

APPENDIX A STRATEGIC CASE

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NZTA Contract 2018235 - F2Q SSBC & QTC DBC

Technical Note # 37

13 November 2020

Frankton Design

1. Introduction

Frankton is a community located approximately 6 kilometres from Queenstown, centred on the intersection of State Highway 6A and 6. It was founded in 1863 and was originally envisaged to be the centre of development for the region as, at that time, there was no road access to Queenstown. Over time, it lost influence to Queenstown but more recently has gained significant commercial, residential and retail growth.

It is surrounded on three sides by water – Lake Wakatipu, the Kawarau River and the Shotover River respectively – and on the fourth side by hills. In the middle of Frankton lies Queenstown Airport, squeezed between Lake Wakatipu and the Shotover River.

Its physical location provides both opportunities in terms of having Queenstown's largest centrally located area of flat developable land and challenges in terms of its state highways being the key access point through which the vast majority of journeys to and from Queenstown Town Centre have to travel.



Figure 1: Frankton in 2007. Photo credit: Tuazn2 at English Wikipedia, Creative Commons licence [CC BY 2.5](#)

It has grown very substantially in recent times. The image above shows Frankton's physical extent in 2007, compared to the Google Maps image below from 2020. In 2007, development was focused around "Old" Frankton between State Highway 6 South and Lake Wakatipu with some industry located near the Shotover River and the initial stages of the Remarkables Park town centre.

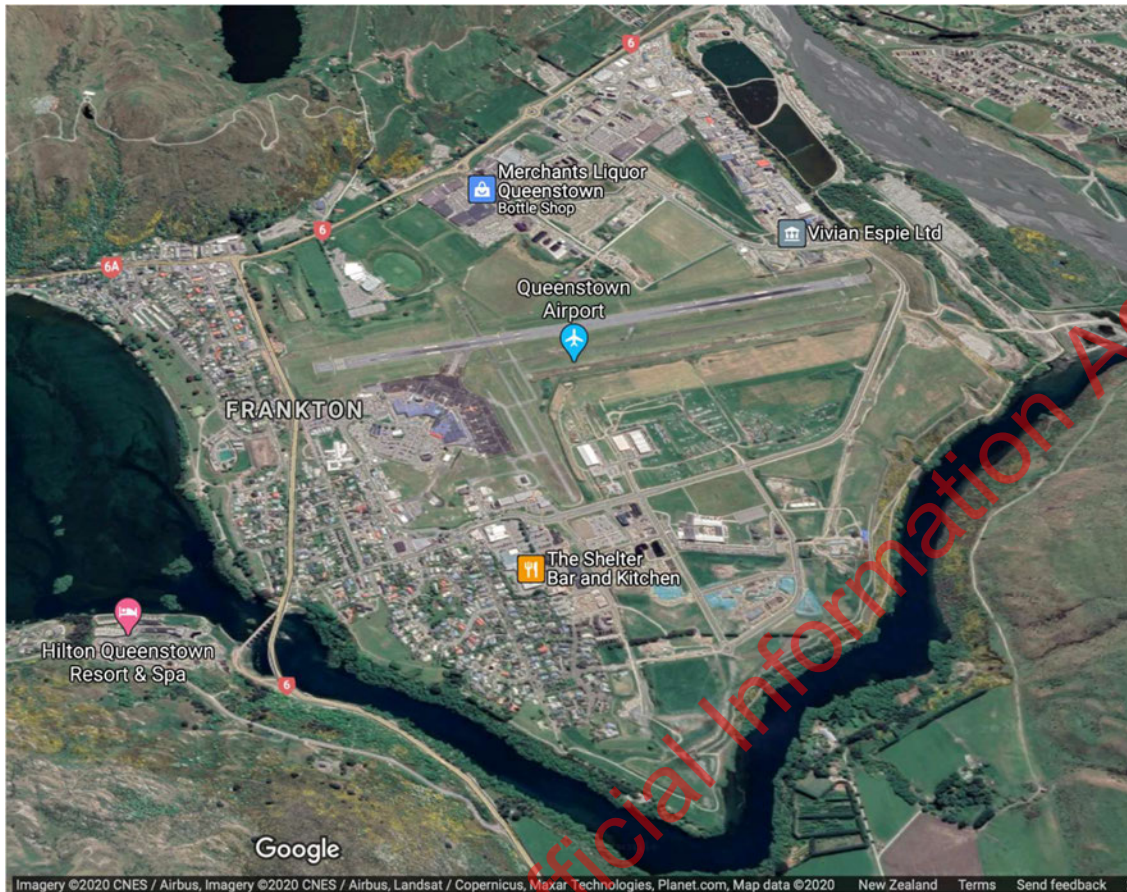


Figure 2: Frankton in 2020. © Google Maps

In 2020, development has expanded considerably with the growth of Remarkables Park town centre; a range of new mixed used developments including medium density housing; visitor accommodation and commercial development; a substantial expansion of Queenstown Airport; the new Wakatipu High School as well as substantial retail (including bulk retail) developments on the Frankton Flats to the south side of State Highway 6 East.

But as can be seen from the image above, substantial development capacity is still available around Remarkables Park and Frankton Flats. In addition, zoning changes are likely to soon enable development on the north side of State Highway 6 East in addition to the current Quail Rise development.

On top of this, the substantial growth in Queenstown Airport in Frankton has generated a significant increase in travel demands with around 2.2 million passenger arrivals and departures in 2019.

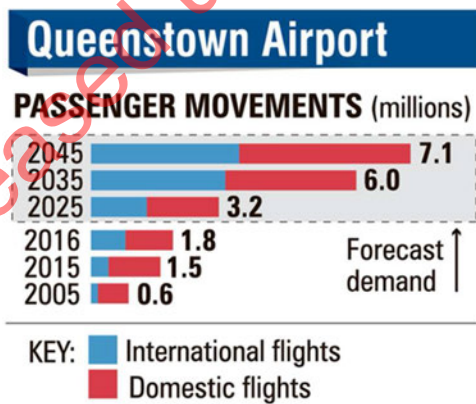


Figure 3: Travel Demands

Queenstown in general – and Frankton in particular – has experienced substantial growth in public transport patronage since the implementation of a new public transport network in November 2017. For example, Frankton's public transport commute mode share increased from 3.1% in 2013 to 8.0% in 2018. But this substantial growth has been off a very low base and has been overtaken overall by the growth in development and its concomitant growth in demand to travel.

Frankton's transport challenges have been exacerbated by much of Queenstown's growth being east of the Shotover River and south of the Kawarau River, funnelling all traffic from these areas across the pinch points of the bridges and through Frankton itself. This has led to significant congestion, particularly at peak times, but increasingly spread both across the day and across an increasingly large part of the year. This is only likely to become worse in the future with further significant growth planned for the east in Ladies Mile and to the south with Hanleys Farm, Coneburn and Jacks Point as envisaged in the current spatial planning process.

This in turn is further exacerbated by a very car-oriented development pattern in Frankton itself with large amounts of on-site parking provided and very little active management of the on-street parking resource. Parking enforcement is largely restricted to retail centre owners policing their own on-site parking restrictions to ensure that parking is available for their customers when they need it.

There have been some improvements to the roading network in the Frankton area in recent years including:

- Replacement of the one-lane Kawarau River bridge with a two-lane bridge.
- The development of Hawthorne Drive as an eastern bypass route.
- The upgrade of the Tucker Beach Road intersection.
- Widening State Highway 6 East to four lanes between Hardware Lane and Grant Road in association with large retail developments.
- Work to optimise the capacity of the current BP Roundabout to maximise its vehicular capacity.

While these have individually been useful measures, they have not been sufficient to meet the increased demand to travel and have been focused on car-based mobility and not on alternatives to driving. Ironically, the two-laning of the Kawarau River crossing has withdrawn a constraint on the network at one point but simply relocated it to the approaches to the already under pressure BP Roundabout.



Figure 4: BP Roundabout, Frankton, Photo-credits 9(2)(a)

The combination of the above factors puts enormous pressure on the roading network in Frankton which all converges at the BP Roundabout, the place where the southern and eastern legs of State Highway 6 meet and feed traffic onto State Highway 6A into Queenstown. An upgrade to the BP Roundabout took place around two years which managed to add some vehicular capacity to the roundabout through additional turn and straight-through lanes and a better designed merging area on State Highway 6A near Yewlett Crescent. But the additional throughput provided was quickly overwhelmed by the very high increase in year-on-year travel demand. In addition, it did not provide any safe dedicated facilities for pedestrians and in fact moved the centre pedestrian refuge substantially further away from the pedestrian desire line.

Past car-oriented planning has neglected the needs of any other group other than those in private vehicles, as illustrated by the photo below. While substantial retail development has occurred on Frankton Flats, there are no bus stops on State Highway 6 East to serve the Queenstown Central development and only an hourly bus from within the development to and from the Frankton Hub. The consequence of this are significant pedestrian flows to cover the 1.1 kilometre distance between the two in an area without footpaths or overhead street lighting (apart from flag lighting at intersections) in a mix of 50km/h and 80km/h speed environments.



Figure 5: State Highway 6 East Frankton Flats. Photos © Google Maps 2018

2. Frankton Hub

Other issues in the area include the fact that public transport infrastructure has not kept up with the substantial increase in public transport demand. It also comes into conflict with regional and long-distance buses; tour coaches; ski buses; sites-specific visitor shuttles; Milford Sound tours; taxis; Ubers and drop-offs. This is most obviously evident at the Frankton Hub which was designed as a key connection point for urban public transport but carries out a large number of the other functions described above.



Figure 6: Frankton Bus Hub Issues. Photo credit: s 9(2)(a)

The conflicts at the Frankton Hub are a consequence of it being the logical place to connect between urban buses and to a whole variety of tourism-oriented services such as ski buses; tours to Milford Sound and operator-specific tourism shuttles.

In the proposed Bus Max network, the Frankton Hub will be the one place on the public transport network will connect, including to the Frankton Loop, an idea born out of the Frankton Masterplan, that will be the glue that stitches all of the diverse parts of Frankton to one another and, at the Frankton Hub, to Queenstown Town Centre and the rest of the Wakatipu Basin. As such, the role of the Frankton Hub as a connection point becomes even more critical in the future.

In the short-term, we propose to upgrade the current hub to separate out urban services from tourism-oriented and longer distance services and to provide a significant boost to customer amenity, particular on the east side of State Highway 6 South where there are currently no passenger facilities at all apart from a timetable case.

Longer-term, we call for a more substantial upgrade, at best timed around the planned step change to public transport service envisaged for 2027. While this would be a partially off-street facility, it is designed to integrate well with its surrounding current and future urban fabric, including the Queenstown Events Centre and Old Frankton, and could itself become part of a Transit Oriented Development. Our thinking around this area much better connects the Frankton Hub to Old Frankton; the Queenstown Events Centre – itself slated for significant expansion – and the broader Frankton area.

3. BP Roundabout

The challenges of the BP Roundabout are a classic place-movement conflict where the movement function of the transport network for vehicles has been prioritised over and has had a negative impact on place quality. The result of this has been a poor environment for anyone not already in a car and a degraded sense of place and the consequence of this has been to reinforce car- based mobility and perceptions of status.

The solution to the BP Roundabout's numerous challenges needs to recognise that it has a very significant movement function both within the Wakatipu Basin and as a key link in the lower South Island's state highway network. As such, dealing with movement and place is a matter of achieving balance between sometimes conflicting objectives. The current predominance of movement has impacted the place quality whereas a place context that is not fit for its context could impact on a movement function that has literally nowhere else to go.

Solutions developed for the BP Roundabout recognise that it needs to provide for numerous different functions:

- Provision for high-capacity public transport with the extensive priority needed for it to be a realistic alternative for many more people to driving.
- A key route between the Frankton Flats and the Frankton Trail to encourage uptake of cycling as a sustainable travel mode.
- An important connection point for people on foot linking Lake Wakatipu to Old Frankton; Frankton Hu; the Queenstown Events Centre and more broadly across Frankton.
- A vehicular movement function recognising the role of state highway as regional and long-distance connectors; routes for delivering goods and mobility for people such as tradies where other options are not realistic for their needs.

As such, it cannot be a perfect movement corridor as that would unduly impact on its place quality, nor can it be a perfect place simply because of its high movement function. But the preferred solution of a signalised intersection provides as best as possible for these conflicting functions. It provides safe pedestrian routes on key desire lines where none currently exist. It creates a new link between Frankton Flats and the Frankton Trail – and broader Queenstown Trails network – where none currently exists, encouraging both walking and cycling as sustainable transport choices. It expands the walkable catchment of the Frankton Bus Hub by providing safe pedestrian crossing points and prioritises public transport through bus lanes and bus priority at the intersection. It also provides a significant uplift to the place quality of Old Frankton and much better connects it to its surrounding context, thereby encouraging more people to walk, cycle or take the bus to Old Frankton.

But of necessity, it needs to provide for reasonable vehicle flow so that buses are not caught up in traffic congestion downstream which would negative impact on the desired mode shift to public transport and so that traffic congestion over a broader area doesn't negatively impact on perceptions of place and quality of experience.

4. SH6 East and South

As seen in figure 4 above, the current state highway provides for poor to non-existent facilities for pedestrians in areas that are now part of the urban fabric of the Wakatipu Basin. Even relatively recent state highway works – such as the four-laning between Grant Road and Hawthorne Drive and the Tucker Beach Road intersection upgrade – have not provided any pedestrian facilities and very limited cycling facilities around the roundabouts.

What we call for in our plans for these sections of State Highway 6 is a game changer. Extensive bus priority is offered to enable buses to bypass significant areas of congestions. Bus stops are provided close to the key trip attractors on these roads such as Queenstown Central, Hawthorne Drive and the Queenstown Events Centre. These bus stops are linked to their destinations by high-quality walking routes. Crossing the state highway is done at grade at safe signalised intersections. Cycling and walking is enhanced by a route set back from the noise and heavy movement of State Highway 6 East which provides a strong connection between Quail Rise, Frankton Flats and the Frankton Trail and the wider Queenstown Trails network.

As with the BP Roundabout, it is neither perfect place nor perfect movement. The past movement focus has pushed place away from the state highway, abetted in some cases by buffer zones. But the buffer itself creates the opportunity to create a more intimate, fine-grained laneway typology away from the noise and traffic of the highway and to better integrate place and movement. The choice of two-stage pedestrian signalised crossings is another example of working to get the right balance between place and movement. At-grade crossings are provided as they are preferable to underpasses which have safety and design challenges and increase overall walking distances. But they are two-stage crossings with a waiting point in the middle so as to maintain an acceptable level of movement function of the state highway, particularly for public transport.

5. Conclusion

The planned series of interventions at the BP Roundabout; the Frankton Hub and on State Highway 6 are the best attempt to balance place and movement in an area that, as outlined in the beginning of this paper, has many reasons why it has a such a strong movement function. They collectively prioritise public transport while providing for much enhanced facilities for pedestrians, cyclists and public transport customers. They set the stage for much better place movement integration, particularly in and around Old Frankton and the Frankton Hub which are key locations where both place and movement are particularly important, and at the same time provide sufficient vehicular mobility so as not to negatively impact on both public transport speed and reliability nor on the place quality of the places being moved through.

Prepared by: 

Reviewed by: 

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Relevant National and Local Strategies

National Strategies

Draft Government Policy Statement on Land Transport (2021 – 2031)

The draft GPS 2021 builds on the strategic direction of GPS 2018 by simplifying and updating priorities to align with recent policy work. The Government continues to propose prioritising safety, better travel options, improving freight connections and climate change. The draft GPS was made final in September 2020.

GPS 2021 identifies four Government Commitments that will be delivered through the National Land Transport Programme:

- Auckland Transport Alignment Project (ATAP)
- Let's Get Wellington Moving (LGWM)
- Road to Zero
- Implementing the Rail Plan

Integrating land use, transport planning and delivery are at the heart of the Better Travel Options priority, and therefore pertinent to this business case. The GPS 2021 reinforces integrated (spatial) planning for transport and land use, which aligns with the Government's proposed direction on urban development and proposed improvements to the Resource Management system (currently under development).

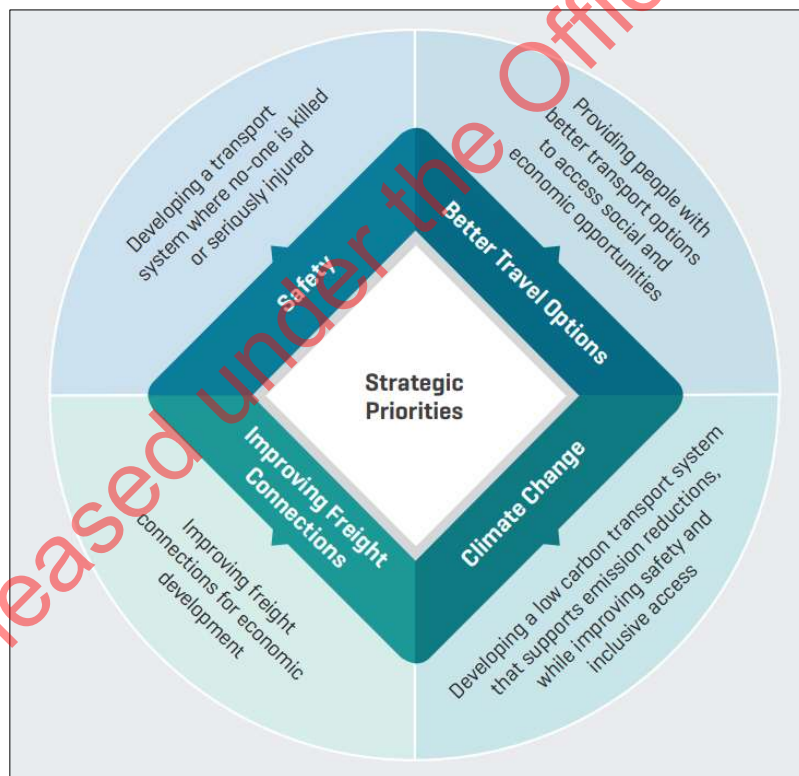


Figure 1 GPS Strategic Priorities

Road to Zero: NZ's Road Safety Strategy 2020-2030

Road to Zero is the Government's road safety strategy for the decade 2020-2030, following on from the previous strategy Safer Journeys (2010-2020). It articulates the Ministry of Transport's vision, guiding principles, targets and outcomes for road safety in New Zealand by 2030.

The strategy's vision focusses on Vision Zero, a global best-practice approach, which adopts the philosophy that no death or serious injury on the road network is acceptable. The strategy identifies speed management, vehicle safety, work-related road safety, road user choices and system management as high-impact areas for focus.

The strategy's focus areas are shown in Figure 2. The Queenstown business case aims to address infrastructure improvements and speed management and road user choices.



Figure 2 Road to Zero Focus Areas

Arataki

Arataki is a national story with three pan-regional summaries (upper North Island, lower North Island, South Island) and 14 regional summaries. It presents Waka Kotahi's 10-year view of what is needed to deliver on the government's current priorities and long-term objectives for the land transport system, and shapes Waka Kotahi's engagement with local government and other partners. Figure 3 summarises the Arataki approach.

The Queenstown business case could almost be a case study in the application of Arataki due to unique local constraints restricting the ability to provide 'traditional' transport interventions. Given the challenging terrain, low ratepayer base and highly seasonal demand, more efficient and effective solutions than simply building extra road capacity are needed. Arataki explicitly references a high need to transform urban mobility and improve urban form in Queenstown by:

- supporting delivery of the outcomes of the QITPBC
- supporting improvements to walking and cycling networks, with a focus on providing safe and efficient access to, and within, activity centres and schools, and connecting and expanding existing infrastructure to provide better connected networks
- supporting public transport services including on demand services where these provide a basic level of access to employment and essential services, more affordable transport choice, improve throughput on constrained corridors and help shape a more vibrant city
- working with QLDC to manage car-parking in the city centre, city fringe area and other key centres to increase uptake of public transport, walking and cycling for trips to these locations.
- working with QLDC and central government to implement the Queenstown Spatial Plan
- supporting further development where it supports relevant transport capacity enhancement measures
- working with QLDC to help ensure urban development occurs around corridors that have potential for public transport.

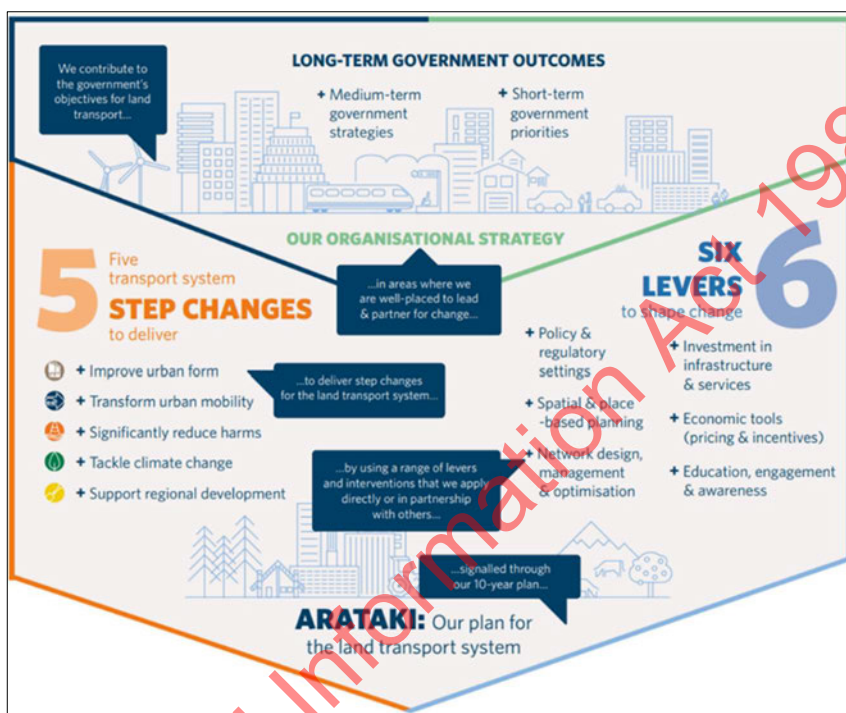


Figure 3: Waka Kotahi Strategic Plan

Keeping Cities Moving

Keeping Cities Moving is Waka Kotahi's plan to improve travel choice and reduce car dependency. Its purpose is to improve the quality, quantity and performance of public transport facilities and services, and walking and cycling facilities, will enable more people to use them. This can involve both optimising the existing system (for example, through reallocating road space), investment in new infrastructure and services, and providing better connections between modes.¹

Key relevant interventions in Keeping Cities moving are:

Investment in infrastructure, platforms and services	16. Complete investment decision-making review	M	Yes			
	17. Partner in the development of rapid transit and strategic walking/cycling network plans	H	Yes			
	18. Deliver key strategic rapid transit, walking and cycling projects	H	Yes			

Figure 4 National Tactical Plan extract, Keeping Cities Moving, Waka Kotahi, page 40

Both interventions 17 and 18 directly relate to public transport development; are high priorities and for the work to be done in the 2019-2021 period.

