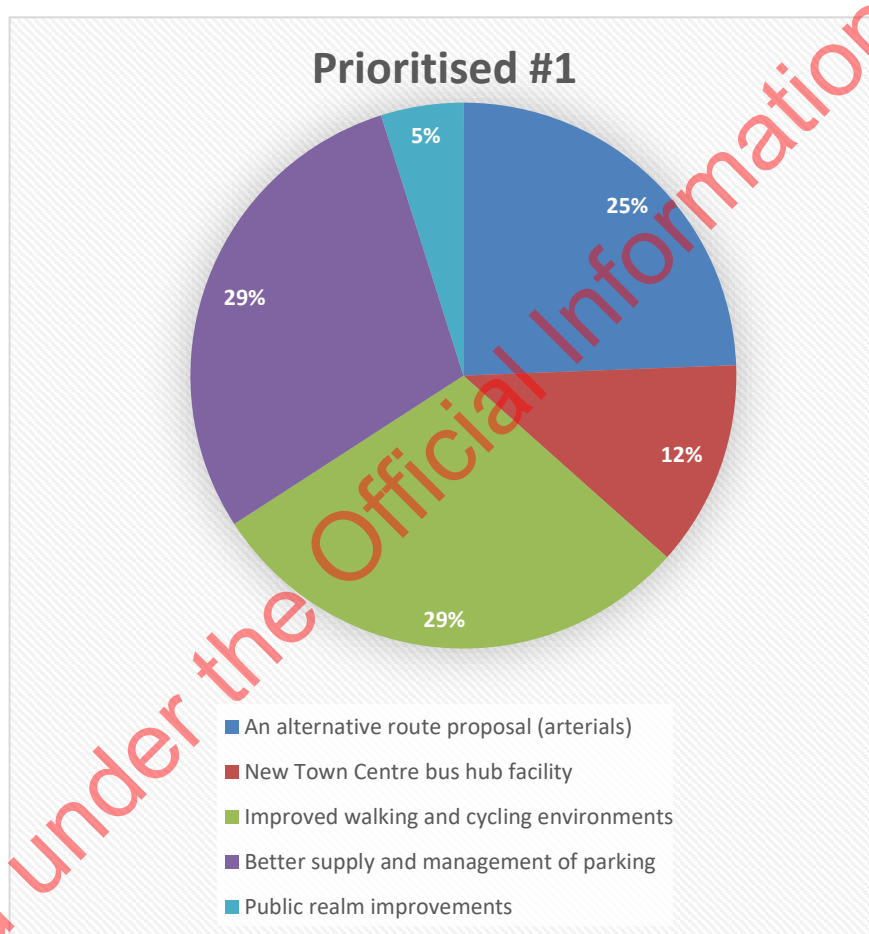
"Some decent signage showing where the spare parks are as they have in Christchurch would be a big help. People generally don't even know there are parking buildings."

"Over bridge from Quail Rise across state highway. New active transport bridge across river from Shotover Country to High school"

Given that we won't be able to do all things at the same time in the Town Centre, how would you prioritise the opportunities? Please rank them in order of usefulness to you (with the most useful being at the top)

Out of the 74 respondents, 41 answered this question.

The chart below that improved walking and cycling environments and a better supply and management of parking is what Queenstown residents prioritise the most with an alternative route proposal a close third.



Do you have any other general comments?

From the 74 respondents, 28 people had some other general comments. The following are a sample of comments from this section.

"I'm excited about what the future of Queenstown has in store. I just think it's important that we get it right from the start even if that means spending more money to do it right now rather than continuing to upgrade areas once they don't work the first time. Options for walkway overpasses/ underpasses would be better for less traffic disruption. Driving along Frankton road currently and if there is one accident or slight pile up then the entire road gets backed up so the concern is that if there is multiple pile ups(traffic lights) then how congested is it always going to be?"

"Reduce speed zone in shotover and LHE to 40km/hr esp around the school and around the hayes/park area where lots of kids congregate in the summer. Also add a railing to the footpath down the lake hayes hill by the doctors! So many kids bike and scooter fast down

there and its only a matter of time before one loses control and goes into oncoming traffic, a railing/safety barrier can reduce this!"

"The Wakatipu Rugby Club prefers that an alternative option, not requiring demolition of Memorial Centre and the Club's facilities, be further investigated, one possibility being crossing the car park at the corner of Stanley & Shotover Sts or the use of Boundary Street to link Gorge and Robins Roads. If it is decided that demolition of its clubrooms is the only viable option the Club would expect a similar or better replacement clubrooms building in return for relinquishing our existing facilities (including the Memorial Centre changing rooms), should these need to be demolished to make way for the proposed arterial route. We would also expect to be consulted at all stages where the demolition of our existing facilities is being considered."

Submitted email feedback

Several organisations and individuals submitted feedback via email. The organisations are listed below, and a table in Appendix B summarises their comments:

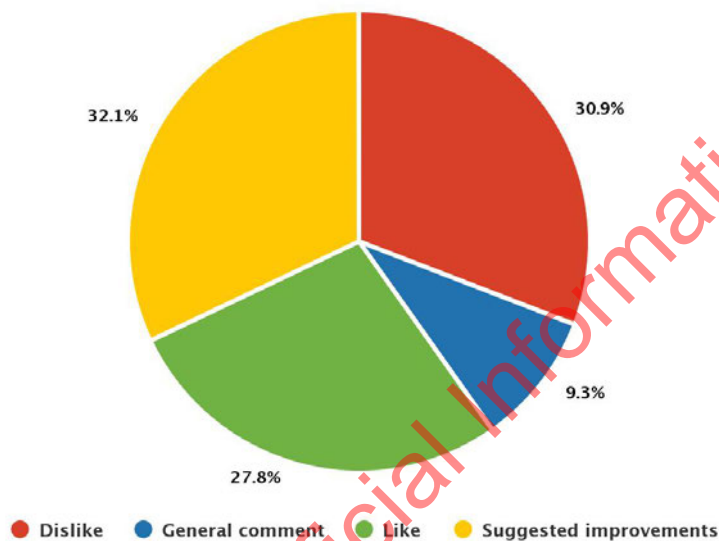
- Queenstown Chamber of Commerce
- Lakes Marina Projects Limited
- JE&A (547 and 551 Frankton Road)
- Bidfoods
- Safari Reviews Limited (31 Man Street)
- Queenstown Pegasus Land Company Limited (Mobil)
- JE&A (982 Frankton Road)
- Remarkables Park
- St Joseph's Parish Council
- St Joseph's School
- Queenstown Airport
- CCS Disability Action
- Otago Valuations Limited
- Pro-Invest Development (50-58 Camp Street)
- Real Journeys

Some issues raised in this feedback will be addressed by the project team as part of future stages of the project as detailed work progresses. The project team will continue conversations with organisations and individuals, based on comments received and incorporate feedback where necessary.

Social Pinpoint Responses

One of the main features of the Social PinPoint tool is the ability for participants to comment directly on to a map that showed the features of the emerging programme. In total 596 comments were made using the interactive map. Comments categories were:

- Like
- Dislike
- General comment
- Suggested improvements



The comments and discussion can still be viewed on the map: <https://nzta.mysocialpinpoint.com/way-to-go-2020>

The tables below show key features that make up the emerging programme and comments relating to those features.

Frankton

Location	Overview
Underpass Ladies Miles	Positive (12) People want to see this (has been talked about for 10 years)
Howards Drive	Positive (5) Negative (3) Protect the trees on the Walker Property; concern about the development in general (number of houses)
Shotover Bridge	Ideas (6) Remove 'slow down' sign; cycle lane under the bridge; add cycle lane; build a new bridge; add toll gate
Park and Ride	Negative (13) Leave as a reserve/park/recreation; some suggestions for alternative uses
Hawthorne Drive	Confusion re. lights in general or just for bus traffic?
Mid-block Pedestrian Crossing	Not needed / put an underpass in
Grant Road	Don't add lights roundabout works as it is
Hansen Road	Change the layout
Joe O'Connell Drive	Suggested layout changes

Location	Overview
BP Roundabout	Negative (5) Positive (2)
Frankton Hub	Negative (8) confusion over Park and Ride Positive (7) would like to see good facilities and TOD
Lucas Place	Don't want lights, leave it as it is
Humphrey Street	Positive (2)
Humphrey Street to Lucas Place	Negative (5) Positive (4) Suggestion only pedestrian / cycle. No need for another road

Frankton to Queenstown

Location	Overview
SH6 Oaks	Negative comments focused on no lights – under/overpass as an alternative
Hensman	No lights
Larch Hill	No lights
Goldfield Heights	No lights
Battery Hill	No lights; wrong place; underpass instead
New Marina Intersection	Move west and incorporate Perkins Rd
Marina Drive/Sugar Lane intersection	No lights; roundabout and underpass instead
McBride Street intersection	No lights, underpass instead Concern about causing congestion at the BP intersection
Ferry	Negative (2) Positive (7)

Queenstown Town Centre

Location	Overview
One Mile	Concern about roundabout design
Hallenstein Street and Gorge Road	Negative (2) – re. Land-use Recommendation - roundabout
Alternative route Stage 1	Concern about providing [safe] access for school children
Alternative route Stage 2	Negative (3) Concern about what will happen to the Memorial Centre and Rugby Field
Alternative route Stage 3	No comments
Melbourne / Dublin / Frankton	Negative (3) Ideas (7) Concern about children accessing the school safely People find this intersection confusing – mention the hotel development and access concerns, making improvements for cyclists
Suburb / Frankton	Negative (4) concern re. new hotel – safety / improvements needed)
PT hub	Positive (7)
Project Manawa	Equal +/- about this project/location
Lake Esplanade	Lack of parking
General	Parking provisions – people want to see parking provided for Trees/place-making = positive Pedestrian experience = positive Concern about growth / development in the Town Centre

Project team thoughts:

The project team have provided some considerations to the main themes raised from the Social PinPoint comments:

Issue	Project team considerations
Parking	To achieve some recommendations within the Town Centre, a rationalisation of on-street car parks has been necessary. For those spaces that remain, the QLDC Parking Management Strategy will outline how they will be configured. Due to increasing demand for footpath & kerb space from private vehicles, freight/loading, mobility parking, public transport, tourist coaches, outdoor dining areas, public seating and safety improvements, it isn't possible to cater for all of these requirements. We are proposing that parking is prioritised for those with mobility needs and freight/loading purposes. The overall number of on-street parking available will be increased for these requirements.
Servicing vehicles	Only a minor reduction of parking is being proposed (for freight) throughout the Town Centre.
Traffic signals (intersections and crossings)	Access and safety for all are key and providing for more cars is not the future for Queenstown. Making other forms of transport, such as the bus, walking and cycling more convenient and safer will encourage people out of their cars. Various alternatives have been considered (and modelled). The operation of lights can be managed to keep traffic flowing.
Traffic signals (at roundabouts)	Keeping the infrastructure that exists, but using lights to manage traffic flows, especially at certain times like in the pm peak.
Humphrey Street to Lucas Place	This link will remove some of the traffic on surrounding local residential streets (Robertson Street/Douglas Street); making them more pedestrian and cycling friendly.
Hansen Road and Joe O'Connell Drive	Signalising the existing four-way intersection with Hansen Road is less efficient as you are trying to pass four lots of traffic through the same space, whereas the two intersections work more efficiently and will be co-ordinated together.
Shotover Bridge	The Shotover Bridge has been investigated for a cycle lane and unfortunately does not have the capacity to support further weight to provide a cycle lane.
Park and Ride	Sites on the eastern (Ladies Mile + Arrow Junction) and the southern corridor (Boyd Road + Jacks Point) are being considered.

Conclusion

Waka Kotahi would like to thank the Wakatipu community for taking time to provide input. A diverse range of comments and views on the options presented showed the project team community perspective and values. Continuing to work with stakeholders, landowners and the community going forwards will be important as the project progresses.

There are a lot of people concerned about potential congestion that could be created with the proposed number of traffic lights at intersections and crossings along SH6A and in Frankton. Parking in the town centre, for various users, is another area of concern.

Positive comments were generally linked to public transport improvements, the active travel network and town centre upgrades. Limited comments were received on the alternative routes.

Follow-up from the project team to individuals and organisations who have highlighted specific points will occur over the coming weeks, prior to the Business Cases being finalised.

Next Steps

This feedback, summarised here and in its entirety, will assist the project team to refine the recommended package of improvements to provide Queenstown with a transport network that is safe, accessible and well-connected.

The team will continue talking with project partners and keep stakeholders and the community updated on any decisions and funding announcements as they are made.

Released under the Official Information Act 1982

Appendix 1 – W2G Engagement Summary (April 2019)

Released under the Official Information Act 1982

Smarter journeys together.

COMMUNITY ENGAGEMENT SUMMARY



www.qldc.govt.nz/wakatipu-way-to-go

Appendix 2 – Full Online Survey Results (April 2019)

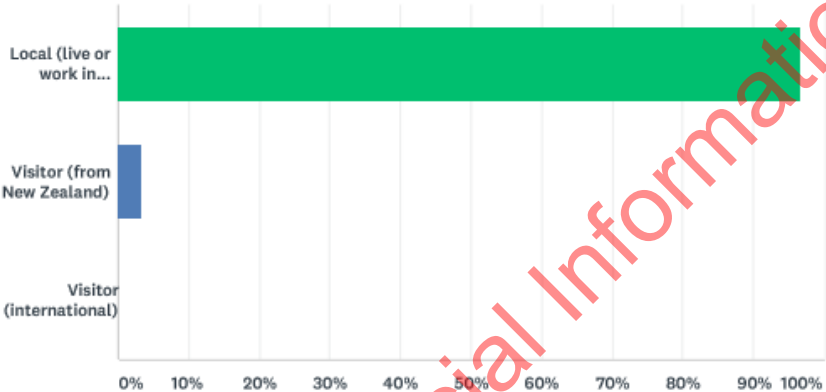
Released under the Official Information Act 1982

Q1 Your feedback at this stage is completely anonymous. But if you'd like to receive monthly updates from the Wakatipu Way to Go Group, please enter your email address below. Note this will not be used for any other purpose.

Answered: 58 Skipped: 95

Q2 Are you a:

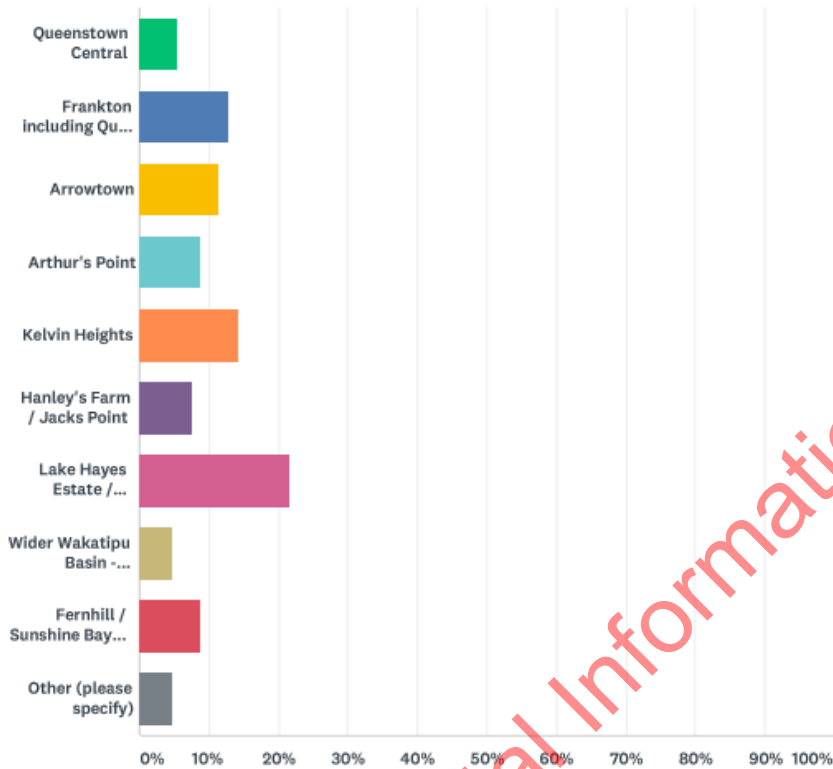
Answered: 153 Skipped: 0



ANSWER CHOICES	RESPONSES	
Local (live or work in Wakatipu, including seasonal workers, commuters, and property owners)	96.73%	148
Visitor (from New Zealand)	3.27%	5
Visitor (international)	0.00%	0
TOTAL		153

Q3 Where do you live?

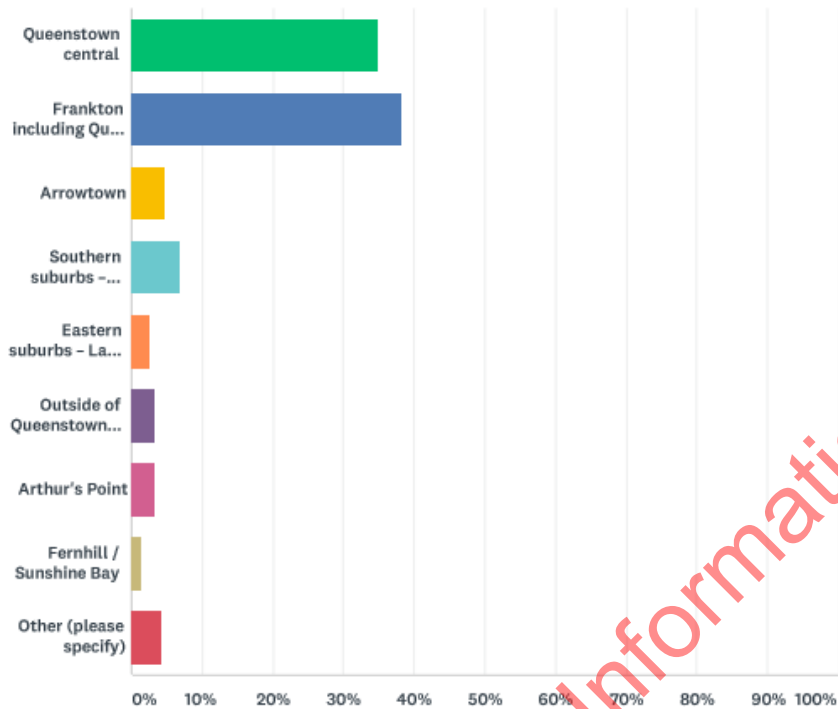
Answered: 148 Skipped: 5



ANSWER CHOICES	RESPONSES	
Queenstown Central	5.41%	8
Frankton including Quail Rise	12.84%	19
Arrowtown	11.49%	17
Arthur's Point	8.78%	13
Kelvin Heights	14.19%	21
Hanley's Farm / Jacks Point	7.43%	11
Lake Hayes Estate / Shotover Country	21.62%	32
Wider Wakatipu Basin - Dalefield/Lake Hayes	4.73%	7
Fernhill / Sunshine Bay and beyond (Bob's Cove etc)	8.78%	13
Other (please specify)	4.73%	7
TOTAL		148

Q4 Where do you travel to / from most often?

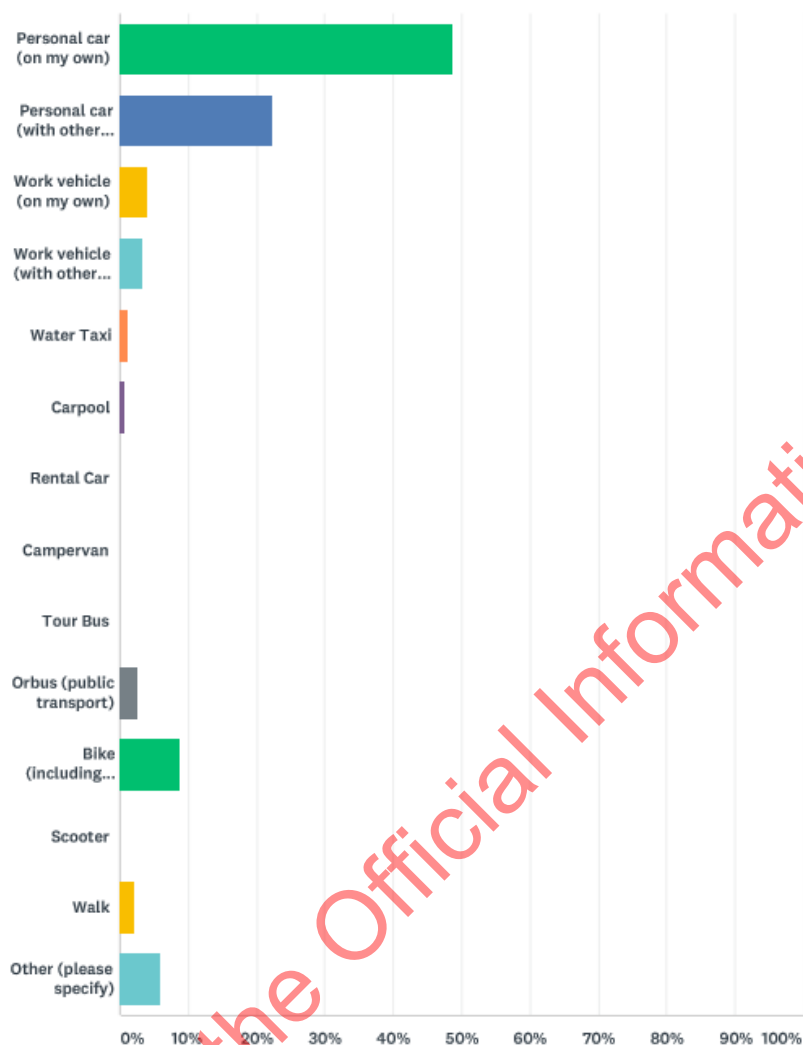
Answered: 146 Skipped: 7



ANSWER CHOICES	RESPONSES	
Queenstown central	34.93%	51
Frankton including Quail Rise	38.36%	56
Arrowtown	4.79%	7
Southern suburbs – Kelvin Heights, Hanley's Farm, Jacks Point	6.85%	10
Eastern suburbs – Lake Hayes Estate and Shotover Country	2.74%	4
Outside of Queenstown (Cromwell, Wanaka, Kingston)	3.42%	5
Arthur's Point	3.42%	5
Fernhill / Sunshine Bay	1.37%	2
Other (please specify)	4.11%	6
TOTAL		146

Q5 How do you usually travel around Wakatipu day-to-day?

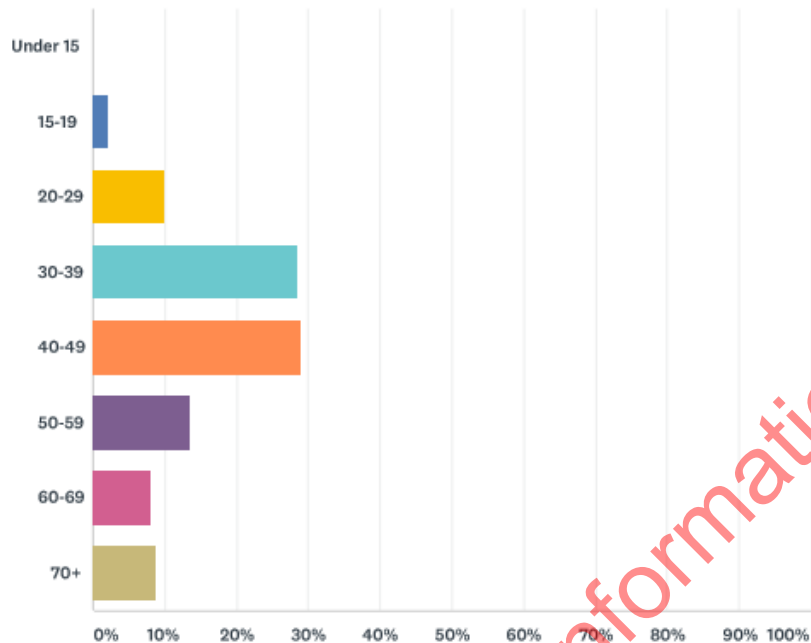
Answered: 148 Skipped: 5



ANSWER CHOICES	RESPONSES	
Personal car (on my own)	48.65%	72
Personal car (with other people)	22.30%	33
Work vehicle (on my own)	4.05%	6
Work vehicle (with other people)	3.38%	5
Water Taxi	1.35%	2
Carpool	0.68%	1

Q6 What is your age range:

Answered: 148 Skipped: 5

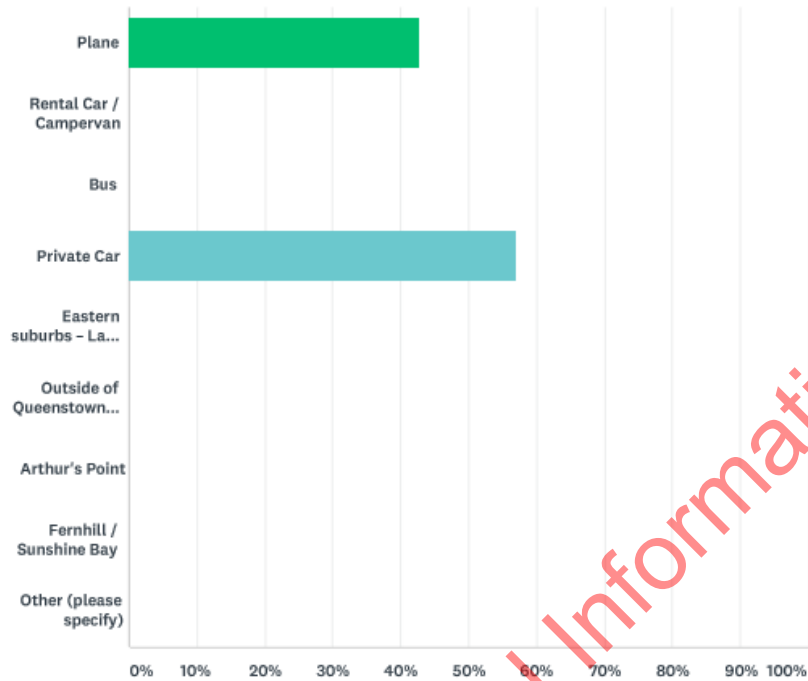


ANSWER CHOICES	RESPONSES	
Under 15	0.00%	0
15-19	2.03%	3
20-29	10.14%	15
30-39	28.38%	42
40-49	29.05%	43
50-59	13.51%	20
60-69	8.11%	12
70+	8.78%	13
TOTAL		148

Rental Car	0.00%	0
Campervan	0.00%	0
Tour Bus	0.00%	0
Orbus (public transport)	2.70%	4
Bike (including e-bike)	8.78%	13
Scooter	0.00%	0
Walk	2.03%	3
Other (please specify)	6.08%	9
TOTAL		148

Q7 How did you travel to Queenstown?