¹ Keeping Cities Moving, Waka Kotahi, September 2019, page 6

Local Strategies

Better Ways to Go

This document, which is the Waka Kotahi mode shift programme for Queenstown, found that “as a result of trip distances and the volumes of people involved, public transport has the greatest role to play in achieving the mode shifts necessary in the next twenty to thirty years if gridlock is to be avoided.”²

Better Ways to Go was presented to and endorsed by Otago Regional Council at its council meeting on the 26th of August 2020.

Otago/Southland Regional Land Transport Plan (2018-2024)

The Otago Regional Council (ORC) has commenced strategic transport planning for the draft Otago/Southland Regional Land Transport Plan (2018-24). This Plan establishes the vision for transport and how the ten local authorities within the two regions and Waka Kotahi intend to achieve this by funding and providing transport services and infrastructure. Over the next few years, the organisations will be concentrating on achieving a safer and more sustainable transport system that supports and enhances regional development.

The problems identified for the two regions are:

1. Driver attitudes and behaviour, together with inconsistent quality of routes in the two regions, result in fatal crashes and serious injury.
2. Parts of the network are vulnerable to closure from adverse events resulting in economic and social disruptions, of which there is increased recognition.
3. Inability to assess, plan, fund and respond to changing mobility user demands in a timely way results in some poor investment prioritisation and decisions, and inadequate futureproofing.

Problem 2 and 3 are relevant to this project, which will contribute to resolving these problems. One of the problems with the current route between Queenstown and Frankton is its vulnerability to closures with no suitable alternative routes. The projects will improve mobility for users and potentially future proof the Queenstown town centre and link between the centre and Frankton. To a lesser extent, Problem 1 is relevant as the quality of routes will improve for all transport modes.

In the meantime, the Updated Regional Land Transport Plan (2015-21) is still operative. This Plan sets out long term goals which is a transport system in Otago and Southland that provides adequately for mobility, economic activity and productivity while minimising road trauma. The RTCs have also identified the long-term results they seek from local authority and NLTF investment in the land transport systems of Otago and Southland and the results and benefits sought from the next three to ten years' RLTP investment. The long term results this project contributes to are:

- The network is reliable and resilient
- Major externalities are reduced (including road risk and the resultant trauma, and carbon emissions)
- Tourism is enabled and supported
- Growth is enabled
- There is an increased choice in travel modes
- Community resilience has been enhanced (including climate change adaptation).

² Better Ways to Go, Waka Kotahi, August 2020, page 21

The three main benefits sought from the next three to ten years' RLTP investment are all relevant to these business cases, which are:

- Improvement in the performance and capability of the transport network, and network resilience
- Improved safety, and reduction in the social impact of fatalities and injuries
- Focus on areas of regional economic development, productivity and connectivity.

Otago Regional Public Transport Plan (2014)

The Plan sets out the priorities and needs for public transport services and infrastructure in Otago. The Wakatipu Basin Public Transport Addendum (2017) sets out a new network structure for the Wakatipu Basin in alignment with the legislative need to put in place a public transport contract for the area.

It covers the establishment of a subsidised network of bus routes and frequencies, fare structures and partnerships with QLDC, Waka Kotahi, Ministry of Education and Queenstown Airport. The plan acknowledges that future changes will be needed to respond to community needs in line with outcomes from further investigation with strategic partners, specifically noting that the system needs to deliver:

- An affordable and convenient transport option
- Integration with land use to achieve compact centres that promote sustainable transport
- Ease of transferring for diverse travel patterns
- Priority measures to ensure bus travel times are competitive with cars
- Improved energy efficiency.

Other Relevant Documents

The following other documents have been used to inform the issues and options identification process for this project:

- QLDC Land Transport Activity Management Plan 2018/19-2032/33
- Waka Kotahi Long Term Strategic View
- QLDC 10-Year Plan 2018-2028
- QLDC Economic Network Plan for Transport (2015)
- Queenstown Town Centre Transport Strategy (2015)
- Wakatipu Basin Public Transport Network PBC (2016)
- Wakatipu Basin Network Review SC (2016)
- Queenstown Trails Trust Strategic Plan – Queenstown Trails (2015-2025)
- Queenstown Town Centre Parking IBC (2017)
- Queenstown Master Plan – Thompson Street Link Preliminary Design Report
- Queenstown Airport 30-Year Master Plan Options
- Queenstown Town Centre Arterials IBC (2017)
- Queenstown Town Centre Public and Passenger Transport Facilities IBC (2017)
- Queenstown Town Centre Spatial Framework (2018).

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Amenity

Transport modes	Amenity covers all modes but is likely to have the greatest impact on pedestrians who spend the longest time in the environment. Urban amenity covers a range of different aspects including noise and vibration, open space, density, vegetation and landscaping, urban design, culture and heritage, character, views, safety, security, accessibility and a sense of well-being.
Location	Locations are covered by the pedestrian analysis tool
Method or data source	An amenity index has been defined based on Transport for London's Valuing Urban Realm Toolkit (VURT) and can be calculated for each street section. This index scores streets using eight factors: traffic volumes, traffic speed, footpath area, vehicle traffic area, footpath and road material, density of street furniture, and green space coverage. This can then be presented graphically using geospatial analysis tools, or in a tabular format for key areas. An overall average score is then calculated using the length weighted scores for measured streets.
Time of measurement	Period: This metric is a constant and therefore not time period specific.
Baseline	The baseline VURT ratings for the town centre are demonstrated in the figure below. 
Expected result and target	An average score of 20 (light green) or better across the network.
Reporting date(s)	Post Implementation

System Occupancy

Transport modes	System occupancy is a proxy for mode split or network productivity. It is being used for this project because it also captures the effects of increased vehicle occupancy. As a metric, it is calculated as the ratio of people travelling to vehicles travelling along a given corridor.								
Location	Lake Esplanade, Frankton Road, Frankton Track, George Road								
Method or data source	The baseline metric will be calculated as above using existing data sources (traffic counts, active mode counts and bus occupancy data). Modelled data will be used to forecast the metric for 2028 and 2048.								
Time of measurement	Time of day: AM Peak Period 7 – 11am Day(s) of week: Weekdays Time of year: March (date of cordon survey) Period: Single metric for each time period								
Baseline		Car	HCV	Taxi	Coach	PT	Cyclists	Pedestrians	TOTAL
	2018 count	5571	139	132	396	38	90	591	6276
	Occupancy	1.47	1	0.5	10	18.09	1	1	
	Number of people	8189.37	139	66	3960	687.42	90	591	13722.79
	Ratio of people to vehicles								2.18655
Expected result and target	Ratio of people to cars 3.								
Reporting date(s)	Annual monitoring using cordon data (as current)								

CO2 and Noise in the Town Centre

Transport modes	The collaborative working group have a target to reduce CO2 transport emissions and transport related noise. Analysis of current trends undertaken has shown that a reduction in CO2 emissions will happen over time due to vehicle fleet efficiencies, but further intervention is required to meet the targets.	
Location	The extent of the Queenstown model	
Method or data source	CO2 emissions and noise levels are monitored and show an underlying trend of reducing emissions. 2048 modelled VKT coupled with vehicle efficiency predictions will be used to estimate the likely change in future CO2 emissions and noise at specified receptors.	
Time of measurement	Time of day: Daily Day(s) of week: Weekdays Time of year: All year Period: Daily VKT	
Baseline	VKT by itself is only a proxy for CO2 emissions and noise. A reduction in traffic congestion would also result in a reduction in both CO2 and particulate emissions. 2018 baseline 178,535 tonnes CO2-e	Noise baseline is to be established 2020/21
Expected result and target	2048 target 156,257 tonnes CO2-e (15% decrease)	Target reduction of noise to be established, following identification of the baseline, in line with national, regional and local targets
Reporting date(s)	Annual monitoring of CO2 and noise (as current)	

Walking LOS

Transport modes	Walking
Location	Across Queenstown Town Centre using the pedestrian analysis tool.
Method or data source	Quality of service metric based on Transport for London guidance.
Time of measurement	Time of day: PM Peak Days of week: Weekdays Period: Average LOS across town centre for 2-hour peak periods
Baseline	Pedestrian quality of service metric based on Transport for London guidance (Fruin) – baseline achieves LoS A across the town centre as demonstrated in the table below. 
Expected result and target	Maintain LoS A through changes in the town centre and growth in pedestrian volumes.
Reporting date(s)	Post implementation monitoring

Cycling LOS

Transport modes	Cycling
Location	Key corridors include (to be confirmed by active travel project team): - Frankton to Queenstown - Frankton Track - Queenstown town centre - Arthurs Point to Queenstown
Method or data source	Austrroads (2015) presents a LoS framework for network operations from the perspective of all road users, including motorists, public transport users, freight, pedestrians and cyclists. This framework is recommended by Waka Kotahi as the default for network operating frameworks for New Zealand localities. It uses the standard scale from A to F but is rated subjectively according to written criteria arrived at by a consensus of transport professionals. It deliberately does this to keep the assessment simple. Austrroads has been used to assess the LoS of the active travel network.
Time of measurement	Period: Consistent result for any time of year
Baseline	As determined in Appendix E of the Wakatipu Active Travel Network Single Stage Business Case
Expected result and target	To achieve the proposed level of service for cycling as determined by Figure 3 in the Wakatipu Active Travel Network Single Stage Business Case
Reporting date(s)	Annual cycle counts along corridors defined above

Network Catchment by Mode

Transport modes	Public transport
Location	Analysis from public transport routes/bus stops
Method or data source	Geospatial analysis using current observed (2018) and predicted (2028 and 2048) for residential proximity to public transport routes/ bus stops.
Time of measurement	Not time specific
Baseline	Number of residents within 400m of a bus stop (5min walk) – 17,024 (62% of Wakatipu ward population 2020 spatial plan modelling – 27,206)
Expected result and target	Target - 90% of resident population within 5min walk of a PT service Targets to be confirmed to align with the Spatial Plan
Reporting date(s)	Annual monitoring of travel times during and post construction

Travel Time Reliability

Transport modes	General traffic (GT)	Public transport (PT)
Location	SH6/SH6A to Fernhill roundabout	SH6/SH6a to CBD
Method or data source	2018 Paramics model for baseline. Target established using Paramics model for 2028 and 2048.	2018 TomTom survey
Time of measurement	Time of day: Interpeak for general traffic. PM peak outbound for PT Day(s) of week: Weekdays Time of year: March Period: Coefficient of variation (Standard Deviation divided by Mean travel time) across 2 hour time period	
Baseline	GT – interpeak variability of 30mins (shortest travel time 13min, and longest 43min)	PT – pm peak variability of 11 minutes
Expected result and target	GT – maximum travel time variability of 15mins Note that actual travel time for GT may increase while achieving reduction in variability	PT – maximum travel time variability of 3.5 minutes
Reporting date(s)	One year increments during and post construction. GT monitoring via GPS or similar dataset. PT monitoring using existing bus tracking	

Visitor Experience

Transport modes	Not mode specific
Location	All of Queenstown
Method or data source	Use of QLDC visitor feedback surveys to assess changes in visitor feedback
Time of measurement	Period: Consistent result for any time of year
Baseline	New baseline to be established post COVID
Expected result and target	Improvements in visitor feedback over the established baseline, particularly related to transport elements
Reporting date(s)	Ongoing – in line with existing QLDC monitoring

Resilience

Transport modes	All transport modes		
Location	Queenstown Town Centre and Frankton to Queenstown corridor		
Method or data source	Qualitative assessment of infrastructure resilience – predicted Availability and Outage States for large scale natural hazard events Includes: Planned and unplanned events, natural hazard resilience, alternative futures		
Time of measurement	Period of time: Consistent result for any time of year		
Baseline	Network availability Alternative route for F2Q is via Arthurs Point an extra 17.2km and 10-20mins travel time F2Q vulnerable to rainfall induced landslips (4L)	Natural hazard rating/risk/QRA An average of 5.1 road closures per year based on 10 years of TREIS data on F2Q	Future ready Current travel time reliability/variability is poor, up to 30min for F2Q. This also impacts PT.
Expected result and target	4VL in 2050 without remediation Target – 2UL	A rolling 10-year average of 3 closures per year	Available alternative routes (Arthurs Point) with mode options – GT, PT and walking and cycling. Ferry also provides an alternative option.
Reporting date(s)	Post implementation monitoring		

Potential for Urban Development

Transport modes	Not mode specific
Location	Queenstown Town Centre
Method or data source	Assessment of the capacity of the transport network to allow future development to occur.
Time of measurement	Period: Consistent result for any time of year
Baseline	Considered that transport is a barrier to further development as it is at 100% capacity
Expected result and target	85% capacity of the transport network to provide capacity for development to occur. To be confirmed followed the approval of the Spatial Plan,
Reporting date(s)	2018, 2028, 2048

Safety

Transport modes	All modes
Location	Frankton to Queenstown - Number of Walking DSIs per Walking kilometres travelled in Queenstown Town Centre and along Frankton Road - Number of Cycling DSIs per Cycling kilometres travelled in Queenstown Town Centre and along Frankton Road - Number of Vehicle DSI per Driven kilometre travelled in Queenstown Town Centre and along Frankton Road
Method or data source	CAS data for baseline. Estimated crash reduction data for future year projections. Collective and personal risk assessment
Time of measurement	Time of day: All day Day(s) of week: All days Time of year: All year Period: DSIs per annum monitored over a 5-year period. Collective and personal risk assessed for 2018 network and for 2028 and 2048 improvements
Baseline	DSI walking – 0.32 DSI/km DSI cycling – 0.16 DSI/km DSI vehicles – 1.4DSI/km Collective risk – medium and low-medium Personal risk – low DSI's for SH6a from SH6 roundabout to Shotover Street
Expected result and target	DSI - 0 Collective risk – low Personal risk – maintain low
Reporting date(s)	Annual monitoring during and post construction

Quality of life

Transport modes	Not mode specific
Location	All of Queenstown
Method or data source	Quality of life survey
Time of measurement	Annual survey
Baseline	Town centre 2019 respondents agree: Meets the needs of residents and tourists – 25% Traffic levels are acceptable – 25% Enough PT – 53% Easy place to spend time – 64%
Expected result and target	Town centre respondents agree: Meets the needs of residents and tourists – 100% Traffic levels are acceptable – 100% Enough PT – 100% Easy place to spend time – 100%
Reporting date(s)	Ongoing – in line with existing QLDC monitoring

Mode share

Transport modes	Not mode specific
Location	All of Queenstown
Method or data source	Cordon surveys
Time of measurement	Annual survey
Baseline	2018 survey General traffic – 93% PT – 1% Pedestrians – 5% Cyclists – 1% (adjust based on long term trends) *For F2Q
Expected result and target	2028 60% general traffic 40% sustainable modes 2048 40% general traffic 60% sustainable modes *For F2Q
Reporting date(s)	Ongoing – in line with existing QLDC monitoring

Developed by the project team: s 9(2)(a)

Released under the Official Information Act 1982

FRANKTON TO QUEENSTOWN SSBC &
QUEENSTOWN TOWN CENTRE DBC
ENGAGEMENT REPORT STRATEGIC CASE
(MARCH 2019)



Contact Details

Prepared By

Reviewed By

Approved for Release By

March 2019

Executive Summary

The purpose of the February 2019 Queenstown Transport Engagement was to inform the Frankton to Queenstown Single Stage Business Case and the Queenstown Town Centre Detailed Business Case, as well as other concurrent business cases and master planning exercises.

A cross-section of the community responded to a range of transport-related questions focused in the Queenstown Town Centre and Frankton to Queenstown Corridor. Participants interacted with an online map, locating and describing their travel experiences—when driving, using public transport, cycling or walking. They were also asked for their recommendations on where and exactly what aspects of the transport infrastructure in the two areas of interest could be improved.

The main transport modes of interest were:

1. **Overall:** Public Transport, followed by Driving experiences.
2. **Frankton to Queenstown Corridor:** Public Transport, followed by Cycling experiences.
3. **Queenstown Town Centre:** Driving, followed by Walking experiences.

The main themes which arose from participants' transport experiences were summarised, as were their suggestions for transport network improvements. However, the main themes among the recommended improvements were:

Frankton To Queenstown Corridor	Queenstown Town Centre
• Improve Intersections and side road-access • Upgrade pedestrian facilities • Upgraded transport hub • Interventions to alleviate congestion	• Provision for additional parking • Road control changes to improve traffic flow • Greater provision for pedestrian facilities • Greater policing of road user behaviour • Provision for out of Town Centre parking

Finally, reviewing all written commentary—travel experiences, recommended improvements and general comments—yielded four key themes:

1.	Vital need for urban development , which acknowledges conflict with,
2.	Desire to retain the character and 'authenticity' of Queenstown as a mountain resort.

And in relation to the transport network itself:

1.	A high level of transport mode conflict, with related safety concerns
2.	Congestion impacting travel experiences across all transport modes , whether vehicular or by alternative means.

1 Survey Description

An online survey took place in February 2019, engaging the community and canvassing their experiences of using various modes of transport in the Queenstown Town Centre and the Frankton to Queenstown Corridor. Members of the public were notified of the survey through social media and email contact to community mailing lists. The project team also made face-to-face contact at the Remarkables Market, Queenstown Arts and Crafts Market, and Queenstown Airport.



The survey used Social Pinpoint—an online social media enabled surveying tool that allows participants to locate comments around a geospatially bounded map (in this case the Queenstown environs). Two areas of focus (Queenstown Town Centre and the Frankton to Queenstown Corridor) were marked in the online map by the engagement team to draw participant's attention.

Two sets of questions were asked. These were (1) map-based questions and (2) an optional survey of a more demographic nature. The map-based questions asked participants to “tell us about your experiences” when using various modes of transport (questions a-d, below). They were also asked what potential infrastructure improvements they would recommend in the two areas of interest (question e), and whether they had any other ‘general’ comments to make (question f).

(1) Map-based questions asked about people's:

(a) Driving experiences	(b) Public Transport	(c) Cycling experiences	(d) Walking experiences	(e) Potential Improvements	(f) General Comments
					

(2) An optional sub-survey was triggered after placing an answer on the map, allowing participants to provide further detail about themselves and their habits and preferences:

(g) Demographic data, (h) most common mode of transport, (i) frequency of use, (j) where participants came from and (k) their purpose for using the area in question.

The patterns, preferences and concerns described by the community who participated in the survey are represented below.

2 Analysis

2.1 People and Engagement

Participants were mostly local, more women, predominantly over 30s.

A total of 349 people participated in the February 2019 engagement. Of these, 48 who had answered the initial map-based portion of the survey went on to answer a final, more detailed section which included participant demographics (the sub-survey).

Most participants were locals (89.4%), slightly more were female (56.8*) than male. Compared to the regional population (2013 census) participants tended to be older, especially favouring the 40-49 age bracket. Those under 30 years of age and the 70 plus age range were under-represented. Such skews may occur due to recruitment methods or personal preferences. For example, recruiting from locations which favour specific age groups or using engagement tools that specific age groups prefer (e.g. paper-based engagement versus digital engagement). A skew of this nature is not unusual in that community improvement surveys tend to resonate more with older age groups than younger ones (see Figure 2-1, place of origin; Figure 2-2, gender; Figure 2-3, age range below).

Participants were employed in farming, the service industry, the tourism industry, public service including health, in professional roles, and they included business owners,

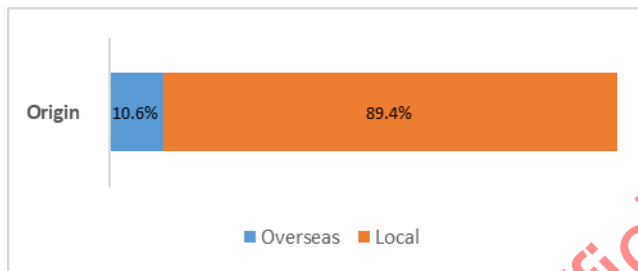


Figure 2-1: Place of origin

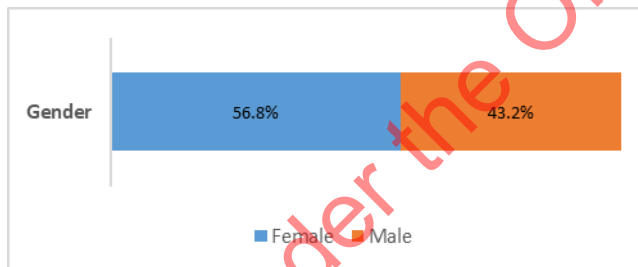


Figure 2-2: Gender (nil gender diverse identified)

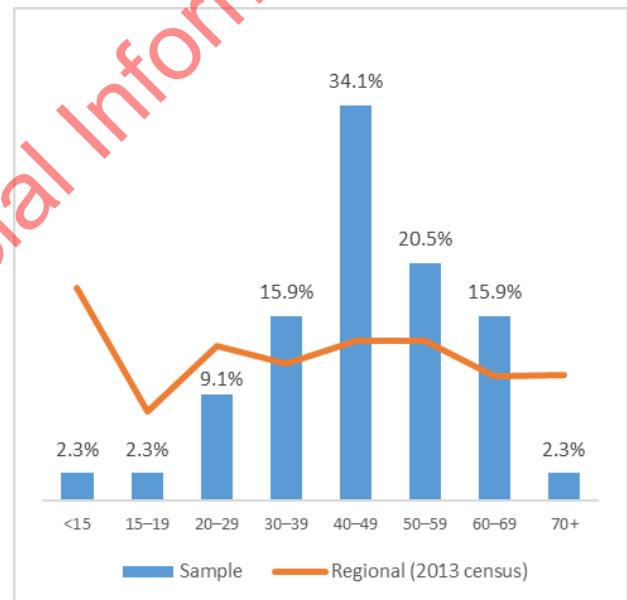


Figure 2-3: Age range compared to NZ census

2.1.1 Mode, Frequency and Purpose

Participants mainly used private motor-vehicles, frequently visited the Queenstown Town Centre, and did so for work, and social eating and drinking.

The smaller core of participants who completed the detailed sub-survey also recorded their main mode of travel when visiting the Queenstown Town Centre and when using the Frankton to Queenstown Corridor, how often they visited and why, and their reasons for travelling on the Frankton to Queenstown Corridor (see Figures 2-4 to 2-7 below).

Visitors to the Queenstown Town Centre did so predominantly by personal car (87.5%), then public bus (25.0%) and bicycle (20.8%), followed by walking (18.8%). It should be noted that participants were given the option of selecting *all* the methods they used to visit the Queenstown Town Centre, not forced to choose their preferred or main mode. They were also mostly frequent, daily or weekly visitors (69.8%), visiting for work (58.3%), social eating and drinking (56.3%), then for general shopping (39.6%). Notably, although 10.6% of respondents initially identified as originating from overseas, only 7% identified as tourists who visited the Queenstown Town Centre.

'Recreation' and 'parks, play and gardens' can be considered thematically similar. Whether participants selected both options together or if they selected just one or the other is unclear in the results. Nonetheless, 29.2% marked 'recreation', while those who stated they visited the area for 'play, parks and gardens' comprised 18.8% (see Figure 2-6).

The pattern of use on the Frankton to Queenstown Corridor was similar overall, as most participants used it for travelling to work and shopping, then recreation, finally to access the airport (Figure 2-7).

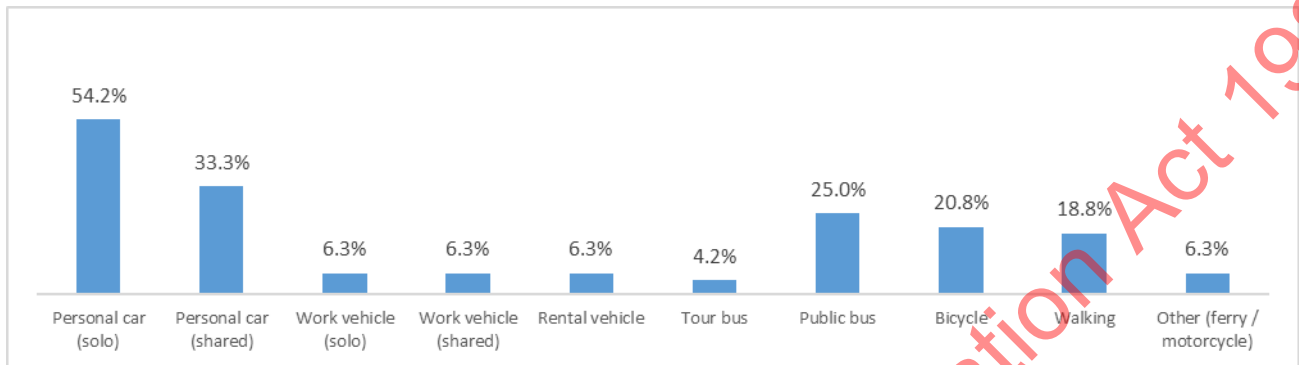


Figure 2-4: Travel mode when visiting the Town Centre

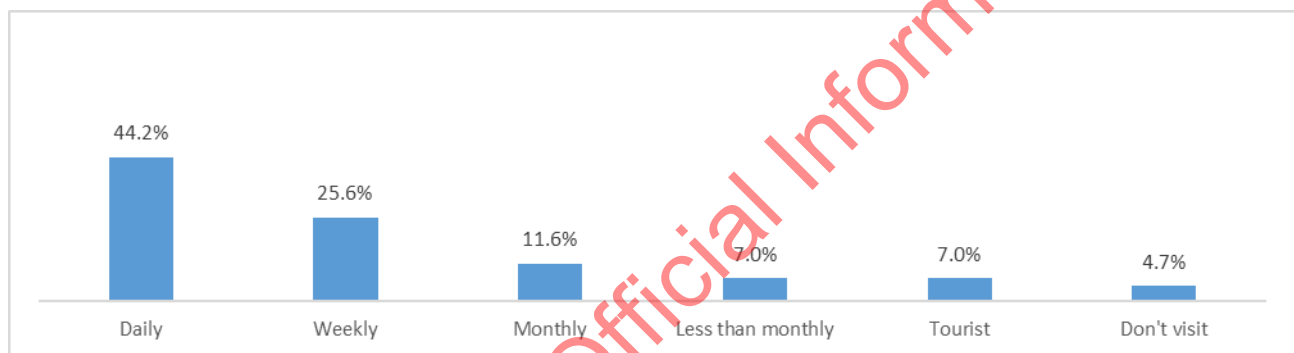


Figure 2-5: Frequency of visits to the Town Centre

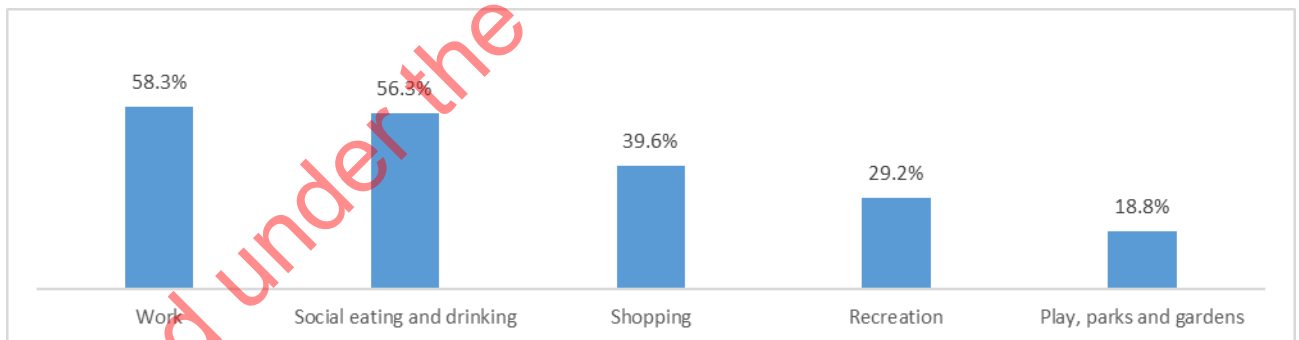


Figure 2-6: Purpose in visiting the Town Centre

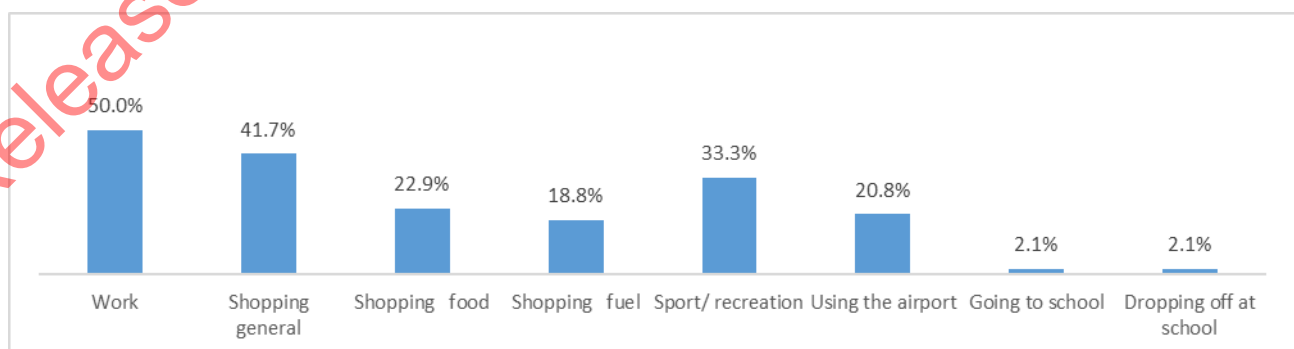


Figure 2-7: Reason for travelling on the Frankton to Queenstown Corridor

2.1.2 Engagement, Concern and Interest

Driving experiences and public transport experiences were the main foci within the areas of interest. Potential improvements fell mainly in the Queenstown Town Centre. Cycling experiences were split evenly across the areas of interest.

Written comments from both the map-based and detailed sub-survey sections of the engagement summed 718¹. Approximately one third (264) were focused on improvements or were general comments. The majority (454), however, reported individual driving, public transport, cycling and walking experiences in the region. Highlighted in Table 2-1, written comments from participants emphasised (1) potential improvements (24.4%), then (2) public transport (21.7%) and (3) driving experiences (20.2%).

Table 2-1: Written comments per category (349 people) (most [dark green] to least [yellow])

	All	Experiences				Improvements	General
		Driving	Public transport	Cycling	Walking		
Comments	718	145	156	68	85	175	89
	100%	20.2%	21.7%	9.5%	11.8%	24.4%	12.4%

Insofar as volume of feedback indicates community concern or interest, Table 2-2 below shows (i) the balance of feedback within the two focus areas (the Queenstown Town Centre and the Frankton to Queenstown Corridor), (ii) the percentage of feedback per category that fell *outside* the focus areas, finally, (iii) the area where most members of the public recommended improvements be made within the two areas of interest.

In most cases, participants focused within the two areas of interest. The exception is public transport where 58.1% of the comments on public transport experiences fell *outside* the two areas. Nonetheless, on the topic of Public Transport, between the two areas the Frankton to Queenstown Corridor garnered the most public comment (67.7%). As such,

Table 2-2 shows underlined the area which attracted the greatest concern or interest from participants in each respective transport experience category.

Table 2-2: Reported experiences and opportunities for improvement (most [dark green] to least [yellow])

Area	Within		Outside
	Town Centre	Corridor	
Driving experiences	<u>65.4%</u>	34.6%	44.1%
Public transport experiences	32.3%	<u>67.7%</u>	58.1%
Cycling experiences	48.6%	<u>51.4%</u>	45.6%
Walking experiences	<u>59.6%</u>	40.4%	22.0%
What could be improved	<u>60.6%</u>	39.4%	46.3%

¹ Initial review of the data revealed just two participants provided nearly fifteen percent of all written feedback, with a focus on cycling and walking. To prevent unfair biasing of community level results a sampling method was used—a maximum of eight randomly selected responses was retained per category, per person (e.g. driving experiences, recommended improvements). This method impacted only three participants. To ensure their views were still represented, expert thematic and text analyses was applied to *all* written responses. Statistics reported here are all based on the culled data, while the report continues to account for all views.

2.2 Experiences

Two hotspots – at the Queenstown Town Centre and at the Frankton, SH6/ SH6A junction. Most comments fell inside the two focus areas, but considerable interest was expressed elsewhere in the transport network.

Figure 2-8 and Figure 2-9 below illustrate the distribution of points of public interest in the Queenstown environs and specifically within the two focus areas. Table 2-1 above has already shown how comments were broken down according to theme. Overall, 55% of all public commentary was located within the two focus areas. While 45% was located outside, this indicates ongoing interest in the wider transport network around Queenstown, to a degree also an awareness of the interconnectedness of transport related issues (based on assessment of the written feedback).

Figure 2-8 shows a heatmap or density map of community feedback whereas Figure 2-9 locates precisely where participants marked their comments. Commentary located on the water focused on greater use of water ferries and/or water taxis to relieve traffic congestion. In a few cases they pertained to the closest section of road or cycle path and were accounted for thus. This highlights the high average quality of engagement in the survey. Even comments located in potentially counter-intuitive locations tended to be well thought out, providing good quality advice with a view for improving the network for all users. Overall, the two 'hotspots' of feedback (experiences, recommended improvements and general comments) in the survey were the Queenstown Town Centre itself and the roundabout interface between SH6/SH6A junction in Frankton. An assessment of written comments outside the two main areas of interest, particularly around Shotover Country and Lake Hayes Estate generally suggested improvements or noted concerns which had flow-on effects on traffic congestion leading into Queenstown itself.



Figure 2-8: All experiences and improvements - heatmap



Figure 2-9: All experiences and improvements – points

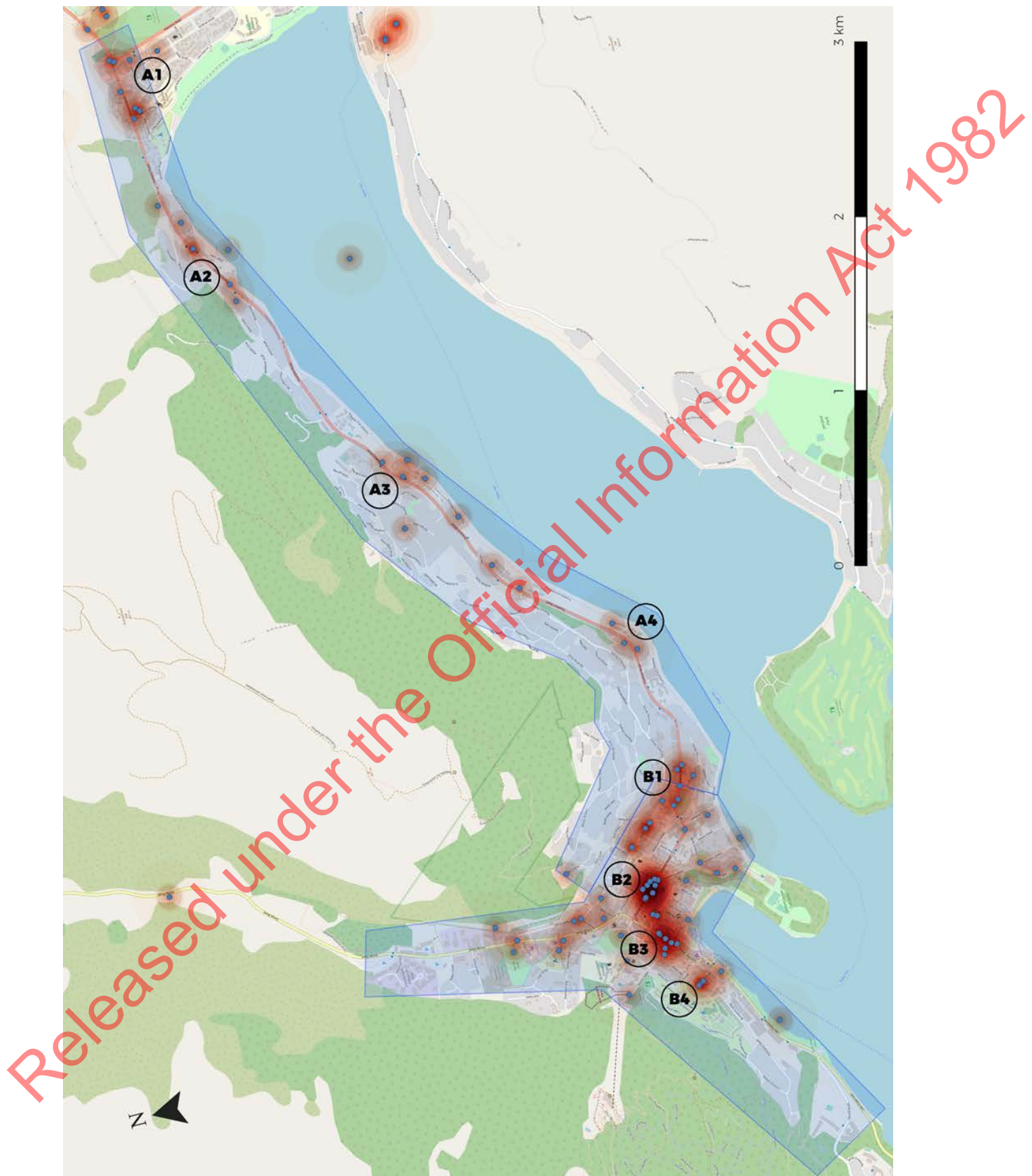


Figure 2-10: Driving experiences

2.2.1 Driving

High level of travel mode and user conflict, frequent traffic congestion, difficulty accessing Frankton road from arterial roads, and lack of parking.

Participants were asked to describe their experience of driving a car in the Queenstown Town Centre and the Frankton to Queenstown Corridor. Of the written responses that fell within the two focus areas, 65.4% were located within the Queenstown Town Centre area.

Eight points of interest are highlighted on Figure 2-10 above. The associated themes and comments are described in Tables 2-3 to 2-10 below. Commentary outside of the two focus areas is outside the scope of this report. Driving experiences were the third most commented category in the survey overall, behind 'improvements' and public transport experiences (per Table 2-1 above).

Table 2-3: Driving experiences: Frankton to Queenstown Corridor A1

Frankton Road, interface with SH6A and SH6	High level of travel mode conflict, traffic congestion and conflict while merging: • "Daily there is a bottle neck where road goes from two lanes at the round a bout to a single lane, it gets even worse when an event is on. Double lanes all the way to town might not be an option but so close to a major round a bout just slows everything down". • "The merging of lanes here, like all merges, creates a huge bottleneck and sometimes backs up into the roundabout. Maybe consider adding dual lanes to the Z station as it is possibly implausible to add them all the way to town". • "Should not be able to turn RIGHT ONTO Frankton Road between 2 and 6 pm M-F. From Both streets and McDonalds and Mobil". • "Drivers don't merge properly where the two lanes become one driving toward Queenstown from Frankton and this causes traffic to slow to a crawl some peak traffic times. Not sure what would help that. Perhaps a merge like a zip sign?" • "Build an onramp for traffic going direct from BP to Cromwell Highway. without need to enter the roundabout". • "The Frankton roundabout isn't working. Too much traffic crossing other traffic flows and jamming up lanes. The road markings are also confusing the traffic flows. Also need long lead ins". • "Has gotten a lot better. However, have seen cars going wrong way around. Is it possible to put arrows on all roundabouts itself to signal what way around drivers should go? The improvements made earlier this year have made a massive difference here."
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Table 2-4: Driving experiences: Frankton to Queenstown Corridor A2

Marina Drive, interface with Frankton Road	Inconsistent motor vehicle driving speeds, difficulty for users coming off arterial roads to enter the main flow of traffic: • "Almost impossible to turn right out of Sugar Lane to Frankton". • "Marina Drive is already hard to get into and out of many times during the day. Needs a roundabout". • "Why not have a roundabout here to aid with right turn movements and crossing points". • "The 70k speed limit is appropriate for this section of road between Queenstown and Frankton. Drivers don't seem to see the 70k signs or maybe choose to just dawdle. Lots of slow drivers even at times when there is little traffic using the road".
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Table 2-5: Driving experiences: Frankton to Queenstown Corridor A3.

Goldfield Heights, interface with Frankton Road	Difficulty turning and entering the main flow of traffic from arterial roads: • "Needs an alternative road asap, or a better public transport, like a ferry or train" • "Junctions on the Frankton Rd are getting harder & harder to get out of/ in to. I've been stuck in a traffic jam for 15 minutes before the BP round about watching someone try to back out of a domestic driveway - they were there way before I passed them". • "I have to exit Frankton Road from the Alpine Village complex and driveway is opposite Potters Hill Road. I can't turn right at many times of the day without pushing through the nonstop traffic in the morning and late afternoons". • "It is dangerous to turn right, especially 2-6 pm. Impossible to get gaps in both directions. There needs to be a safe middle waiting lane (like in Dunedin). If not possible then a NO RIGHT TURN sign needed. Put sign at Larch Hill "U TURN OK".
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Table 2-6: Driving experiences: Frankton to Queenstown Corridor A4.

Frankton Road, interface at holiday accommodation	Congestion, slow traffic and low safety, potentially due interaction with the cluster of accommodation facilities: • “The view around the road is beautiful - you should drive slow”. • “The [recent] improvements on SH6A are good, but there's already congestion”. • “Too many cars on the road - it's not safe for bikes”.
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Table 2-7: Driving experiences: Queenstown Town Centre B1.

Frankton Road, Suburb Street intersection	Distinct lack of parking around here, several dangerous crossings: • “Better parking signage, visitors in particular find it very confusing”. • “Put a car park building near the school then MRT into town”. • “Dangerous intersection for crossing”
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Table 2-8: Driving experiences: Queenstown Town Centre B2.

Stanley Street, between Ballarat Street and Beetham Street	Limited parking, need to improve traffic flow, and conflict between road users (between modes, tourists and campers): • “Multi story car park. Subsidised for locals somehow... ”. • [Need to bad commercial] mopeds out on the slip way to the traffic lights. The white line has been removed which they just to just about stay within, but they continue to park there. Dangerous obstruction & massively slows down traffic”. • “Encourage carpooling options”. • “The Ballarat St/Stanley St intersection is grossly congested for two reasons: 1. The lights at Stanley St/Shofter St are not co-ordinated with the above, so vehicles queue back to Ballarat St and prevent progress even when Stanley St traffic has a green light”. • “Traffic flow is absolutely dreadful and getting worse. Tail backs from courthouse all the way back along the SH are commonplace. There simply has to be a way to stop all this visitor traffic pouring into Queenstown”. • “The 30 minutes parking in front of the courthouse and close to CAB should not be taken out to accommodate suggested Public Bus stop. It increases traffic jam just in front of lights, increases fumes for bikers waiting for traffic lights, inconvenience people”. • “Parking on Ballarat should be restricted to cars and prohibited by campervans. There is a shortage of parking spaces close to CBD. Campervans have their own reserved parking spots, not available to cars”. • “Issue: Removal of parking in front of the courthouse and CAB”. • “The lights here are an epic failure, there should be a pedestrian underpass and roundabout. The two sets of lights cause a huge back log of traffic”.
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Table 2-9: Driving experiences: Queenstown Town Centre B3.

Shotover Street, between Brecon and Camp Street	Conflict between vehicle traffic and pedestrians, potential for other modes besides vehicles to move people through this area: • “No need for Camp St to be open to public. Close to traffic except Bus, Taxi, cycle, emergency service and goods vehicles. Would increase pedestrian safety in the area. Would need main arterial route improvements also however”. • “Remove all street parking on Shotover St. Make more pedestrian friendly. Would prevent constant hold ups from parallel parking and trawling for spaces. Would also require adequate parking elsewhere and arterial route improvements”. • “Please remove this pedestrian crossing, it blocks up the traffic at the roundabout”. • “Proposed use of Man Street as a bypass may be just moving congestion from Shotover Street to Man St with the hotels proposed for Man St. Maybe a tunnel or cut and cover to take through traffic away from town centre”. • “Morning traffic particularly in winter very difficult here”. • “Too hard to find a park in town... Need other options”. • “Encourage more scooter and e-bike use”. • “Stop Canyon Swing, NZone and Go Orange from parking in the loading bay for hours on end. Everybody should abide by the 5-minute rule”.
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Table 2-10: Driving experiences: Queenstown Town Centre B4.