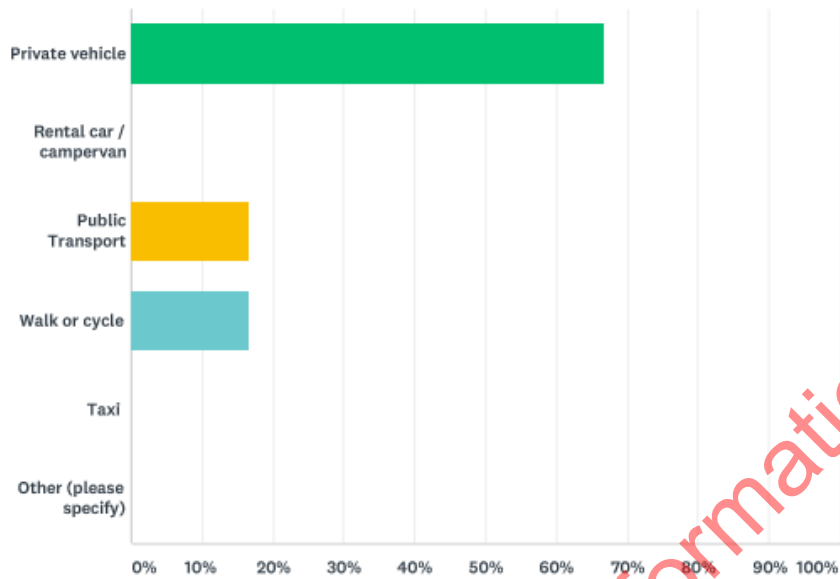
Answered: 7 Skipped: 146



ANSWER CHOICES	RESPONSES	
Plane	42.86%	3
Rental Car / Campervan	0.00%	0
Bus	0.00%	0
Private Car	57.14%	4
Eastern suburbs – Lake Hayes Estate and Shotover Country	0.00%	0
Outside of Queenstown (Cromwell, Wanaka, Kingston)	0.00%	0
Arthur's Point	0.00%	0
Fernhill / Sunshine Bay	0.00%	0
Other (please specify)	0.00%	0
TOTAL		7

Q8 How do you plan to get around while you are here?

Answered: 6 Skipped: 147

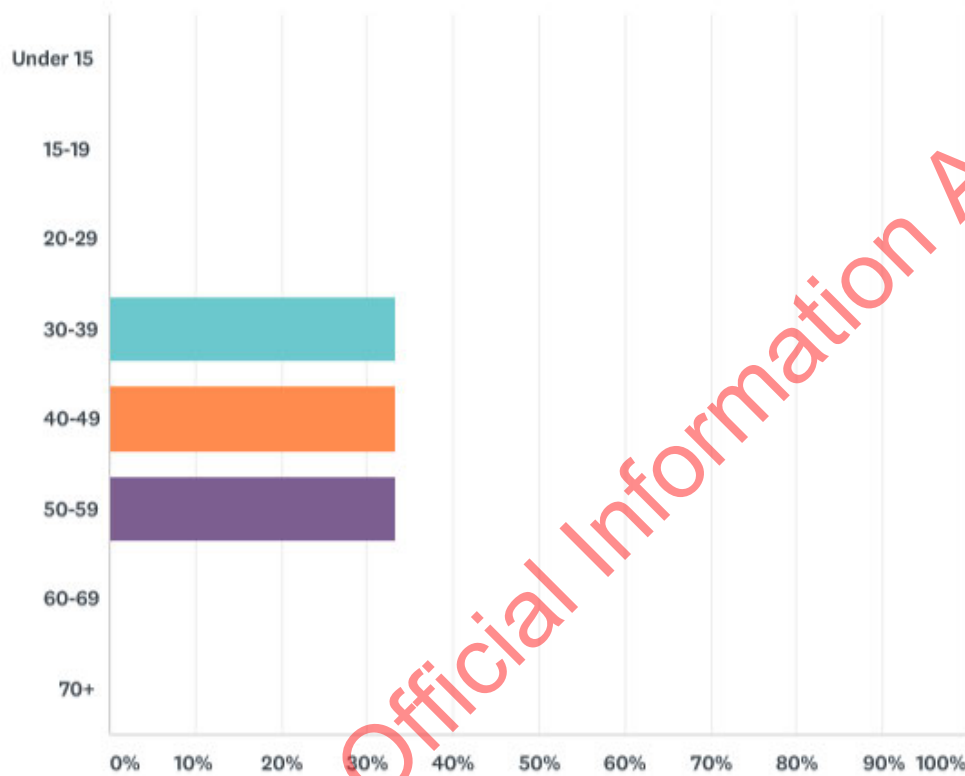


ANSWER CHOICES	RESPONSES	
Private vehicle	66.67%	4
Rental car / campervan	0.00%	0
Public Transport	16.67%	1
Walk or cycle	16.67%	1
Taxi	0.00%	0
Other (please specify)	0.00%	0
TOTAL		6

Wakatipu Way to Go

Q9 What is your age range:

Answered: 6 Skipped: 147

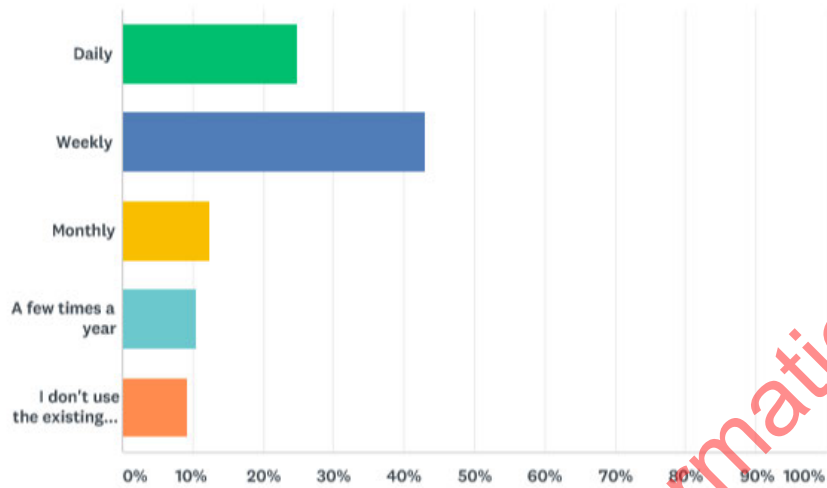


ANSWER CHOICES	RESPONSES	
Under 15	0.00%	0
15-19	0.00%	0
20-29	0.00%	0
30-39	33.33%	2
40-49	33.33%	2
50-59	33.33%	2
60-69	0.00%	0
70+	0.00%	0
TOTAL		6

Wakatipu Way to Go

Q10 How often do you use the existing trails?

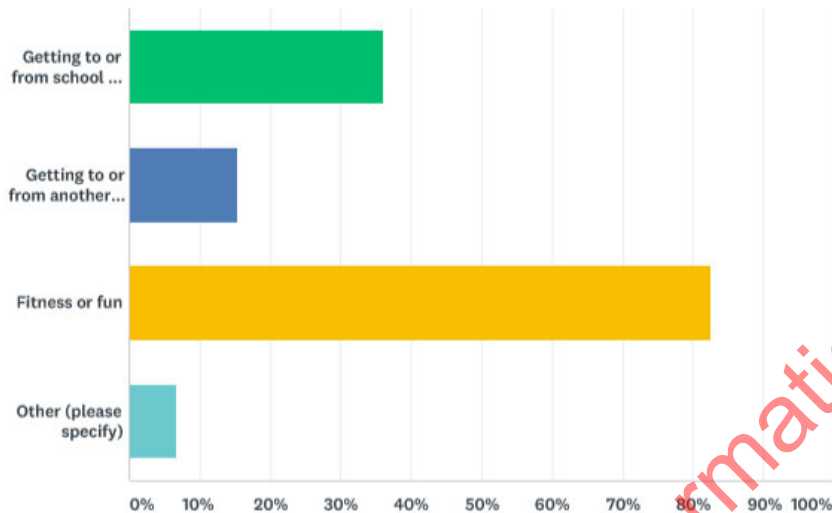
Answered: 153 Skipped: 0



ANSWER CHOICES	RESPONSES	
Daily	24.84%	38
Weekly	43.14%	66
Monthly	12.42%	19
A few times a year	10.46%	16
I don't use the existing trails	9.15%	14
TOTAL		153

Q11 What are your main reasons for using the trails?

Answered: 103 Skipped: 50



ANSWER CHOICES	RESPONSES	
Getting to or from school or work	35.92%	37
Getting to or from another destination	15.53%	16
Fitness or fun	82.52%	85
Other (please specify)	6.80%	7
Total Respondents: 103		

Q12 Check out the proposed Active Travel Network Plan and let us know if there are any particular trails that should be sealed with asphalt? And which should have a gravel surface? Please include the route numbers in your response.

Answered: 79 Skipped: 74

- Happy for all trails to be gravel, in fact, would prefer that to sealed.
- I think that trails 3, 4 and 4a (at minimum) should be sealed with asphalt. In fact, all trails aside from routes 8 and 9 should be sealed with asphalt. The Lakes Hayes trail (Trail 9) should have a gravel surface so that's it's in keeping with this outstanding and iconic landscape.
- Leave them natural.
- I like the gravel paths
- All trails used for substantial commuting purposes should be sealed with asphalt. All other fun/fitness trails can remain gravel.
- No sealing with asphalt but gravel ok especially for wetter areas on routes 2 and 3.
- 3-Asphalt 4-Asphalt
- 3, and 4 could be sealed (for daily commuting, but concerns for me are black ice in winter, I would prefer quality gravel surface for commuting around Wakatipu basin, but these paths should be well

engineered smooth bicycle/pedestrian paths sensible gradients allowing 2-way traffic, and a nice fine gravel surface which could be used year round regardless of weather

- Asphalt, with a damp surface can create an icy, dangerous surface in the winter. Especially sites that do not get any sunlight during day - i.e. Frankton to Queenstown trail
- 4 to get up the hill, flat sections are OK to be gravel and ones adjacent to the lake should be left as gravel for scenic reasons.
- All green trails sealed, 1a and 3 in particular
- You haven't included the Hawthorne Drive route in your map, this gets all the kids to high school. Soon there will be no school buses so would be a good idea to provide safe cycle networks from the main places the kids come from surely. At the moment is it unsafe in a few instances
- I'm concerned that putting down asphalt will be dangerous in winter with ice. I run and bike a lot and find the gravel much safer in winter.
- Frankton roundabout to central Queenstown (3), (4) and (5)
- 3, 5, 6, - Gravel as safer in frost and can be in shade during winter. the rest should be asphalt where possible
- 4a asphalt 3 asphalt
- I prefer the natural gravel surface. A track not a road.
- We bike trail 9 for fitness and fun. It would not be as pleasant if it was sealed. We prefer it with a gravel surface.
- 4 - asphalt Everything else gravel
- Gravel is fine as long as it is well maintained and graded- not too deep or it gets slow on the bike and not too thin as it gets dusty!. Probably safer in winter too with ice and snow?
- 1a.. gravel...
- 5 and 3
- 4a & 4 to town should be asphalt if you want to get residents out of their cars. Rest widened with a gravel surface.
- 2 or 2a, 3, 4 and 4a should all be asphalt. 2a would be preference over 2. 1 and/or 1a should be worked on ASAP.
- I think all commuter routes should be separate from main roads and sealed, for quick journeys.
- I don't think asphalt is necessary. More important to me is path width as well as steepness issues. I both ride and walk my dogs, so I see both sides of this issue daily.
- Gravel is fine
- Seal all except 7
- Seal them all
- All should be sealed with asphalt. It will encourage more people to use them. Gravel trails are too slow and then it will take people too long to travel and they will just go back to driving instead.
- 1 & 2a should be asphalt. 2 should remain gravel.
- Gravel is safer in frosty conditions so the trails should keep a gravel portion if you are going to seal part
- I am happy with all remaining as gravel.
- Lakeside Bay view Road area route 2
- Route number 5 from Arthur's Point should be sealed. It is a commonly used section for commuters and has significant hill sections making gravel dangerous. Route number 2/2a falls into the same category. The other routes are used more by the occasional cyclist and tourist only so gravel is fine for these.
- 1) Possible sealing. Route must be priority, existing highway shoulder/road reserve is unrideable in many places and very few cars will give legal passing distance, so riding in the lane feels almost suicidal. 1a) unsealed 2-9) unsealed 10) possibly sealed General preference for unsealed is for better response to ice in winter conditions, lower speeds for users, and lower on-going maintenance costs.
- Malagans Road, 10
- Please leave Lake Hayes 9 unsealed. It is mostly used for recreation and it would be great to keep it in a close to natural state.
- 1 to 9 should be sealed
- Generally trails in a rural setting should be gravel. Trails in an urban setting should be asphalt. Trails like Frankton track from Frankton into Queenstown, for example, which are urban should be asphalt. Currently it's embarrassing in gravel for such a primary central trail. [btw, am I supposed to be able to read numbers or letters or something on the orange blobs in your map? Way too difficult to read white on light orange]
- #5 - Arthur's Point to Queenstown
- 4a and 3 sealed
- Would love to see the following routes sealed with asphalt as I think they would provide real opportunity to commute: 1a, 2a, 3, 4, 4a, 5, 10. I would like to see 4, 7, 8, 8a and 9 remain as gravel track in order maintain some of the character that has been created through work by the Wakatipu Trails Trust. I am not familiar enough with route 6 to comment.
- Gravel is fine. With the ongoing maintenance of it however, will it be more cost effective in the long run to have asphalt?

- Seal 2,2a,3
- 3 leave as is but include rubbish bins, toilets
- Arthur's Point trails have missing links where you have to use the main road. Feel like I'm putting myself in danger to be able to get to some of the tracks and trails. If biking to town I get in my car first, drive 500m to get to the trail as too dangerous, on main road old ap side. Especially if kids with me. Also major missing link from shot over her turnoff to morning star terrace.
- 2 & 3
- Route4: Can you make the alternative route/trail from the old bridge, up Jim's Way, via the paddock or along SH6 for people travelling from LHE/Shotover Country/Quail Rise? Nobody wants to go down river level only to go up crazy hill by the poo pond. Sealed or not is not important. Just have a proper trail would be great. Route 4: Safe crossing on SH6 (opposite Glenda Drive/Placemakers). The road is very busy, if I bike with my young kids, we have to wait until people actually stop and let us cross. Route 4: Safe crossing at NPD roundabout. Route 4: Safe crossing at Five Mile roundabout.
- No asphalt. Too many issues with ice in winter. Speed of bikes on sealed cycle paths with runners, walkers, dogs etc is too dangerous. This is from the opinion of a road cyclist who would love more cycle lanes. But not at the shortcut expense of our beautiful trails.
- 3&4
- Around the schools should be asphalt to make it easier on kids getting to and from school
- No trails should be sealed as that takes away the fun of a bike/run trail. If people want to get home quicker that's what foot paths are used for.
- The Frankton Road to central Queenstown should be sealed and laned for bike and scooter use. The path along Ladies mile and into Lake Hayes Estate should also have asphalt.
- Route 2 the existing track should be widened sealed and lighting added. If a new track was constructed along Peninsula Road I am sure most tourists and alot of locals would still use the existing track.
- Frankton to Qtn CDB could be sealed. The rest are fine as they are. Leave them alone. These are special keep them as natural as possible.
- I think all trails should be gravel, nicer to ride / run on, better in icy conditions, money could be better spent else where.
- It's not on here but the steep hill from Shotover River to Glenda Drive. This would make climbing up the hill easier (the hill is tough to climb for proficient cyclists). 5 is quite a slog too, especially when traffic is zooming past. Otherwise I genuinely enjoy peddling on gravel.
- Please do either to route 4 + the connection to Glenda drive, as long as you start maintaining it. In it's current state the track is dangerous at places.
- I think the routes from LHE and Jacks Point should be Sealed all the way into Queenstown (3,4, 4a, 1, 1a). I would also like to see a routr along Malagans Road all the way into QT (10, 5) this wouldnt necesarily need to be sealed, but it would be great to be able to bike or run that way into Arrowtown, or do a big loop in the weekend
- Prefer gravel surface except main commuter trail 3 and 4 which would mean a road bike or e bike could be used as a fast alternate transport option.
- Gravel trails natural and cost effective. Keep it simple
- I don't think any need to be sealed. I am a runner and a cyclist. The Queenstown trails as they stand are very ride-able for all levels young and old. Sealing them I believe would make them dangerous. They would become icy in winter and would allow faster speeds for cyclists putting other trail users at risk.The gravel provides grip while still allowing all users to enjoy them.
- Please don't seal any. Imagine the ice in winter and the speed that people would ride. There is enough asphalt around. Keep the trails gravel. I use the trail both for running and biking and would be gutted to lose this great "soft" surface to train on.
- 5
- only the key commuter routes should be sealed with asphalt i.e 3, 4, 1/1a and maybe 5. the rest should be unsealed. Route 10 should have an off road unsealed network but complete the remaining sections of Malagans Rd sealed shoulder widening to offer a safer on road sealed commuter option.
- I don't see the need to asphalt any of the current trails. It will increase speed and user conflict in most cases. It will take away the off road, nature connection. Seal is less safe in winter due to its lack of grip when lvey. If there is a good packed gravel (dunnite etc) surface, reasonably modern bikes are more than capable of handling such conditions safely. But the most important reason I oppose sealing the trail network is the disproportionate allocation of funds. The cost of sealing Frankton track, for example, could build many kilometres more of good, firm packed, wide, grade 1 and 2 trails. I personally believe a more complete and comprehensive trail network could be achieved with those same funds. Once a comprehensive visionary network is in place, sealing could perhaps be re-looked at, but first priority should be to "join the dots" and expand the trail network as urgently as funds allow.
- I like the idea of an extended boardwalk around lake hayes. I don't believe the Frankton track needs to sealed.
- No trails should be sealed as this will make them unusable in the winter.

- Gravel should be fine as long as they are wide enough ie route 2 and 3 as there's already a lot of people walking and biking them.
- 9 - gravel 10 - gravel
- Route 5 - sealed
- 4 and 3 should be asphalt to encourage more people to ride into work/school as this is clearly a pinch point for traffic at the minute yet easily a bikable journey for most
- All routes because they connect to people's homes and encourage commuting by bike, rather than the predominant recreational use currently
- I would love 4 4a and 3 & 5 sealed
- 4a needs a link from shotover country. Only hilly sections should be asphalt, flat can be gravel.
- arthurs point to town

Q13 What improvements would make it easier and more appealing to walk or cycle along Frankton Road or other key commuter routes, including accessing the Queenstown Town Centre i.e. protected cycle lanes, shared paths, bike storage at bus stops, etc.

Answered: 90 Skipped: 63

Connections/Links

- better path access/integration on arrival into Queenstown, with more cycle, lock up points within the town
- Protected cycle lanes and/or walking lanes would make it more appealing to walk or cycle along Frankton Road as safety is a key concern (along some parts of Frankton Road). An additional bridge to cross the Shotover River would also significantly enhance the appeal of choosing to walk or cycle along Frankton Road as currently vehicular traffic dominates the network and shared use is not feasible given the current demand/non-separation of transport modes.
- A direct crossing of new shotover bridge.
- Upgrading the Frankton to Queenstown walking/cycling track (instead of using Frankton Road) as well as upgrading/widening Frankton Road to accommodate efficient public transport would be the best way to deliver effective transport solutions.
- Protected cycle lanes are great to save having to stop for walkers blocking the path. Bike storage at key points for workers is important- Remarkables Park Centre, Frankton Hub and QT Centre.
- Protected cycle lanes, direct cycle lanes, not silly zig zags like at 5 mile.
- Definitely need cycle lanes with easy access to bus stops along all bus routes on Frankton Road. Having cycled part of Twin Rivers recently I couldn't cycle safely to a bus stop and had to resort to one in a Shotover country
- Jacks Point needs an easier trail to get to Frankton. Along the lake is too difficult for kids
- The Kelvin Heights track is stunning, we should keep it as is - if it becomes a highway for bikes that'll ruin it. I use that track everyday for dog walks. If people want to boost into work on a bike use 2a.
- Biking from Lake Hayes/Shotover is a joke. I love it on an electric bike but school kids should be able to safely cross the Shotover river without having to go down to the old bridge as this is too far to bike for most people, particularly for people who work in town. Need a safe direct route. The cycleway is very disconnected at present from BP to Shotover Country
- The primary key commuter route for a vast number of people is from the huge conurbation of LHE/SC through Frankton to central Queenstown. A lot of people peel off on route, but this route along SH6 and Frankton Road currently has a bit of an afterthought on cycleways with a death trap between an attack/mugging-alley in Glenda Drive to the KMart development in Queenstown-Central [cough cough : Frankton-Central!] Then another dice with death at the BP roundabout with no safe way to commute on a bike in these areas. Dedicated off the road cycleways need to be created if you have any chance of getting people onto their bikes. The Frankton track is terrible to cycle along....unless you

have suspension. The bumpy uneven gravel surface is just not suitable for road bikes or those without suspension for example. I see a lot of people with road bikes cycling along Frankton Road itself even when there's the dedicated Frankton Track...but I suspect they're not using it as an uneven gravel surface is just not suitable in this urban area so close to the CBDs of Frankton and Queenstown. Park St into Queenstown from the end of the Frankton Track is wonderful in comparison....but then there's no dedicated way to get from there and across the bridge along Marine Parade into the CBD. A clear path would help around there and the footpath from the band stand down to the bridge is so uneven it's difficult to walk down let alone ride down on a bike comfortably without suspension.

- Pedestrian / cycle access between 'new' arthurs point and Queenstown.
- Cycle lane on both sides of the road for frankton arm. The lake side cycle lane is not a complete cycle lane, it has significant gaps.
- Easier access to the track from Frankton Rd. Easier to cross Frankton Rd. Lower speed limit to 60km. Smaller buses
- I think a cycle lane along the main road could be an option for commuters into town that want a quicker ride, however that could create more congestion on the main road which Frankton road can't handle much more traffic anyway.
- A more direct route from Ladies Mile to Queenstown. Between Shotover bridge and BP roundabout is a little daunting on a bike so a cycle lane here would be useful. The width or surface of cycle trails does not put me off cycling. Main things that determine if I bike or not is the weather (I won't bike in less than 6 degrees!) More places to lock bikes up in town would be useful.
- Bike trail from Arrowtown to Arthurs Point to allow safe commute from Arrowtown to Queenstown without having to bike along the road.
- More direct, less hills

Facilities

- Provisions for bike storage, especially in town centre -Protected cycle lanes
- Lights on cycle path. Bike parking. bike routes alongside sh6 to encourage commuting routes I. E. Current cycle ways alongside lake are perfect for weekend recreation rides and should be left that way. But to encourage modal shift, dedicated cycle lanes that are well lit should be constructed alongside the main roads.
- Bike parks at regular intervals, a better trail from quail rise to high school
- bike storage and better paths
- Secure bike storage in town. Protected cycle lanes on the road. Clear and easy to navigate transitions from cycle/walking pathways onto road sections, clearly marked continuations of cycling network on roads.
- Protected cycle lanes at least 3 metres wide. End of trip facilities (personal lockers, secure storage facility at Frankton / QT Town Centre
- Protected cycle lanes are a must!, bike storage at bus stops.
- Make bike lanes for bikes, not for all people. If we can clear the bike tracks of people, it would work heaps better (and dogs!!). That doesn't mean exclude people and dogs, but dedicated bike zones would be a huge improvement. I think you should focus on getting to people to Frankton to live/work/play without a car (say biking), but there needs to be better transport links from Glenda Drive/PAK'nSAVE area to town so that people can take their infrequent trips to town on public transport. At present, trying to get from PAK'nSAVE to anywhere is very hard.
- bike storage at bus stops wifi at bus stops
- protected / separate from road cycle paths that are continuous and not interrupted by side roads, private drives, etc.
- Narrow areas widened, and clear signage for walkers to keep left. In higher dual use areas closer to Queenstown, where tourists are enjoying strolling, separate bike lane for commuters would greatly improve safety and enjoyment.
- Toilets needed between Queenstown and frankton
- Protected cycle lanes
- Separated safe cycle lanes that are paved and if it snows ploughed. In town streets that are designated cycle ways with bikes painted on the ground and signs that say "preferred cycle route" so that drivers are aware there will be a lot of bikes
- Sealed cycle lanes separated from the main traffic, more lighting on these trails, more areas to lock your bike up in town centre and transport hubs.
- Shoulders on roads (eg 1) that do not have shoulders would be a key starting point. On-road cycle lanes are fine.
- bike storage
- Protected cycle lanes or shared walking/ cycling routes. Less traffic!
- Cycle lanes, bike storage
- designated cycle and walking areas on existing tracks
- More cycle stands around shopping centres
- protected cycle lanes on the road from Shotover to CBD

- I think these routes need to be well protected from other road traffic especially if we are expecting our children to use them to commute to and from school or other activities.
- Wider track along the trails as some are narrow for bikes both ways and pedestrians. Blind corners should have a mirror as some roads do as some are very dangerous e.g. the corner just after Willow Place going towards the golf course direction. The Loop Rd track to the trail should be sealed as it is steep and often slippery
- Protected cycle lanes, clearly marked cycle lanes, swept cycle lanes, good smooth unbroken surfaces on cycle lanes.
- Marked shared paths Bicycles requiring bells Bike storage at bus stops Recycling bins at all bus stops
- I use frankton track for leisure to/from town and agree with the park street upgrades. Arthur's Point commuter roads mentioned in comment above
- More bike storage at town central and bus stop on SH6 near Placemaker and the opposite.
- Protected bike lanes
- Please to build more convenient facilities on or beside the beautiful lakeside trails which will attract more tourists and locals to use it (from Airport, Kevin Heights, Frankton, Shotover country... to CBD), can also reduce traffic pressure on SH6, safer and green.
- Shared paths, a dedicated cycle lane and place to store bikes at joint use transportation hubs Copenhagen has at there metro line stops areas where people can ride to, park the bike up and jump on a bus/train for the next leg of there journey
- I always use frankton track rather than frankton road. Lights on the track would be good.
- Protected bike lanes, sealed lakeside track with lighting, much better (attractive) free bike storage
- Dedicated cycle lanes, water fountains for drinking.
- Drinking fountains. Fitness trail such as simple outdoor pull up bars etc. not in a fully public area. Similar to what used to be on the Queenstown gardens track. Bike storage would encourage commuters who don't have anywhere to store.
- Better lighting
- Secure bike parking. Racks at waterfront always full. Not many where I go and bike is worth \$4000!
- park street link to town. frankton track is quite dark and quite isolated. Frankton road path is too narrow with bikes and cars into and out of acceses
- Safe bike storage would be a game changer. Shower blocks (as per Rotorua's example). Topography my challenge bike specific paths, but for many it would help. I'm happy on Frankton track with the beautiful views and sense of soft off road. I have little interest in riding with cars.
- Upgrades need to be done along marine parade path to make it bike friendly and the link path on the wharf right around to the gardens
- More parking areas along the trail as destination points.
- There's too many driveways - cars don't always stop for pedestrians...Too much traffic, car doors opening. Cycle lanes would need to be protected with barriers - cars go fast! And some are looking at the lake views and not the road...
- Bike storage in towns (not just at bus stops). All cyclist traffic separated from road traffic on designated trails.
- Bike storage and shared bike/people path with lighting
- Better bike racks and protects bike racks(from the elements) in town centre. Possibly a fully enclosed sort of bicycle hub like I have seen in Manchester, UK and other cities where u can pay a small annual subscription to use the inside bicycle locker which therefore has increased security and keeps the bikes from getting wet/rusted. A cycle Lane in BOTH directions on frabkton road would be great but if not then asphalt on the frabkton track would be great for commuter cyclists. And possibly enforce either a speed limit or have a widened trail where there is room for faster bikes on asphalt as well as walkers
- Somewhere to park in Frankton. It's easier to park in CBD than Frankton
- shared paths/protected cycle lanes good lighting so can be used in winter - bike storage in town/transport hubs

Safety

- It can feel a bit scary with tourist drivers on the roads and busy locals zooming out of driveways. Perhaps some more protection from the traffic?
- If using the road is required, then cycle lane protection would be good. Personally I avoid the road if possible.
- protected cycle lanes and bike storage
- I would scrap section 4a, make a bike bridge along the side the current shotover delta bridge. The detour around to 4a bike bridge is tedious and unnecessary, I would bike more if I felt safe I could get over the delta bridge. The space for bikers before and after this bridge is sufficient so it seems like an easy fix compared to creating 4a. Also some solar lights along all trails would make it safer for later trips, especially in winter when you struggle for daylight hours.
- Protected cycle lanes
- Protected cycle lanes would be an improvement. I would still prefer to take a trail option if there is one available.