Lake Street, interface with Man Street	Through traffic routed through the City Centre raises congestion, side streets are busy alternative routes, conflict between through-traffic and parked vehicles: • “People driving towards Fernhill/ sunshine bay and Glenorchy are forced to drive through the centre of town. This is extremely inefficient, and unsustainable. It puts unnecessary pressure on Queenstown CBD roads, creating congestion”. • “I often use Man St Lake St as an alternative route to avoid the congestion of Shotover St through the main part of Queenstown. However, Lake St is more frequently being used by camper vans that seem to have trouble going up and down the street”. • “The Man Street/Lake Street intersection should be a tow-away area where the no-parking lines are. Every day, cars are parked there and it's a complete guessing game as to whether cars are heading down Man Street when you're trying to exit Lake Street”. • “People use this as a route to avoid town from Fernhill. Need to reduce the parking / have more signs. There should be speed humps, safety and calming measures”.
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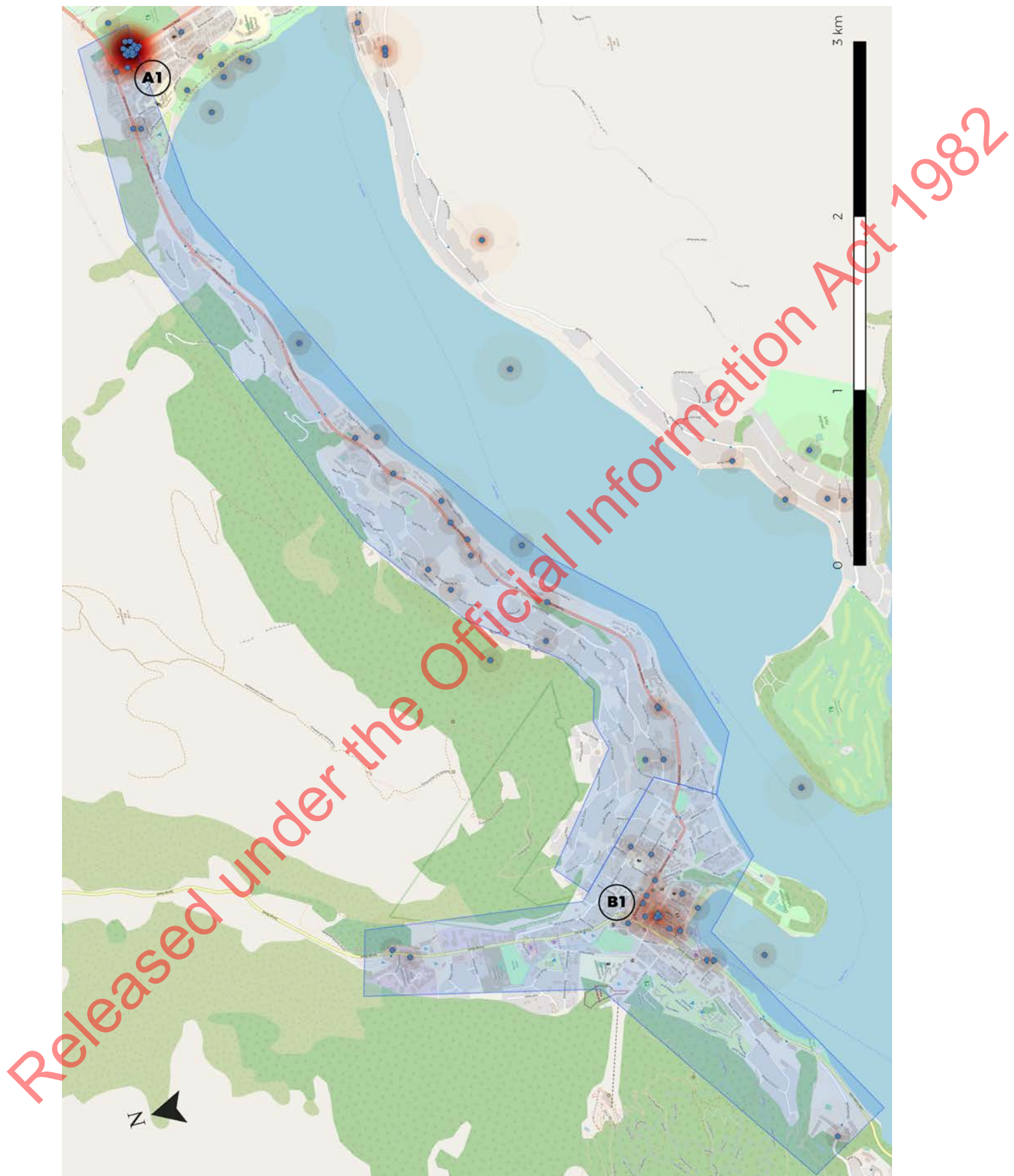


Figure 2-11: Public transport experiences.

2.2.2 Public Transport

Good existing performance is limited by competition with motor vehicle traffic. Opportunities to improve with upgraded bus-hub and park & ride facilities, more convenient payment options, better integration between public and commercial services, provision of bus lanes and light rail investment in the Corridor.

On public transport experiences within the two focus areas, 67.7% of comments fell within the Frankton to Queenstown Corridor (see Figure 2-11 above). Most comments were located at Frankton Road, the interface between SH6A and SH6, and the existing bus-hub (a major cluster). Note that while geographically the comments are located more specifically on the bus-hub, many of them related to the roundabout intersection or were substantially related. Another point of interest was observed within the Queenstown Town Centre. The themes and comments are described in Tables 2-11 to 2-13 below. Public transport experiences were the second most commented category behind 'improvements.'

Table 2-11: Public transport experiences: Frankton to Queenstown Corridor A1.

Frankton Road, interface with SH6A and SH6	Bus services have improved, but more payment options are requested, and existing bus facilities could do with further improvement. New bus-hub facilities are requested, but users are split on where these should be located. With reference to the distributed comments in the following table, there is support for bus lanes, but support is mixed. Bus-hubs and Park & Ride facilities: • "Bus hub by the golf course". • "Create a large park and ride/transport hub on this land [the Golf course]". • "Shuttle services (small vehicles) to feed the bus hubs. Need to be more creative with the bus services, to get more people using it". • "Park and ride facility somewhere in Frankton/Five Mile is needed to enable users from wider destinations to park and then cycle or catch the bus, as currently taking a bus from some destinations takes too long." Paying for Public Transport: • "Create a yearly membership to the bus, if you catch the bus every week to work you will spend approx. \$1000 per year, so could make a year membership \$800 which would further incentivise the bus service for use on weekends etc as people have already paid". • "Have a monthly pass and yearly pass. And a card sensor like they have in Singapore for entering the bus and leaving. To buy always a ticket takes too much time and plenty paper used". • "Buses need to be easy - for example, drivers need to have change for when people want to pay with big notes". Facilities and performance: • "When a bus parks on East side bus station, the footpath and waiting area is on the wrong side of the bus. A central covered and seated island is needed". • "Tourist coaches, minibuses and 4WDs clogging up the interchange at all times of day. Buses sometimes have to wait to get into bays [as tourist drivers wait for pickups]" • "To reduce the traffic impact on this stretch of road, consideration should be given to buses going from Queenstown CBD to Arrowtown, travel via Arthurs Point. Millbrook could be included in the route if smaller buses or 22 seaters were used instead". • "The buses stop here seemingly to regulate the service - so there is a delay - but then they stop again at the airport and again we wait then again at Remarkables Park. Can't we just regulate at each end, it adds an unnecessary 15 minutes".
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	• "The bus stop on the east side of the road requires a shelter and seating. Ideally it should also be moved to the other side of the traffic lights". • "The bus service Remarkables Park - Sunshine Bay is very efficient. More frequent service needs to be made available to other areas of the Basin to encourage more people to use this cost-effective service. Keep the \$2 fares". • "Some services have no direct route to town and the buses get stuck in the congestion. The bus takes too long to get to commitments". • "ORC could consider working with large event organisers to offer more buses to help move people away from the area faster". • "Need direct services from Arrowtown to Queenstown to make it a truly viable option - the smaller shuttle buses suggested by someone else, on a more regular basis would be great. The \$2 fares are great". • "If using the seating, the advertising placards block your view to seeing what buses are approaching. Completely defeats the purpose of having seating at a bus interchange". • "[Use] electric buses". • "Bus transfers requiring passengers to cross Kawarau Road remain a hazard to all (passengers and traffic). A safer crossing scheme needs to be implemented or the need to cross removed entirely. Priority for buses to exit the exchange and re-join Kawarau Rd". • "Bus timetables should be improved so that connecting buses to and from Jacks Point arrive at the Hub in good time for the onward service". • "Bus reliability has improved". • "Bus information timetables (printed) need to be more available". • "Giving a dedicated bus lane both ways on Frankton Road. This would remove a lot of traffic congestion is space can be found".
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Table 2-12: Public transport experiences: Distributed comments in the Frankton to Queenstown Corridor.

Distributed comments , in the Frankton to Queenstown Corridor	Main points of commentary addressed bus lanes (largely for), the need for greater capacity (or alternative modes, such as rail transit) and general commentary on service performance and facilities. Bus lanes: • "Busses should have legal priority / right of way, when they leave bus stops. As it is at present busses waste a lot of time along SH 6A waiting to join the traffic again, sometimes 50 + cars pass the bus, even while indicators are already on". • "A bus only lane needs to be created on as many main bus routes as possible. Not until people banked up in cars and watch the bus go by will they change their thinking". • "Put some bus and coach lanes along SH6A - in the places where it can be done". • "No bus lanes, they don't work". • "Need bus lanes". Alternatives: • "We need a more regular ferry service. This seems to be really popular so far, but some people may be turned off using it because it may fill up or it doesn't run regularly enough. If we get more schedules, more people can use it". • "Tram line along Frankton track".
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	• "Monorail on the lake edge". • "Above the road MRT. Would need a carpark at Frankton Road". • "Tram/monorail down the middle of Frankton Road would be ideal. Consideration would need to be given to widening the road to allow emergency services to pass traffic at the same time however". Service and facilities: • "Very hard to cross the road here as a pedestrian to catch the bus and then it's out of service as it is too full". • "Single bus shelter [at 130 Frankton Road]. Have you seen how many people wait for the bus here sometimes? Try doing it in the wind, rain or snow". • "Provide a QT hill bus service to bring people to and from the town centre. Utilising smaller vehicles such as a Toyota Coaster for easier/safer road navigation. Would need to run until late". • "Jacks Point empty buses should be replaced by smaller shuttles". • "Enjoyed the bus. Took the bus, Arrowtown to Queenstown, return". • "Bus shelter several metres from post that has bus information. Bizarre and not convenient if lacking mobility or disabled". • "A bus stop here [on Goldfield Heights] (with bike racks for picking up bikes during the day)/route that utilizes Goldfield Heights and Highview Terrace etc. would see many more people able to use the bus system, minimizing the merging traffic onto the main road". • "6A is the worst bit so to reduce traffic it needs really frequent public transport. Meanwhile, bus journeys are disrupted by poor reliability of transfers at the Frankton hub. All bus routes currently ending in Frankton should be extended via 6A to Queen St".
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Table 2-13: Public transport experiences: Queenstown Town Centre B1.

Camp Street, corner Cow Lane	Good value services, however, several improvements are possible, including a review of bus network facilities: • "Why is the main street in town taken up by bus parks? There are banks, eftpos, coffee shops etc along this street, the kind of places people want to drop in to for just a few minutes and then move on. [Where else would be effective for a bus depot?]" • "Why is the bus service not tap and go and it doesn't have eftpos facilities yet after more than a year ago it was promised?" • "Please add more bike racks to the buses. Now that the bus is becoming more utilised, the bike racks are often full which discourages people who want to cycle into town from Fernhill but are put off cycling back up the hill". • "Good value buses - for tourists". • "Athol street should be the bus hub, gets everyone off camp street".
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Table 2-14: Public transport experiences: Distributed comments in the Queenstown Town Centre.

Distributed comments, in the Queenstown Town Centre	More cost-effective bus transport is appreciated, however services could be expanded and integrated with other commercial services (including taxi and Uber services): • "Queenstown has several "non-public" bus services... These should be integrated with the public network, by giving free travel to customers of the various attractions when they book". • "In the very centre of Queenstown a central bus-only route from Steamer Wharf to Stanley St would guarantee that buses run on time. The very clear priority shown to public transport would improve public confidence in the service". • "QLDCs suggestion to remove 30 minutes car parks in front of Courthouse to relocate Orbus bus stop will be causing more congestion. It is the worst place in town to establish a bus stop". • "Suggest to introduce towing company on offending parking vehicles, especially inappropriate parking on public bus and coach parking". • "Bus service great it is more cost effective. \$2 each way. Every 15 min is good. But there is trouble to connect to the free wi-fi". • "Bus stop permanently on Stanley street to get it off camp street and avoid air pollution in the shops of camp street". • "Buses need to be easy - for example, drivers need to have change for when people want to pay with big notes". • "Increase water taxi services". • "Earlier/later bus services". • "Bus station in QTC". • "Increase bus services to be more regular - less delays". • "Remove commercial bus parking from this area [corner Beach and Lake]- it is ugly and is disruptive and dangerous to road users as they limit site and pull out unexpectedly in front of traffic - public transport buses only". • "Hi, I am an Uber Driver. We are struggling to park in safe parking when dropping off or picking up your tourists, because the Taxi services don't want us to!"
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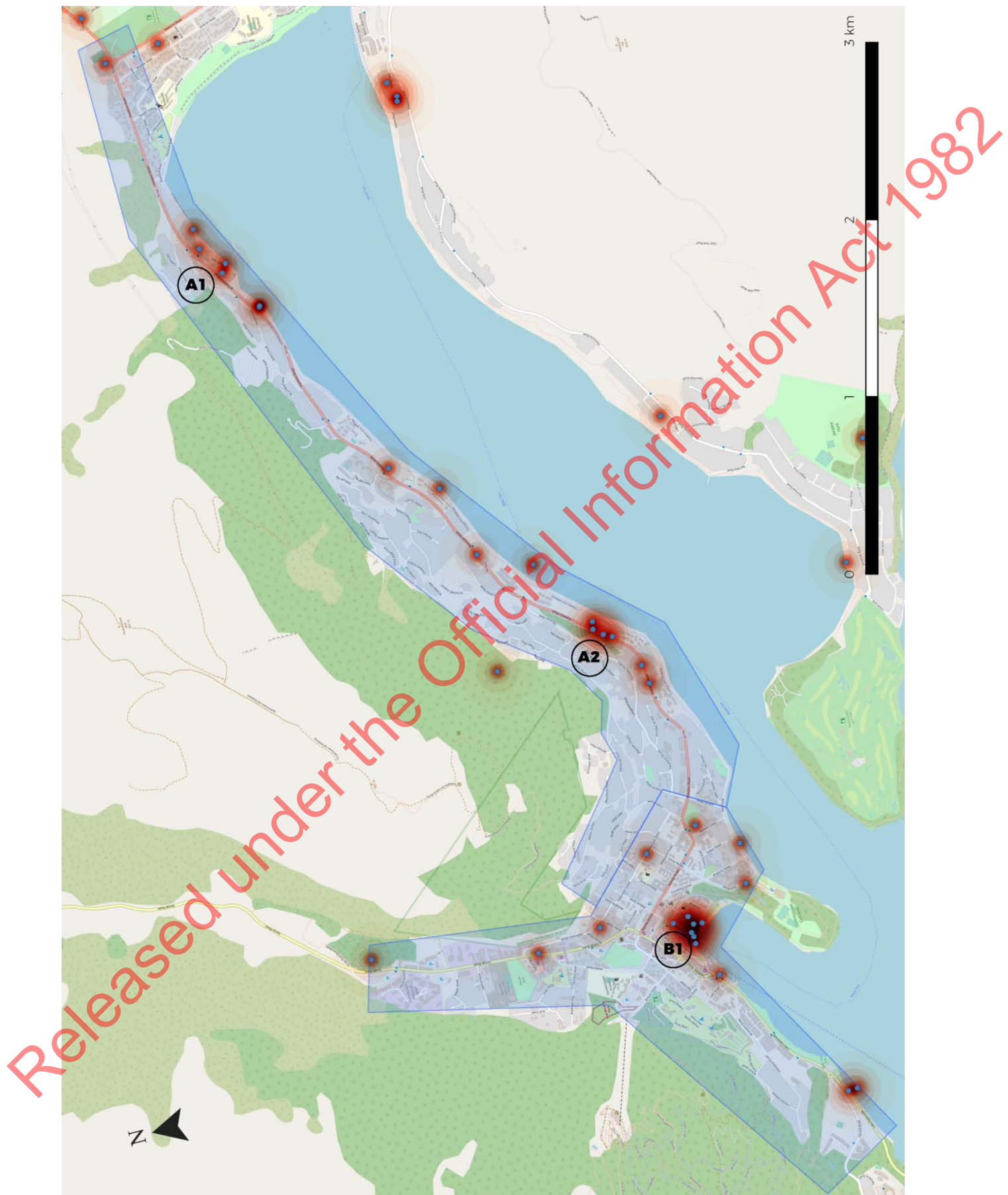


Figure 2-12: Cycling experiences.

2.2.3 Cycling

Substantial conflict with other modes and users. Some high quality provisions, but uneven across the network. Opportunities presented by integration with park & ride facilities and expanded cycle parking options.

Cycling experiences were closely split between Queenstown Town Centre and the Frankton to Queenstown Corridor (see Figure 2-12 above), and they were the least commented category overall all. Several points of interest were observed in the Queenstown Town Centre and in the Frankton to Queenstown Corridor. These are described in Tables 15 and 17 below.'

Table 2-15: Cycling experiences: Frankton to Queenstown Corridor A1.

Frankton Road, near the Marina	Current cycle facilitates are used but they need expanding, and there are opportunities to integrate bicycle use into park & ride facilities: • "I cycle on the Frankton track [and]," • "I also take an e-scooter on the foot/bike path along the road". • "Things get less bike friendly in town. Any improvement to the Frankton track would be welcome". • "Signage and priorities for cyclists around the Marina are poor". • "Love this cycle trail and being able to cycle off-road, but it does get congested for commuting when trying to get somewhere quickly. There are no other safe alternatives. Any redevelopment of the road must include a separated cycle lane". • "If there was a simple electric bike hire/bike share system that allowed commuters to pick up a fully charged bike from a central point in Frankton or somewhere along the Frankton arm and ride to town, drop it at a central point for a fixed price each day".
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Table 2-16: Cycling experiences: Frankton to Queenstown Corridor A2.

Frankton Road, near Panorama Terrace	Current cycle facilities are used, but provisions are uneven, and they need improvement—also, safety concerns regarding conflict with motor vehicles: • "Travelling Queenstown out is ok, travelling into Queenstown is really hard. • "Frankton bound cycle lane needs to be made more cycle friendly. Too many raised service covers and dipped gully grates". • "Shared cycleway is a bit of a joke. Too narrow. Dropped kerbs at side roads are not aligned with cyclist desire lines making cyclists drop down the hill to climb again (e.g. access to Alpine Village apartments)". • "NZTA is completely ignoring the existence of push bikers. When there is a white line at the verge of the road car drivers take it for granted that bikers ride at the outside of the white line, instead of on the road proper".
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Table 2-17: Cycling experiences: Queenstown Town Centre B1.

Marine Parade, vicinity	Town Centre cyclists recommended additional cycle-specific signage for tourists. Their major concerns were provision of cycle parking facilities and the Frankton to Queenstown Corridor cycling experience: • "Bike parking is plentiful but not always in the right place". • "No clear route to cycle through town". • "Please can we have a bike storage shed - like a lockup style one, something under cover. I ride year-round and would like somewhere secure to lockup my
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bike as recently there has been bolt cutters around the Queenstown area taking bikes freely from public areas".

- "More bike racks needed if you want to encourage cycling to work. The areas currently between path and road along Shotover Street - I would never leave my bike there! A dedicated area or two each end of town with a surveillance camera and signed accordingly".
- "More on street cycle parks".
- "Better signage navigating to the Cycle trails, especially for tourists. These signs would be useful around the Camp, Earl, Rees and Church Street areas".
- "Biking on S6A is dangerous! Not enough space, and cars often speeding. We need green biking lanes. Footpaths are not a good option, walkers do have their earplugs in, are texting and don't hear your bell (if you have one), Bells should be compulsory".

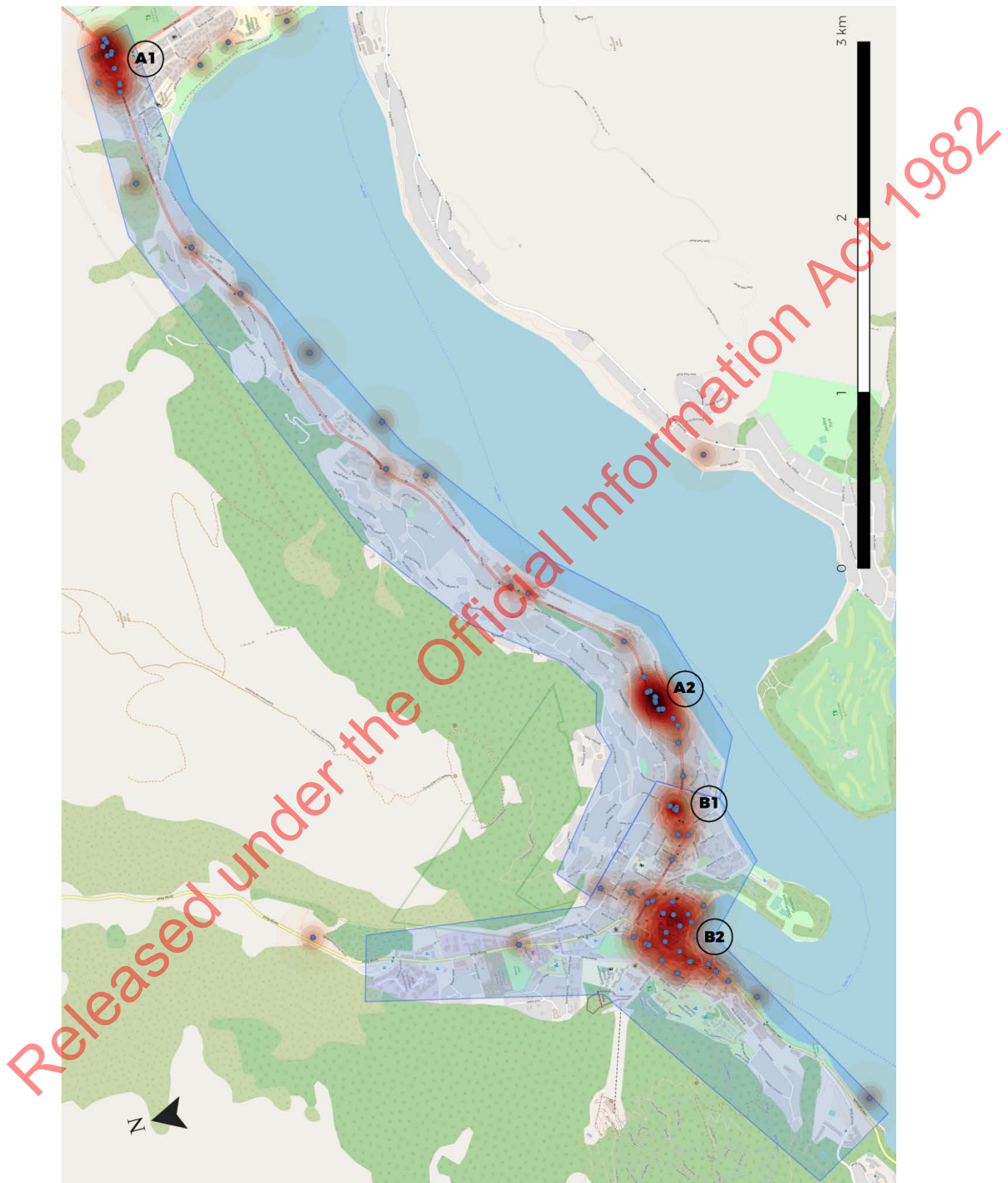


Figure 2-13: Walking experiences.

2.2.4 Walking

Need to upgrade pedestrian facilities generally, acutely so in the vicinity of the SH6/SH6A junction. Safety concerns are cited alongside travel mode conflict, particularly when crossing busy roads. Finally, potential to 'pedestrianise' the Queenstown Town Centre.

Finally, participants marked walking experiences, the second least commented category. Responses favoured Queenstown Town Centre (59.6%) (Figure 2-13 above). Of all the transport experience categories, though, walking experiences were the most closely focused within the two areas of interest, with only 22.0% of comments located outside. There were two major clusters in the Queenstown Town Centre, a further two in the Frankton to Queenstown Corridor. In the Queenstown Town Centre however, the central Town Centre cluster was loosely bounded by Lake, Man, Stanley and Church Streets. These are described below in Table 2-18 and Table 2-21.

Table 2-18: Walking experiences: Frankton to Queenstown Corridor A1.

Frankton Road, interface with SH6A and SH6	Need for upgraded walking facilities, pavements and crossing signage were the main focus. Travel mode conflict gives rise to safety concerns for pedestrians, exacerbated when bus services subsequently bring in more pedestrians: • "Remove cars constantly parked on the road verge i.e. the verge where there should be a sealed footpath but isn't. People still have to walk here in the absence of one and end up having to risk going around vehicles on the road". • "Dangerous crossing point. Very hard to cross here during rush hour traffic due to constant volumes. Needs multiple crossing points along this section". • "Put a footpath/track along the road past the golf course and events centre to link to Five Mile. People are already walking along here even though there isn't a formed track". • "There are no walking options here, yet the bus interchange drops people off, and the main foot traffic then walks to either the events centre, 5 Mile or further. There is a lot of foot traffic along here". • "Add pedestrian access to events centre and Five Mile". • "Pedestrian crossing for visually impaired especially for Frankton". • "All the petrol station in/out roads along this highway are dangerous for pedestrians. Way too wide and built for speeding drivers. No consideration to those on foot. No signage to indicate pedestrian priority (as cars are crossing the footpath!)".
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Table 2-19: Walking experiences: Frankton to Queenstown Corridor A2.

Frankton road, near Spinnaker Bay	Public commentary focuses on pedestrian safety concerns, due to narrow footpaths and lack of barriers, and travel mode conflict between pedestrians, motor vehicle drivers and cyclists: • "Narrow footpath... dangerous. No lowered curb at crossing point. No pedestrian priority. No road markings on access road. Blocked on refuse collection day by bins". • "Really wide junction made for vehicles. No consideration given to pedestrians crossing. No island. No tactiles. Two minor roads intersecting with a major. Should be separated for starters. No road markings, or pedestrian priority here, as should be". • "Unmarked driveways coming onto SH. No marked crossing for pedestrians. No give way signs or road markings. No pedestrian priority indicated meaning cars just pull in or out in front of you". • "Dangerous 'shared path', way too narrow for either cyclists or pedestrians alone, let alone forced together".
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Table 2-20: Walking experiences: Queenstown Town Centre B1.

Frankton Road, near Dublin Street	Pedestrian safety while crossing Frankton Road, particularly during peak travel periods is of concern: • "Really dangerous point to cross across Dublin Street. Traffic approaching from multiple directions. During rush hour it can take an age to cross. No island to allow two stage crossing. No pedestrian priority". • "Crossing can be dangerous".
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Table 2-21: Walking experiences: Queenstown Town Centre B2.

Queenstown Town Centre, bounded by Lake, Man, Stanley and Church Streets	Travel mode conflict between motor vehicles, tourist coaches, commercial vehicles, cyclists and pedestrians was a major focus. Given the ease of walking around the Town Centre, respondents also see an opportunity to upgrade walking facilities and to 'pedestrianise' the Town centre: Travel mode conflict: "Larger vehicles and those with bike racks on back often blocking the (only) footpath here. Tourism operators just parking completely blocking footpath. CCTV monitoring advised". • "How are promotional vehicles allowed to park in the middle of a pedestrianized street here?" • "Incredibly narrow footpath. Dangerous. Often congested. Even worse people parking over the curb". • "The traffic and pedestrians here are battling for who goes first. This intersection needs to be clearer and more balanced towards pedestrians, as it's a high foot traffic area". • "Promo motorcycles parked on footpath during the day. How is this allowed?" • "Suggest changing all the pedestrian crossings in town centre (e.g. Camp Street) into traffic-light-controlled. The traffic flow was dramatically congested by the unstoppable crossing pedestrians, especially during rush hour and peak seasons". • "Pedestrian to give way to traffic. Remove non-official crossings". Upgrade and 'pedestrianise': • "The crossing here should be a traffic light crossing, not a zebra crossing. It restricts the flow of traffic". • "Pedestrianise the town centre". • "This intersection [Memorial and Camp] is dangerous for pedestrians to cross. There needs to be an island in the middle of Man Street, or this intersection changed to lights". • "Make more streets pedestrians only, creates a much better vibe for locals and visitors. The Mall is great with pedestrians and outdoor dining". • "Make this [Ballarat and Stanley] crossing multi-directional (also known as an X-crossing) so people can cross in all directions, including diagonally, at the same time while the traffic is stopped". • "Pedestrianise Marine Parade". • "There is no pedestrian crossing at the natural flow on point from the Village Green bridge to the mall as you walk down towards Ballarat Street / Camp Street".
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- "If main route through town to GY-Fernhill stays in this location, then pedestrian lights would be beneficial at this crossing point".
- "High volume of pedestrians coming from Brecon steps going to Skyline - no pedestrian crossing. Very dangerous".
- "Easy to walk around central Queenstown".
- "Every day I walk from the Man St carpark to my office (in the Fluid space on Memorial St) - crossing Camp St. Every morning I walk to the police station for a regular meeting - crossing Shotover and Ballarat Streets".
- "Pedestrian footbridges or subways underneath the road could greatly help traffic flow. Multiple locations".
- "Easy to walk around town".

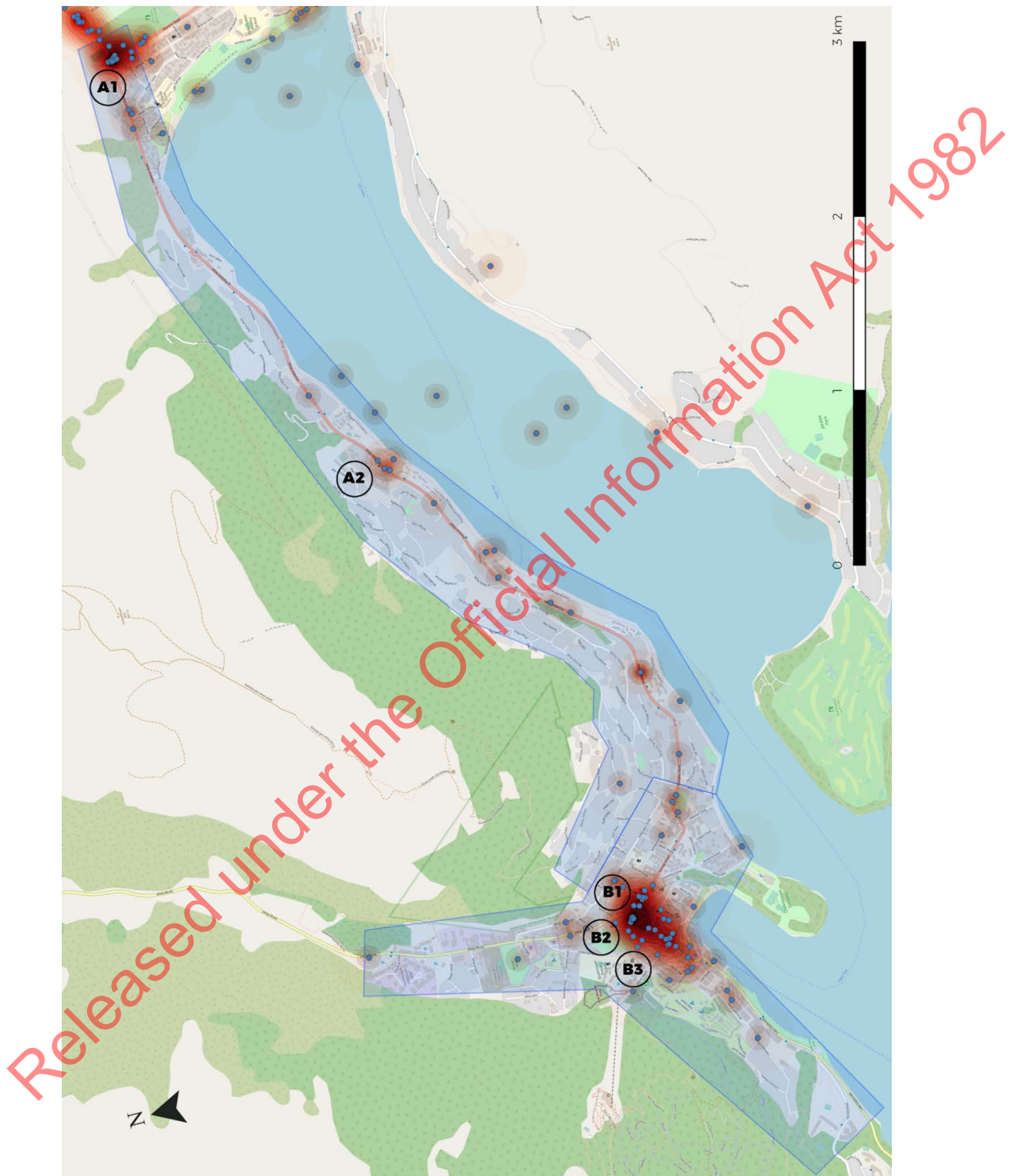


Figure 2-14: Recommended improvements.

2.3 Recommended Improvements

Wide-ranging feedback intended to ease congestion and improve safety generally. For example, in the SH6/SH6A junction vicinity, an upgrade intersection, improved pedestrian facilities and improved transport hub. In the Queenstown Town Centre, improved pedestrian facilities and other interventions designed to reduce mode conflict.

After describing their transport experiences around Queenstown Town Centre and also on the Frankton to Queenstown Corridor, participants were asked to mark on the map a location where they would recommend a transport network improvement. A text box was provided for open-ended responses. In Figure 2-14, above, these responses are mapped out with several points of interest highlighted. These are described in the Tables below.

Table 2-22: Potential improvements: Frankton to Queenstown Corridor A1.

Frankton Road, interface with SH6A and SH6	Recommended improvements generalised to upgrading the main SH6A and SH6 intersection, providing for improved pedestrian facilities and 'transport hub' facilities to better service the wider area. Upgrade main intersection: • "Replace roundabout with traffic lights". • "Replace this roundabout with a high traffic flow intersection that is future proofed (four lanes minimum). This is one of the worst intersections for limiting surrounding traffic movement in the country". • "Update this roundabout to one splitting the left/right turning traffic from the one moving forward". • "Upgrading of this roundabout is paramount to improving traffic flow". • "Roundabout layout could be better and would improve traffic flow. The dedicated left turn lane when approaching from airport is useless because of the two lanes that go straight on from events centre to Queenstown. Also need signs to show tourists which". Upgrade pedestrian facilities: • "Wide sealed footpath to enable walking between residential, retail and fitness/leisure facilities in the area. Not a shared path, as those are dangerous for both pedestrians and cyclists". • "Wide, sealed footpath. Not shared path". • "There has to be a safer way of crossing the road on foot. Staggered zebra crossing, perhaps. With CCTV monitoring. This area is a huge barrier to pedestrian and disabled accessibility". Upgrade transport hub: • "Bus information at hubs should display arrivals and departure times". • "Why not have a park and ride system in Frankton to take people into town for a normal work day". • "Get rid of golf course and create Bus hub and park-n-ride". • "15-minute frequency services to/from Lake Hayes Estate and Shotover Country that stop here, but then are express (drop off only) between Frankton and Queenstown".
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Table 2-23: Potential improvements: Frankton to Queenstown Corridor A2.

Goldfield Heights, interface with Frankton Road	Commentary located at this point specifically was light but also representative of concerns on the Corridor in general. Namely the need to alleviate congestion, the potential for bus lanes to be used, and difficulty crossing SH6 from side-streets: • Introduce joint T2 & Bus lane to be in use during peak traffic hours to encourage use of carpooling to help reduce the number of vehicles entering/exiting the township. • If there were more points of access for cycle and pedestrian traffic from the main road walkway down to the Frankton track (and these were sign posted) the Frankton Track would be much more highly used. • Turning right in this intersection is an adventure at least and dangerous in other cases. Arrange a middle lane for 2-step entering the traffic. • I don't know if there is enough space (specially to cater for emergency vehicles) but possibly three lane this road with shifting median like on the Auckland harbour bridge depending on priority traffic flows. Make extra lane bus lane. • Instead of 2 lanes going into one how about making Frankton road 4 lanes or with T lanes so the traffic flow at peak time like main roads in our larger towns and cities. • Having a ferry service departing at 9.10am from Frankton marina going straight to town for a 9.20am arrival would be a great service for all those working mums and dads dropping children at Shotover and Remarkables for a 9am start.
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Table 2-24: Potential improvements Queenstown Town Centre B1.

Stanley Street, intersection with Ballarat Street	Suggestions are wide-ranging, including additional parking space, overpasses for pedestrians and upgraded signage for all users: • Make Ballarat Street one way between Stanley Street and Camp Street with traffic flow heading towards the Mall, and one way in the opposite direction up Ballarat Street. You would no longer require a traffic lights or a roundabout at this intersection. • Build a carpark here with an underpass or overpass for walkers to cross Stanley Street. • This area of the old school, Art Centre to be redeveloped into a proper transport hub, parking building to be built on the South side of Ballarat St and shops/ offices in the front. • Have a covered pedestrian overpass over Stanley Street here. The gradient up on the East side means pedestrians could walk straight on it (no stairs). On the West side of intersection have a lift for disabled [people]. • Signage for pedestrians, cyclists and vehicle users is woeful in both the areas being consulted on. This is one reason for more traffic and a lack [walking], or the bus. If I don't know how to get somewhere, getting in a car is much handier. • More parking.
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Table 2-25: Potential improvements Queenstown Town Centre B2.

Stanley Street, intersection with Shotover Street	Again, suggestions are wide ranging, including changes to improve pedestrian experience, a possible congestion charge for traffic entering the Town Centre and the addition of pedestrian islands to improve pedestrian safety: • Make this crossing multi-directional (also known as an X-crossing) so [pedestrians] can cross in all directions, including diagonally at the same time while the traffic is stopped. This would improve pedestrian flow.
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	• Make the footpath wider here as it is often a conflict point for pedestrians. • Remove the left turn movements here and force the traffic along Memorial Street. It is wider and has the ability for more traffic [sic]. • Signage in other languages. • Town centre toll or congestion change. • Islands for pedestrians on all four roads intersecting here. Would allow for two stage crossing. Make them wide.
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Table 2-26: Potential improvements Queenstown Town Centre B3.

Shotover Street, bounded by Brecon Street and Camp Street	There is perceived conflict between commercial and public users of footpaths. Suggested improvements focus on pedestrian safety at pedestrian crossing points, and concerns for pedestrian safety due to motor vehicle congestion: • Remove the benches by the zebra crossings. They encourage people to linger near the roadside and can obstruct your view of people waiting to cross. • [Commercial sites using public spaces] People still have to walk on the road because customers... are now using the banister as a resting place. • Suggest adding monitored camera on all major intersections and roundabouts, better with auto offense detection technology. This is helping to stop the offenses happening. Not many tourist drivers respect the road codes in Queenstown. • Add CCTV monitoring to zebra crossings all along Shotover Street. Dangerous due to driver behaviour. Often have cars busting through rather than stopping, or stopping over [the pedestrian] crossing in heavy traffic, blocking it. Fine offenders. • Free shuttles servicing accommodation on the outskirts of town. Less parking in town- introduce park and ride and/or long stay car parks on the outskirts. People would need to have a permit to drive/park through town (local businesses etc).
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2.3.1 General Comments

Primarily, addressing risk to pedestrians, traffic congestion during peak periods and the desire to both develop the Queenstown area and to retain its 'mountain resort' character.

Eighty-nine general comments were left by participants, addressing wide-ranging issues and final thoughts. In some cases these were recoded into the prior sections where this was appropriate.

1. **General comments on the Frankton to Queenstown Corridor** observed risks for pedestrians when attempting to cross over Frankton Road from side-streets, the needs of emergency service vehicles during peak hours, and queried accommodations for slow moving traffic or sight-seers on SH6.
2. **In Queenstown Town Centre**, the general comments were also wide-ranging, including concern that development should retain the Town's authenticity and character as a mountain resort. New, higher density residential development may ease congestion (such that fewer people need to commute from the North), but new development outside of the Town Centre may create greater demand on the intervening network. Public views on development are mixed, mindful of both the potential to reduce network demand as a result or to increase it.

The remaining general comments are detailed below.

Table 2-27: General comments in the Frankton to Queenstown Corridor.

General comments	• Roundabout here - difficult to turn right'. • Emergency vehicles during busy times - difficult to get through. • In and out of Goldfield Heights is dangerous. • There's nothing wrong with the roads, you should go to London! • Some accommodation doesn't have info about transport options (i.e. bus timetables). • Viewpoints are used for slow vehicles to pull aside - but also as tourist stopping points, so it's ambitious as to what people will do.
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Table 2-28: General comments in the Queenstown Town Centre.

General comments	• Losing authenticity as a mountain resort. Stop or slow development. • I think taking buses out of the main CBD is a great idea, also make more of the main streets pedestrian only, would ease cars being used, and turn the old High school into car parking it's less than 7mins to walk into town. • Concern about taking away the school bus - adds to congestion. • Since Park Street has now become a parking option for those wishing to go into town, this has become a very dangerous bend in the road, as folks are parking on both sides of the road. So, in effect Park Street has become a one-way street. • Can this crossing be on a timer? It holds up the whole of Shotover Street with pedestrians continually crossing. • I know there is a bigger plan for this area but affordable high-density housing? [For] most of the people that need to work in town? • There has been a culture over the past 40 years or so of anti-bus parking overnight and enough parking for drivers that have to have a 24-hour break because of the way the tour is structured and ongoing work schedules for that particular vehicle. • More way-finding and parking. • District plan-based parking on current market demand - what if the market changes? • [I] find it easy to get around in Queenstown. • Lights are better than roundabout. However, knock on effect is big with some heavy traffic. • Cater the reading and parking for locals who work in the town. • New convention centre development will cause new congestion issues. Development needs to consider the effects on traffic. • Complete by-pass ASAP. Chronic crawl through town at busy times makes this a priority development • Need for more monitoring of tour coach parking. These ones in Robins Rd often have cars parked on them. • Cars parking in overnight coach parking area. This is not monitored enough.
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3 Summary

Participants in the February 2019 Queenstown Transport Engagement answered a range of transport-related questions focused in the Queenstown Town Centre and Frankton to Queenstown Corridor. This summary incorporates a brief description of the participants and describes the main themes which emerged from the different transport mode experiences' as reported by the community. Finally, it describes the main themes which arose from participants' written suggestion for transport network improvements around the two areas of interest. The summary highlights the main modes of interest and in which area this interest falls. It also observes a holistic, systems view evident in the community's written feedback—for example, linkages, general amenity concerns and potentials for the future. Finally, implications for future engagements and decision-making are drawn from the nature and quality of feedback in this engagement.

3.1 Who we are

A cross-section of the community responded to the survey. Participants were employed in farming, the service and tourism industries, in public service including health, in professional roles, and they included business owners. Overall, they were mostly local, slightly more women than men responded, and participants were predominantly over 30s. This skew is not unexpected due to the nature and topic of engagement, but further engagement with the under 30s would be valuable.

Most participants were also motor vehicle users, although a quarter used the public transport network, and cycling and walking each likewise comprised a substantial portion transport mode use. In terms of travel frequency, the majority were frequent travellers, either daily or weekly. And although a tenth of the participants were from overseas, a lesser percentage of tourists visited the Queenstown Town Centre, indicating that some tourists bypass the Town Centre entirely. Finally, a variety of purposes were served either by visiting the Town Centre or using the Frankton to Queenstown Corridor. These were mainly work, then shopping, and sport or recreation. One fifth of participants used the Frankton to Queenstown Corridor for access to the Airport. The largest proportion of participants are likely to be using the transport network during peak periods for the purpose of work, with a lesser number able to carry out their activities during off-peak periods.

3.2 What we're interested in

The survey elicited responses from the community describing their transport experiences—when driving, using public transport, cycling or walking—and asked for their recommendations on where and exactly what aspects of the transport infrastructure could be improved around the two main areas of interest. Per Table 2-1, above, overall, public transport garnered the greatest interest, followed by driving experiences.

Within the Queenstown Town Centre, participants showed greatest interest in:

Driving experiences	Walking experiences
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Within the Frankton to Queenstown Corridor, they showed greatest interest in:

Public transport experiences	Cycling experiences
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These patterns to some degree reflect both existing travel experiences and observed opportunities. Within the Town Centre, motor vehicle and walking modes appear dominant. Participants also reported substantial transport mode conflict, and safety concerns as a result. Within the Corridor, focus on public transport and cycling experiences reflect a public concern regarding traffic congestion and an interest in alternatives which may reduce congestion.

3.3 The challenges we see

The main themes for each of the transport experiences were:

Table 3-1: Driving experience themes

Frankton to Queenstown Corridor	Queenstown Town Centre
• Traffic congestion • Conflict between transport modes • Safety concerns as a result of traffic congestion • Difficulty transitioning from side-streets into main arterial roads	• Limited parking • Conflict between transport modes • Safety concerns resulting from transport mode conflict • Traffic congestion • Side-streets are busy alternate routes

Table 3-2: Public transport experience themes.

Frankton to Queenstown Corridor	Queenstown Town Centre
• Bus-hubs and Park & Ride facilities • Need for modern payment methods • Need to upgrade facilities to improve performance • Addition of bus lanes • Alternative transport modes	• Need to upgrade facilities to improve performance • Greater integration between transport modes • Integration between public/private services • Need to increase services, including ferries

Table 3-3. Cycling experience themes.

Frankton to Queenstown Corridor	Queenstown Town Centre
• Need to improve facilities, signage • Uneven service provision • Conflict between walkers, cyclists and e-scooters	• Need to improve facilities, signage • Lack of secure cycle parking in the right places • Safety concerns when sharing with motor vehicles

Table 3-4. Walking experience themes.

Frankton to Queenstown Corridor	Queenstown Town Centre
• Conflict between transport modes • Unsafe crossings at uncontrolled intersections and across congested roads • Uneven service provision, including safety provisions • Low pedestrian priority	• Conflict between transport modes • Motor vehicle congestion brings safety concerns • Unsafe crossings across congested roads and at uncontrolled crossings • Opportunity to 'pedestrianise' the Town Centre

3.4 Improvements we recommend

Subsequently, participants were highly engaged in providing suggestions on how the transport network could be improved. They also signalled awareness of the impact of the wider network on congestion, traffic flows and the benefits of alternatives to motor vehicle transport. Suggested improvements fell predominantly within (1) the Queenstown Town Centre itself, then (2) at the interface between SH6/SH6A in Frankton. The main themes within the two areas of interest were:

Table 3-5: Main themes within the recommended improvements.