- There needs to be a safer alternative to biking over the main shotover river bridge. Going over the old bridge is much longer and a harder route with more hills.

Surfacing

- Key routes need to be better maintained and have a much better surface. The track to Arthurs Point is a case in point where the current surface is only manageable by wide tyres on a mountain bike and is simply not suitable for a commuter bike
- Better maintenance.
- Leveling track around culverts. Some of these are surrounded by concrete and then the gravel has eroded away, causing a large lip that is uneven and dangerous to cross on bike.
- Seal all the trails.
- 3 only, Sealed trails are very expensive to build and repair, money could be better spent elsewhere. People should be encouraged to ride bikes that are suitable for well maintained gravel tracks
- Getting most people to use the track below the road once it is sealed
- Safe bike lanes or trails- certainly would not bike along the road in its current state, too busy and bike lane too narrow. Trails good for this at the moment but it would make it faster if asphalt. Desperately need bike cages/bike racks in town. I would love to bike to work but there is simply no where to rack my bike safely in town near my office, so I don't bike because of this.
- asphalt, assigned lanes, council-owned bikes which you hire, ride and return at either end
- Asphalt surfaces, take out the hills - some with gravel are rather gnarly now - make riding an easy pleasure rather than a challenge. Bike storage at bus stops

Other

- Please look at the Copenhagen bicycle strategy (http://www.eltis.org/sites/default/files/case-studies/documents/copenhagens_cycling_strategy.pdf), I think there are a few improvements which could give us a rapid improvement in facilities: 1. Travel time (well made visible paths encouraging commuting, with IT boards showing distance/time to destination), 2. Comfort - well engineered not a goat track, make it pleasurable, smart, show the area off, reward the rider with a great experience. 3. Sense of security (At night when I bike alone through the back of shotover, down across the old bridge at night up the other side through the back of glenda drive I get scared...It is scary, very scary...Several times I have passed people lurking around in the shadows, and pedalled as fast as I could to get to somewhere with more lighting, particularly in winter ...Felling safe is a basic human right, but at the moment, cycling trails are considered more of a daylight tourist experience, while committed commuter cyclists are "an afterthought" a minority of second class commuters. The city of Copenhagen is an example where cycling is an integral part of the community..while Queenstown is still pitched as a resort, QLDC is not addressing the critical importance of giving everyone smart, safe options for transport, not the ugly reality of daily traffic jams and negativity.
- When the rubbish collection bins are put on the footpath it is difficult to pass with a walking frame or a child's pram.
- n/a
- Casual Bike rental (pay by credit card) which is offered in other busy cities.
- Shuttle from golf course to opposite side
- The existing track is OK
- Fine as they are. The basic nature of them is part of their appeal.
- Remove obstacles blocking the tracks, every week I see bins scattered on the bike lane after being thrown down from the garbage truck. Give the lane priority and make it flat instead of bumpy going on and of the curb.

**Q14 What facilities would make you walk or cycle more often, or start?
i.e toilets, bike racks, water fountains, bike maintenance stands, seating
etc**

Answered: 37 Skipped: 116

Trails/Tracks

- Bridge from LHE to other side of river and bridge by remarks park area/high school with a flat trail connecting them.

- Very far walk from Arthurs Point to Queenstown. In winter and pregnant - impossible! Will also be hard when baby is born with all the stuff I have to carry around. Would be nice to have safer walking routes to town from Arthurs Point as I would do this in summer.
- Sealed bike tracks with separated pedestrian tracks
- Frankton Walkway paved and lit all the way around the Frankton arm
- For commuting - safe, quick routes.
- I used to use the kelvin height track daily as a trail runner. Now it has been ruined due to dumbing it down the cyclists travel too fast and I am in fear of being run down by them. It used to be a lovely technical little trail and has been ruined. There is nowhere around where cyclist have not been given priority.
- I live off Middleton road. It's difficult to cross the road if heading in the QT direction, and I'm not confident enough with the traffic to ride on the road in the Frankton direction given the narrowness of the cycle lane.
- I used to use them more when living in Kelvin Heights. Now living in Arthur's Point although closer to town it is not well connected and I wouldn't want to ride on the road as I have small children that ride on a bike seat
- Good quality tracks

Other

- Nothing. I have bought a bike and will ride it recreationally but I don't think there's anything extra needed to promote cycling. People either want to or they don't.
- Free e bikes, not expecting that of course.
- Cleaner environment. (Dog poop and litter)
- Seating
- Can't walk or bike through shotover bridge. No chance.
- Nothing. Distance is much too far.
- Nothing
- Accessibility
- water fountains, bike maintenance stands
- The climate here just isn't conducive to cycling or walking all year round. It's too dark, cold and icy for a good third of the year. It's not auckland!
- Seating, toilets
- None
- seating and loos
- Toilets
- water fountains!!
- Nothing, they are great! Maybe rubbish bins so I don't have to carry dog poo the whole way!
- Toilets
- Easier, more direct route from LHE to Queenstown central for work. More secure bike racks in Queenstown and water fountains en-route. The routes around the basin need to be safe, clearly marked cycle trails where you are not dicing with death with other less concerned motorists.
- I would walk or cycle only as a recreational activity. So no improvement will make me leave the car home..
- Bike racks, water fountains
- bike tracks are vital, going on the overcrowded roads is very unsafe.
- None of those
- Maps and toilets
- Water and toilets are always a good thing. Rubbish bins too
- Nothing
- water fountains! Great idea

Q15 What stops you from walking or cycling to and from school, work, the shops, or for recreation?

Answered: 44 Skipped: 109

Distance/Topography

- The big hill at the end to get home.
- Distance, heavy shopping or bulky items, weather
- To far to work.
- Too far.
- Distance. Shotover bridge.
- a steep incline between residence and shops
- As above
- Distance, Shotover Country to Remarks park and then central Queenstown daily
- Distance
- There are few paths or cycle paths in Arrowtown. Work is too far away.
- Distance and belongings I have to take to work
- Distance between home and work. 2 places on a bus to hold bikes isn't a lot.
- Too far to cycle to work from home (LHE to QT). No direct and safe route from home to shops. Have done the cycle in the path with three small children and a little dicey at times, especially down Glenda Drive.
- Cold weather, steep hills, chaotic and dangerous traffic, unseal tracks (gravel, dust)
- Steep hill return walk/ cycle to Fernhill Heavy backpack/ carry on bag
- mainly distance, it's a fair ride from Fernhill to Frankton, and would take too long to be viable
- Too far to bike from Arrowtown to Queenstown for work.
- Hills. And my work is driving
- Too far

Trails/Tracks

- Lack of cycle paths, especially for kids to use
- Unevenness to track, narrowness, too many cyclists, protruding stones
- Trail from Jack's Point to Frankton follows the lake edge = long and slow. Could be a quick bike commute if there was a safe bike path from Jack's/Hanleys direct to Frankton on the Remarkables side of Mt Kelvin. Highway is not currently an option due to traffic and drivers speeds and 'safe passing', used it once the other day and was nearly run off the road twice in 10mins.
- I have 2 young children to take to daycare so public transport and biking are difficult. Trails around Arthurs Point are also terrible for commuting. There is no way I would let my children bike to school when they are older if no changes are made - no trail through Arthurs Point and narrow road shoulders - too dangerous.

Weather

- The cold Queenstown winters from about mid April to Sept/Oct
- Ice
- The cold, the dark, the inability to put my weeks worth of groceries on a bike.
- Winter, being pregnant, distance. I don't cycle and it is dangerous on the roads currently. I walk recreationally at the weekend but away from the roads on quiet trails where it is not dangerous.

Other

- Having to double back on myself by going over the old bridge.
- The need for a work vehicle to go to different jobs during the day
- Completely useless for caring goods
- Work very late nights until 4 am. Not a good time to walk or cycle.
- Too busy

Q16 Check out the proposed Active Travel Network Plan and let us know if there are any particular trails that should be sealed with asphalt? And which should have a gravel surface?

Answered: 27 Skipped: 126

- Can't open it- would be good if LHE to remarks park/ highschool were lit.
- I don't mind the compacted gravel but the drainage could do with fixing so it doesn't get soggy. Actually, I quite prefer being "in the country" on gravel to manicured asphalt. And you are going to get

the skinny tyre lycra nuts taking over if you seal it, doing SERIOUS speed. The hill section behind Glenda Dr would be nice in bitumen just to make it easier to climb, not on your map!

- The trail from Arthurs Point should be properly formed so road cyclists can use that and not be half on the road. This is a very windy twisty road. It should be split though so walkers can also use it safely without being mowed down by cyclists.
- All sealed
- Not applicable to me
- Gravel would be fine for all of them.
- The ones that effect school children
- Stop wasting money on them and improve the roads
- Frankton Track and Kelvin Heights Track. Its nice having gravel tracks its part of weekend riding.
- Seal as many as you can afford to.
- Route 2 asphalt or gravel if well compacted
- all of them should be paved or asphalted
- 1 - Definitely asphalt. Is this a separate bike path or part of the road? If part of the road it needs to be significantly wider than it is now - preference is for a separate path or separating barrier due to the speeds and driving practices. 1a - could be either. 1 important thing for all trails to be used as commuting links is to make them shedding/drainning with no pooling water, and also all weather, ie not muddy. If gates are required, please use sensible bike friendly designs and placement, not like the ones down by Shotover delta.
- None
- There is a big gap through Arthurs Point, it is disappointing to not even be included in the long term plan. Trail along Gorge Road needs upgrading to make it more commuter friendly.
- arrowtown to queenstown route
- None. Don't do it.
- Lake Hayes should remain a gravel surface, definitely not asphalted, as would ruin the character of the rural trail. The more commuter routes could be asphalted, but not exactly necessary.
- I do not mind sealed or gravel, however, given the ice in the winter gravel is probably safer.
- Where's the McDonnell Road one from Arrow Junction to Arrowtown?
- All should be sealed
- Asphalt would be great for steep hills, otherwise gravel adds to the track amenity "feel"
- I like the proposed active trail network, Gravel can often be better in winter due to ice.
- To make cycling easier and more attractive seal route 8, 9 and 10 with asphalt.
- 10
- To Arthur's Point and Frankton track should be sealed

Q17 What improvements would make it easier and more appealing to walk or cycle along Frankton Road or other key commuter routes? i.e. protected cycle lanes, shared paths, bike storage at bus stops, etc.

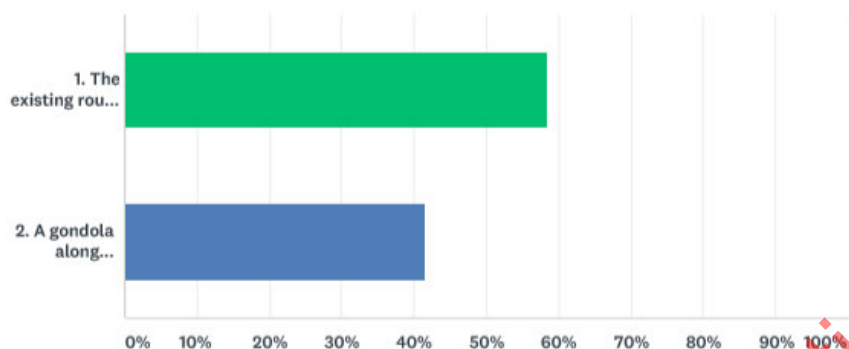
Answered: 30 Skipped: 123

Cycling/Walking Lanes

- Cycle lanes
- protected walk / cycle lanes (SHARED SPACE) as walkers can be hit by cyclists coming at speed.
- Cycle kanes
- Protected cycle lanes and separated protected walking tracks
- Protected cycle lanes
- Cycle lanes
- protected cycle lanes
- Protected cycle lanes/or designated walking and cycling
- cycle lane
- More space - the current roads are not being built wide enough to allow for bikes. Shared paths generally don't work so well for fast bike commuting, leisure riding is different. Protected cycle lanes require huge amounts of space if they need to be bidirectional.
- As above; protected cycle lanes, shared paths. Bike storage.
- protected lanes

Q19 Please tell us which option you prefer for a future high capacity public transport link between Frankton and Queenstown:

Answered: 144 Skipped: 9

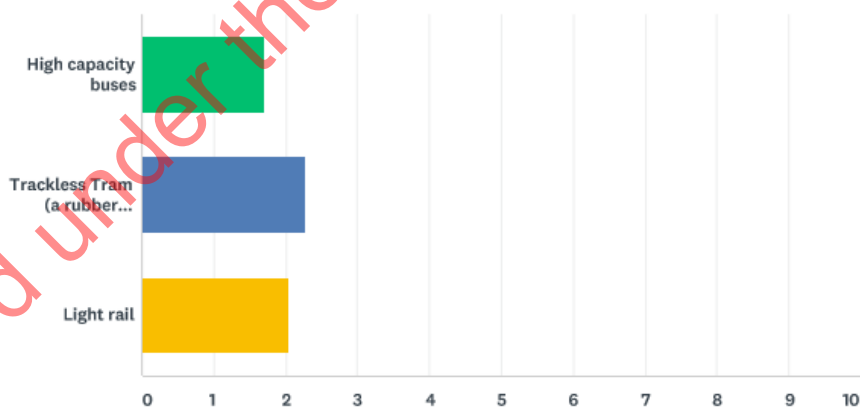


ANSWER CHOICES	RESPONSES	
1. The existing route following State Highway 6A (Frankton Road), which provides better public transport access. This option would require significant road widening.	58.33%	84
2. A gondola along Queenstown Hill from Frankton to Queenstown. This option minimises the impact on the road.	41.67%	60
TOTAL		144

Wakatipu Way to Go

Q20 If the 'on-road' option is taken forward, which type of public transport would you prefer. Please rank your answers, 1 being most preferred.

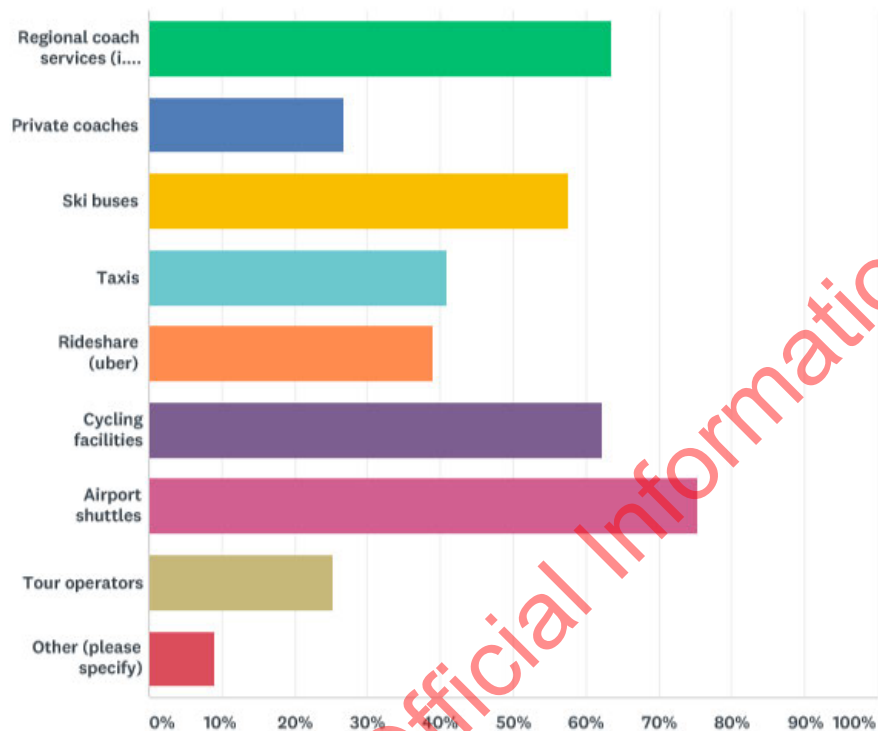
Answered: 144 Skipped: 9



	1	2	3	TOTAL	SCORE
High capacity buses	25.71% 36	20.71% 29	53.57% 75	140	1.72
Trackless Tram (a rubber wheeled tram that follows a magnetic strip in the road)	43.38% 59	40.44% 55	16.18% 22	136	2.27
Light rail	33.81% 47	37.41% 52	28.78% 40	139	2.05

Q21 If we were to develop a 'transport hub' facility in the town centre, what (other than public transport) should it cater for to add the most value to the area?

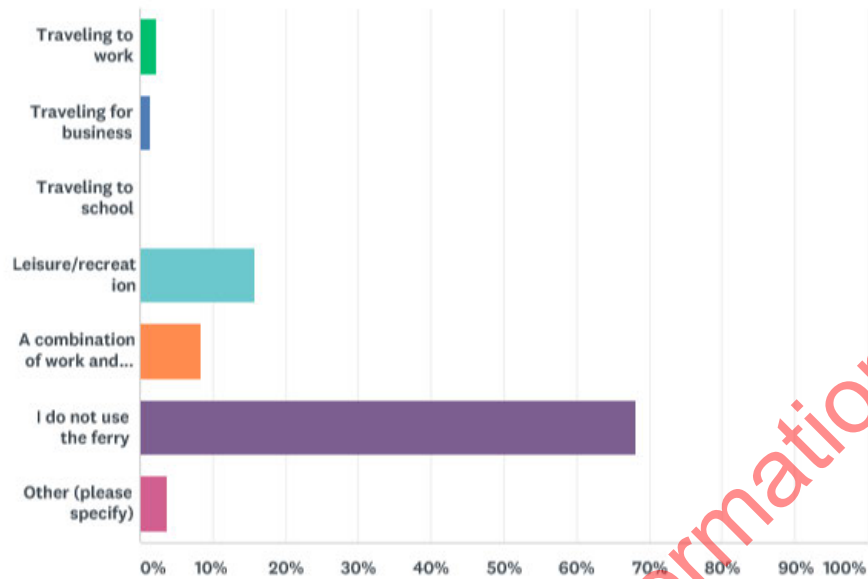
Answered: 146 Skipped: 7



ANSWER CHOICES	RESPONSES	
Regional coach services (i.e. intercity)	63.70%	93
Private coaches	26.71%	39
Ski buses	57.53%	84
Taxis	41.10%	60
Rideshare (uber)	39.04%	57
Cycling facilities	62.33%	91
Airport shuttles	75.34%	110
Tour operators	25.34%	37
Other (please specify)	8.90%	13
Total Respondents: 146		

Q22 If you use the existing ferry service, please describe how you use it:

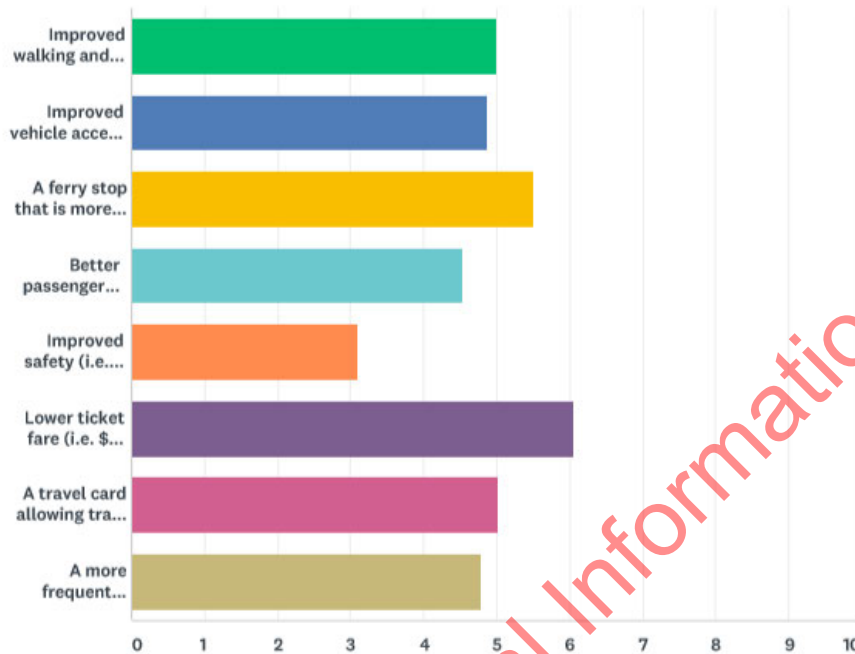
Answered: 132 Skipped: 21



ANSWER CHOICES	RESPONSES	
Traveling to work	2.27%	3
Traveling for business	1.52%	2
Traveling to school	0.00%	0
Leisure/recreation	15.91%	21
A combination of work and leisure	8.33%	11
I do not use the ferry	68.18%	90
Other (please specify)	3.79%	5
TOTAL		132

Q23 What would most likely encourage you to use the ferry service more regularly. Please choose your top three (1 being most important).

Answered: 131 Skipped: 22



	1	2	3	4	5	6	7	8	TOTAL	SCORE
Improved walking and cycling access to jetties	18.68% 17	15.38% 14	10.99% 10	12.09% 11	15.38% 14	8.79% 8	9.89% 9	8.79% 8	91	5.00
Improved vehicle access / carparking at jetties	11.34% 11	18.56% 18	14.43% 14	14.43% 14	11.34% 11	12.37% 12	7.22% 7	10.31% 10	97	4.87
A ferry stop that is more convenient to me	36.00% 36	6.00% 6	14.00% 14	11.00% 11	4.00% 4	14.00% 14	8.00% 8	7.00% 7	100	5.50
Better passenger facilities at the ferry stops (i.e. covered waiting areas, toilets, cycling parking/storage, cafe/coffee bar)	5.10% 5	13.27% 13	14.29% 14	17.35% 17	21.43% 21	11.22% 11	12.24% 12	5.10% 5	98	4.55
Improved safety (i.e. better lighting, CCTV, public spaces)	1.11% 1	2.22% 2	6.67% 6	5.56% 5	26.67% 24	14.44% 13	23.33% 21	20.00% 18	90	3.09
Lower ticket fare (i.e. \$2 flat fare like Orbus)	27.59% 32	27.59% 32	17.24% 20	6.90% 8	1.72% 2	12.07% 14	5.17% 6	1.72% 2	116	6.07
A travel card allowing travel on any form of public transport	14.02% 15	24.30% 26	15.89% 17	9.35% 10	5.61% 6	3.74% 4	17.76% 19	9.35% 10	107	5.03
A more frequent service	11.21% 12	14.95% 16	26.17% 28	13.08% 14	4.67% 5	4.67% 5	3.74% 4	21.50% 23	107	4.79

Q24 Do you have any further comments on public transport?

Answered: 83 Skipped: 70

Ferry Service

- If I moved out Shotover Country way I can't see myself bothering with a ferry service if it only picked up at Frankton rather than up the river at Lake Hayes/Shotover Country. From friends I speak to the pain point is getting to Frankton from there. Why would I get off a bus already going to town or muck about parking my car at Frankton jetty to then get on a boat when I've already sat through the traffic jam? It's also not an appealing option on windy or winter days. I am much more onboard for sealing the Frankton track and making that the bike lane then putting a light rail into the existing bike lane with express services at peak traffic times from Shotover Country/Lake Hayes and an airport line. It should probably go over or under the highway around the roundabout area though. Expensive? Yes, but this is the only option I think would move the needle as it combines convenience and speed. A gondola would be way too slow and more of a tourist trap in my eyes.
- I can't see how an integrated ferry service would work as why would anyone get off a bus at say Frankton marina to wait for a ferry that will be slower to get into town when they could just stay on a bus into town. Express bus every 15 minutes from main housing developments are key at the rush hour times only then just regular service between and after these times.
- Yes - I don't use the ferry service currently as I don't live out at Frankton / Lake Hayes / Jacks Point, however, given the amount of development (consented and proposed) out there, it is obvious that a ferry service will help alleviate the already ridiculous traffic issues out that way. A ferry service would need to operate at peak hours (not necessarily very regularly during off-peak hours) and would need adequate parking. I do believe we need a gondola for another connection between the airport and Queenstown CBD. Instead of trying to force residents onto bikes (I do not cycling and can't with a baby!) or walk (not possible all year round), why not try to encourage the tourists into public transport!! By providing attractive, regular and convenient alternatives, they will be less likely to need to hire cars and add to our congestion issues.
- Bigger ferry needed with more frequent trips
- New Car Ferry with the capacity to take at least 4 buses and 40 cars (a cable Ferry as use in Canada and Sweden) across the narrow from QT Gardens to Helvin Heights and a joining road to Jacks Point and to the south i.e Invercargill, Te Anau and Milford This would reduce the traffic on the Frankton road by up to 15% and reduce the travel time also to these areas Cable ferry because it would be less expensive to build and operate and it would no restrict access to the Frankton Arm for larger vessels Also this would allow a alternate route to these areas in the event that the main Frankton to the south was blocked by a big accident or other major event Robert Bakhuis 4429993
- Please improve the Ferry service. It really does suck at the moment, it does very little to cater for the locals. Prefer the old service.
- I think that both of the options you have offered from Frankton to the CBD are less suitable/affordable than an efficient water transport network. Look at the route, the lake is already there, no need for road widening, track laying or gondola construction. The network can extend downriver to Remarkables, shotover country, LHE. There could be a massive park and ride at morven ferry. All the jetty infrastructure would cost a fraction of the 2 proposed options. Use the lake and the rivers!
- I use the ferry to commute 4 times a week. I have to go to Arrowtown once a week after work so I don't use it on that day. It is a fantastic service. I would love to be able to take my bike on the ferry sometimes so that I could ride home.
- Use the water ways more, like Sydney, Brisbane or even Auckland does. It could be implemented far more quickly than the other options you mention, just buy more ferries, the river is already there. A ferry service to Lake Hayes estate, Shotover country to Frankton and town. Kids could go to school on it. Make it cheap, park and ride at the bottom of both suburbs. Use what we already have here, water ways.
- I have more than once been left at the water taxi jetty because the boat was full, full of Hilton tourists. This is not acceptable as I then was late for work. Hilton passengers should have to book the ferry the night before and if the boat was full a second one should be organised. The water taxi is to get locals off the road!
- I have tried using the ferry for work but twice I couldn't get on it as it was full due to tourists. So I now drive to work as it has proven unreliable. Would love to be able to support this but it cannot exist just for people who are only here to visit.
- I consider improving the existing Ferry services is the best solution at the is stage. Gandola is very expensive and might waste money, please please don't do Gandola. Light rail has the same outcome as buses but might cause new problems to SH6 road so please don't consider it now. Please just increasing the current bus service to high capacity and improving the existing ferry. Those two ways are cheaper and will also release the pressure from SH6 road. Nothing is perfect, upgrading those two

existing ways will minimize the costs and risks, then we wait and see. If it's still not good enough, we can always do something more then.