Frankton to Queenstown Corridor	Queenstown Town Centre
• Upgrade main intersections • Improve side-road access • Upgrade pedestrian facilities • Upgraded transport hub • Interventions to alleviate congestion	• Provision for additional parking • Road control changes to improve traffic flow • Greater provision for pedestrian facilities • Greater policing of road user behaviour • Provision for out of Town Centre parking

Finally, general commentary was mixed and wide-ranging. However, several core themes were apparent, such that the overall four main themes from the engagement are:

1.	Vital need for urban development , while acknowledging conflict with (2)
2.	Desire to retain the character and 'authenticity' of Queenstown as a mountain resort.

And in relation to the transport network itself:

1.	A high level of transport mode conflict, with related safety concerns
2.	Congestion impacting travel experiences across all transport modes , whether vehicular or alternative.

3.5 How we see the network

The quality of engagement from the community was high, with well-reasoned and impassioned responses intended to improve the network for all users.

The community observed **two main anchor points**—in the Town Centre itself and at the SH6/SH6A junction. They **observed important linkages** in existing transport infrastructure, between commercial and public services, and the different transport modes (a **systems view**). They were also **concerned about both general amenity**, and **trade-offs** when looking at **future options**.

Based on this assessment, the community is well placed to engage with complex decision-making around transport network decisions if given the right information and the right methods for feedback.



Dunedin

Level 3 John Wickliffe House, 265 Princes Street

Dunedin 9016

PO Box 13-052, Armagh

Christchurch 8141

Tel +64 3 477 0885

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Workshop 1: Project set-up

Queenstown SSBC and DBC / 80510559

Date/Time: Tuesday 18 September and Wednesday 19 September / 10:30 AM
 Place: WSP Opus, Level 1, Five Mile Centre, Grant Road, Frankton, Queenstown
 Next Meeting: Tuesday 9 October 2018
 Attendees:

Name	Organisation / Location	Role
s 9(2)(a)	Stantec, Wellington	Technical Director/Lead
s 9(2)(a)	Stantec, Auckland	Engagement
Gabrielle Tabron	QLDC	Managing the master-planning; Active Travel; collaborative working role between the organisations and the various projects
s 9(2)(a)	WSP Opus, Queenstown	Deputy Team Leader (leading F2Q SSBC and Integration Manager)
s 9(2)(a)	WSP Opus, Queenstown	Transport Engineer
Tony Pickard *	QLDC	Transport Planning – integration
s 9(2)(a)	Stantec, Dunedin	Team Leader
Tony Sizemore	NZTA, Dunedin	Transport Planner / Project Manager (collaborative working group)
Stephen Patience	ORC	Senior Public Transport Officer
s 9(2)(a)	Stantec, Wellington	Public Transport Lead
Peter Hansby	QLDC	Infrastructure
s 9(2)(a)	Taupo	Economist
s 9(2)(a)	Abley, Christchurch	Transport Planner
s 9(2)(a) *	Jasmax, Christchurch	Urban Designer
s 9(2)(a)	Stantec, Christchurch	Project Manager

* Tuesday

At the start of the workshop, attendees identified the outcomes they wanted from the two days, these helped to frame the discussion.

Project leadership: Ross has been brought into the project in a team lead capacity as Alan's availability has altered (he'll be working within the Agency on secondment). Alan will continue to provide overall technical leadership, attend workshops key meetings etc.

Ross will provide the day to day team management (team logistics), weekly commitment to Queenstown, weekly project updates to Tony, stakeholder comms etc. Adding to and complementing the existing project leadership team of Alan, Reece and Alix.

Scope and study area:



Extents:

Name	Comment
PH:	Questioned the status of Mulligan's Road; Park and Ride – ferry Park and Ride (again outside of scope of this project) at Ladies Mile (also GR2KB is key influencer) – Reece, covered by the PT work.
TS:	Mulligan's Road is – out of scope in terms of this engagement
[REDACTED]	The next workshop will include all the possible options; during the long list process, some options might be outside the scope of this project, but it could be part of another piece of work. Previous work done for F2Q in early 2000's is still relevant, for example the constraints that were mapped.
GT:	F2Q, does this include the active travel element within the corridor?
TS:	Consider the interfaces; but keep them separate. Need to think about on-road cycling. The town centre is much more integrated. Beca are working on the Active Travel work.
Various:	Impact of the active travel work for this project. Early engagement with the team undertaking the active travel work.
TS:	Does the MRT part of the F2Q SSBC need to consider the traffic coming east from Shotover? Article in yesterday's newspaper: Air New Zealand submitted to ORC about the desirable to have a Central Otago Airport – more traffic coming into Queenstown from alternative routes. https://www.stuff.co.nz/business/107131848/mixed-response-to-call-for-new-central-otago-airport
PH:	Need to consider the services construction – i.e. sewer along the length of SH6A? Storm-water infrastructure challenges too.
[REDACTED]	We'll have a session on mapping issues, opportunities and constraints to capture these things.
[REDACTED]	Talked a bit about the process and the opportunity to consider some of those early quick wins.

TP:	Parking strategy (DBC workshop yesterday) – northern extent along Gorge Road (car park near Industrial Place, could be a possible solution to out of town/edge of town parking)
TS:	Should we extend the scope in a similar way?
GT:	For consistence, it would make sense to alter (up to Industrial Place).
TP:	Think of how far into the future this work should progress. Extending to Arthur's Point.
TP:	Withdrawal of the school bus service over to the public transport system – effect of school children crossing (F2Q).
TS:	Extent in Frankton is the BP corner, because of GR2KFB.
TS:	QTC: project extent up to One Mile Roundabout.
§ 9(2)(a)	How far into the marina to we go?
PH:	There's opportunity for the ferry to use the marina (coaches turn around here).
TS:	Should explore this more.

Scope:

Name	Comment
TS:	Land-use developments from the Masterplan (Project Connect). Parking is a separate element – impact of skyline car-park (450 capacity) and Man Street. PPI arrangements might mean less control. Uncertainty for town centre project. Recent parking changes (increased prices) has meant some commuters no longer park centrally and park on residential streets to a greater extent than previously.
GT:	DBC for parking buildings – in an EOI process at the moment seeking private interests for alternatives.
TS:	Need to engage with Beca on parking and on active travel.

Deliverables:

Name	Comment
TS:	– Implementation strategy – Property strategy – appoint the property specialist and involve early on – Consenting strategy
PH:	Legal representation
TS:	To be covered off in the consenting strategy. Having an RMA lens over the options process.
PH:	Timing – important because of the three waters work and on-going hotel developments.
§ 9(2)(a)	Constraints mapping – physical and others.
§ 9(2)(a)	Include parking strategy information (use the GIS team at council, who are along looking at other elements – i.e. Education)
TP:	Town Centre is constrained by consenting and property (some built environment). Being mindful of the un-developed sites and their possible access.
§ 9(2)(a)	Project constraints mappings – stressed the importance upfront.

TS:	What's the team's view on how the IBC element of the SSBC for F2Q should be delivered?
s 9(2)(a)	IBC envisaged as being a 'part' of the DBC – this 'part' could be delivered early.
	Could be a separate document?
TS:	Line-up who from the Agency will look at the IQA process. To inform them on and check our approach
s 9(2)(a)	
	Engage with those people at the NZTA early.
TS:	
PH:	Approvals Would like visibility over the NZTA approvals processes. QLDC might need to sign off requirement for early interventions (low cost and low risk).

Economic view – s 9(2)(a)

- Survey residents to find out the amenity value of the town centre
- What can be done in the town centre in terms of economic development? And how much is being prevented by the current roading constraints.
- Previous work to map out flows of tourism around the South Island (for the Transport Agency)
- Queenstown brings international tourists into New Zealand and is therefore of national importance.
- Tony – GPS; access and place-making (it benefits the residents and also the tourists who visit (and are contributing economically))
- Info-matrix (locally based) to do some on the ground research
- Property values research
- Transport benefits and economic benefits of TOD.

Programme:

Workshop 1 – pushed out by a month; doesn't necessarily mean that there will be a knock on to the rest of the programme. Programmes need to be sent to the collaboration group in MS Project.

Regular communications:

- QLDC/NZTA have dedicate a day to each major project...this project = **Tuesday**.
- Once a month (Tuesday) Project Control Group (PCG) meeting – senior management. Consultant team to support Tony who will report to the PCG.
- NZTA / QLDC to progress MoU and cement reporting lines.
- Project space – physically (WSP Opus) and virtually (skype): Tuesday late morning (Wednesday morning as a back-up). Dialling people in when we need certain inputs.
- Key face-to-face times (workshops (on a Tuesday) and external engagement) need to planned well in advance. When we have time together F2F we should be taking the opportunity to meet as a team outside of the scheduled workshops.
- Weekly email updates (that can evolve overtime – continuously improving).

Connect with the modelling (Stantec), PT (WSP Opus), parking and active travel teams (Beca) directly. At Beca the contacts are s 9(2)(a) (Active Travel) and s 9(2)(a) (Parking). Other factors:

- Parking tender with QLDC
- Indirect: Frankton Masterplan and Events Centre work
- Three Waters – s 9(2)(a)
- HIF – PT response

Limitations / things to note:

- Once a final programme is provided, then committee dates can be scheduled

- Avoid activities from mid-December to end of January
- Councillor involvement in the workshops for the PBC (i.e. RTC reps) – no surprises and helpful
- Tuesday 30 October – Transport Governance Group (report through PCG)
- Concurrent projects have a similar stakeholder engagement programme and timeframes
- Other current projects with elements of engagement include:
 - o Project Connect – council offices, community services and spaces (part of the Queenstown masterplan)
 - o Arterials – feature in the Queenstown Masterplan DBC
 - o RFDP – Lake View
 - o 2050 – District Vision (October)
 - o Community Heart site (block – Stanley Street)
 - o Cultural masterplan
 - o PT shifting to Stanley Street – consultation with affected properties
 - o Town Centre upgrades
 - o Parking Strategy – transition plan
 - o Waste contracts – comms
 - o Parking and speed limit bylaws – out soon
 - o Frankton masterplan
 - o Other land-use development activities
 - o Camping strategy.

JOINT ENGAGEMENT MAKES SENSE (where possible/appropriate)

Consider:

- Previous engagement – what's been said
- Airport engagement – community burnt slightly
- Lessons learnt from recent processes
- Frankton masterplan approach working with Shaping our Future and Frankton Community / Residents Group
- Community will want to see things happening...not more planning and engagement
- One source of the truth – keeping the figures the same
- Risk of councillors changing at next year's elections
- Quick wins have the benefit of providing some political stability
- Integration between projects and consultants is critical ...regular interfaces and genuine collaboration
- ORC – time commitment / demands on time going forwards. Helping Steven to work with others at ORC, by giving him an early heads-up.

Actions:

- [REDACTED] will maintain a register of actions so that we can track
- Re-drawing the extent of the project based on today's discussions. s 9(2)(a) to confirm
- Having an RMA lens over the options process. s 9(2)(a) to facilitate
- Tap into the useful information held by QLDC GIS team. s 9(2)(a) to discuss with **Tony Pickard**
- Need to engage with Beca on parking and on active travel. s 9(2)(a) to discuss with s 9(2)(a) and s 9(2)(a)
- Involve Tom Young on TOD elements. s 9(2)(a) to facilitate
- Thinking through mechanisms with central government re. funding. s 9(2)(a) to facilitate
- Updated programme – in MS Project. s 9(2)(a) to coordinate
- Draft Comms and Engagement Plan. s 9(2)(a) to deliver
- NZTA to appoint an IQA for the business cases. **Tony Sizemore** to confirm.

Wednesday 19 September

Overview from yesterday:

- Some discussion about the arterials and their expected final status.
- Pedestrian prioritisation for the Queenstown Centre – mis-conception around this (views about total pedestrianisation, removing all cars). Only Upper Beach Street is proposed to be pedestrianised. The remaining town centre is proposed as shared space (not fully pedestrianised) – wider paving on Shotover Street. More work needed on pedestrians.
- Car parking: Boundary Street design and the private proposal/tender is being progressed. Ballarat Street is on hold for the moment.

Problems, Opportunities and Constraints Workshop

Purpose would be to re-confirming these (with the new GPS lens over the top). Combining both the BC processes.

When:

- Tuesday 2 October – this date doesn't work for the clients
- **Tuesday 9 October** or Wednesday 10 October (am – preferable); opportunity to get together with the Beca team (active travel workshops running that day)

Who needs to be available:

- s 9(2)(a) to facilitate
- Project team: s 9(2)(a)
- Representation from the three client organisations; s 9(2)(a) – keep him in mind and think about where he needs to be involved.
- **Note** – need to think through if any of the key stakeholders should attend.

Sourcing information from GIS team at council.

- Physical and geotechnical
- Water infrastructure
- Planning constraints
- Property: SH6A – accesses and values
- Future modes (i.e. Ferries)

Work to align with other projects – they tie in together.

Problems have tended to be focused on either Queenstown or Frankton...not the connecting (SH6A) part.

Some discussion about similar issues and constraints that are happening around the country. Park and ride features in the current NLTP.

Mark Stevenson at Beca – Future Development Strategy – been working with QLDC to understand the future urban form of Queenstown, etc (timing: due prior to Christmas).

Three new hotels being built on SH6A near Queenstown Centre (this will increase pedestrian demand).

Winter demand hasn't seen the same level of tourists (due to other choices being available).

GT: Masterplan Summary – produced for potential investors, this visually demonstrates how the economic benefits will be unlocked with each stage of the plan.

s 9(2)(a) Alternative futures – include Louise Baker to talk to the group about what this might look like.

GT: definition of the full scope of what we're providing in terms of the traffic management strategy (ITS).

s 9(2)(a) outcome of the workshop process – everything will be on the table for the long-listing, then during the short-listing process options that don't fall within the scope of this project will highlighted in terms of where they do belong.

Actions:

Book in the next workshop	s 9(2)(a)
Talk to Beca about attending our workshop and aligning some processes – meeting up to talk more post workshop	s 9(2)(a)
Dates into the diary for the upcoming workshops	s 9(2)(a)
Touch base with s 9(2)(a) to get an understanding about when he'd like to be involved – similar applies to whoever is involved in the IQA process	TS
With Matthew and Reece – map out the data that will be presented at the next workshop	s 9(2)(a)
Work with council to gather relevant GIS information	s 9(2)(a)
Overarching Comms and Engagement Strategy – high-level	s 9(2)(a)
Early comms /update material	s 9(2)(a)
Arrange a property specialist for the project	TS
To share the Masterplan Summary	GT
To share the Collaborative Group Project Partnership document	GT
Weekly comms piece to start Tuesday 2 October	s 9(2)(a)
Updated programme (and other quality documents) to be provided by Thursday 27 September	s 9(2)(a)
Set-up dropbox (for deliverables and files that need sharing)	s 9(2)(a)
Ask for nominations at the regular Councillor updates – who would be interested in attending workshops.	PH and GT

Engagement

Stakeholders, key players and other audiences were discussed and noted.

Points relating to key messages, methods and risks were capture and will be used to develop the overarching comms and engagement plan.

Wrap-up:

- A GPS2 has been signalled
- NZTA/QLDC/ORC to progress internal reviewer process; two-week turnaround for reviews
- Weekly comms meeting to start Tuesday 2 October. s 9(2)(a) to action
- Updated programme (and other quality documents) to be provided by Thursday 27 September. s 9(2)(a)
- Set-up dropbox (for deliverables and files that need sharing) s 9(2)(a)
- Accommodation (do we have a preferred hotel?) – think dates through now and make bookings. s 9(2)(a)
- Look at proposed District Plan (and other supporting documents). s 9(2)(a)

The meeting adjourned at 2.30pm

The foregoing is considered to be a true and accurate record of all items discussed. If any discrepancies or inconsistencies are noted, please contact the writer immediately.

s 9(2)(a)

2 October 2018

Phone: s 9(2)(a)

s 9(2)(a)@stantec.com

Cc. Attendees

Workshop 2: Problems/Opportunities and Constraints

Frankton to Queenstown SSBC & Queenstown Town Centre DBC / 80510559

Date/Time: Tuesday 9 October / 11:00 AM – 3:00PM

Place: WSP Opus, Level 1, Five Mile Centre, Grant Road, Frankton, Queenstown

Next Meeting: Tuesday 4 December 2018

Attendees:

Name	Organisation / Location	Role
s 9(2)(a)	Stantec, Wellington	Workshop facilitator
s 9(2)(a)	Stantec, Wellington	Technical Director/Lead
s 9(2)(a)	Stantec, Dunedin	Team Leader
s 9(2)(a)	Stantec, Dunedin	Transport Planner
s 9(2)(a)	Stantec, Christchurch	Transport Planner
s 9(2)(a)	Stantec, Auckland	Lead Transport and Land Use Integration Specialist
s 9(2)(a)	Stantec, Auckland	Engagement
s 9(2)(a)	Stantec, Wellington	Public Transport Lead
s 9(2)(a)	WSP Opus, Queenstown	Deputy Team Leader (leading F2Q SSBC and Integration Manager)
s 9(2)(a)	WSP Opus, Queenstown	Transport Engineer
s 9(2)(a)	Abley, Christchurch	Transport Planner
s 9(2)(a)	Jasmax, Christchurch	Urban Designer
Tony Sizemore	NZIA, Dunedin	Transport Planner / Project Manager
Peter Hansby	QLDC	Infrastructure
Gabrielle Tabron	QLDC	Collaborative role between the organisations and the various projects
Tony Pickard	QLDC	Transport Planning – integration
Matthew Roberts	QLDC	Transport Engineer
Stephen Patience	ORC	Senior Public Transport Officer
s 9(2)(a)	Beca	Design Manager Active Travel – integration of projects

Apologies: s 9(2)(a) (Stantec), Project Manager

Purpose:

To look through the evidence base for both projects and confirm the problems, benefits and investment objectives. Make a start on the long-list conversation.

Objectives:

Review and build on the previous work – consider if anything has changed.

F2Q evidence base – lead by s 9(2)(a)

Name	Comment
s 9(2)(a)	Talked through the common themes of SH6A: – Congestion (Increasing trip unreliability and worsening customer LOS) – Limited PT use - Lots of latent demand and spare capacity – Car dominance and the social effect – Physical constraints: Wakatipu Lake and Queenstown Hill – Property constraints.
-	Frankton Road has a theoretical capacity of 28,000 daily traffic. Tipping point around 2019/2020. Recent data confirms that reaching capacity at some points.
s 9(2)(a)	Inconsistent customer experience. Data suggests that peak spreading is occurring. There is a lot of day-to-day and month-to-month variability. May is really the only off-peak season.
s 9(2)(a)	Airport demand up to 7.1m by 2046. Airport capped at 2.6m-2.8m (approx. 2-3years time) – how will the extra anticipated tourism travel come into Queenstown – Wanaka, Dunedin, new airport or more people will use the road. Current numbers through the airport is 2.2m passengers.
	Numerous events throughout the year: Winter Festival; Queenstown Marathon; New Years; Fireworks
s 9(2)(a)	Frankton is often seen as the centre for locals Queenstown is the centre for tourists/visitors Queenstown Town Centre losing its authenticity.
	What are the main causes for the variability in travel time? Unreliable travel times also during the middle of the day. Summer is much more unreliable than the winter. Is reliability the issue, or do we want to have off-peak travel time all the time?
	Network is mostly vulnerable to something happening on Sh6a (Frankton Road) – accident for example.
TS	PT travel time variability, even with the RTC to CBD max outlier, tells an unreliable story.
SP	Have traffic figures change since the increase in PT patronage? Need to dive into the details
s 9(2)(a)	Pedestrians accessing PT – perceived problems (lack of safe places to cross) Severance issue
	Data on foreign and local drivers is difficult to get hold of Visitor Driver Programme?
PH	Are the new speed management guidelines going to have an impact? To be considered
MR	How does SH6A compare to similar performing roads across the country, regarding safety? Medium-Low in terms of risk for safety. Possibly a reflection of the high volume of traffic. Frankton Road has a medium-low personal and collective risk.
TS	Rain events have closed the road in the past due to slips (1995 and 1999) – managed more now, but still a potential resilience issue
	Modelling work will go some way to help us understand how people are using the travel network
	Issue accessing public transport stops (from safety perspective). Issue accessing (particularly turning right) onto Frankton Road from the side roads – they'll take shorter gaps, increasing likelihood of crashes/injury.

F2Q problems, benefits and investment objectives confirmation:

Name	Comment
All	Causes: – Growth – incl. vehicles – Lack of mode / route choice – (Safe) Access to mode choice – Trip O&D changing – Development – Intrenched behaviours (town vs city) – Rat-running on other routes network resilience (other effects (GPS)) – Services – rubbish collection
All	Effects: – Amenity effects of congestion – Lack of roadside – Nice place to be – Severance – Pedestrian desire lines
All	Consequence: – Unreliability / variability – Travel time increase – Environment – Freight logistics/costs – Maintain emergency response vehicles – Snowploughs for the road – Quality of life (making appointments) – Safety (risk taking) – Less attractive for walking / cycling – PT caught in traffic too – Tourism operators / coaches affected too – Restriction in free movement – Distinctiveness / sense of place for Queenstown – Stopping places on the road
802	Definition of liveability
All	Safety: Causes: – Congestion – High traffic volumes – Constrained accesses – Lack of footpath – Hazards – I/S layout – Speed – Not self-enforcing / readable roads Effects: – (Perception) it's unsafe to walk and cycle – Infrastructure risk rating (IRR) – Crossing – Turning out of side roads Consequences: – Crashes – Rear end crashes – Turning crashes

	Resilience: Causes – Natural Hazards: – Flooding / Landslides – Snow and ice – Earthquakes / Seismic – Petrol stations adjacent – Lack of resilient alternative routes Effects: – Severance of Frankton and Queenstown – Access to airport – Access for emergency services – Access to Hospital Causes – Network: – Major events – Lack of width – Services in Frankton Road – Maintenance Frankton Road – Accidents Effects: – Delays – Access
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Think Place – customer insights work (late 2016): locals have expressed dissatisfaction in travel time reliability and freight costs. Consistency issues.

QTC evidence base presentation:

Name	Comment
TS	Need to include TMS data in evidence base
S 9(2)(a)	Tracking app use when location is selected
GT	Availability of office and retail space in QTC is limited
	True mixed-use town centre would have residential – does the district plan enable it? It's difficult to get residential in QTC within the current or proposed District Plan
TP	Because rates are high in QLDC; meaning storage is limited (deliveries are more frequent and throughout the day)
	Option – pedestrianise between 10am and 7pm to enable servicing to take place.
	International visitors are a significant contributor to overall visitors per day and the patterns.
	Parking habits have changed.
PH	Lakeview as a secondary town centre.
S 9(2)(a)	Could also look to encourage tourists to stay in Frankton (which is occurring on low-levels at the moment).
S 9(2)(b)	Mobility as a Service (MaaS) – Savy service – do we have any information about how well they are operating?
TP	At the last conversation, they were doing well (small operation), more successful than Uber.
	Option – smart bus service, like the proposal in Timaru.
All	Some discussion about the role of QTC and Frankton.
S 9(2)(b)	Future land-use is a major input to this project.
	Safety issue on Man Street and at intersections/wherever there are high pedestrian flows. Issue comes back to pedestrians and vehicles sharing the same space.
	There is an issue with wayfinding for both drivers and pedestrians – i.e. not sure where to look for car parks or hotels.

QTC problems, benefits and investment objectives confirmation:

Name	Comment
All	Relatively comfortable with the first current problem statement Causes: – Growth – Lack of options and modes – High number volumes (people and cars) – Interaction between modes (people and cars) – Lack of clarity and purpose for public realm – no clear purpose for streets and spaces (hierarchy) – Lack of legibility of PT service – PT journey time reliability Effects: – Congestion (people and cars) – Frustration for visitors – Parking – Degrades the high-quality public realm – Impact of mobility (prams, wheelchairs) Consequences: – Stopping people (residents and visitors) coming into town (need to reclaim the town for people) – Negative amenity effects (landscape and views, noise, pollution, on-street parking) – overall experience – Environmental (Visual, Air Quality, Stormwater)
	Any other problem statements we need to be thinking about?
PH	Severance (roads) preventing expanding QTC (commercial) – another block out
PH	Severance (accommodation) access to the waterfront
GT	Esplanade is under utilised
TS	Constraint – land availability (for a PT hub)
All	Safety: Causes: – Congestion – Pedestrian / traffic conflict (particularly at intersections) – Lack of footpath / width – Pedestrian / vehicle sharing space – Visitors – poor observation; poor way-finding Effects: – Crashes Consequences: – Pedestrian injury
TP	Other incidents and near misses (that go un-reported). Scooters, e-bikes, motorised skateboards, seg-ways increase in use (often with untrained/unexperienced users).

Key principles [QTC and F2Q common] / overarching drivers:

Name	Comment
TS	Integration with the future land-use development – residential in QTC; Kingston; Cromwell. Future Development Strategy workshop – uncertain around land-use development pattern and what approach council is going to take. Gore Road, Lakeview, SH6a – all identified for potential intensification. There is a push for a higher density urban form. Kingston or Cromwell may be further development. These towns will become more car focused, particularly at the beginning.

TS	Transport is a key constraint – to lead land-use strategies.
TP	Visibility / legibility of network – ITS; using colour; clever signage.
s 9(2)	Multi-model – mode share (out of cars; behavioural / cultural change required) and interaction.
-	Flexibility of solutions in time / future scenarios. Opportunity to use facilities for two purposes – flexibility of use – what can a PT be used for when its not operating?
TS	Network operating framework principle – Right mode, right space, right time – hierarchy of the roads.
s 9(2)(a) TS s 9(2)	Managing growth / understanding demand across all users – coaches; freight. Is this within the realm of our project? Understanding what the growth could be and planning accordingly (future-proofing).
s 9(2)	Amenity and sense of place.
s 9(2)(a)	Safety.
GT	People first.
TS	Active mode conflicts.

Preliminary long list discussion:

Not discussed – to be tabled at an interim session.

Actions:

Item	Who
Draft up problem statements, based on discussion, and circulate	Project team
Develop a preliminary long list	Project team
Interim session (smaller get-together) – 31 October	s 9(2)
Organise a long-listing workshop – Tuesday 4 December – send out placeholder	s 9(2)

The meeting adjourned at 3.30pm

The foregoing is considered to be a true and accurate record of all items discussed. If any discrepancies or inconsistencies are noted, please contact the writer immediately.

s 9(2)(a)

9 October 2018

Phone: s 9(2)(a)

s 9(2)(a) stantec.com

Cc. Attendees/Apolgies



Frankton to Queenstown
SSBC

F2Q Long List
Creation & MCA
Criteria



Welcome

Frankton to Queenstown



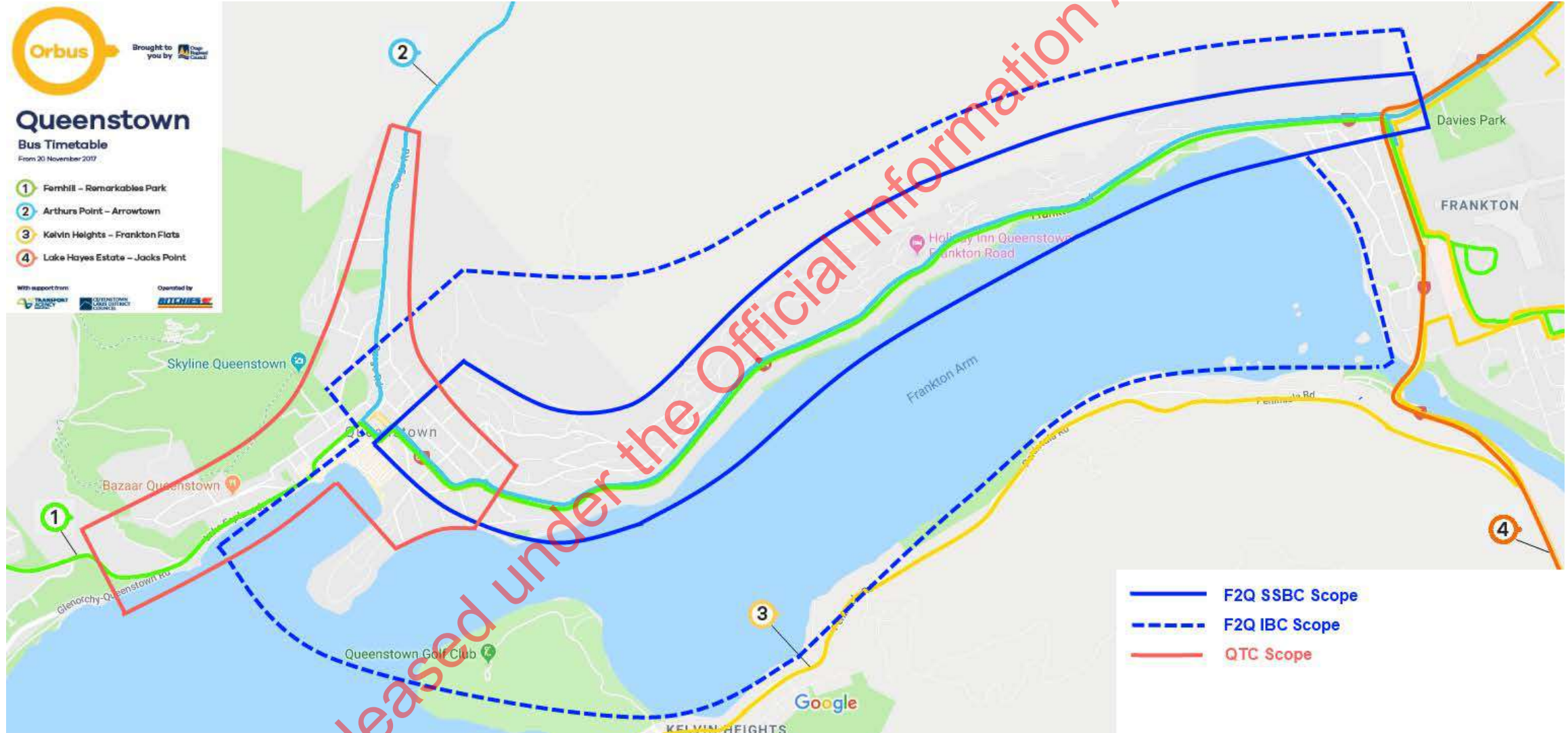
Agenda

1. Overview of SSBC
2. Constraints Exercise
3. Identify Long List Options Exercise
4. MCA Criteria
5. Wrap Up/Next Steps

Objectives for Workshop

- Understand problems of, and benefits for, investing in F2Q corridor
- Identify and understand constraints on F2Q corridor
- Identify long list of options for F2Q corridor
- Define MCA criteria for initial assessment of long list options
- Identify any gaps in knowledge or understanding from Stakeholder perspective

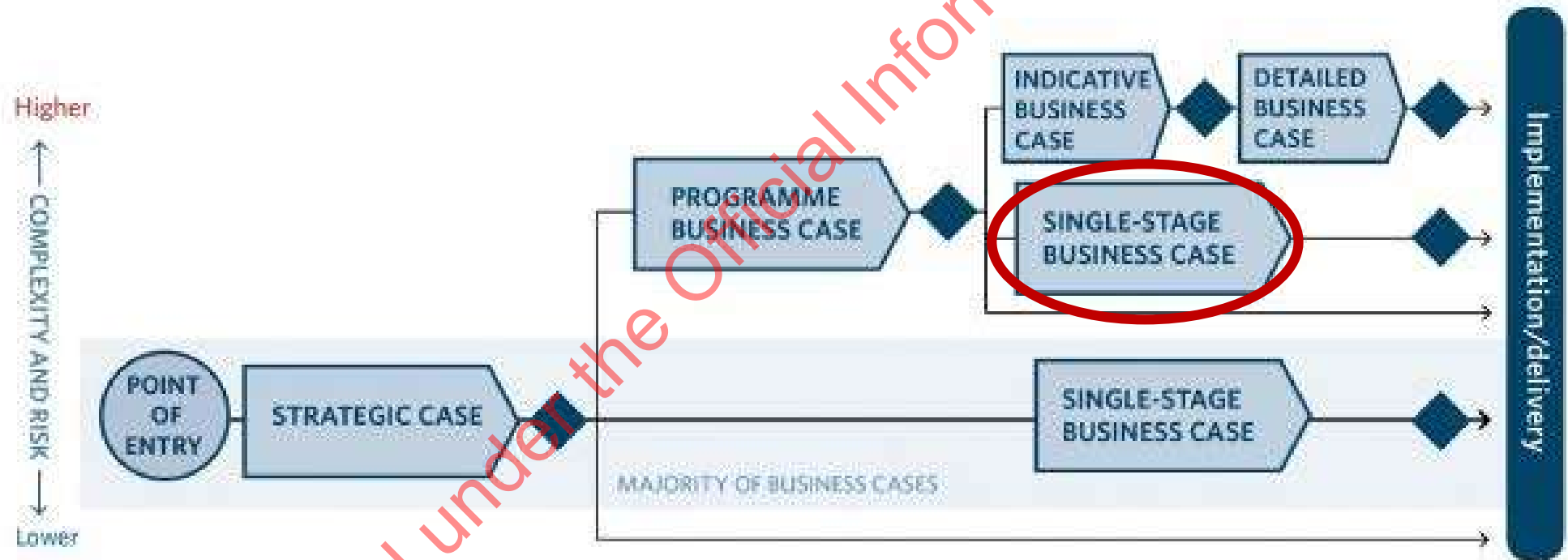
Project Scope



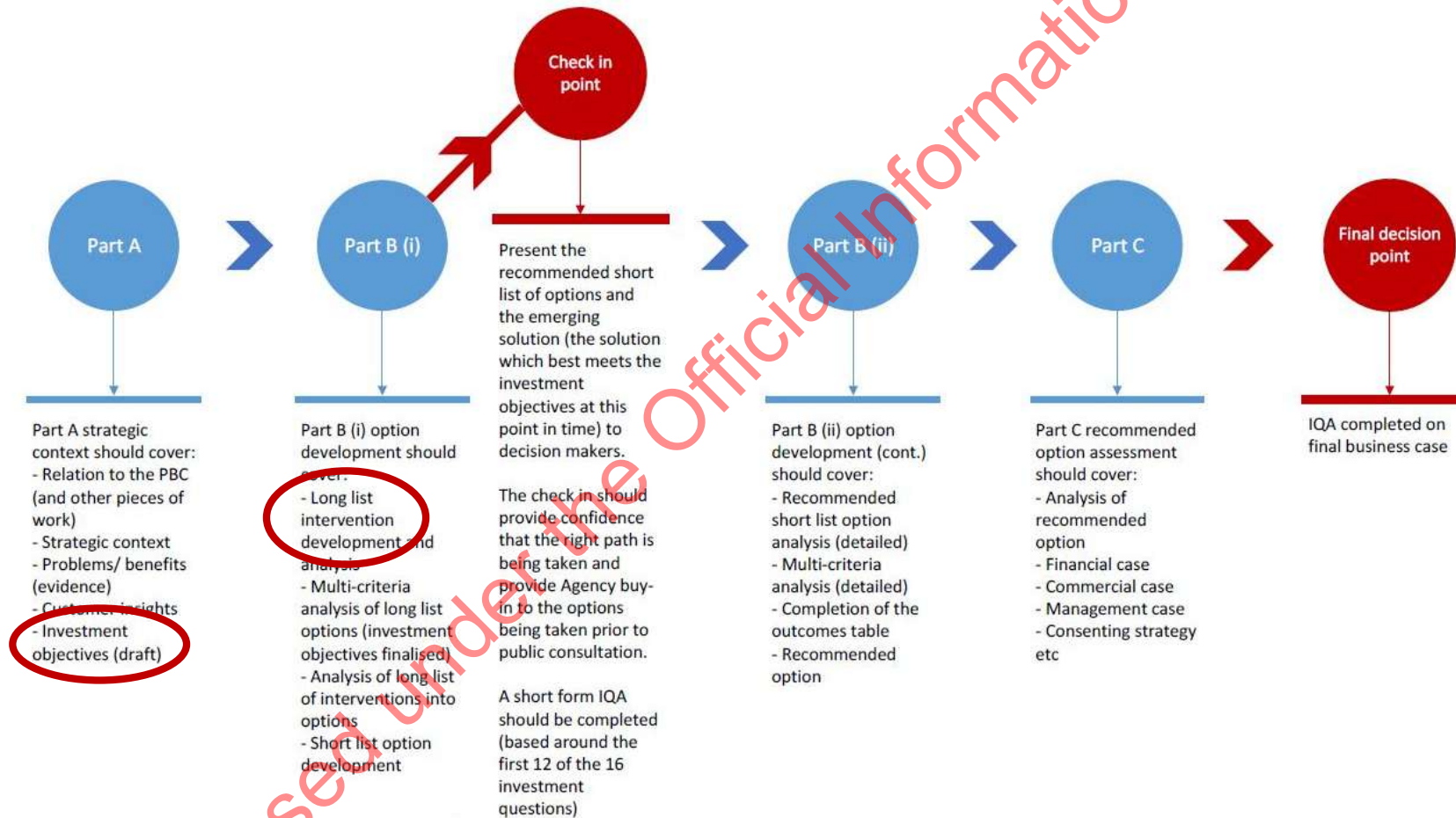
Technical Overview of Single Stage Business Case

Frankton to Queenstown

NZTA Business Case Process



Single Stage Business Case Process

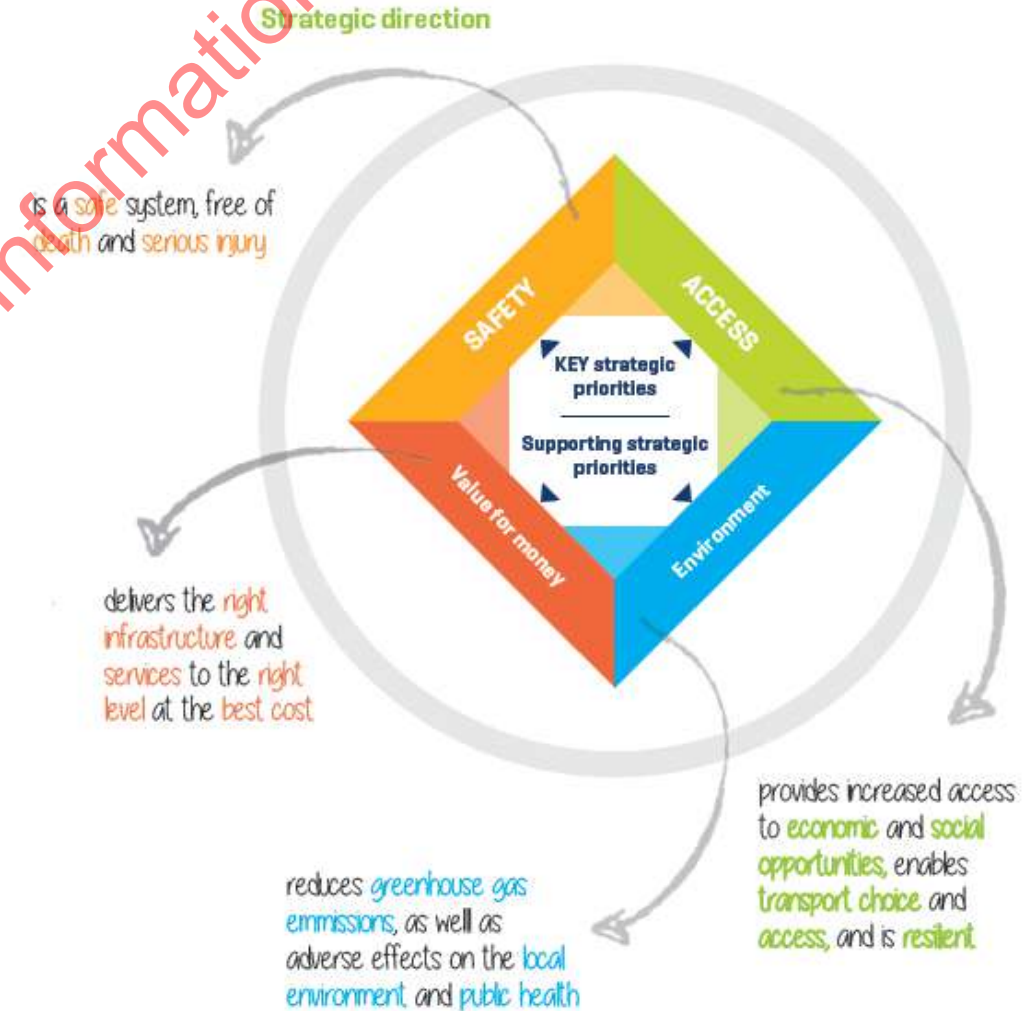


Government Policy Statement on Land Transport

Adopted on 25 June 2018

Themes for GPS 2018:

- A mode-neutral approach to transport planning and investment decisions
- Incorporating technology and innovation into the design and delivery of land transport investment
- Integrating land use and transport planning and delivery



F2Q Benefits of Investment

Efficiency:

- Better management of high population and visitor growth
- Reduced reliance on car travel (through alternative transport modes)
- Improved travel time reliability
- Sustainable transport system

Resilience:

- Increased resilience to natural hazards
- Improved network resilience and travel time reliability

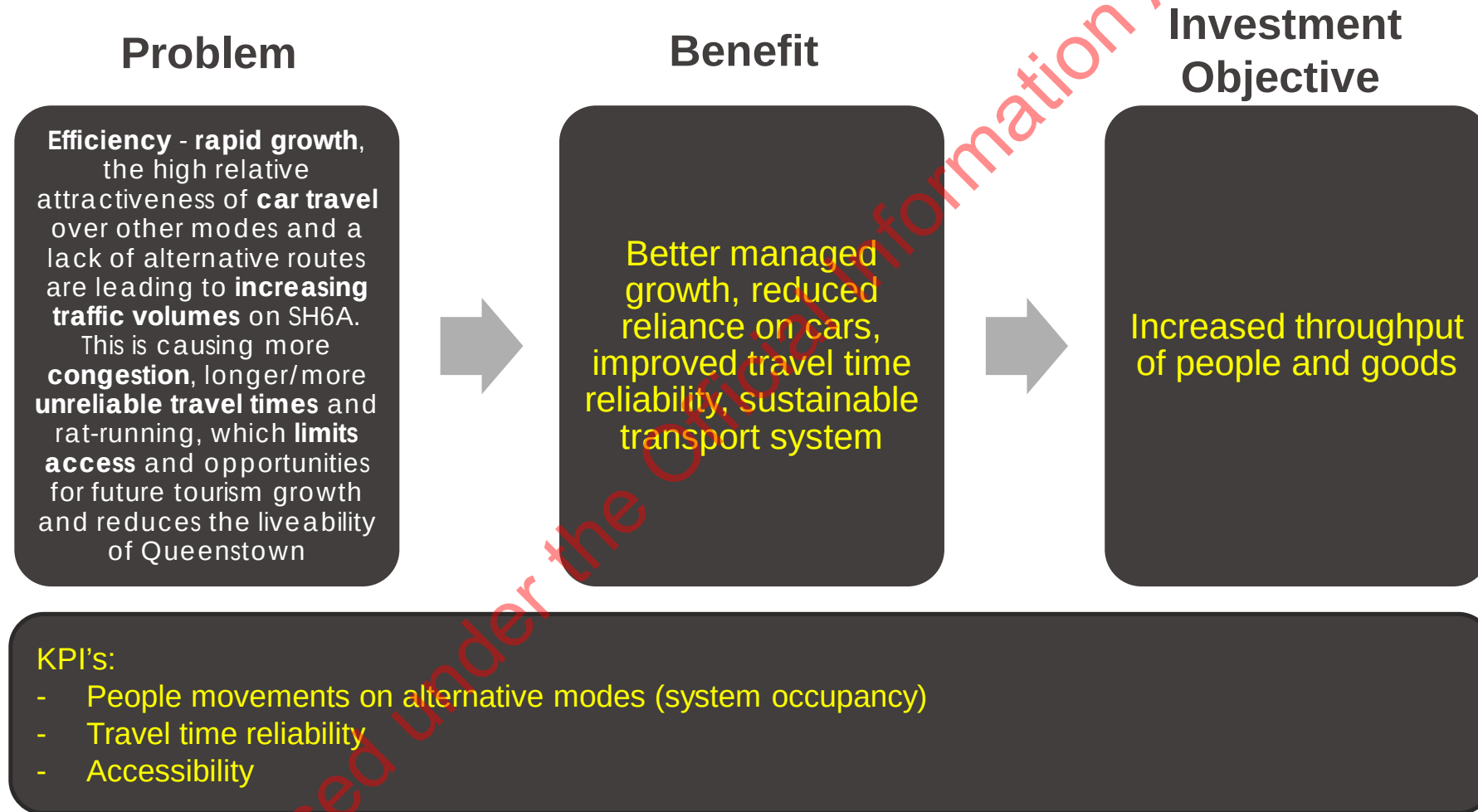
Safety:

- Improved access for alternative transport modes
- Reduced risk of death or serious injury