- A ferry service to shotover country and lake hayes estate to ease road traffic congestion
- A ferry service to service Shotover country and Lake Hayes to ease road traffic congestion asap.

Frequency

- Smaller buses in Kelvin Heights and some other areas - no need for huge buses just more frequent smaller buses. Time the buses better to reach key areas at work start times - Kelvin Heights bus leaves start point at 8.10 meaning it arrives at Remarkables Park at 0835 - five minutes too late for me to start work on time! How silly. If it left 5 minutes earlier more people in KH would use it!
- Yes, there are lots of children in Arrowtown who have to go to Frankton for after school activities but the bus leaves at 3.02pm. There is not enough time for them to finish school and get to the bus stop causing more people driving to Frankton. Also to get the bus back from Queenstown after work you have to go via Frankton through peak traffic. This takes about an hour and is not an effective use of time. Why is there not a direct service via Arthur's Point? This goes for the morning too.

Gondola

- You asked Q12. Please tell us which option you prefer for a future high capacity public transport link between Frankton and Queenstown: I don't think either of these - gondola or road is the answer.
- The gondola from Frankton to Queenstown should go direct through the hillside suburbs, not follow the path of the power lines. And have regular stops. My personal favoured opinion about mass transport would be an elevated monorail following Frankton road. Starting at the airport and then all the way to town and up Fernhill.
- We don't live near any public transport areas here so I don't use it, but the idea of a gondola gets the thumbs up from me
- steering away from a bus network and onto gondolas would be a fantastic idea for queenstown, they're low noise and being they would be up high on the hillside they would become a tourist attraction to ride on them, locals should be discounted yearly cards to ride and tourists pay a premium to use them which they would. How great would be it getting from Fernhill to Frankton then up to the Remarkables all by Gondola, it would be fantastic.
- I have given answers with out knowing what is likely to be the most efficient. I like the idea of a gondola but can it move enough people. I would question whether ferries can move enough people. What about fuel efficiency?

Pricing

- This needs to be done now, not in 10 years time. Free buses, express buses and separated cycle lanes. Make parking in Queenstown more expensive
- \$2 fee is great. Bus frequency to Arthur's point needs to increase. Need to consider travel hub within/closer to 5mile/QT central shops, not at existing location which just serves as transfer depot
- I think annual passes for all transport bus/ferry/gondola this would incentivise use the more you use the better value (to the user) + employers could gift them to employees etc so there is need for new cars on the road

Rail/Trains

- Rail may be expensive to build, but is an excellent long term solution as it takes traffic off the road and is efficient. The distances we need to travel to commute in the region are long, and the weather is icy cold a lot of the year, which means cycling is not a viable option for many, especially if transporting small children to preschool, etc. A bus priority lane along ladies mile would be good, as would a T2 lane going through the roundabouts around LHE and shotover country. Is it viable to build a second bridge over the shotover river? Maybe rail should be built all the way from LHE to Queenstown.
- Trains should have spaces for bikes!
- Monorail following the lake edge or on towers around lake edge should be looked into.
- A monorail instead of gondola initially Frankton to town and second stage lengthen to Arrowtown via Shotover Country and Lake Hayes. Third stage Jacks Point via Airport to Frankton. This would avoid more cars on the road as tourists can get a direct link to town from Airport. Locals won't need car parking as can get monorail from there door.

Routes

- We urgently need bus prioritisation for access to shotover bridge from shotover country, a direct bus route from Lake Hayes Estate to town and more frequent buses at peak times.
- Direct buses from lake Hayes direction. Better commuter route for bikes that are well lit
- I only need direct bus from to Lake hayes estate to queenstown every 30min.
- Everyone talks about getting from town to Frankton, however that's not where most people live/Airbnb. There needs to be public transport from lake hayes/shotover directly to town and directly to Frankton via airport and it needs to be more frequent than hourly. You'll need the same from jacks point and hanleys. There should also be a stop on ladies mile for the Arrowtown route so if you miss the lake hayes you can always use the Arrowtown bus. Also if you had more frequent public transport to tourist hot spots e.g GY, milford, Wanaka, Arrowtown - you would eliminate the need for a lot of tourists to rent vehicles. The event centre would make a great and very utilised bus stop. Also if you're planning on having a

tram from Frankton where do you expect everyone to park? You can't even find a park if you wanted to catch the bus from Frankton hub. You either need large scale FREE parking or you need better public transport from the outer areas. Or both.

- Bus routes need to be much much better integrated. For example, after returning from Kelvin heights I had to wait almost an hour for the Arthur's Point bus at Frankton Hub (because my transfer ticket wasn't accepted on a fernhill bus from Frankton to Queenstown, then Queenstown to Arthur's point) as the transfer is a maximum of two buses so I couldn't wait in town I had to sit in the Frankton Bus hub. This would be partly rectified by better timetabling and doubling the frequency of routes 2, 3, and 4 to at least twice per hour. One bus per hour (other than the few per half hour at peak times) is very infrequent and inconvenient, especially around work times. Also linking Arthur's point to Arrowtown instead of going into town then back out to Arrowtown which is time consuming especially at peak times when traffic is heavy.
- The Arrowtown bus needs to go in a loop via Malagans Road and Frankton.
- The current setup is much, much better than previously, however, the buses are often a bit early and drivers will drive right past even when you're running for the stop, or the are late often because they take the wrong route.
- Buses = why don't they run from big conurbations like LHE/SC to Queenstown and Arrowtown directly?! EASY to fix with a loop bus route running [both ways] from Arrowtown past Lake Hayes along SH6 to Queenstown then out Gorge Road to Arrowtown
- Please put a direct service in from Jacks Point/Hanley's Farm to town and back.... I would take the bus at least 4/5 days if I didn't have to transfer at frankton. Now I take it 0 days
- Bus lane required. Otherwise the bus is in the traffic like all the cars. Need to be an incentive to be on the bus. Direct, frequent route from LHE to Queenstown and back again. No change at Frankton. Better buses, the diesel behemoths at the moment should be replaced with more environmentally friendly options that suit the smaller roads, espically around the suburbs. Would like the entire route plan to be re-looked at and done in a more sensible way. Frankton is not required to be the hub. Direct route along Malaghans Road from Arrowtown to QT.
- I do not take the bus because I have to transfer. Some of the connections are dreadfully timed - e.g. Kelvin Heights to Arrowtown. Also the buses in Kelvin Heights are very infrequent - once an hour. The ferry should not have a stop during the day (currently there are 2 hour gaps twice a day).
- Yes, please do a direct bus from Ladies Mile to town, bus stop outside LHE, SC, QR with heaps bike storage or car drop-off area. Additional stop at Five Mile. Do this every half an hour and you can reduce Fernhill-Remarks to every half an hour. Arrowtown bus can go on Malaghans Road. Delete Kelvin Heights-Frankton Flats and Frankton-Jacks Point, these buses are a waste of money with noone in them.
- The buses desperately need to be more frequent especially at peak hours. To get home from work there is only a bus every hour from town to Arthur's Point 4:45pm & 5:45pm which isn't convenient for finishing work at 5pm which is a standard finishing time. When living in Kelvin Heights I needed to catch the 7:10am bus in order to get to work for a 8:30am start. This compromised family time with my children so I quickly started driving again.
- I live in Arrowtown and work in Queenstown. I would like to take the bus but it would take far too long, via Frankton. There needs to be a direct route along Malaghans Road.
- changing buses is a real dampener on public transport. Especially when the journey by car is only 15 minutes. Shotover Country really need a direct bus service to Queenstown. This would be a game changer. There's so many more people living In Shotover Country than expected because there are so many rentals with 5-6 people (inc 5-6 cars). Whilst the gondola ideas are cool, I imagine they're actually pretty expensive to implement, and the majority of people could have to change to a different type of transport at Frankton. Same goes with rail options. At least with buses they can go direct to subdivisions where the majority of people live.
- Please connect Arrowtown Via Arthur's Point, a regular & direct service from LHE/Shotover into QT and back is essential. Keep up the good work!!
- Have smaller more appropriate buses with more comprehensive routes around Wynyard, Sunshine Bay, over Edinburgh, Goldfields, Shotover Country, and yes, use the lake and ferry. Also a light rail along the Frankton track on the water from the airport to around the Gardens where a Terminal would be.
- Fast access via bus from Arrowtown to Queenstown, via Coronet Peak route would be a huge advantage to Arrowtowners
- Direct, frequent busses from shotover country to town are essential

Supporting Facilities

- The current frankton hub is not great, as it isn't near anything. Getting to that Hub is a shambles, with no walking or other access along state highway 6a to Queenstown Central. The focus shouldn't just be on central queesntown, but getting people around frankton as well.
- whatever options you develop, please ensure prams and bicycles can be place into/onto the public transport vehicles - free of charge.
- Access for people with all abilities. Current bus network and ferry network are mostly inaccessible for people with disabilities.

- More bike racks on existing buses. Arthur's Point bus needs to link to Arrowtown
- Wider footpaths on both sides of roads to make walking to town and school easier
- A out of center (Ladies miles/ Frankton / 5 mile area) grand free parking with transportation hub attached - for all visitors to leave the cars there and travel by public transport into Queenstown center. To make Queenstown center pedestrian
- Have a park and ride to central QUEENSTOWN as well as the airport
- Access to one of the bus stops in Arthurs Point is just dangerous, there's no footpath to it in a 70km area.
- Park and ride. Limit traffic into cbd.
- Larger areas for carparking and bike storage areas with security cameras and lights. Covered for waiting in the winter conditions, coffee shop would be a bonus!
- Please can we have the existing Cycle/walk tracks better maintained. Whenever any construction work is carried out adjacent, or over the tracks, they are seldom reinstated to the prior condition.
- Some facilities should be available for disabled people.
- stop taking away the carparks until you have a better public transport system
- NEED A NEW BRIDGE OVER THE SHOOVER RIVER TO DOUBLE LANE EACH WAY INCLUDING PRIORITY BUS LANE AND SAFE CYCLEWAY/WALK WAY
- Allowing dogs would mean I would happily take public transport rather than my car everywhere it is available

Other

- Yes. In general, Orbus operators need to demonstrate a greater focus towards their passengers and safety. Some of the drivers are very good/mindful of this, while others drive far too quickly/without regard for good safety or the experience of their customers. I have seen a passenger almost run over by a bus driver after attempting to retrieve his bike from the front of the vehicle (without the driver even seeing him). Additionally, the current set of pedestrian crossing lights from one side of Kawarau Road to the other is very dangerous because the two sets of lights are not "in sync". Bus drivers ought to also wait for connecting buses to arrive before they leave the Frankton Bus Interchange, get rid of the highly inefficient paper tickets (it's 2019) and put the air conditioner on when the outside temperature is warm, not cool/cold! A real-time app is needed as the schedules are either not accurate, or not followed. Most of all, the commute takes far too long. I live in Bridesdale Farm, and the journey to work often takes approx. 1.25 hours for 16km. Traffic is choked on Stalker Road and a better roading network design is very likely needed to divert traffic away from Frankton Road to an alternative route.
- With the projected growth in the Wakatipu basin Government funding will be needed to provide a world class quality public transport system.
- Yes, get a paint brush and create a Bus only lane in every conceivable piece of road applicable until more permanent solutions are implemented. If only one bus lane is possible technology is available to warn buses approaching one another. One of them only needs to merge with other traffic to allow them to pass safely. The bus has right of way should be implemented. I am astounded why this is taking so long. You can't realistically expect people to get out of their cars when it is no quicker by bus. The only thing that will change people's perception about using public transport is if people see the buses running to time while they are held up in traffic.
- Get it done. It's the only option!
- Build it and they shall come.
- The reality of widening the Frankton rd is preposterous. What would that do to residents and hotel properties?
- Not at this time
- Use of public transport is dependent on flexible working arrangements. We could get more cars off the road if people were able to work more flexibly. We need to see the bigger picture here.
- Current bus service is better than no bus service, however I have been let down by it too many times to persist using it.
- No
- just get going on all of the above.
- This was difficult to change the rankings. On an iPhone X it prepopulated the rankings
- This questionnaire was either really leading or difficult complete.
- Majority of people in Lake Hayes estate or Shotover country live in a flat of 4 or more and out of those flatmates everyone has their own car and is leaving the house at similar times. Therefore this creates more congestion than imagined and if public transport was more reliable and efficient I suspect you could cater to a wider market instead of people who just don't have cars.
- Public transport works best if it is connected with the surrounding suburbs. To build a tram line from Frankton to QT only is not solving the endless traffic jams over Shotover Bridge. Unless for example residents from LHE and SC can take regular water buses to the hub in Frankton or straight to QT it might work.
- Public transport needs to be reliable and convenient regarding times otherwise locals will not be able to rely on it for work.
- Need safety restraints. Won't put kids in 80km in grit without. always use car if too far to bike with kids.

- Multi faceted approach makes sense, spread the load.
- Think about the people who still haveto drive to the public transport. At present they are effectively excluded from the services
- Make them interconnect more efficiently, then they become the 'first choice option' rather than using a private vehicle. Simple things like the orbus timetable. Look at where your main population points are (e.g where I live at Shotover country), just one bus an hour in the evening is wrong..many time I have sat with other people waiting for "the bus to lake hayes/shotover' while other bus routes drive past (like arrowtown) and these routes could 'add on Lake hayes/shotover' and increase both passenger numbers and frequency of service particularly at night WHEN WE NEED TO GET HOME.

Q25 Would you like to see changes to land use density/zoning around ferry jetties on the lake edge (where appropriate). Examples of where this is already occurring include Hilton Hotel or the proposed development at Homestead Bay.

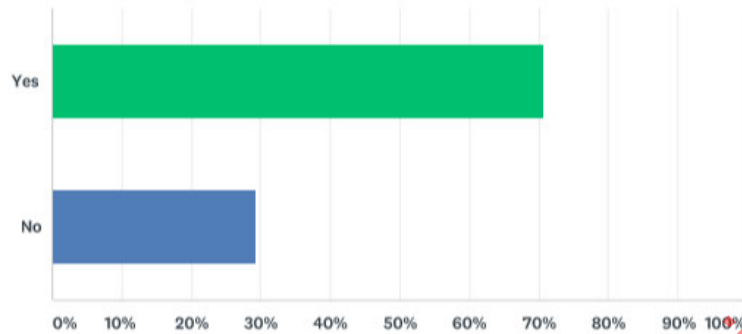
Answered: 145 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	73.79%	107
No	26.21%	38
TOTAL		145

Q26 If a Gondola was established along Queenstown Hill, would you support the development of terminals at regular intervals to maximise local use?

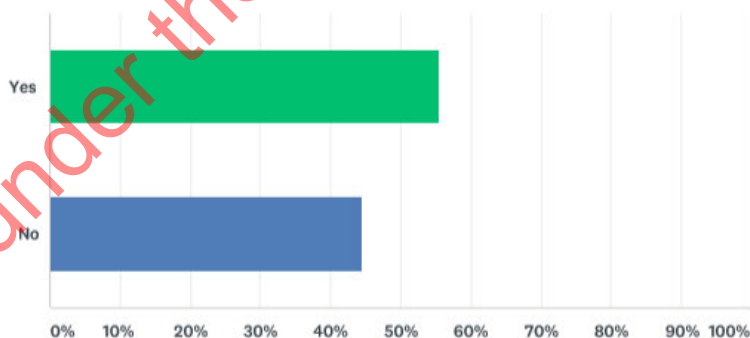
Answered: 150 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	70.67%	106
No	29.33%	44
TOTAL		150

Q27 Would you support traffic signals on Shotover Street to increase pedestrian safety and help manage traffic flows?

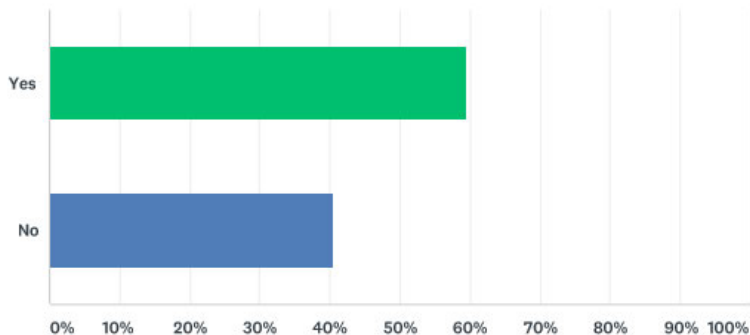
Answered: 146 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	55.48%	81
No	44.52%	65
TOTAL		146

Q28 Should we reduce on-street parking on Shotover street, so that footpaths can be widened?

Answered: 150 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	59.33%	89
No	40.67%	61
TOTAL		150

Q29 What would encourage you to use a secure park and ride, outside of Frankton, that's connected to frequent bus services to the town centre?

Answered: 130 Skipped: 23

Frequency

- Frequency of service with pick up and drop offs undercover
- frequent services
- Frequent, cheap and on time buses, including early and late in the day. Must allow bikes and prams to go on bus.
- Frequency and cost
- 15 minutes buses.
- High frequency and reliability
- Frequency and long operating hours
- Convenient, frequent, reliable, reasonably priced service.
- Good car park, regular efficient service. If I have to wait more than 20 minutes no point
- Regular and quick services
- frequent cheap buses from a hub - say Frankton
- timetable frequency for services, easy use for Mums with prams
- Regular Service, Reliable Service
- Very frequent bus services
- Very high frequency into the town, I do not for example want to be waiting in the cold with my preschoolers for a bus that is going to be 15minutes away.
- Better bus service that is more frequent and more express.

- High frequency of bus services, low bus fares, safe location to leave the car and sufficient parking (at the park & ride hub)
- Regular buses, no waiting
- A reliable and frequent service
- Reliable bus services, bus only lanes, high frequent schedule
- annual public transport pass - good frequency
- Frequency, reliability, low cost.

Location/Accessibility

- Location. Ease of parking.
- It has to be in Frankton or there's no point. We have to go into Frankton most days so a P&R outside Frankton would defy logic and cause double traffic. Park and Ride capacity was part of the original 5 Mile proposal, but a previous Council, not that long ago got rid of it. The most logical place for Park and Ride facilities is under the Supermarkets, they win and the commuters win.
- An easy to access place with good connections
- Good access and safe surround that is affordable
- better linking - we need to work out the needs of the locals v the needs of the tourists. As a tourist, I will get on a bus and "sightsee", as a local I need to have links in place that let me by my shopping or do business etc.
- We travel from Arrowtown so prefer to travel via Arthurs Point if travelling to Queenstown. A park and ride in Frankton would not be convenient for those in Arrowtown
- One at Arthur's Point.
- Transport convenient to me

Not interested in the service

- not required by myself as I am in walking distance to town center
- I would personally never use it. Why would I drive from shotover country to Frankton only to have to find a park, wait for a bus that comes once every 30mins. I want a bus from shotover country, I DONT want to drive and bus.
- Too much emphasis is placed on the number of vehicles travelling between Frankton and the Queenstown town centre. The majority of vehicles are not stopping in the town centre. However easy access to bus services outside of Frankton would encourage me to use services to the town centre
- I personally have no need to travel to CBD on a regular basis.
- Nothing
- I can't see myself using this option if I'm honest. Light rail is the way forward.
- Nothing
- We can't - we need to access our business and make regular deliveries of hot food throughout the day. I am concerned that Council is forgetting that in order to deliver a great visitor experience, businesses need some concessions to be made. Please bring back loading permits (or similar) so that businesses can access and service their businesses!!!!
- I wouldn't use park and ride. I would also avoid downtown Queenstown. I already have reduced shopping and dining downtown.
- Nothing. I'm a trades person that needs a vehicle on the road.
- Nothing
- I don't travel into town by car anyway anymore
- No point. I bus from Arrowtown.
- honestly - not much, if i'm driving to town its unlikely i will stop at frankton to catch a bus.
- Nothing. Frankton is not relevant to me.
- If I'm to take public transport I'd rather do it from home (Kelvin Heights). If I go to Frankton, I still have to drive there. If I walk along the track at night some good lighting would be good and hopefully make it safer
- Nothing
- My job requires me to have a car some days a week, as do many people who work in the town centre. Putting car parking up any higher is a burden on the ratepayers.
- N/a
- Does not fit my needs
- Nothing.
- Nothing. I would take public transport from my nearest stop rather than park and ride. I do not support a park and ride option in Queenstown.
- I live in Arrowtown so not relevant
- Nothing
- I'd rather skip the park and ride all together and just take direct public transport. However, if there was a park and ride onto something like light rail that would be ideal. However, I now rarely go into Queenstown as there is little reason to anymore. All facilities are in Frankton.
- N/a Arthur's point

Pricing

- Free parking for public transport users
- A regular cheap service. Night busses to LHE would be awesome even if it were 1 per hour.
- Free parking in Frankton with the \$2 bus will encourage drivers. Council offices not re built in town so you lead by example...
- make electric bikes cheap as chips so we can afford it
- Cheap & regular buses
- Price and convenience
- low cost/free service
- Free bus, unless it is free you will always choose other options , \$2 for a family of 4 is \$8 and then return is \$16 , cheaper to use car!!!
- Affordable parking in Frankton and frequent express bus direct to QT centre.
- Free parking outside, free buses, very expensive parking inside.
- Free 10hour parking
- low / no cost and frequency of service
- If the cost was cheaper than parking in town currently is.
- I would prefer to use the ferry service. Otherwise low cost and short wait times.
- Cheap, frequent.
- Will only work if the carpark is free for bus passengers
- As I don't live in Frankton this does not effect me, but the parking and bus would need to be free to get people to use it, and the bus connection would need to be almost immediate.
- free park and ride, don't get to greedy now.
- Cheap parking.
- Reliable low cost ferry service. Bus straight through to queenstown.
- It would have to be free to encourage people to use it. Maybe locals register for a permit?
- It would need to be significantly cheaper than driving straight to town, and frequent
- Cost needs to be kept down, everything just keeps getting more expensive in an already expensive place to live.
- Cheaper fares into the cbd
- affordable fares and sufficient bus services at regular intervals in peak times of the day.
- Suitable location, free parking at the park and ride depot.
- Convenience, financial motivation
- cheap costs
- Low cost and short waits.
- Cheap pricing

Routes

- Express bus services at peak times, it takes too long to get into town with numerous stops and extended stops at the Frankton Hub.
- Direct bus from town to LHE
- door to door service
- Express bus routes / gondola. Secure parking, near shops, easy to access without getting onto Frankton Road out to Lake Hayes etc.
- Direct bus services to and from shotover country

Security

- Level of vehicle security; location of park and ride; value of using a park and ride in conjunction with public transport
- Security and trust in the service, knowing that it is regular and reliable and being confident there is no chance I would end up stranded somewhere.
- Security and low cost, even better if free
- Secure park and ride not necessary for a majority of people if there's direct bus route. What use is park and ride in Frankton when you have to drive through the daily bottleneck that is the Shotover Bridge?! Having the Frankton bus terminal as it currently works to change on route is just dumb. Introduce a circular bus run from Queenstown to Frankton to Shotover Bridge [Quail Rise] to LHE/SC to Lake Hayes to Arrowtown to Arthurs Point and back to Queenstown [AND IN REVERSE TOO] is way more logical. Multiple buses at peak times and every 30 mins the rest of the time.
- Reliability and secure.
- covered, secure bike storage, well developed and sealed access trails
- Safe area to park and bus frequency

Supporting Facilities

- If I lived and worked heading that way - More regular bus services, nice facilities at the station, plenty of storage room on the bus to take in/out gear/bag for after work activities
- Something that would make travel for disabled people easier.
- Dedicated family parking with virtually no walk to bus stop and no wait once at bus stop. Assistance into bus (transfer from one vehicle to another with three children is not easy) and somehow to balance the environmental impact of driving into town in a self sufficient/sustainable manner (ie taking water, food,

reusable nappies etc) versus the compromise on what one can take when using public transport (probably need to buy packaged food, take disposable nappies).

- More parking
- Increase parking charges and fewer car parks in town
- Shelter; live information boards; toilets parkong
- Covered parking, fast and reliable transfer
- Facilities, frequent times, free wifi, good location.
- weather proof shelter and safety restraints
- Yes. Park and ride ferry

Travel Time

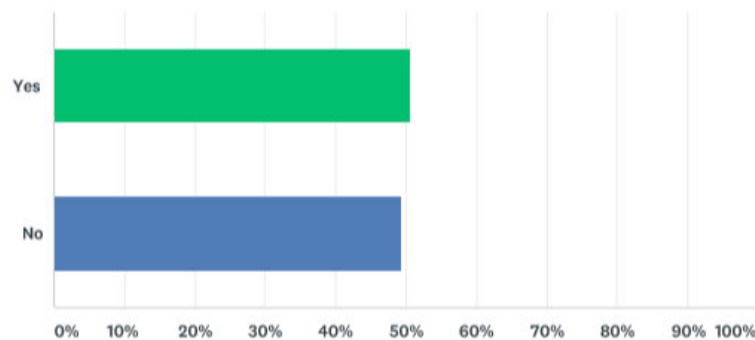
- Reduced door-to door travel time. Currently having to wait a lot in the hubs.
- Has to be quick.
- A faster more reliable service that is not a bus.
- I don't live outside of Frankton, but maybe if there was a separate bus lane on SH6A may help get people on the buses if it was going to be a faster option
- Travel times, integration with bus, ferry or bicycle trails, one trasport card for the lot, Security, 24/7 including public holidays

Other

- Build it and we will use it.
- Absolutely
- Yes, get a paint brush and create a Bus only lane in every conceivable piece of road applicable until more permanent solutions are implemented. If only one bus lane is possible technology is available to warn buses approaching one another. One of them only needs to merge with other traffic to allow them to pass safely. The bus has wright of way should be implemented. I am astounded why this is taking so long. You can't realistically expect peopl to get out of there cars when it is no quicker by bus. The only thing that will change peoples perception about using public transport is if people see the buses running to time while they are held up in traffic.
- Not on Ladies Mile!!! Don't you dare put that nice land you have which is needed for community rooms such as dance, drama, memorial hall type productions etc, and you will most likely turn it into a piece of concrete that looks awful and doesn't add to the community
- Necessity
- Monorail, think a head, keep traffic off the roads
- BEtter services around frankton. You can't go from the high school to PAK'nSAVE. You can't go from remarkables park to Queenstown central.
- getting it!
- Reasonable time limit on the car park area without the fear of getting a ticket!
- Yes
- An really awesome PT service that was cooler to use than driving my car, reducing my travel time, allowing me to work.
- We have a good bus service from Frankton.
- Allowing dogs
- If I lived out there... but should be limit on tourist drivers into CBD, locals hold a pass to ensure they can move freely to and from work / for business
- Yes
- A locals card for priority parking

Q30 Would you accept paying more for parking if it was easier to find a spot and it resulted in fewer cars in Queenstown Town Centre?

Answered: 144 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	50.69%	73
No	49.31%	71
TOTAL		144

Q31 Do you have any further suggestions for commuting and parking?

Answered: 72 Skipped: 81

Active travel

- Make footpaths from Queenstown Hill to town wider and less dangerous and we would walk to town instead of driving
- The use of council owned bikes and asphalt along Frankton Road could help for peak spring/summer season.
- Not enough covered secure bike parks for e-bikes in town. Buses need to be able to transport bikes with wider bike tyres.
- need proper regular direct bus services from all places including Alex/Cromwell, Wanaka, Arrowtown, Lake Hayes/Shotover etc

- Because I work in center of town and require access to vehicle to visit clients, I pay for long term parking. I would be happy to leave car at a parking area at say Frankton and bus into town so long as bus frequency is priority.
- Make the public transport so good that tourists know they won't even need to rent a car when they come here. Focus on Frankton road having great transport first.
- I would take the bus but like many locals I work very late until 4am. No public transport available at that time so must take own car.
- It would be good to have a bus stop outside Five Mile. Currently it is a long way to walk to the supermarket from the Frankton hub.
- Currently I am forced to drive to town as the public bus service doesn't meet my requirements and so forced to park and pay the prices. I wouldn't mind paying for parking in town if it wasn't my only option and something I had to do infrequently.
- More frequent ferries with good lighting along the track would entice me to take it more often. Extend the hours of ferries
- Put public transport first
- I don't go to Queenstown much now, but sometimes go by bus, but want to still be able to use a vehicle when necessary.
- Think big. Buses need space, Monoco has amazing bus parking etc under the hill - look at Queenstown Hill. Lock things in, designate land now, not later. Forward thinking Councils had money to designate land in Frankton while it was zoned Rural for a bus interchange, park and ride, the previous could have removed this from the LTP!!!!
- Most locals are not parking in town due to current cost. I get a lift in at present. As I said, a monorail would be ideal as it wouldn't use the road, no car parking needed if from your suburb and no parking cost. Tourists are mainly using parking and those of us that have to do business in town park for an hour and pay through the teeth. Perhaps look at moving out all shops non tourist related like clothing and shoes and free up land in town. This could be used for other purposes and car parking.
- You have to have the public transport dialled first before these changes it's really not fair on the locals otherwise. I will happily take the bus if the frequency was the same in Arthurs Point as it was when living in Fernhill and the access to the bus stop was safer in a lower speed limit area with a footpath.
- More frequent bus service to Arthur's point Airport buses to have room for luggage
- Monorail, town to airport, five mile, shotover country LHE, two way.
- Fewer cars in the town centre for sure is a good idea. Do you/we have any data on the number of cars that are in the town centre and on Frankton road? What percentage of these cars are rentals (tourists) and what percentage are locals? As a guestimate, I would say there is a lot of tourist vehicles. So maybe the bigger picture to all this is working out why so many tourists need to rent a car when they visit Queenstown?
- I love all the moves towards a more pedestrianised town centre
- make electric bikes cheap as chips so we can afford it
- I would commute from LHE/SC to Queenstown every day...if it was safe, easy and comfortable to do so. Not everyone has a shower at work or a \$5000 full suspension mountain ebike to do it on though. Currently there's no easy way to get across the Shotover river on a bike... no easy way to get from the Shotover river to the Frankton track without dicing with death on and off the jammed roads. Then the Frankton track is such an uneven, bumpy gravel surface track that it's not particularly easy or fun. Car seems only marginally more enticing right now. When the BP roundabout is redeveloped it needs to incorporate some way of allowing bike safe travel around it.

Behaviour

- Work hard to get tourist operators and rental car companies to understand that Queenstown is going to have a very bleak, polluted, unsustainable future if there is no change in the volumes of cars on the road. Just look at the rows and rows of rental cars parked out of the airport, we almost need our own oil refinery to power them.
- Promoting active transport is great but appreciate that's harder if families are all heading in together for school and work, especially if lots of gear is required for activities after work/school.
- We need to get more people taking the bus and less people driving.
- Keep raising parking prices in town and force people to change their commuting behaviours

Parking Supply

- Parking spaces in the CBD are not realistic as the proportion of 30 minute or less spaces far outweighs longer durations. It would be beneficial to have a greater proportion of parking spaces that allow for 2 hours so that you could dine without interruption/having to move your car every 30 mins!
- I would let it be known to the public (especially locals) that with the removal of commuters parking all day in the Church St and Ballarat St car parks it is now easier to find a car park at these two options.
- Yes, a large park and ride should be formed at the Shotover delta, and a light rail from there to Queenstown, calling in to stops on the way including the Frankton bus hub, a double track. This could also be a tourist attraction.

- Park and rides just shift the issue to a particular spot and don't encourage getting away from the car. Better bus routes and stops within 400m radius of every residential area that has over x number people in the vicinity to encourage bus take up. Make it a no brainer
- Don't park and ride from Ladies mile Maybe the back of countdown where you have space that isn't an eyesore
- A parking building would be a good idea
- Park and ride shouldn't be in Frankton. That's too late. Need to get on public transport way earlier. From your home ideally!
- Park and ride on the outskirts of Queenstown would be good, near Queenstown Industrial.
- Remove ALL cars from town center. Have multiple park and ride options, ensure public transport to and from town is close the free, frequent, on time and running almost 24hrs and allows for people to have cargo, prams or bikes.
- It seems that there are more parking possibilities for tourists than for locals, the campervans by the library make me angry!
- Park and ride is a great idea but it would need to have an almost immediate bus connection during peak time.
- there is still too many unrestricted parks around the out skirts of town allowing people to park all day. if it's walking distance e.g. near QT gardens and surrounding streets, it should be 4 hours max
- Park and ride mofos, do it ;) Less transfers would be nice too, bikes on the bus and lastly bus hours that also suit hospo workers. Poor bastards don't have a bus option and then get raped on parking options once in town doing work for a wage most of us wouldn't.
- Parking and access to public transport at park and ride needs to seem less and comfortable
- Council is short sighted in it's planning for car parks around the town centre, in particular for hotel developments.
- Cars should be minimized in Queenstown center - deliveries, businesses and locals residing there. Everyone else should have a park & ride hub
- I would rather park further away and walk
- More parking buildings
- carparks near bus stops. No where to park at Frankton if come stage one from Gibston/ etc in car then catch bus to avoid the traffic and parking issues.
- We don't need more parking we need better transport and flexible working

Pricing

- Rental cars and vans should pay road tolls in congested areas by having an electronic token system much like tolls in overseas cities. I can't stress enough that we need to use our biggest transport asset - our lake! Italian Lakes have a wonderful ferry service we could model on.
- Queenstown is already an insanely expensive place to live without increasing parking costs. When the parking spots on park st were changed to pay to display they now only seem to be used during peak tourism times so that is valuable parking space close to town that now goes mainly unused. Putting up parking prices and reducing spots just forces people further out into the residential areas, blocking resident parking. It smells more like revenue generation than a legitimate solution to congestion.
- I don't mind raise park fee \$10 hour only if qldc arrange direct to Lake Hayes bus, and on time. Qldc must tell them bring more workers or ask help for other contractors to end slow road work at the bridge which has been making traffic jam for 5 months.
- Parking doesn't need to be more expensive. I'm not going to drive into town to catch up for brunch if it's going to cost as much in parking. Limit parking to eg 90-120mins max, long enough for a quick shop, coffee or meal etc.
- you don't need to ramp up parking prices, some people disabilities ect, don't have a choice and it's totally unfair on them to ramp up the price. Some people don't choose their injuries and we can't make life even more difficult for them.
- Don't like paying for parking if out of cbd
- Charge the tourists not the locals. Stickers for local workers in the Cbd. Tourists park and ride or pay big \$\$\$. Gondola is a stupid idea. Too slow. No doubt mooted by a vested interest developer. As is monorail. WTF? The ferry is the only logical way forward. Many cities use this.
- Locals should be given priority with parking, they are the ones working and supporting the town and on low wages. Why make it harder to live here?. For example, purchase a sticker to display on your car for annual parking within central Queenstown. Only available to locals. Tourists can then pay inflated prices for hourly or daily parking. They will pay regardless of the price or use public transport. The plan needs to support locals ability to live here first. Tourists will benefit from this too.
- Yes, please favour locals in lieu of tourists. It feels we have to give up comfort and pay more, so they can drive in to town and park for free.
- Low cost parking building with easy access and exit and ease of payment with good location.
- I do not pay for parking, I resist the additional cost to my daily living and would rather put that money into the local businesses. The increase in cost and decrease in availability of parks strongly deters me from the CBD

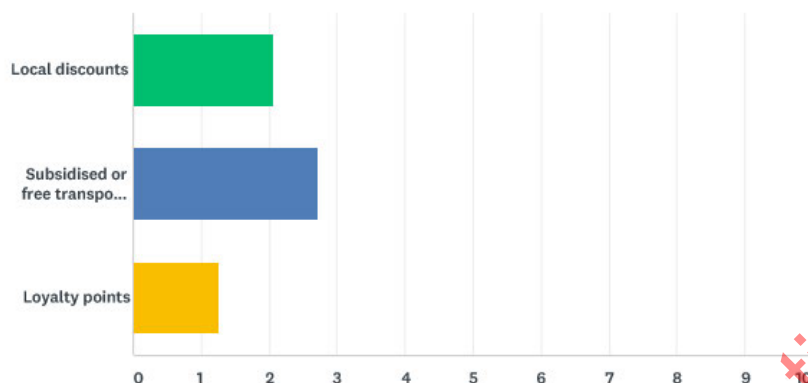
- Make the bus free
- #24 is a false dichotomy masquerading as a question. Tax rental cars and let residents park cheap. Knock off ticketing residents parking overnight to enjoy town.

Other

- Sorry - at a loss to assist you here with this one :(
- I don't park in town for a long time. We just need to access our business for a short time on a regular basis throughout the day. Please consider how businesses can continue to do this without being hampered to the point that it is incredibly different to deliver.
- Think long term and use Zermatt and Chamonix has examples of what's possible.
- get tourist buses out of town
- Move the QLDC and Town Hall buildings to Frankton
- Stop letting Wilsons take over empty lots!
- Close off the mini-bridge by the library. All day every day are massive campervans driving down that street trying to navigate the tiny car park at the end. Also, it would be nicer and more scenic to make something of the stream and nature down there.
- Complete the bypass of the town centre and the parking buildings. Upgrade roads with separated bike lanes. Mark, sweep, and upgrade the surface quality on bike lanes. Widen roads in the basin.
- Needs to work for families doing daycare & school drop-offs on their way to work, currently it is too difficult to take the bus with a toddler & a baby from Arthur's Point to town due to the bus timetable & bus stop locations in town. I fully support public transport & have used it frequently in other cities I've lived but it needs to be the best option not a majorly compromised option that you are trying to support to keep it going. Does Jim Boulton take the bus?
- Be aspirational. Look at the cool countries in the world and deliver something way better than anything else ever seen in NZ. The best tourism transport experience in the world.
- Make a realistic plan and stick to it
- need to consider local people. parking is so difficult in town. not suitable for people with kids, elderly etc..
- Get Warren Park sorted asap for parking stop dragging your feet;
- You have to look at the problems already being encountered at the shotover bridge, specifically relating to morning and evening congestion for shotover country and lake Hayes communities. I was at the talk tonight and was frankly astonished that there was no mention of the situation, no consideration to the further 1100 homes that QLDC want to build on Ladies Mile, no mention of any plans to mitigate further congestion. No talk of future plans for a park and ride in the area, no announcement of direct buses to town. Are these issues that affect us now not being looked at? Is that not within your scope? The required mode shift of current and future residents is well above what can be reasonably achieved without a step change intervention. Surely this step change will be needed to be considered when discussing plans for Frankton? And what about upgrading the shotover bridge in the future? How will that effect flows? Is that even an option?

Q32 What incentives would get you out of your car and using alternative modes of transport? For example, local discounts, subsidised or free transport services, loyalty points, etc. Please rank in order of preference:

Answered: 139 Skipped: 14



	1	2	3	TOTAL	SCORE
Local discounts	22.14% 29	62.60% 82	15.27% 20	131	2.07
Subsidised or free transport services	75.36% 104	21.01% 29	3.62% 5	138	2.72
Loyalty points	3.79% 5	17.42% 23	78.79% 104	132	1.25

Q33 Do you have any other suggestions?

Answered: 70 Skipped: 83

Behaviour

- Can we think about how tourists can be incentivised too? Why is it residents, the ones footing the bill for all this, who are targeted to change our behaviour. For many with children, businesses etc, it is not always practical to take public transport.
- Change the way the organisations work. Having large numbers based in offices means people will drive to their place of work
- Promote car sharing. Promote buses. Promote bike-to-work-days. Promote ferries. Stop building everything in Frankton! - There's loads of space over in Dalefield for example

Infrastructure

- Bridge from Kelvin Heights to Queenstown Gardens.
- It's not just Frankton road that is the issue. Focus on the congestion between lake Hayes and Frankton too please. Not everyone works in central town.
- Make a safe proper trail connection between Glenda drive and the Queenstown trail. No more dodgy narrow alley in between it and Kennards with bin lids to dodge. No more trucks blocking the view onto the Glenda drive and make the big drop secure.

Public Transport

- I would use a rail service but not the bus. Buses are just as slow if not slower than cars as they're still stuck in the same traffic

- Bus lanes.
- Accessibility and time - If there were lots of stops to get on/off the alternative transport and it was faster than driving to town and trying to find a park.
- Bus stops at closer intervals. Some buses to stop at every stop and some to travel direct to town centre without frequent stops,
- Free bus, all great resorts around the world do this and it works for both locals and tourists , and then the roads will have less traffic
- Money put into ferry
- Could we offer an incentive scheme to all the hotels/motels in town that if they run a shuttle service to from the airport/car rental pick up drop off, then we can encourage tourists to not rent a car when staying in Queenstown, they can use public transport and only rent the car for the tourist activities they do outside the central Queenstown area?
- Bus priority lanes required coming out of Lake Hayes/Shotover Country to the Shotover Bridge. Needs 2 lanes each way from lake Hayes to Frankton with a connected safe direct active travel route
- Make whatever you choose environmentally friendly, not stinky old buses.
- Again sometimes a car is required. Main thing that would get me using is a more frequent reliable bus service. Waiting up to 45mins to an hour over winter outdoors due to traffic is unpalatable.
- None of the options above would get me to get out of my car. The only things that would be increased bus frequency, express services at peak hour & a bus stop central to where the town daycares are: Queenstown Preschool & Nursery, Wakatipu Kindy, ABC are.
- Yes, get a paint brush and create a Bus only lane in every conceivable piece of road applicable until more permanent solutions are implemented. If only one bus lane is possible technology is available to warn buses approaching one another. One of them only needs to merge with other traffic to allow them to pass safely. The bus has right of way should be implemented. I am astounded why this is taking so long. You can't realistically expect people to get out of their cars when it is no quicker by bus. The only thing that will change people's perception about using public transport is if people see the buses running to time while they are held up in traffic.
- To build more ferry stops and tracks on the hill so people will walk to the closest ferry stops and use the ferry service to CBD and come back home. The lakeside track is one of the best track in world, please use it as much as can.
- Needs to be timely and direct.
- We desperately need another non road mode of transport. I do not support the gondola as it will be slow and given the crowd at Skyline could take longer than a bus to get on it. Hence a monorail or other rail alternative should be looked for suburb connectivity and to the airport not just Frankton.
- Need regular/frequent services to make public transport viable. If you have a meeting that requires you to be in town for a certain time the buses at the moment don't always work.
- Bus service is cheap and awesome! Ferry needs to be cheaper too. Biking in and around town is adventurous as people on roads as well as cars, and car doors opening. Also some streets are very narrow with cars parking both sides of the streets.

Routes

- Lakeside Estate/Jack's Point are a distance from common daily needs and facilities. A bus is infrequent during the day, non-existent in the late evening and restricts potential users. So to would cycling to a lunch date per say. Imagine a sweaty mess arriving in Qtown after 2 hours cycling in and the thought of returning!
- More frequent services. Later services. Direct route Arrowtown to Queenstown along Malaghans Road all day and evening, not just peak hours.
- Bus stop outside five mile. The I don't have to drive to the supermarket.
- Direct bus services from Arrowtown and Lake Hayes Estate would seriously encourage more people to use the bus and even the current bus schedules.

Supporting Facilities

- Free park and ride facilities from Frankton, grants for ebikes
- You don't need a scheme, just don't charge for the park and ride, keep it simple.

Ticketing & Pricing

- The current Orbus fare system works well, but maybe add in a loyalty/frequent user incentive for trips per year or 4-5 consecutive trips per week. It would be nice to tie this scheme in with other transport modes (for example, the ferry service) - all via one card.
- Could a toll charge for cars going into Queenstown work
- A monthly card that covers all the public transport
- Downtown Queenstown many (hospitality) businesses are open until 4 am. All their staff is unable to ever use public transport as it stops at midnight. Can't see it viable for any bus service to operate so late. Maybe offer these late night workers a subsidised fixed taxi rate?
- Current \$2 bus is a great idea.
- perhaps if there was a free park and ride scheme from Frankton into town, that would be appealing to many.

- Something like AT Hop (AKL) or Snapper (WLG) that can be used across all forms of public transport
- Subsidies lake travel.
- A transport card that covers multiple transport modes. Can be easily topped up online or at machines throughout the district (I.e like a Myki card - Melbourne public transport, or Oyster card - London public transport). Putting a monthly/yearly pass on your card be significantly cheaper per day than a daily/one time fare.
- Easier and quick ways to pay for bus (I.e tap and go, linked to bank card etc)
- Free Free Free Just do it, it's the only answer and really everyone wins
- annual pass/ family pass - makes it so easy
- None of the above. I believe users should pay actual costs

Walking & Cycling

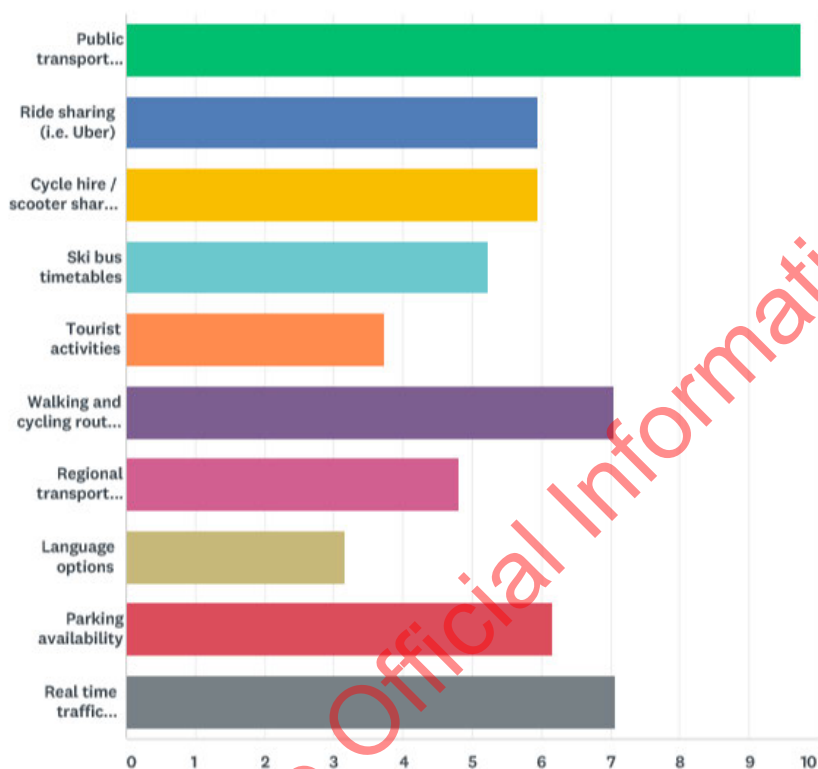
- discount electric bikes
- Interest free loans for ebike purchases. E bike hire scheme for Queenstown using partner such as Uber.
- ?? long shot.... e-bike discounts / subsidies. I'd love to ride much more than I do, but the hill up to my home is a killer. So I have to be super motivated - which is about 1 in 10 journeys.
- More bike parking places in town, currently very few
- We need better footpaths leading in to new subdivisions. I leave my house on domain rd every morning to drop my kids at Shotover primary school, there is no bus, there is no footpath that leads in to Shotover country from the main road. I would love to park and walk them across the heavily congested road but without a footpath it makes it pretty dangerous.
- Pedestrian subways beneath Shotover and Stanley Sts. Make main rd go around Frankton Rd and Coronation again.
- Need high quality bike paths and storage for users. Easy to then hop on a bike and know that it can be secured and kept out of the rain.
- Sealed cycle or shared paths with lighting and bike storage options ie safer cycling routes and more frequent buses e.g. route 5
- More bicycles allowed on buses particularly at night, I work shiftwork and in mid winter the 10pm ride home would be even better if I could put my bike on the bus (but they only fit two on the front at the moment)

Other

- Frequency and ease are the two winners
- Monetary incentives are of limited value. Overall ease of use for families, parents, children, students is much more important to our situation.
- Do so many journeys get a free journey?
- Supermarket "points" would be good so people can use as cash in kind for essentials
- Convenience is the main factor then cost
- no but what does 'loyalty points' mean?? what would it give you access to - shame you didn't explain this one!
- I need to drive everyday. I'm a tradesperson that needs a vehicle with me.
- QLDC. Move the bulk of your organisation to Frankton. Do not build in the CBD. QLDC will have circa 500 staff within 5 years. They should not be adding to the CBD traffic woes.
- Nothing really because buses wouldn't necessarily take me where I need to go
- Efficient, frequent, reliable service.
- Stop promoting queenstown. Stop giving money yo destination queenstown. Stop developing the airport. Let dunedin and invercargill have more flights. Close the doors. We are full.
- Cool, convenient, cost effective are the incentives.
- I can drive to Frankton / QT Central from QT Hill in less time than it takes me to get to the bus stop. So I have no incentive to get the bus. I would walk my children to school more often but the narrow, badly kept footpaths make it very dangerous esp in winter.
- Re question 26. Would make no difference to me. I use the sometimes free bus service but often need my vehicle.
- Safe transport.
- All above ideas are more than stupid....just put the parking outside of the town in areas like Warren park and change Hallenstein street as a bypass to the parking.
- Easy access to alternative means of transport.
- Special occasions - mid winter festival fireworks - a transport system on that evening would be beneficial to myself
- Get Stanley Ballarat under control. Pedestrians are ruining flow by crossing after flashing red. Get 3 cars out of Ballarat, repeat, with Shotover not moving also, the cars tail back halfway to BP. A "Barnes Dance" every 2nd or third set of phases might work . When lane repainting was delayed at Frankton BP to McDonalds everything flowed quite well. Nobody could race to the merge before Yewlett and so everyone had to do it naturally. Uber is a criminal organisation not paying GST or obeying driver work time regulations.

Q34 What functions would you like to see on a travel choice app? Please choose your top three (1 being most important).

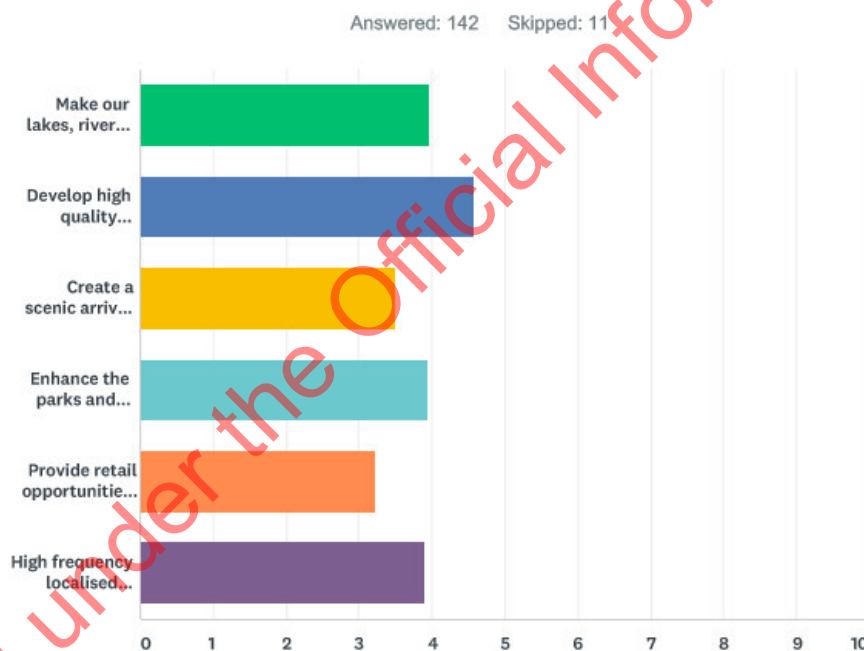
Answered: 140 Skipped: 13



	1	2	3	4	5	6	7	8	9	10	TOTAL	SCORE
Public transport timetables / real time information	82.81% 106	12.50% 16	3.91% 5	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.78% 1	0.00% 0	0.00% 0	128	9.74
Ride sharing (i.e. Uber)	0.00% 0	16.67% 14	17.86% 15	11.90% 10	19.05% 16	9.52% 8	7.14% 6	2.38% 2	5.95% 5	9.52% 8	84	5.95
Cycle hire / scooter share locations	1.19% 1	11.90% 10	22.62% 19	13.10% 11	9.52% 8	14.29% 12	7.14% 6	10.71% 9	4.76% 4	4.76% 4	84	5.95
Ski bus timetables	0.00% 0	8.64% 7	1.23% 1	18.52% 15	13.58% 11	24.69% 20	12.35% 10	11.11% 9	7.41% 6	2.47% 2	81	5.22
Tourist activities	0.00% 0	0.00% 0	2.56% 2	3.85% 3	19.23% 15	7.69% 6	19.23% 15	15.38% 12	15.38% 12	16.67% 13	78	3.72

Walking and cycling routes and travel times	10.87% 10	23.91% 22	15.22% 14	14.13% 13	7.61% 7	13.04% 12	6.52% 6	6.52% 6	2.17% 2	0.00% 0	92	7.05
Regional transport services	0.00% 0	3.61% 3	15.66% 13	6.02% 5	10.84% 9	9.64% 8	24.10% 20	13.25% 11	14.46% 12	2.41% 2	83	4.81
Language options	0.00% 0	5.06% 4	2.53% 2	7.59% 6	1.27% 1	0.00% 0	8.86% 7	31.65% 25	15.19% 12	27.85% 22	79	3.15
Parking availability	6.14% 7	19.30% 22	24.56% 28	8.77% 10	5.26% 6	6.14% 7	3.51% 4	2.63% 3	16.67% 19	7.02% 8	114	6.15
Real time traffic information	11.67% 14	29.17% 35	26.67% 32	6.67% 8	5.00% 6	2.50% 3	1.67% 2	0.00% 0	3.33% 4	13.33% 16	120	7.05

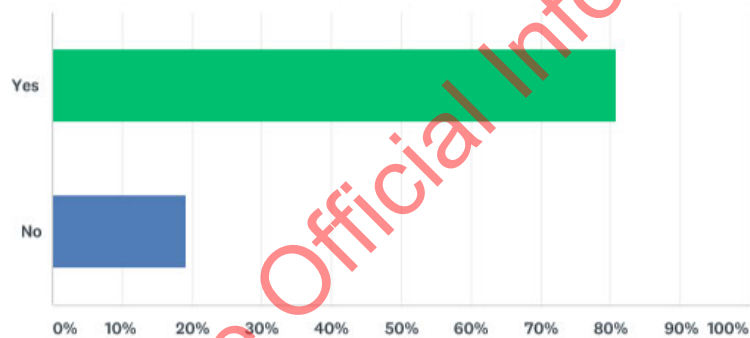
Q35 Please tell us what you think is immediately needed to make Frankton a great place to live. Please choose your top three (1 being most important).



	1	2	3	4	5	6	TOTAL	SCORE
Make our lakes, rivers and waterfronts destinations with activities and events that will draw people in	24.55% 27	16.36% 18	23.64% 26	11.82% 13	15.45% 17	8.18% 9	110	3.98
Develop high quality pedestrian and cycle routes linking key destinations	27.43% 31	32.74% 37	21.24% 24	10.62% 12	4.42% 5	3.54% 4	113	4.58
Create a scenic arrival experience for the Wakatipu Basin that celebrates our natural environment	13.86% 14	16.83% 17	21.78% 22	16.83% 17	14.85% 15	15.84% 16	101	3.50
Enhance the parks and reserves (e.g. Frankton Beach, Shotover Delta, urban squares pocket parks, dog parks, etc.)	17.70% 20	18.58% 21	28.32% 32	16.81% 19	14.16% 16	4.42% 5	113	3.96
Provide retail opportunities and community facilities (e.g. parks, libraries, medical care, recreation, neighbourhood spaces, food growing etc.) that are easily accessed by locals and visitors	16.67% 18	18.52% 20	9.26% 10	10.19% 11	16.67% 18	28.70% 31	108	3.22
High frequency localised public transport connections, linking destinations around the Wakatipu Basin	25.20% 31	20.33% 25	17.07% 21	12.20% 15	8.94% 11	16.26% 20	123	3.92

Q36 Does the vision resonate with you?

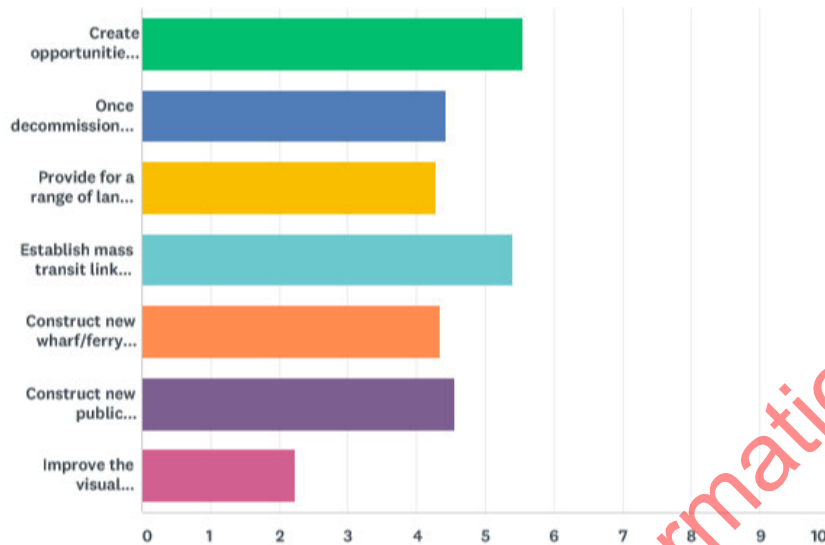
Answered: 145 Skipped: 8



ANSWER CHOICES	RESPONSES
Yes	80.69% 117
No	19.31% 28
TOTAL	145

Q37 Which of the following will provide the most impact in bringing the vision to life? Please choose your top three (1 being most important).

Answered: 140 Skipped: 13



	1	2	3	4	5	6	7	TOTAL	SCORE
Create opportunities for lakeside development that is sensitive to the local environment and provides recreational and social spaces	41.12% 44	14.95% 16	19.63% 21	13.08% 14	5.61% 6	3.74% 4	1.87% 2	107	5.54
Once decommissioned, redevelop oxidation (wastewater) ponds for recreation and revegetation	6.82% 6	28.41% 25	19.32% 17	14.77% 13	17.05% 15	5.68% 5	7.95% 7	88	4.44
Provide for a range of land uses and housing choices around transport hubs and to support local centres	14.13% 13	14.13% 13	21.74% 20	15.22% 14	9.78% 9	20.65% 19	4.35% 4	92	4.28
Establish mass transit linking Frankton with Queenstown town centre (moving more people, more often)	32.80% 41	23.20% 29	16.00% 20	14.40% 18	8.00% 10	3.20% 4	2.40% 3	125	5.39
Construct new wharf/ferry terminal to service water-based passenger transport	11.65% 12	22.33% 23	18.45% 19	8.74% 9	18.45% 19	16.50% 17	3.88% 4	103	4.35
Construct new public transport and active transit priority bridges as alternatives to private vehicle use (i.e. across Shotover and Kawarau Rivers)	18.58% 21	22.12% 25	18.58% 21	7.96% 9	7.08% 8	21.24% 24	4.42% 5	113	4.56
Improve the visual connection between the airport and local environment to create a better sense of arrival to Frankton	1.18% 1	3.53% 3	14.12% 12	5.88% 5	10.59% 9	3.53% 3	61.18% 52	85	2.24

Q38 Is there anything we have missed?

Answered: 27 Skipped: 126

Airport

- Create linkages across / around the Airport. Or get rid of the Airport. But that would still require an in / outbound transport hub
- Airport is in complete conflict with amenity
- Relocating the airport, dealing with the elephant in the room

Infrastructure

- Footbridge / cycleway from Shotover Country to the bottom of Glenda Drive to aid people's safe, easy and appealing transit to Frankton and the High School, for example.
- Put cycle lanes on roads. Clearly marked, good seal, swept.
- Edith Cabvelli bridge is a major weak point in the transport system and needs to be replaced ASAP! Pedestrian/cycle access in Arthur's point bus very poor and likely to have better uptake if addressed due to proximity to town.
- Improve infrastructure, mainly for biking to make it a safe practical alternative way of transport
- Improve road links give some character, the Spread is Just like any city right now, could be auckland.

Parking

- Day-to-day on-street parking with current bus services is a significant safety issue within and around Lake Hayes Estate/Bridesdale Farm (there are typically cars parked on both sides of the street so there is no room for two cars to pass, let alone a car and a bus). Parking needs and behaviour of current residents/neighbours does impact on quality of life/obstructs safe passage. A space for local market days and ensuring that SHA developments are actually delivered in line with developer commitments would be of major benefit to large groups within the community. For example, what is happening with the Red Barn Cafe in Bridesdale Farm (if anything)? Why haven't Bridesdale Farm Developments Limited provided 134 water points/taps for the 134 garden allotments that make up Bridesdale Farm Gardens? They have only provided 5 for 134 separate households/families (in spite of contractual obligations)! In other words, the provision of local centres to help make sure all of our communities actually have what they ought to already, including access to support/resolution services. And, how do we ensure that we have strong communities in light of such issues so that local residents are well protected and local interests are not subservient to private interests.
- Turn the Frankton golf course into a parking building with bus terminal. Also link this with covered walk way to airport.

Public Transport

- One day I hope there will be a electric light rail all the way from Milford to Wanaka and connecting up all the dots that's the day I stop using my ute for shopping trips to Queenstown
- PLEASE consider— establishing a big Frankton transport Hub which gives many options for different people for their different directions and needs. For example: overseas visitors get off the plane then take a free airport shuttles(10mins) to this Frankton Hub first, then they can choose from: Area 1: Public bus(CBD, Arrowtown, Kevin Heights, Ferhill, Shotover country...) Area 2: rental bikes/E bikes or scooters... Area 3: taxis/Uber/small private buses, Area 4: ferry services, Area 5: Free-ride cars drive by locals who are willing to offer free seats for the people who go to the same destinations(CBD,Wanaka, Arrowtown, or somewhere else), Area 6: walking(free trail maps and free water bottles, free luggages transport with names tags on bags to check,etc)

Urban Planning

- Put any new hotel development in the 10 min walk to CBD zone but away from downtown entertainment. Frankton doesn't need to be anything flash. Run the marathon the other way. No way to accommodate their finish line demands in Qtown without bringing everything to a standstill so do it at Atown.
- Development and provision for recreational services (sports fields/courts/multi-surface facilities).. to accommodate the growing population... (requirement within all new sub-divisions To allow/cater for sports/recreation).
- STOP ALL FUTURE HOUSING TILL WE HAVE OUR ROADING AND TRANSPORT PUT IN PLACE.
- Need more high density housing and less suburbia. Apartments will allow for more green spaces, parks, gardens etc.
- Stop approving crap shopping developments where you have to drive into the middle of them. The car parking is horrendous, poor access, too tight, badly designed, hard to see walls, and they're in the

middle of the shops so pedestrians have to walk through and across the car park all the time, why not have the car parks underground, on the roof or in a multistorey parkhouse? There doesn't appear to be any 'masterplan', small unlinked developments just sprout up here there and everywhere seemingly without thought to the effects or required infrastructure.

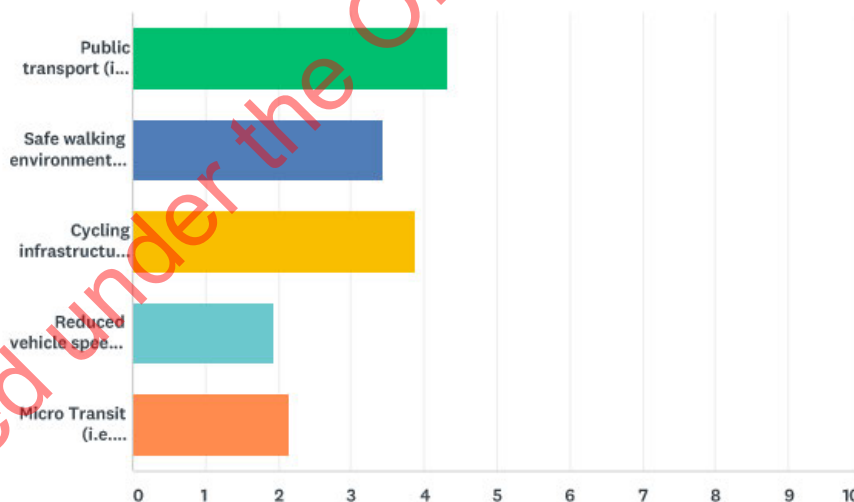
- It needs to be more sympathetic to the rest of the Wakatipu. Frankton needs to look nice and have a focus on people not cars.
- The arts! Performance space, rehearsal space, studios for dance, theatre, music, visual arts, kids clubs classes. Where? Access?

Other

- We need to do all of these things not just the top 3
- Ensure there are great spaces and places for sport & recreation
- Yes. Please carry out an survey with open questions that set out to determine what people are really thinking.
- Cheaper accomodation for short term workers, young families, staff housing etc such as lots of 1 or 2 bed apartments. Banff in Canada has great examples of staff housing.
- Protecting natural environment, key word sustainable has been missed out of above options
- Please consider /integrate information from QLDC/ORC/civil defence community response plans during planning and improvement and development of public transport/bridges and paths (fire, earth quake, flood etc). There is no point pushing endless taxpayer funds into projects not adequately thought out in the context of the key physical hazards that may potentially affect our area.
- Who cares if the visitors have a better sense of arrival. They just landed at the foot of the remarks. Whats better than that. This is absolutely no way what I want to be spending one cent on!!!! Sick to death of pandering to tourists. Support the locals for a change!!!!
- Live web traffic cams on the QLDC website showing the Frankton road could help people decide when to travel. I generally go to Frankton for shopping and would use them to decide when to go or wait.

Q39 What are the top three short term (0-5 years) transport investments for Frankton that will encourage you to use other transport methods. Please choose your top three (1 being most important).

Answered: 138 Skipped: 15



	1	2	3	4	5	TOTAL	SCORE
Public transport (i.e. bus priority and increased frequency)	60.15% 80	22.56% 30	10.53% 14	4.51% 6	2.26% 3	133	4.34
Safe walking environment (i.e. wider footpaths, regular and safe pedestrian crossings,)	9.48% 11	35.34% 41	43.97% 51	11.21% 13	0.00% 0	116	3.43
Cycling infrastructure (i.e. priority crossings, on or off road separated cycle lanes, sealed pavements, lighting, bike racks etc)	29.27% 36	39.02% 48	25.20% 31	4.88% 6	1.63% 2	123	3.89
Reduced vehicle speeds (lowered speed zones, controlled intersections)	2.41% 2	6.02% 5	8.43% 7	49.40% 41	33.73% 28	83	1.94
Micro Transit (i.e. driverless pods or new technologies)	7.53% 7	8.60% 8	22.58% 21	13.98% 13	47.31% 44	93	2.15

Q40 Is there anything we have missed?

Answered: 33 Skipped: 120

Infrastructure

- Just make the roads better. The majority of drivers are tradespeople that need thier vehicles on site.
- Another access route into town other than Frankton Road

Public Transport

- Convenient and easily accessible PT
- More direct public transport- no changes in Frankton for journeys under 15 mins
- Make existing options accessible with suitable bus stops for cold wind, and provide safety restraints
- Alternative transport connections to Ladies Mile need to be considered as a matter of priority (instead of Stalker Road) along with other transport modes/re-design.
- Mass transit could be Light rail, or tram.
- Ferry
- my work in frankton is too far from arrowtown to cycle every day in the cold. bus services would have to be very cheap, frequent and reliable for me to consider using a bus. i.e. cheaper than running a small car. i really think rail is the way to go. i used to live in auckland and the rail service was fantastic. i used it every day. theres no reason not to have rail at least from LHE to queenstown. this would save a lot of congestion
- Ferry
- Water based transport
- Ferries!!! Use the water ways! Or gondola from lake hayes to frankton. Every high school kid who lives there could use it.
- Monorail

Urban Planning

- Move the Queenstown Airport to the top of Queenstown Hill and free up the land for housing and commercial development to help stop these things going further out of town and increasing the traffic
- Airport is in conflict with amenity. Accessibility has not been considered. Gondola is not effective mass transport for locals.
- PLEASE consider— establishing a big Frankton transport Hub which gives many options for different people for their different directions and needs. For example: oversea visitors get off the plane then take a free airport shuttles(10mins) to this Frankton Hub first. then they can choose from: Area 1: Public

bus(CBD, Arrowtown, Kevin Heights, Ferhill, Shotover country...) Area 2: rental bikes/E bikes or scooters... Area 3: taxies/Uber/small private buses, Area 4: ferry services, Area 5: Free-ride cars drive by locals who are willing to offer free seaters for the people who go to the same destinations(CBD,Wanaka, Arrowtown, or somewhere else), Area 6: walking(free trail maps and free water bottles, free luggages transport with names tags on bags to check,etc)

- Development of recreational facilities (spirts field/courts/turf/multi surface facilities.

Walking/Cycling

- Would be great to have an overbridge for families of Quail Rise to use across main road to area near placemakers. So they can cycle/walk to the shops safely as it is so close. Get the Quail Rise underpass finished as any road works slows the movment of all traffic and makes more of a build up of traffic than usual. Which would happen with all the changes proposed.
- I have cycled along the path that goes past the new retail centres and at the points where there are the two round about I felt very unsafe crossing the road. The cars come around the corner very quickly and they aren't looking for bikes. A tunnel for bikes and pedestrians would be safer.
- Footbridge / cycleway from Shotover Country to the bottom of Glenda Drive to aid people's safe, easy and appealing transit to Frankton and the High School, for example.
- A pedestrian/bike bridge between Shotover Country and frankton
- Easier to get across Frankton Rd. More access to Frankton track or alternative routes to Frankton that avoid Frankton Rd
- Pedestrian crossings often just stop/slow traffic unnecessarily. Pedestrians in the area also have a habit of not using provided crossings and just crossing anywhere, perhaps barrier off busy roads and add over bridges/underpasses at high volume crossing points which would be safer and more effective, allowing continuous traffic flow.. I don't believe the vehicle speeds in residential areas is currently a problem, width of the roads to allow for safe and fast cycling (ie commuting) is.

Other

- Just get on with it. The clock is ticking!!!!!!
- Stop treating visitors as the priority.
- The transport is currently, impractical & unappealing. The routes are nonsensical & are not at all useful.
- Do not reduce vehicle speeds. Speed is not the issue. Think about the idea is slowing down an already slow and congested system. No one wins with that approach. It will only make things worse. It's a cowards concept to reduce speed limits.
- I see the traffic build up night and morning,(I am usually going the other way) and know changes have to be made. but I get tired of the preaching about public transport. We need good roads for goods and freight movement, tradies etc. and for retired people to do voluntary work!!
- terrible survey..... the ranking questions are awful.. i skipped them... not user friendly... and just not great.
- Coach parking.
- Everything is aimed at getting people out of cars. Still believe you need to accept that wont happen and how can you mitigate or enhance vehicle use eg benefits for multi passenger etc.
- Put traffic lights on all major entries onto Frankton road. Currently it is too busy to turn right across the traffic.
- The Streets Survey

Rate our streets!

Thanks for taking the time to complete our transport planning survey.

If you have another couple of minutes, we'd love to hear how you feel about some of the Queenstown Town Centre streets.

Please use the sliders to rate your experiences. 1 being low quality - 5 being high quality.

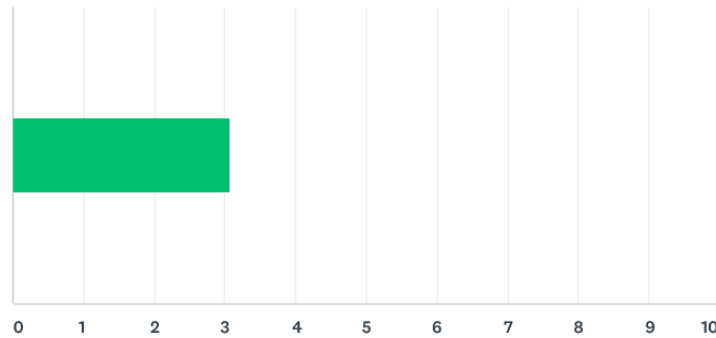
1. How would you rate Queenstown Mall as a place to walk through?

1

5

Q1 How would you rate Queenstown Mall as a place to walk through?

Answered: 53 Skipped: 0



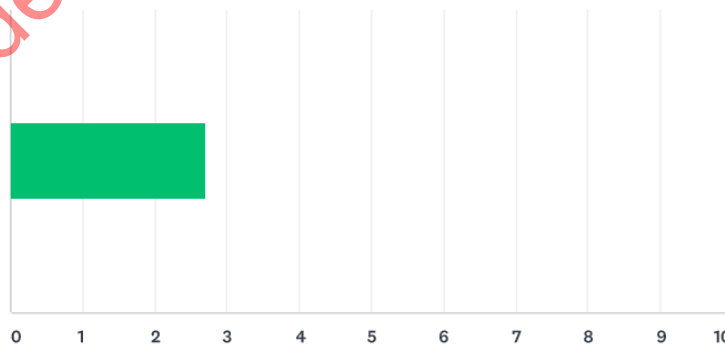
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	3	163	53
Total Respondents: 53			

2. How would you rate Queenstown Mall as a place to eat lunch or chat with friends?

1 ☐ 5 ☐

Q2 How would you rate Queenstown Mall as a place to eat lunch or chat with friends?

Answered: 50 Skipped: 3



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	3	135	50
Total Respondents: 50			

3. How would you rate Church Street as a place to walk through?

1 5

Q3 How would you rate Church Street as a place to walk through?

Answered: 48 Skipped: 5



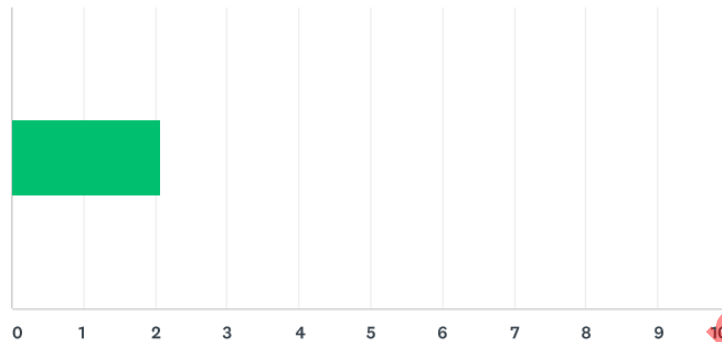
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	2	91	48
Total Respondents: 48			

4. How would you rate Church Street as a place to eat lunch or chat with friends?

1 5

Q4 How would you rate Church Street as a place to eat lunch or chat with friends?

Answered: 47 Skipped: 6



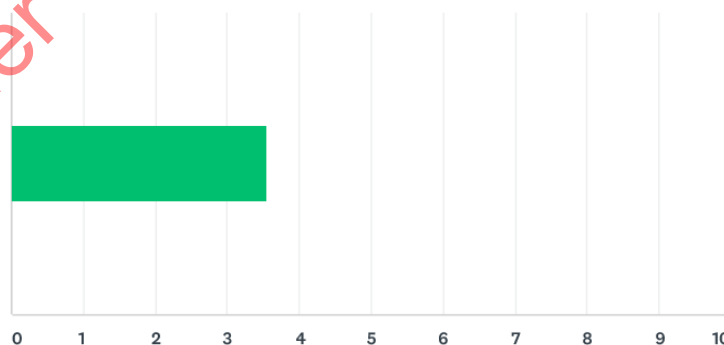
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	2	97	47
Total Respondents: 47			

5. How would you rate Marine Parade as a place to walk through?

1 ☐ 5 ☐

Q5 How would you rate Marine Parade as a place to walk through?

Answered: 50 Skipped: 3



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	178	50
Total Respondents: 50			

6. How would you rate Marine Parade as a place to eat lunch or chat with friends?

1 5 ☐

Q6 How would you rate Marine Parade as a place to eat lunch or chat with friends?

Answered: 50 Skipped: 3



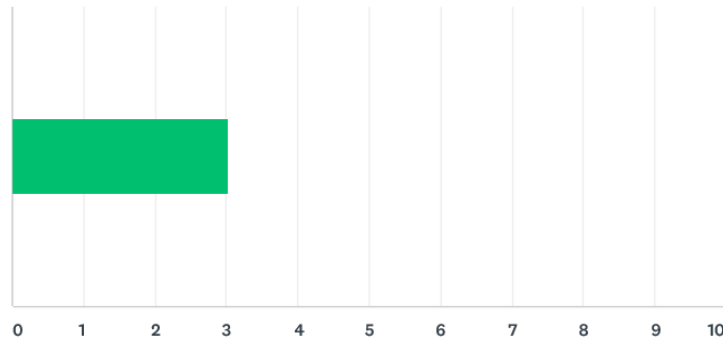
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	3	130	50
Total Respondents: 50			

7. How would you rate Beach Street as a place to walk through?

1 5 ☐

Q7 How would you rate Beach Street as a place to walk through?

Answered: 51 Skipped: 2



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	3	155	51
Total Respondents: 51			

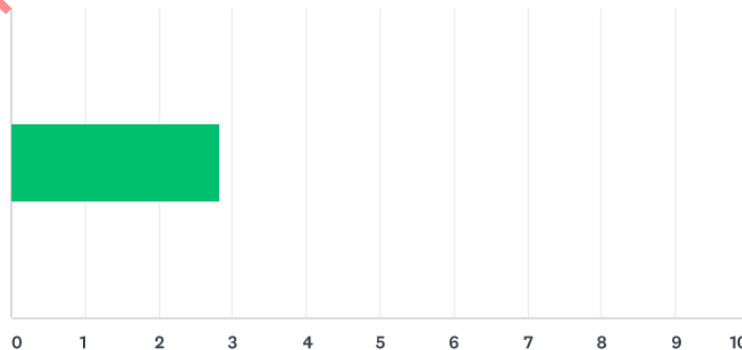
-
-

8. How would you rate Beach Street as a place to eat lunch or chat with friends?

1 ☐ 5 ☐

Q8 How would you rate Beach Street as a place to eat lunch or chat with friends?

Answered: 51 Skipped: 2



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	3	144	51
Total Respondents: 51			

9. How would you rate Shotover Street as a place to walk through?

1 5

Q9 How would you rate Shotover Street as a place to walk through?

Answered: 49 Skipped: 4



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	2	90	49
Total Respondents: 49			

10. How would you rate Shotover Street as a place to eat lunch or chat with friends?

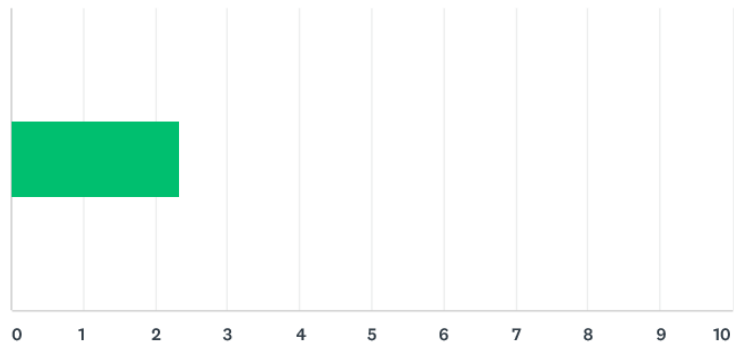
1 5

11. How would you rate Rees Street as a place to walk through?

1 5

Q11 How would you rate Rees Street as a place to walk through?

Answered: 51 Skipped: 2



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	2	120	51
Total Respondents: 51			

Released under the Official Information Act 1982

12. How would you rate Rees Street as a place to eat lunch or chat with friends?

1 ☐ 5 ☐

Q12 How would you rate Rees Street as a place to eat lunch or chat with friends?

Answered: 51 Skipped: 2



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	2	95	51
Total Respondents: 51			

Appendix 3 – Submitted Feedback – via Email (August 2020)

Comments
1. Focus on Public Transport - concern that this 'build it and they will come' approach is incomplete 2. State Highway 6 Improvements - Priority bus lanes are supported where they can be achieved without compromising the current traffic capacity. Consideration should be given to locating the Frankton hub adjacent to an area of commercial activity. 3. Frankton Road (6A) Improvements - Priority bus lanes are supported where they can be achieved without compromising the current traffic capacity. Signalized intersections are supported on the basis that they provide a safer environment for pedestrians and cyclists crossing SH6a 4. Town Centre - improvements proposed for the Town Centre are contingent on the progression of the realignment of the main arterial through the CBD 5. Car parking in the CBD - The streetscape upgrade will see many car parks removed from the CBD. It is essential that these be replaced with at least the equivalent number of parking spaces on the fringe of the CBD
We wish to give feedback on two proposals for traffic lights at the eastern and western end of Sugar Lane. With respect to the proposal to have traffic lights at the eastern end of Sugar Lane (intersection with the SH) we fully support this idea. LMPL made a financial contribution to NZTA as part of our resource consent conditions for traffic lights at this intersection. However, despite extensive debate about the wording of the condition, this never happened. With respect to having traffic lights at the western end of Sugar Lane we oppose this idea. We concur with the other people who have given feedback that traffic lights in this location will create a thoroughfare along Sugar Lane which will increase traffic and conflict with existing uses (such as the walkway, cafes, businesses). Two set of traffic lights, within 300m of one another, will further cause grid lock along this already busy part of Frankton Road.

Comments

Intersection improvements in the vicinity of **Goldfield Heights**. Our client owns **land at 547 and 551 Frankton Road** (part of a small a stand-alone group of 5 properties that are located on the lake-side of the State Highway), which is opposite Goldfields Heights.

This collection of 5 properties are served by a single crossing point on to the highway.

All of these properties are included in the High Density Residential zone

It is important that these high density properties are adequately and safely provided with access in a manner that will enable the efficient development of this land.

We want to ensure that our client is involved in any new intersection design at Goldfield Heights.

Any intersection design at Goldfield Heights needs to provide for and enable the safe, efficient and appropriate integration of our clients land, and in particular facilitates both left and right turn's out from this access point.

Could you please ensure that **we are kept informed of initial design concepts and the timing of construction** of these intersection improvements.

Outlining their business; transport movements and requirements.

Supports efforts to reduce the issues around congestion and increase transportation choice.

Clarification is sought relating to the long term accessibility around/within the Queenstown CBD post town centre upgrade.

It is imperative that QLDC provide adequate loading zones across central locations in order to adhere to the requirements that they have set.

Keen to promote the use of on-street public loading zones on the future upgraded Man Street.

Streetscape design that recognises the "Place" function generated by the Town Centre (Isle Street West Sub Zone) zoning of the land on the north side of Man Street, and the site access outcomes that will be required for various modes of travel.

Own and operate a site 1 McBride Street, Frankton (Mobil)

- **Preference for a four way signal controlled intersection design at the State Highway 6/6A junction**, as opposed to the round-about design with combined straight through traffic lanes. Key concern being a complex round-about intersection design may create confusion for short term visitors and hinder traffic accessing the wider roading network in the nearby Frankton residential area and commercial node, and result in a large secondary round-about layout around the Frankton Road/McBride Street/Gray Street commercial block.
- Support investigating sufficient **scale park and go facilities** in close proximity to this critical transport node.
- **Retaining access to Gray Street** for general traffic.
- **Retaining McBride Street as two directional, with careful consideration of a secondary controlled intersection within close proximity to the**

Comments

State Highway 6/6A intersection.

- **Explore alternative options for pedestrians crossing State Highway 6A at McBride Street intersection.** The on-demand signalised crossing may further hinder vehicle movements through the McBride Street/Frankton Road intersection and the State Highway 6/6A intersection.
- **Encourage pedestrian and cycle movements to be directed along Gray Street and Stewart Street along the Wakatipu Active Trail** within a priority pedestrian/cycle environment.
- Ensure any future cycle, pedestrian and bus lanes do not hinder access to sites along Frankton Road or create visibility issues for issues entering or exiting sites.
- Ensure any road widening that may be required, carefully considers the functionality and access to existing established sites.
- Ensure that the road design can support heavy vehicles safely entering and exiting 1 McBride Street directly from Frankton Road (or McBride Street) and are not directed through residential environments. It is important for the operation of 1 McBride Street that heavy vehicles can easily access the State Highway network in both directions.

- Transport Hubs
- Reduction in On-Street Parking
- Hansen Road Intersection
- Active Travel Route on Frankton Track and Shared Path Along Frankton Road
- Town Centre Arterials / Bypasses
- Other Transport Options – MRT
- Project Manawa

Comments

Our client is the **owner of 982 Frankton Road** which comprises approximately 4,000sqm of land, located on the northern (uphill) side of the highway. Our client has prepared numerous comprehensive housing concept plans for this land.

The key constraint is the width of highway Carriageway adjacent to the site entry, and in particular the proximity of retaining walls on both sides of the highway and topography in this area.

These factors currently prevent the formation of a right-turn bay (within the centre median) in to the site.

This carriageway width constraint can only be solved by widening the corridor. **The land owner supports increased carriageway width to facilitate the formation of a right turn bay adjacent to the site access.** It is acknowledged that this option will be costly, and that improved access may be solved by other highway improvements in the vicinity of the site.

Alternatively, the landowner will support either a roundabout at the Sugar Lane intersection so that a left-in/left-out arrangement can be implemented for the access to 982 Frankton Road.

Or, the landowner will support the provision of traffic lights at the Sugar Lane entrance where the arrangement of those traffic lights make provision for vehicles to make a U-turn within the highway.

The land owner would like to be involved in any further discussions and development of highway improvement plans between the Frankton corner shops and Sugar Lane.

Comments

We are supportive of the project in principle, but we have some valid concerns that we would like to have addressed.

We would like to see **a designated parking area close by the church**, for our elderly and young family Parishioners, to help offset the loss of nearby on street parking. We would also need a reserved parking area for a wedding car or a hearse for obvious reasons.

Our concern is that the heavy construction and heavy duty vehicle traffic movements may **cause damage to the sensitive heritage building of our church**. Some strengthening work maybe required before this work is undertaken, to avoid any potential damage.

There will be potential noise issues during the construction of the roadway that will need to be mitigated, to minimise disruption during weddings, funerals and other services. Also of concern is the anticipated extra traffic noise during the day and evenings, of the completed road works on church services. **Some form of noise baffling or reduction may be required.**

We are concerned about **safe pedestrian access to the church** through the busy thoroughfare of Melbourne Street after the project is completed. We have been unable to locate any detailed street diagrams of the anticipated completed Melbourne Street thoroughfare. It is unknown what steps have been allowed for in the plan, for suitable pedestrian and traffic access into the church.

In summary **we would appreciate a presentation from a member of your project team to update our council on the detail**, surrounding the proposed roadway arterial project along Melbourne Street. We need to understand how it would affect the operation of our church gatherings, during and after the construction of this new arterial roadway, that runs alongside our church.

Comments

There are a number of principles the school request be acknowledged and accommodated, and suggestions that be considered to ensure that safety and access to the school is optimised:

1. **Safe drop-off facilities from cars for children.** Currently both Melbourne Street and Beetham Street are used effectively and safely for this purpose. A turning circle on Beetham street where it is interrupted by Melbourne Street could assist with this. It is unclear from the current plans that there will be any facility to drop off children.
2. **Safe parking to replace the parking that is being removed.** According to the current plans it looks like there will be no street parking for the school.
3. **Easy access to the CBD for students and visitors to the school/ Church.** Locating the overbridge at Beetham Street would help with this and be an improvement on the current situation.
4. **Pedestrian and cycling access to the school during the construction process** from Melbourne street and Beetham street is protected.
5. Cycle route access to the school that is intuitive and easy to use, there doesn't appear to be a cycle route to the school on the plan.
6. **Mobility car parking is allocated.**
7. The school is consulted about traffic/ footpath management plans to ensure that the needs of the school are not compromised.
8. The school has a mechanism to raise concerns around safe access to the school, during the construction phase that is easy and responsive to the schools needs.
9. The school bus service is accommodated in the final design and the construction phase. Will Hallenstein Street continue to house the school bus stops? This is not clear from the plans.
10. An indication of what level and duration of disruption is expected.
11. The benefits to the school from the changes; such as improved connectivity with the CBD. From the current plans it is not clear how the school will benefit.

Humphrey Street Link

QAC supports the new link from Humphrey Street to Lucas Place. QAC suggests that this link should have a very clear active travel and public transport focus and discourage private car use. Clear connection to the proposed ferry services and ferry terminal in Frankton, noting that the Frankton Ferry Terminal is not detailed in this proposal.

Humphrey Street Intersection with SH6

QAC supports the signalised intersection of Humphrey Street and SH6. As in the feedback above, QAC suggests that this intersection needs to prioritise active travel and public transport and ensure that there are safe active travel and pedestrian crossing solution designed into the intersection.

Lucas Place Intersection

QAC supports the improvement of safety at this intersection, however is concerned that the introduction of a signalised intersection may add delays to this intersection which operates relatively smoothly. This could result in traffic backing up into Lucas Place and the internal airport roading network. If it was decided that this intersection was to be signalised, QAC's expectation would be that long-term monitoring of queues takes place to ensure congestion for all roads and their surrounds are managed.

Future Transport Hub

Comments

QAC supports the need for a transport hub somewhere in Frankton and support the expansion of the existing transport hub in the short to medium term. However, more work is needed to be undertaken with regards the location of the hub in the longer-term, particularly in relation to the preferred option for mass rapid or high frequency transport options between Queenstown Town Centre, and Frankton and / or Queenstown Airport. QAC does not support the location of regional tourism coach services at the proposed Frankton transport hub in the longer term. This appears to be in conflict to what was proposed in the Frankton Flats Master Plan in which it was proposed these services be located at Queenstown Airport. This location was supported by Queenstown Airport at the time of this consultation.

Public Transport Network – Queenstown Airport as a Primary or Supporting Transport Hub

QAC supports a transport system that encourages public transport. The consultation materials at present do not acknowledge Queenstown Airport as either a primary or supporting transport hub. Given the volume of users on the public transport network starting or ending their journey at the airport – either as an employee, a visitor, or a resident, QAC believes that it is important to acknowledge Queenstown Airport as an important part of any high frequency transport network, and show indicative routes through the airport. Detail of the exact location of these routes through the airport landholdings can be determined at a later date, however QAC believes it is important to acknowledge the importance of this location to the network.

Potential Emergency Services Precinct

QAC supports the concept of an Emergency Services Precinct being located in Frankton, however, believes more work is required to evaluate options and desired outcomes. Intuitively there appears to be potential conflicts with the requirements of easy and fast access for emergency services, with the complexity of other activity proposed in this location.

SH6/6A (BP) Intersection

QAC supports the need to improve traffic flows and capacity at this intersection, and supports a solution that is efficient, effective and encourages multi-modal travel options. QAC has the following comments regarding the proposed solutions:

- a) As a major intersection connecting the north and south of Queenstown, this junction needs to deliver a simple and accessible solution for all users. The intersection will be used by local and visitors, with visitors likely to be a combination of both of domestic and international origin. Of the two options illustrated, QAC's view is that the signalised intersection would provide better legibility for all users.
- b) QAC believes more work needs to be undertaken on the active travel and pedestrian links through this intersection, and that further consideration should be given to underpasses and or overpasses to ensure safe movement of pedestrians and cyclists between different areas of the active travel network.
- c) QAC would like to understand what future proofing is being undertaken to accommodate longer-term solutions (such as mass rapid or high frequency transit options) from Queenstown Town Centre to Frankton and/or Queenstown Airport.

Comments

The Council has developed a plan that will increase livability in the area. It is our overarching submission that the Council could further improve livability by placing further emphasis on planning and designing for accessibility. We note that the Council has a disability strategy and consider that this could be achieved by the above.

New Zealand Councils face challenges as a result of the outdated standards and guides that provide information regarding accessibility, this is further complicated by varying community advice regarding access solutions and often results in poor accessibility.

The Council can address this by including accessibility in its existing processes, this can be achieved by:

- Consulting with the disabled community, and
- Re-enforcing this by consulting with professionals e.g. designers, engineers and access advisors with knowledge/training in **Universal Design** to ensure that current international best practice is applied.
- Including accessibility audits in the projects auditing schedule.

Shared spaces and pathways have the potential to improve accessibility and therefore livability. The Global Street Design Guide (see below) contains examples of shared spaces in Auckland that have created benefits for all. Shared pathways are not always able to be used by all and often create a source of conflict – e.g. between users who travel at different speeds or use mobility devices. **We recommend separation between travel modes e.g. separated walking and cycling zones.**

Howards Drive

I believe this **should be a signalised / traffic light intersection** to enable traffic from both sides of Ladies Mile to more effectively enter Ladies Mile at Peak times. **Speed limit 60kmph**. If no lights the traffic entering from Ladies Mile North will significantly hold up traffic heading to town from Lake Hayes / Arrowtown.

Shotover Country

The **west route into town should be one lane and the left lane should be left lane turn only**. The merge lane on the west side of the roundabout needs to be 400 metres, this will enable a clear flow of traffic from Shotover Country.

Speed limit 60 kmph

Frankton BP Corner

Yes go to **lights at this intersection and add free turns towards Airport from Ladies Mile and to Queenstown from Jacks Point**. Move intersection out into golf club.

Ladies Mile Events Centre, left turn in and left turn out only after EC connects with Grants Road. Hansens Road to join to Hawthorne Roundabout, except for left turn in and out.

Frankton Road

Pedestrian lights will significantly slow traffic and busses, these need to be underpasses. Possibly only one with a good link on north side of road between them.

Comments

Yes to widening the footpath on lake side.

There is no good reason for a pedestrian crossing by Pounanu.

Not sure if lights are need at Goldfields and Hensman. If there was, why not have pedestrian crossings.

Town Centre

Yes to Melbourne Street bypass. It's only been 25 years in the making.

52 Thompson St should be purchased to re-align the road. Also take a corner off Lake View site.

See full submission on file:

Pro-Invest Development is investigating a site development opportunity at 50-58 Camp Street

Camp Street adjacent to 50-58 Camp Street has a **coach loading/unloading facility**, as generally shown by the engagement plan;

Streetscape design that recognises the "Place" function generated by the Town Centre (Isle Street East Sub Zone) zoning of the land on the north side of Man Street, west side of Camp Street;

General **provision is made for on-street loading and some short stay car parking** possible to support future development that is enabled by the town centre zoning on this site, and those surrounding;

Our feedback on the Frankton to Queenstown and Queenstown to Town Centre (Options for how we'll travel around Wakatipu in the future).

We would ask that the following be provided for in the in the Frankton to Queenstown and Queenstown to Town Centre transport network:

Ø **Ensure signalised roundabouts and intersections 'with bus priority' applies to all buses and minibuses** – not just public transport buses

Ø Provision of **smart technology in public buses** – so when waiting for a bus – signage at bus stop advises when next bus is due

Ø Provision of **more cycle trails** including road underpasses to get more cyclists off the road

Ø Provision of **adequate foot paths and road crossing points for pedestrians** – for instance it is often nearly impossible for pedestrians to get across state highways 6 and 6A

Ø Provision of **pedestrian access and cycle access to and from passenger ferry wharves**

Ø **Park and ride facilities** to be used in conjunction with public transport operations including ferry services

Real Journeys are somewhat **disappointed in the Frankton to Queenstown and Queenstown**

Comments

to Town Centre proposal as it is hardly transformational. We would have thought the light rail run via overhead catenary below State Highway 6A would have done more to reduce traffic congestion on the roading network.

Love the ideas around transport by the way. So how about bus transport to Gibbston and then through onto Cromwell. That would considerably reduce the amount of traffic on the roads. A regular bus service would also be good for tourists and businesses as well as locals.

The proposed idea for bus priority from shotover roundabout to the bridge and the opposite for the other way wouldnt achieve anything unless more cars were off the road. Once you hit top of the roundabout it is fine, but getting out of shotover/LH in morning and glenda drive and countdown at end of day is where it is slow.
You will still wait 15 min in initial traffic and then save minimal for the rest. Even buses with priority at the bridge will be in the same traffic down at shotover primary...
Either **need bus priority out of the subdivisions or double the bridge.**

Summarised - full submission on file:

I strongly **support the proposal to signalise the McBride Street and Frankton Road** intersections in Frankton Village. **The existing roundabout at the intersection of Frankton Road/SH6 (BP corner) should be removed.** If the roundabout was to be expanded, a significant block of additional land would be required and this would create a large central island of unusable and inaccessible land, larger in area than the adjacent village shops! Traffic lights would enable improved management of the volume and speed of vehicles through this built up area.

The intersection of Yewlett Crescent and Frankton Road is a significant safety hazard for motorists, cyclists and pedestrians, and should be closed. There have been a number of serious accidents for decades and the road safety records for the district show that this intersection is overrepresented in the accident numbers.

SH6A - lower the speed

SH6A is not a highway. It is an urban road with traffic passing along a narrow corridor through a densely populated area. Continuing residential and commercial development along the northern and southern sides of the road will add further transport impacts.

The speed limit should be reduced to 50km/hr for the entire length of Frankton Road west of Frankton Village.

If the speed limit was reduced to 50km/hr, journey time is only one minute and forty seconds longer!

Residents along the route would also benefit from safer vehicle access from side streets, and for pedestrians and cyclists, safer road crossings for bus stop access, and Te Araroa trail access.

Cyclists and Vehicles do not mix

The north side of Frankton Road receives limited sunshine year around, particularly in winter when it is prone to frost.

During commute times, travellers going east in the morning and west in the afternoon are subjected to blinding glare posing a danger to

Comments

cyclists.

The strategy should be to remove cyclists from Frankton Road/SH6A.

Frankton Track - Main Cycle Route

The Frankton Track should be developed to become the main Frankton to Queenstown cycle route by upgrading the track to provide separated paved paths for cyclists and pedestrians. I refer to the assessment done by BECA and documented in the Wakatipu Active Travel Network Single Stage Business Case published August 2019. On Page 93 The conclusion was that there was very strong community support to upgrade the existing Frankton Track. One of the key items was the desire for full separation from vehicular traffic. This supports a strategy of not providing a cycle lane on Frankton Road/SH6A.

Cycle hubs can be established at the proposed Frankton Transport hub, and in Queenstown at the current car park/skating rink in the Botanic Gardens. The hubs could provide electric bike hire (book by app) with free charging facilities.

SH6 - new access from Boyd Road to Hawthorne Drive

Build a new bridge over the Kawarau River connecting SH6 from Boyd Road to Hawthorne Drive. This will divert North/Southbound traffic from the heavily used Frankton Streets and improve traffic flow through the SH6/ Frankton Road intersection. It would also improve flow to and from the airport.

Future transport technologies

The buses currently in operation do not seem to be appropriate. They are generally too large for many of the narrow and steep streets they operate on in Queenstown, and they are noisy and polluting. In the near term, investigate smaller electric options for use in Queenstown with a corresponding increase in services where volumes require. Large vehicles could operate from the Frankton Hub.

Rapid advances in transport technologies will provide trackless tram and driverless solutions in future.

Promote transport options to tourists

Revamp the rental car system for tourists

Comments

It is great that the problems are being addressed. Please excuse the brevity of these comments.

1. The **number signalised intersections suggested is not conducive to keeping the traffic moving** through & will cause more backed up traffic. Much of the day there is minimal or no traffic backed up. Why stop it or slow it down, better to get it to its destination.
2. Have signalised intersections only at:
 - a. Hawthorne Drive
 - b. BP intersection.
 - c. Have roundabouts at all others so that traffic can keep moving for much of the day when traffic is not backed up.
 - d. **Enlarge inadequately sized roundabouts** eg SH6/airport one.
3. Remove existing three sets of pedestrian lights from SH6 & put in 2 pedestrian overbridges.
4. Pedestrian overbridge at Hardware Lane is much needed.
5. **Align Hansen Rd & Events Centre** & put a roundabout.
6. No need to improve McBride St/SH6A intersection. Traffic should be encouraged towards BP roundabout.
7. Yes to Humphrey/Lucas PI with roundabout where they intersect.
8. **Bikes need to be protected around bus lanes.**
9. Biking space cannot just disappear as they do now eg along Frankton Rd where the road narrows for protected pedestrian islands the bikes have to merge with the traffic, but there is no indication for the traffic to give the bikes priority. **A simple, quick, cheap way to address this in the interim is to have a picture of a bike in the middle of the road where it narrows.**
10. Also, attached is some signage from Perth where they have a very useable inner-city bike lane network. (image)



Comments

As a resident s 9(2)(a) I have seen my fair share of accidents and near misses at the intersection in question of yewlett crescent and Frankton rd .

The traffic over the years coming around lake avenue onto yewlett crescent is increasing in large volumes every year .

During the Kawarau bridge build for 3 years the traffic avoiding the state Highway 6/6a was incredible and these wee streets are not designed for large volumes of speedy traffic to avoid road blocks .

There is also a massive risk to predestination and cyclists with these large volumes of traffic For myself at 5 yewlett crescent I have whitened multiple serious crashes resulting in injuries to drivers and passengers I have had to help people before emergency services attended Just recently a s 9(2)(a) was knocked off there cyclist as a car was Turning ito yewlett crescent off Frankton rd.

The **yewlett crescent and Frankton sh6a intersection is a huge black spot** as now there is too lanes from the bp roundabout towards Queenstown going past McDonald's and then the top lanes merge into one lane at yewlett crescent so this means if you are turning right out of yewlett crescent onto Frankton rd there is normally too cars about to tea bone your drivers door as it is such a blind spot .

Also if there is a car turning left into yewlett crescent off Frankton rd then there is 3 cars you are trying to keep your eye on as well as the traffic on your left from Queenstown.

Many years ago Boyd crescent in Frankton was closed at the Frankton rd intersection due to high crash risk There was a few truck loads of soil tipped on the road a burm was made and planted in native trees/shrubs which now no one would think there was a intersection there.

With all the rat runners on yewlett crescent and the major congestion it causes to traffic I think this is the only answer for yewlett crescent .

Yewlett crescent should be completely blocked off to traffic from Stewart st and the only access granted is for the resistance of no 1 and 5 yewlett crescent .

The **same should be done at the intersection of McBride st and sh 6a** it's a suicide intersection as well.

Please call or email to discuss this matter as one day soon there will be a dead at the yewlett crescent Frankton rd intersection.

We live at s 9(2)(a)

There has been a death here and many toots and accidents.
We would like yewlett closed and only access for residences.

Love the vision!

Particularly the plaza plan, one of my favourite shortcuts in queenstown is down the steps, past the court and rata, **bringing planting and attractive open space to that area will be so much nicer and more welcoming** than an old petrol station come liquor store!

Request for **showers to be made available in the new council buildings/transport hub to encourage bikers to commute.** Few of the buildings/workplaces have shower facilities which is a discouragement to bike to work. If possible have bike commuters register for a card, like a library card to swipe into the facilities therefore having accountability and security. Perhaps do a survey and see if there's interest for such a thing?

Also **many more bike stands need to be available down town to encourage people to commute to work.**

Comments

Often when biking on the Frankton track there is confusion from tourist as to where to go when being approached by a biker.

Logically most people walk on the side that they would drive on whilst on a road.

I have a bell on my bike I use it frequently, many don't. Even with the use of the bell I have still had near misses with confused looking tourists and have ended up with an Asian visitor straddling my front tire eyeballing each other after he did a little left and right jig. His friend found this quite amusing, thankfully I wasn't going fast.

Keep left signs may very well be needed on the Frankton track.

Please **consider installing solar on every building that the council puts up**, as you really should lead by example.

Get an app as an option for replacing plastic parking tickets, works really well in Whangarei.

More refillable water points throughout the town would also encourage reusable water bottles.

I have read your consultation for the proposed plans for roading upgrades from town all the way through to the Howard's drive intersection, having lived in QT for 25 years I am incredibly **concerned that the proposed signalling of the several points as well as installation of more roundabouts is going to slow the journey east from Queenstown to Frankton.**

It has been obvious that traffic on Frankton road has reached breaking point over the last few years if only the pinch points of lanes could have stayed 2 wide this would have alleviated the congestion. Knowing that it could potentially take 30-40mins or more to travel to Lake Hayes from QT I believe really puts people who live in Qt at a disadvantage. Slowing the journey will be the result if your plans outlined are followed through without a doubt, traveling by cycle or bus is not always an option for everyone regardless of how much support these methods gain I would love to be able to cycle everywhere however for work like many it is not possible, The practicality of your proposal I believe needs thinking outside the box.

Please work to create a roading environment that improves the situation, not just infrastructure for infrastructure sakes!

I love the idea of introducing signalised intersections!

I live in Lake Hayes Estate and my children attend school in Central Queenstown plus the nature of my job involves a lot of driving all over the place. I find that the current roundabouts are great for most people who know how to use them correctly, but everyday I encounter many people who don't signal at roundabouts and occasionally people that exit in the wrong lanes etc, especially at the BP roundabout. So **lights would be a much safer option for everyone!**

I would also love to see a roundabout or something similar on the ladies mile / Lake Hayes Estate entrance.

One thing I would love to see is speed bumps on Sylvan Street. We live half way down Sylvan Street and notice how many people speed down this street. There are so many children on this street plus it is a main bus / school bus route and also at certain times of the year there are ducks crossing. Anyway, some **speed bumps would be wonderful and I know I have heard other people say they would like to see speed bumps on Sylvan Street.**

Anyway, I love the plans in the latest proposal and would love to feel safer driving on the roads around Queenstown!

P.S Oh and as I read on, **I love the idea of an alternative link road in the town centre**, that would be fantastic!

Comments

This looks like a great upgrade when it happens. however **I don't think the time is right for this to happen.**

There are so many upgrades, new buildings, subdivisions going on et al. I think it time to reflect on the impact on humans and how change at the wrong time can effect people.

People at the moment need comfort and support, a dry roof over their heads, good food, reliable and productive work, quiet zones, rest and exercise, and the knowledge we can go forward when the timing is right.

Park this planned work and reconvene at a more suitable time whenever that may be...we all will know when the timing is right.

With the pending downtown upgrades about to begin and the required displacement of car parks in and around the town centre I would like to **suggest that a temporary piece of land (such as the old high school site) be utilised for daily car parking** for the workers who require the use of a personal vehicle (such as parents). The car parks on the perimeter of town that are now anywhere from 1 hour to 4 hours could be converted to shorter term 30 minute - 1 hour spots allowing visitors and locals to find parking closer to the town centre whilst the transition to improved public transport is achieved. I believe that not having an option to replace displaced car parks in place for people to park their vehicles will have a detrimental affect on the business in the CBD. The quicker alternative parking options are opened up for people the better as far as I am concerned.

We love the public transport in Queenstown as we don't own a car (and don't want to own one). However, there is still room for improvement.

We **suggest to add a bus route via Queenstown Hill**, for example via Goldfield Heights, St Georges Avenue, Highview Terrace, Hensman Road, Edinburgh Drive, Belfast Terrace, Kerry Drive, Edgar Street and Hallenstein Street, then down to Stanley Street and back reverse. People living on Queenstown Hill either need a car or have to hike up the hill for up to a kilometre from the bus stops along Frankton Road. Not much fun with a 20kg backpack full of groceries, let me tell you. It doesn't have to be a big bus like those frequenting Frankton Road, a Coaster size would do. Only good public transport gets cars off the road and reduces congestion.

Pedestrian overbridges or underpasses much better idea than pedestrian operated traffic lights, only takes one pedestrian to stop a huge line of traffic. The above would cope with a large growth in traffic well into the future. Do it once and do it well!!!!

Just wanted to give my opinion on all the proposed traffic lights along Frankton road.

I think that the plan you have proposed is ridiculous. **You do not need 12 new traffic lights along Frankton road.** The only place you really do need them is where the current BP roundabout is. All those proposed new traffic lights along Frankton road are just going to make the commute between Frankton & Queenstown CBD even more painful and slow.

A better idea would be to with the help of the **NZTA to construct a new road, which would run parallel to Frankton Road and above it on Queenstown Hill.** You could then convert these 2 roads into two lane one way roads (i.e. one road would be used for getting from

Comments

Queenstown CBD to Frankton and the other road from Frankton to Queenstown CBD - vice versa).

You would not need to construct that many traffic lights, commutes for motorists would be quick and smooth and everyone would be happy. There should be two one way two lane roads in and out from Queenstown to Frankton. One being the current Frankton Road, the other new road you guys would need to build with the help of NZTA. Traffic would flow much smoother if you this kind of setup.

Please feel free to call me on my mobile if you would like to discuss this matter further with me.

I would advise you guys need to consider **light rail with parking provided** so people can get to the station and then the light rail can run us in. Running every 15 min and making stops along Frankton road.

We could even do an express service for those who don't require stops.

I think that would be better than further congesting traffic with dedicated bus lines, that's a dumb idea.

The tourists won't use busses as they need cars to get to their touristy places and to their hotels with their luggage and that's at least half the transport.

The locals will be more happy with a light rail option i think that runs along the water front. Get free parking around the station and that's it. Sorted.

Also make **ferry services integrated and expand it to include residents from shotover County, lake hayes estate, Hanleys farms and Jack's point.**

Or expand the light rail to go upto those massive residential places so people can hop on and hop off from home.

Do it once, spend the money, do it right.

We wish to give feedback on two proposals for traffic lights at the eastern and western end of Sugar Lane as shown below. With respect to the **proposal to have traffic lights at the eastern end of Sugar Lane** (intersection with the SH) we fully **support this idea**. LMPL made a financial contribution to NZTA as part of our resource consent conditions for traffic lights at this intersection. However, despite extensive debate about the wording of the condition, this never happened. We concur with the other people who have given feedback that the intersection is dangerous and operates inefficiently during peak times (if not daylight hours) and requires significant immediate improvement.

With respect to having **traffic lights at the western end of Sugar Lane we oppose this idea**. We concur with the other people who have given feedback that traffic lights in this location will create a thoroughfare along Sugar Lane which will increase traffic and conflict with existing uses (such as the walkway, cafes, businesses). We also see little need or point in having traffic lights here.

Two set of traffic lights, within 300m of one another, will further cause grid lock along this already busy part of Frankton Road. There is no need to exit vehicles from the western end of Sugar Lane onto the SH if there is dedicated traffic lights at the Sugar Lane/ SH intersection.

Comments

Any further promotion of additional new sateline villages for the queenstown lakes without serious investment in "off the road" public transport " is time & money wasted.

Queenstown centre & its satelite villages must ultimately result in Queenstown major city.

Rapid light rail must surely be the ultimate aim. Inovative ,visionary & futuristic. It is of National interest. Queenstown Central (most likely an underground station) & focusing on an express service thru to the proposed Tarras Intl airport. Solution to daily commuter tangle & means of enabling worker transit from more affordable housing areas poss extending to Alexandra

Some feedback on the travel plans for the Queenstown area. **Love the cycle trails** and improved connections.

Like the roundabout to help us get from Lake Hayes Estate to the State Highway.

Not so sure about all the signalised intersections through Frankton and all the way in to Queenstown. That will slow the through traffic flow. In fact I really hate that. There has to be a compromise. One or 2 is fine but not at every side road.

I also **like the route through Queenstown to bypass the busy central area.** Gets traffic through town more efficiently and quitens the streets where pedestrians are enjoying the business area making a nicer environment

Ladies Mile green space.

- **can this be retained as a park and recreation space?** Filling it with housing or buildings should not be part of the plan. It's the gateway into Queenstown.

Proposed traffic lights from Ladies Mile through to Queenstown

- I don't agree with these at all.

- put crossings underground to keep traffic flowing and for safety

Transport hub at Frankton

- **agree this is a good idea if well planned.** Plenty of drop off and pick up areas; covered and sheltered areas; lockers; showers and well designed.

Transport from airport into town centre

- recommend to look at what Banff in Canada are doing as they have the same problem as us.

Bike lanes/pedestrian access

- **love how these look** on the visuals

Town centre parking

- **we do need parking options.** Build underground car parks that don't scar the landscape and work well with snow and ice.

Comments

- also a lot of people have injuries or are elderly and need to park. Plus in winter we don't bike as much or can't. Please bear in mind with your planning as it needs to be accessible.

Park and Ride facility at the Ladies Mile - We **support his as it keeps vehicles out of Frankton** and hopefully the bus schedule will go more often to encourage folk to use it. The bus lanes will enable faster trips for users.

Bus Hub - support where this is proposed rather than at the airport as is central to the district and if sited at the airport would encroach on QAC's land. Appropriate landscaping should be put in place to shield this use from the golf course boundary. Best to keep community use separate from airport use.

Support traffic signals at the Joe O'Connell Drive and Hansen Road intersection and also at the Five Mile and Hawthorne Drive roundabouts.

Bus lanes should allow for all heavy traffic and the mini bus use that were brought to our attention by Anna Mikell from the COC at the [May 2020] meeting. Bus stops should allow for separate pull off areas for letting people on and off where ever possible as buses stopping in a lane just adds to traffic congestion.

Support initiatives for cyclists and walkers - under passes at the BP roundabout and lights for crossing Frankton Road. They work well on Kavarau Road and change quickly back to green to allow traffic to proceed again.

Re Humphrey St and Kavarau Rd intersection - this needs to be made bigger to allow two lanes approaching from Humphrey St so that left hand turns can be managed better than they are now.

We **support the additional entrance to the Marina area** as this land is likely to be increasingly utilised with marina berths being taken up.

We **support the gondola proposal**. We make the point that planning for this should start as soon as practicable so that the infrastructure can be built as soon as the need becomes apparent. Because it is proposed a good way up on Queenstown hill, this will preclude use by Frankton Road residents. Or is this proposed to serve resident and visitor use of Frankton Road? We are not sure on this point.

We make the point that these are our **personal views** and are not the view of the Frankton Community Association since the committee as a whole has not had the opportunity to be informed of the project as it now stands.

We are supportive of the project in principle, but we have some valid concerns that we would like to have addressed.

We would like to see **a designated parking area close by the church**, for our elderly and young family Parishioners, to help offset the loss of nearby on street parking. We would also need a reserved parking area for a wedding car or a hearse for obvious reasons.

Comments

Our concern is that the heavy construction and heavy duty vehicle traffic movements may **cause damage to the sensitive heritage building of our church**. Some strengthening work maybe required before this work is undertaken, to avoid any potential damage.

There will be potential noise issues during the construction of the roadway that will need to be mitigated, to minimise disruption during weddings, funerals and other services. Also of concern is the anticipated extra traffic noise during the day and evenings, of the completed road works on church services. **Some form of noise baffling or reduction may be required.**

We are concerned about **safe pedestrian access to the church** through the busy thoroughfare of Melbourne Street after the project is completed. We have been unable to locate any detailed street diagrams of the anticipated completed Melbourne Street thoroughfare. It is unknown what steps have been allowed for in the plan, for suitable pedestrian and traffic access into the church.

In summary **we would appreciate a presentation from a member of your project team to update our council on the detail**, surrounding the proposed roadway arterial project along Melbourne Street. We need to understand how it would affect the operation of our church gatherings, during and after the construction of this new arterial roadway, that runs alongside our church.

Appendix 4 – Engagement Register

Released under the Official Information Act 1982

Queenstown Town Centre Detailed Business Case

Landowners Affected by Stanley Street Public Transport Hub

Address	Owner	Legal Description	Status/Outcome
52 & 58 Stanley St (SH6A)	Hensman-MacDonald Limited (Grant & Phillip Hensman)	Lot 1 DP 301019 Section 7 Blk IV TN of Queenstown	Currently liquor outlet, proposed bus hub space. Meeting with Grant Hensman and Tony Sizemore 3/3/2020. Discussed potential bus hub site at Stanley St. Grant okay with this proposal as long as he retains the same overall area of land and in private ownership. "Just get on and do something". Okay with gondola proposal along Queenstown Hill (see property below). Green alignment preferred as less visible.
47 & 49 Stanley St (SH6A) and 2 Beetham St (fronts SH6A)	Local Purpose Reserve (Community Centre) NZGZ 1982 p 3209 & NZGZ 2002 p 2447 Queenstown Lakes District Council	Section 1 Blk XVIII TN of Queenstown Section 2 Blk XVIII TN of Queenstown Section 15 Blk XVIII TN of Queenstown	Project Manawa site Integration meeting with Project Manawa team and Iwi. Currently requesting 2.5m wide strip along north eastern frontage to Stanley St, which Project Manawa seem to be accepting of. Consideration to integration of bus ticketing and waiting facilities Project Manawa frontage.
53 Stanley St (SH6A)	Queenstown Lakes District Council	Section 3 Blk XVIII TN of Queenstown	Approx. 525m ² .
61 Stanley St (SH6A)	Proclaimed taken for public school. Registered as Proclamation 218736. NZGZ 1960 p 345. To remain vested in the Crown. NZGZ 2007 p 1270 Her Majesty the Queen	Section 4 Blk XVIII TN of Queenstown Section 5 Blk XVIII TN of Queenstown	

Address	Owner	Legal Description	Status/Outcome
Corner Stanley/ Shotover St's (SH6A)	Queenstown Lakes District Council	Section 10 Blk XVIII TN of Queenstown	
53 Ballarat St (fronts SH6A)	Local Purpose Reserve (Community Centre) NZGZ 1983 p 2985 & NZGZ 2002 p 2447 Queenstown Lakes District Council	Section 17 Blk XVIII TN of Queenstown	
50 Camp Street	Watertight Investments Limited (Mike & Cordelia Burgess, Graeme Berry & Jane Davies)	Section 1 Blk XII Town of Queenstown	Required for widening of Man/Camp intersection to provide required capacity/future proofing for Arterials. Historic cottage.
2-10 Hylton Place	Hylton Queenstown Limited (Tony Gapes)	Lots 1 -5 Hylton Place	Proposal to realign Hylton Place through properties to make Hallenstein/Gorge/Hylton intersection 4-arm signalised. Tony Gapes had resource consent for development pending approval. Discussions with Tony Gapes and Tony Sizemore of the period of 3- 24/6/2020 it was decided that given that Tony Gapes had a development pending approval and uncertainty around the business case outcomes and likely timing of work would be at least 2-3 years out that to provide certainty to Tony Gapes that we would not progress this option and go back to other alternatives.

Town Centre Optimisation

Stakeholder	Contact	Channel	Status/Outcome
ASB Business Banking Manager	s 9(2)(a)	Meeting on 6/06/2019 with Anthony Byett focusing on the development and implication of the arterials.	Wide discussion of local development. Information used to inform measurements required for town centre and SH6A effects.
ASB Commercial Banking Manager	s 9(2)(a)	Meeting on 6/06/2019 with Anthony Byett focusing on the development and implication of the arterials.	Wide discussion of local development. Information used to inform measurements required for town centre and SH6A effects.
Colliers Valuer and Property Consultant	s 9(2)(a)	Meeting on 6/06/2019 with Anthony Byett focusing on the development and implication of the arterials.	Wide discussion of local development. Information used to inform measurements required for town centre and SH6A effects.
Skyline Commercial Manager and Chamber of Commerce Chair (also ex NZ Ski)	s 9(2)(a)	Meeting on 7/06/2019 with Anthony Byett focusing on the development and implication of the arterials.	Wide discussion of local development. Information used to inform measurements required for town centre and SH6A effects.
Owner, Lone Star	s 9(2)(a)	Meeting on 28/01/2020 with Anthony Byett focusing on the development and implication of the arterials.	Wide discussion of local development. Information used to inform measurements required for town centre and SH6A effects.
Coronet Property Management , Property Developer / Manager	s 9(2)(a)	Meeting on 3/02/2020 with Anthony Byett focusing on the development and	Wide discussion of local development. Information used to inform measurements required for town centre and SH6A effects.

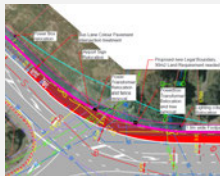
Stakeholder	Contact	Channel	Status/Outcome
		implication of the arterials.	
Planner, John Edmonds & Associates (consultants to Wellsmart)	s 9(2)(a)	Meeting on 3/02/2020 with Anthony Byett focusing on the development and implication of the arterials.	Wide discussion of local development. Information used to inform measurements required for town centre and SH6A effects.
St Peter's Church Queenstown	s 9(2)(a)	Phone call between Matthew Noon and s 9(2)(a) on 4/06/2020 to give a project overview and update.	s 9(2)(a) seemed quite happy although he may still comment more on parking around the church. - Overall he thinks the proposals make a lot of sense. - Parking on Camp/Church/Earl is generally good but he believes the enforcement is very poor. If it was enforced properly there would be a higher turnover of vehicles and better access provided. - Congestion, particularly along Shotover, is often due to courteous drivers letting pedestrians cross everywhere. - Supported our approach to provide more of a shared space parking area for funeral/wedding vehicles on Church Street. The church does have an aging congregation and close access is a requirement (90% over 60yrs). - The parish hall and community centre behind the church is also used by other faiths for their services as well as community groups such as ballet, so there is a high demand for parking in the area.
Chamber of Commerce	s 9(2)(a)	Meeting between s 9(2)(a) and Matthew Noon on 24/06/2020 to provide a brief overview of the town centre proposals and the pending consultation.	- The desirability, or otherwise, of consulting over the school holiday period was raised. Businesses will be focused on capitalising on the tourists and mitigating the impacts that lockdown has had and won't necessarily have the time to fully consider their responses. - The overall timeframe under consideration i.e., that this a 10-20 year

Stakeholder	Contact	Channel	Status/Outcome
		Covering the type of issues that the Chamber and/or its members would be most interested in. It should be noted, s 9(2)(a) comments were initial thoughts and not 'formal' Chamber feedback.	timeframe and implementation will depend on triggers & funding etc - While the consultation is focused on the harder measures related to infrastructure upgrades etc, the Chamber would be quite interested in the softer mechanisms that will be implemented e.g., TDM, TMA, parking policies etc – this may be an area we should look to further enhance in the consultation material?

Frankton to Queenstown Single Stage Business Case

Stakeholder	Contact	Channel	Status/Outcome
Commercial Director, Wayfare	s 9(2)(a)	Meeting on 4/02/2020 with Anthony Byett focusing on the tourism effects of SH6A constraints.	Wide discussion of local development. Information used to inform measurements required for town centre and SH6A effects.

Landowners Affected by SH6A Improvements

Address	Owner	Legal Description	Element	Status/Outcome
45 Frankton Road	Queenstown Lakes District Council	Section 4 Blk XLI Town of Queenstown	Suburb Street to Frankton/ Stanley Intersection bus lane 	Discussions with Shundi Hotel developer and have designed triangle of land out. NZTA currently having further discussions with Shundi over mediation of consent application turned down by QLDC on the grounds of access to proposed hotel.
49 Frankton Road	Recreation Reserve Queenstown Lakes District Council	Lot 1 DP 311236 Lot 2 DP 311236		
53 & 57 Frankton Road	Shundi Queenstown Limited	Section 6 Blk XLI Town of Queenstown Section 7 Blk XLI Town of Queenstown		

Address	Owner	Legal Description	Element	Status/Outcome
801 Frankton Road	Set apart for & classified as a recreation reserve. NZGZ 2000 p 3126 [Vested in Q-LDC in trust for recreation purposes. NZGZ 2000 p 3126] [Classification of a Reserve Local Purpose (Marina) Reserve NZGZ 2009 p 2126] [Change of classification of part of a reserve to a Local Purpose (Marina and Accessway) Reserve Subject to the Reserves Act 1977 NZGZ 2012 p 4423] Queenstown Lakes District Council	Section 60 Blk XXI Shotover SD	New Marina intersection	Critical to the efficiency of SH6A operation and PT (as allows alterations to existing Marina intersection to improve intersection efficiency). No discussions held with Marina landowners/ stakeholders to date. Meeting with Richard Pope and Jess Mannix (QLDC Property), Tony Sizemore and Iain Govan (NZTA's Property Agent) on 23/7/2020 (following many attempts thwarted by COVID-19). Ref email 30/7/2020. s 9(2)(a) (Marina Developer) telecon 2/9/2020 regarding proposed boat trailer car park development. Look to combine design for car park and new intersection and meet on site with s 9(2)(a) to discuss. Meeting on site with s 9(2)(a) 11/9/2020 to discuss integration of new marina access and boat trailer park. Seemed to be a solution with entry only in from SH6A at the western end. To follow up with
No address (Marina boat & trailer park)	Recreation Reserve NZGZ 1997 p 1262 [Classification of a Reserve Local Purpose (Marina) Reserve NZGZ 2009 p 2126] Queenstown Lakes District Council	Section 1 Survey Office Plan 21582		

Address	Owner	Legal Description	Element	Status/Outcome
				annotated plans for further discussion and with QLDC.
875 Frankton Road	Marina Apartments Unit Title	Lot 2 DP 16773	4.0m wide shared path.	Will narrow path at this location to avoid property.

Landowners Affected by Gondola Alignment

Address	Owner	Legal Description	Status/Outcome
	Matilda Grant William (Bill) Grant Ph s 9(2)(a) The NZ Guardian Trust Company Limited	Lot 1 DP 525332 Lot 4 DP 459375 Section 28 Blk XXI Shotover SD Section 30 Blk XXI Shotover SD	
Queenstown Hill (via Middleton Rd off SH6A))	Queenstown Hill Developments Limited (Arnold, Isabelle & Kelvin Middleton) Remarkable Heights Limited (Grant & Phillip Hensman) Grant Ph 03 442 3789	Lot 700 DP 505699	Developable land at the top of Middleton Road. Potential for TOD on Queenstown Hill with gondola. Met with s 9(2)(a) 12/3/2020 regarding gondola alignment across land. Middleton's had investigated gondola options previously and would be in support of such a proposal.
	Arnold Middleton Isabelle Middleton s 9(2)(a) Stewart Parker Webb Farry Nominees Limited	Lot 2 DP 351844	See above

Address	Owner	Legal Description	Status/Outcome
Queenstown Hill Recreation Reserve & Walking Track	Recreation Reserve NZGZ 2011 p 261 Queenstown Lakes District Council s 9(2)(a)	Lot 2 DP 496901	Gondola and property not discussed with QLDC Property Team as this option not favoured.
Commonage	Authorisation of the Exchange of Part of a Reserve for Other Land NZGZ 2016 [Recreation Reserve As result of an authorisation of exchange of existing Recreation Reserve defined as Lot 1 DP 496901 for other land being Lot 4 DP 447835 herein and Pt Section 142 Block XX Shotover Survey District NZGZ 2016] Queenstown Lakes District Council	Lot 4 DP 447835	Gondola and property not discussed with QLDC Property Team as this option not favoured. Ideally would look to protect corridor for the future.
Gondola Terminal TBC...			
1-3 Shotover Street & 2-4 Gorge Road	Kelso Investments Limited (Lew G'Danitz)	Lot 1 DP 8020 Lot 2 DP 8020 Lot 3 DP 8020	Mix of office space and being used as car rental office.
5 Shotover Street (corner of Gorge Road/ Memorial Street)	Cheng's Capital Investments Limited (Sharon & Victor Cheng)	Lot 1 DP 7134	Empty site currently being used as Wilson Parking. Has consent for hotel on site.
Alternative Gondola Terminal Over Rec Ground			
52-54 Camp Street	Watertight Investments Limited (Mike & Cordelia Burgess,	Section 2 Blk XII Town of Queenstown	Old housing stock, recent zoning change under PC50 for expansion of Queenstown Town Centre.

Address	Owner	Legal Description	Status/Outcome
	Graeme Berry & Jane Davies)	Section 3 Blk XII Town of Queenstown	See also corner Man/Camp intersection Tony S had a discussion with Mike Burgess

Frankton to Queenstown Single Stage Business Case

Landowners Affected by SH6 Frankton Improvements

Landowner consultation incorporating consultation from SH6 Grant Road to Kawarau Falls Bridge
SSBC Stage 2

Address	Owner	Legal Description	Status/Outcome
93 Frankton-Ladies Mile Highway	Transpower New Zealand Limited	Section 127 Blk I Shotover SD	Access affected. Request for access improvements via NOC.
Frankton-Ladies Mile Highway	Aurora Energy Limited (Delta)	Lot 1 DP 383378 Lot 1 DP 20596 Lot 1 DP 11785	Access affected. Will be improved with flush median for right turns in.
67 Frankton-Ladies Mile Highway	NS & RJ Ross (Dart Engineering 2006 Ltd)	Lot 1 DP 11354	Parking and access affected at property frontage.
57 Frankton-Ladies Mile Highway (SH6)	WJ & MM Grant	Lot 1 DP 25602 Lot 3 DP 25073 Section 125 Blk I Shotover SD	Meeting 7/8/2018 with s 9(2)(a) and Tony Sizemore. Showed plan for Grant Rd to BP with Hansen Rd LiLo and alternative signalised T connection to Hansen Rd. Grants to consider now that Business Mixed Use Zone has been confirmed with District Plan review. s 9(2)(a)

Address	Owner	Legal Description	Status/Outcome
			s 9(2)(a)
Frankton-Ladies Mile Highway (SH6)	Queenstown Lakes District Council (Queenstown Events Centre – QEC) s 9(2)(a)	Lot 1 DP 25073	Meeting 9/12/2016 with s 9(2)(a) and Tony Sizemore. Need to protect fields 4, 5 & 6 west of Joe O'Connell Drive, and 1A & 1B as these are the

Address	Owner	Legal Description	Status/Outcome
			most used. 3A & 3B conflict with cross-wind runway. Access road off roundabout down western boundary of golf course to join existing car park at northern boundary of QAC land. Joe O'Connell Drive will be closed at SH6. Left-in left-out won't work and is restricted by airport protection fans. Potential for link through from Grant Road/5 Mile around south side of oval to join car park. Could provide further bus priority. Would like 2 access points. Requested updated plan that could be put in front of politicians. Meeting with s 9(2)(a) 6/9/2017 Meeting with s 9(2)(a) 22/2/2018 Meeting with s 9(2)(a) 12/6/2018 – ref email 8/8/2018. Updated Frankton MCA 16/7/2020. Email to s 9(2)(a) 21/7/2020 re Events Centre setbacks (Events Centre Masterplan had assumed 50m, designation only requires 20m). Meeting with Richard Pope and Jess Mannix (QLDC Property), Tony Sizemore and Iain Govan (NZTA's Property Agent) on 23/7/2020 (following many attempts thwarted by COVID-19). Ref email 30/7/2020.

Address	Owner	Legal Description	Status/Outcome
Corner Frankton-Ladies Mile Highway and Kawarau Road	Recreation Reserve Frankton Domain, Crown (DoC), Administered by QLDC	Section 5 Block XXXIII TN OF Frankton (NZGZ 1957 p 1648) Section 6 Block XXXIII TN OF Frankton (NZGZ 1957 p 1648)	See QEC meeting 9 /12/2016 above. Accepting that golf course days are numbered. Desire to have municipal golf course in the area. Are looking at relocation options. Potential for NZTA to fund as part of project mitigation. Possibility of having some playing fields with relocated golf course. Ref QEC meeting notes 8/8/2018.
No.1 Hansen Road	Staff Accommodation at Hansen Road Limited John Edmonds & Associates	Lot 1 DP 26426 Part Section 5 Blk XXI Shotover SD Lot 2 DP 418797	Numerous meetings since 2015
1094 Frankton Road	Milson Ross Limited – owner BP Oil New Zealand Limited s 9(2)(a)	Lot 1 DP 318736	Teleconference with s 9(2)(a) from BP 2/8/2016. Okay with Stage 1. Interested in Stage 2 options, which will be consulted on in the next few months. 20/2/2019 email response from BP's consultant (Spencer Holmes) on Gauvabout access arrangement being acceptable. No recent discussions held pending confirmation of SH6/6a intersection option, option development and discussion with BP on access arrangements.
1092 Frankton Road (physical)	Terrace Junction Properties Limited Property Manager, Maori Hill Property Limited	No direct property impacts (just access through BP)	No discussions held pending confirmation of SH6/6a intersection option, option development and discussion with BP.

Address	Owner	Legal Description	Status/Outcome
street address) 1088 Frankton Road 1086 Frankton Road	s 9(2)(a) 		
1 Gray Street	Grant Hensman, Sharyn Hensman & Bruce Robertson	No direct property impacts, just access.	Meeting with s 9(2)(a) and Tony Sizemore 3/3/2020. Presented Guavabout design option. No problems "just get on and get it done".
	Queenstown Airport Corporation	No direct property impacts.	Tony Sizemore met with QAC consultant on 8/12/2016 who's currently working on rejigging the car park layout. QAC going through a Master Planning exercise, which is due to come out in the next 6 months. Need more visibility of QAC intentions, particularly on Events Centre side. Meeting with s 9(2)(a) QAC 13/4/2018 to discuss runway lowering proposal and widened airport protection surface. Further meeting with QAC 3/12/2020 including s 9(2)(a) with Tony Sizemore and agreed in principal with: - PT connections close to the terminal door, including gondola proof of concept to connect through airport to Remarkables Park. - Connection into airport off Humphrey St extended link.

Address	Owner	Legal Description	Status/Outcome
			Weren't in favour of connection down to lake from terminal.
	Remarkables Park Limited	No direct property impacts	Meeting 11/2/2020 with s 9(2)(a) and Tony Sizemore. Supportive of gondola proposal to connect Frankton to Queenstown gondola via airport to Remarkables Park.
22 Wilmot Ave (backs onto Kawarau Road)	Matt Hall s 9(2)(a)	No direct property impacts.	Noise from highway (sections lower than road). Telecon 27/2/2020 update on Humphrey St, bus lanes. Changes intended that will reduce noise; lowering speed limit; noise mitigation; electric vehicles; asphalt surfacing (Aspiring Highways). Timing somewhere in the 2021-24 block.

Landowners Affected by SH6 Ladies Mile Improvements

Address	Owner	Legal Description	Status/Outcome
465 Lades Mile Highway	Keri & Roland Lemaire-Sicre (Ladies Mile Pet Lodge)	Lot DP 12822	Meeting 6/7/2020 with s 9(2)(a) and Tony Sizemore to discuss proposed Howards Drive roundabout and impacts on Pet Lodge. Further meeting held (Project team representative was not present) between s 9(2)(a), Tony Sizemore and Iain Govan (NZTA's Property Agent)
SH6 Ladies Mile Highway (corner of Howards Drive)	Queenstown Country Club	Lot 1 DP 531988	11/12/2018 site meeting with s 9(2)(a) to look at survey peg set out of proposed roundabout and impact on Queenstown Country Club property. Country Club comfortable with amount of land take shown by survey peg set out. Raised noise mitigation measures

			close to retirement home – asphalt and bunding.
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