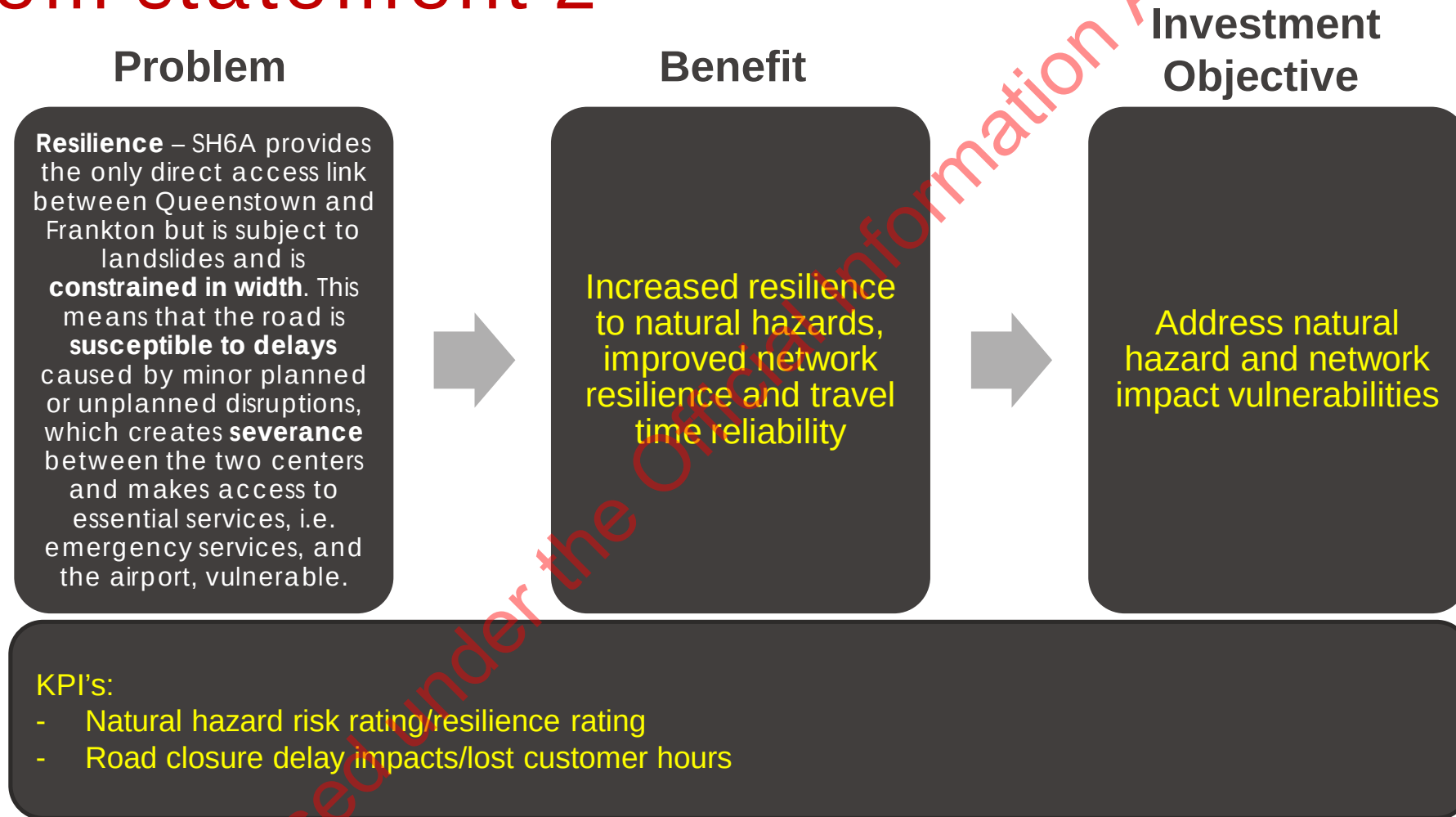
Amenity:

- Increased attractiveness of walking and cycling modes
- Improved experience for visitors to Queenstown

Problem Statement 1



Problem Statement 2



Problem Statement 3

Problem

Safety – high traffic volumes limit opportunities to safely cross or turn on SH6A, increasing **frustration** for all road users and limiting access to PT/active travel modes. This raises the likelihood of injury or death, causes community severance and **reduces the level of service for all road users.**

Benefit

Reduced risk of death or serious injury, improved access for alternative modes

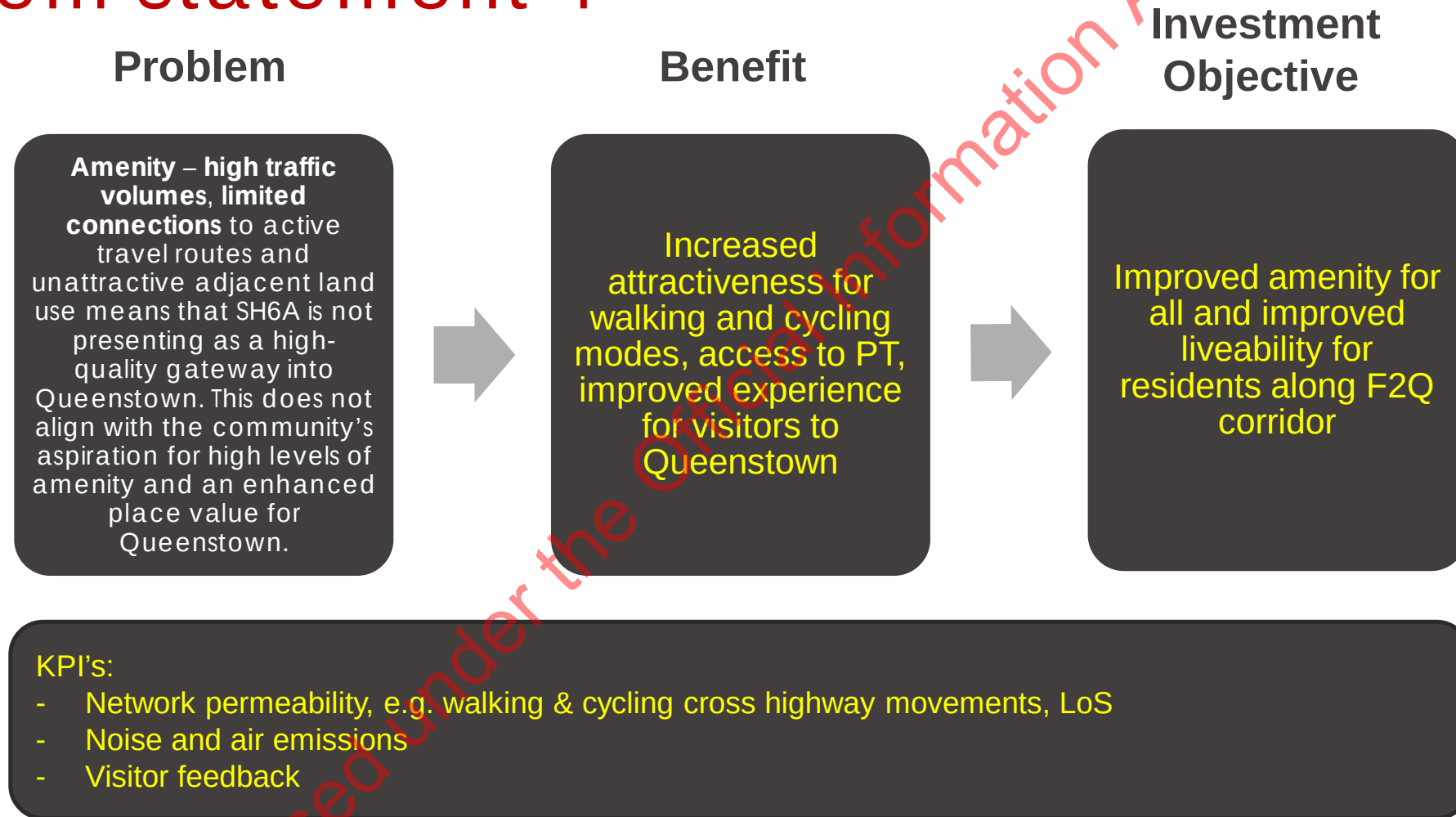
Investment Objective

Enhanced safety outcomes for all users

KPI's:

- Minimising collective and personal risk
- Deaths and serious injuries
- Speed differential

Problem Statement 4



F2Q draft Objectives

Category	MCA Criteria	Weighting
Investment Objectives		20%
Cultural and Social	Human Health	20%
	Economic – economic benefits, including potential to encourage development	
	Property impacts	
Environmental	Visual Impact	20%
	Urban Design	
Engineering/Safety	Technical – degree of engineering difficulty	20%
	Consentability	
	Stakeholder/Customer Feedback	
	Resilience	
Affordability	Natural Hazards	20%
	Transport System Integration – wider transport effects and projected transport demand	
	Fundability/Value for Money	
	Value for Money	
Alignment with GPS	How well does the option align with the Government Policy Statement on Land Transport	??

F2Q draft Investment Objectives

Criteria	Weighting
Increased throughput of people and goods: Public Transport (buses, ferries, MRT) Walking Cycling Freight	55% 30% 10% 10% 5%
Addresses resilience vulnerabilities: Natural Hazards Network impact events	10%
Enhanced safety outcomes for all users	10%
Improved amenity	10%
Enabling QTC Objectives	15%

F2Q Opportunities

Opportunities:

- Enabling an efficient network-wide public transport system
- Improved access to and integration with existing and future public transport
- Agility through anticipated future technology
- Address existing access issues along Frankton Road
- Transport as an enabler, e.g. land use planning around transport
- Wider economic benefits associated with transport improvements, e.g. value uplift with the presence of more people
- The benefits of investing in F2Q will also provide and enable benefits and opportunities for QTC, e.g. more people, less cars

Constraints

Frankton to Queenstown

Issues, Opportunities and Constraints Summary

Issues

- Trip reliability
- Car dominance
- Uncertain future land use
- Unmanaged growth
- Uncertain timing of interventions
- Community dissatisfaction

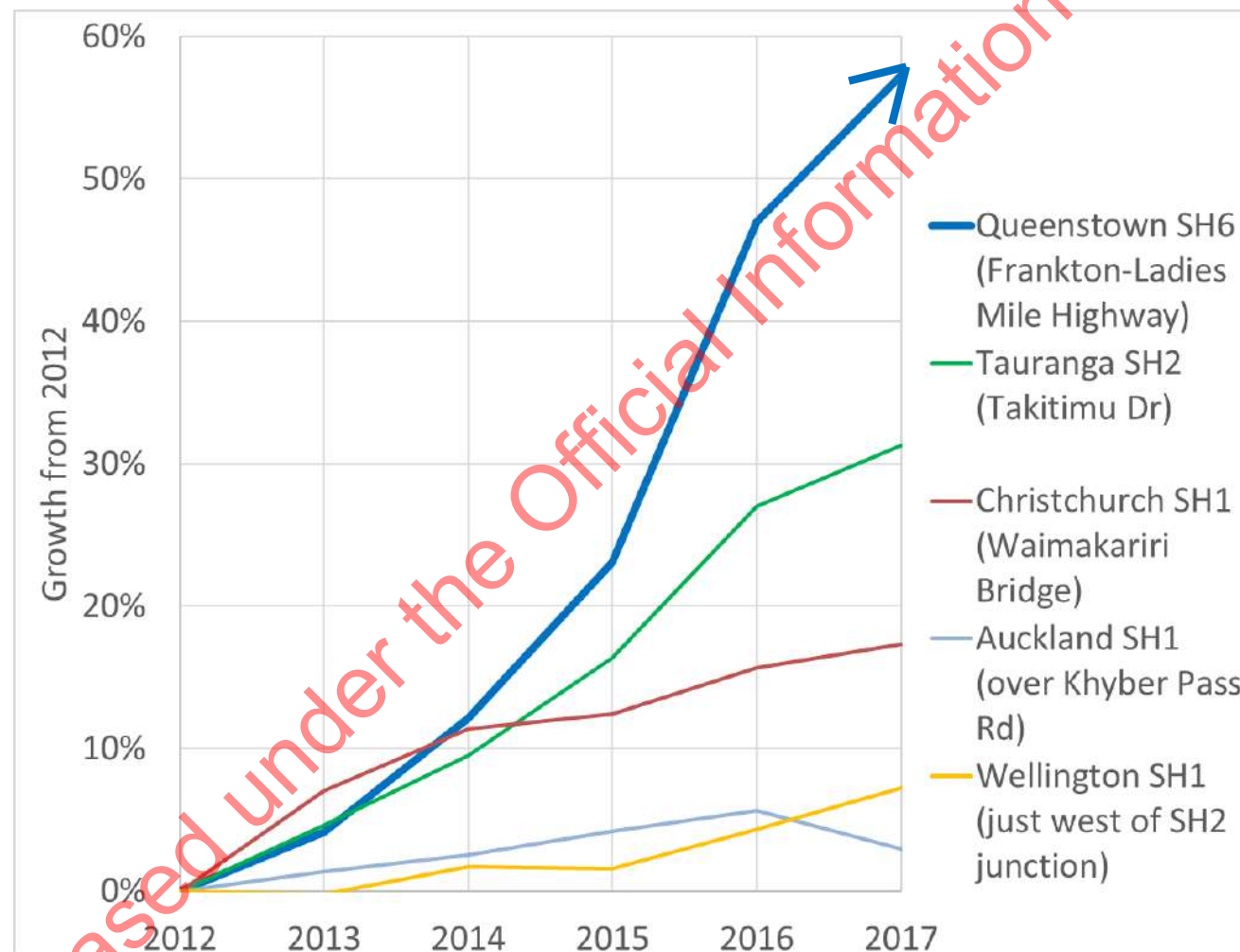
Constraints

- Competing motivators for key stakeholders
- Property/consenting
- Segregated land use and transport planning
- Lack of data
- Topography and geology
- Existing infrastructure e.g. power lines, development

Opportunities

- Enabling an efficient network-wide public transport system
- Improved access to and integration with existing public transport
- Agility through anticipated future technology
- Alignment with Active Travel business case
- Integrated transport and land use planning
- Address existing access issues along Frankton Road
- Enabling QTC objectives

Rate of Growth



Wakatipu Basin Annual Average Daily Traffic

- 6A 0/5.91 Queenstown (Stanley St - Millennium Hotel) 06A00006
- 6 983/11.39 Frankton north east of junction 00600993
- 6 996/0.26 Junction - Airport 00600996
- 6 983/7.85 Shotover - before Lower Shotover Rd 00600991
- 6 996/4.20 South of Remarkables Skifield 00601000
- 6A 0/0.56 Frankton Telemetry Site (new March 2009)
- 6 983/4.66 East of Strains Road (Lake Hayes Pavilion)
- 6 996/1.27 Kawarau Falls Bridge (south of Southberg)



AM Peak – Network flows (v/h)

216 / 291 / 366

Edith Cavell Bridge (600v/h e/w)

562 / 827 / 1142

737 / 1149 / 1370

Shotover Bridge (1700v/h e/w)

1501 / 2171 / 2333

742 / 1235 / 1563

SH6 @ Joe O'Connell (1400v/h e/w)

924 / 1458 / 1649

1085 / 1538 / 1897

SH6A @ Marina (1500v/h e/w)

1004 / 1781 / 2858

801 / 900 / 1134

SH6A @ Suburb (1400v/h e/w)

1112 / 1494 / 2555

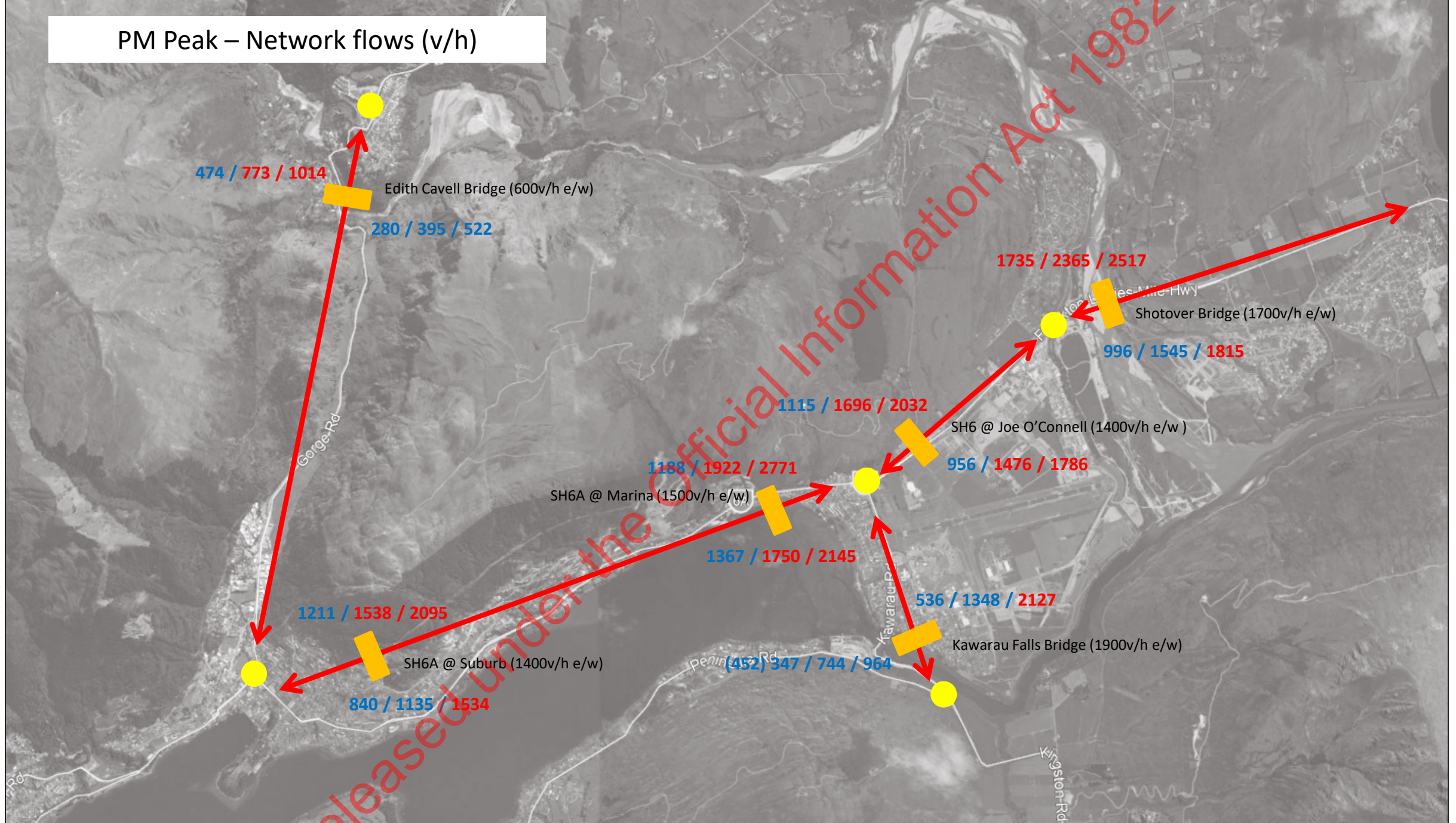
285 / 528 / 676

Kawarau Falls Bridge (1900v/h e/w)

466 / 1172 / 2035

Model vehicles/hour in 2018 / 2028 / 2048 – red values are set where demand is at/above existing capacity

PM Peak – Network flows (v/h)



Model vehicles/hour in 2018 / 2028 / 2048 – red values are set where demand is at/above existing capacity

Safety Performance

5 year crash history 2013-17

- 27 injury crashes (19%)
- 7 serious injury (5%)

Of total crashes (140):

- 51% rear end/obstruction
- 20% crossing/turning
- 17% loss of control
- 4% head-on
- 2% involving pedestrians

Causal Factors:

- Poor observation/judgement – 59%
- Incorrect positioning – 33%
- Failed Giveaway/Stop – 21%

Conditions:

- Ice/snow – 2%



Issues and Constraints





Frankton to Queenstown

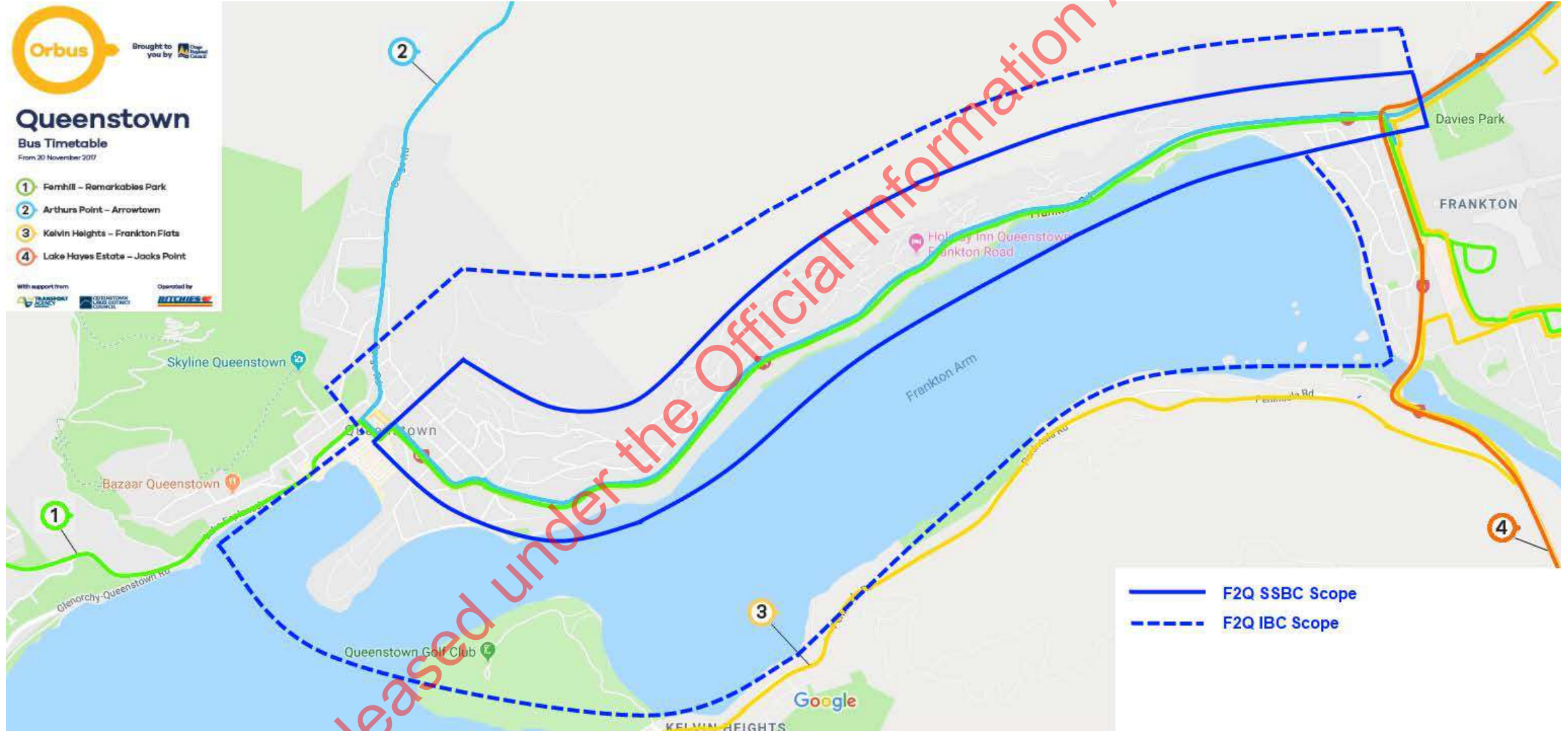
Stakeholder Constraints Exercise



Long List Options Identification

Frankton to Queenstown

F2Q Scope



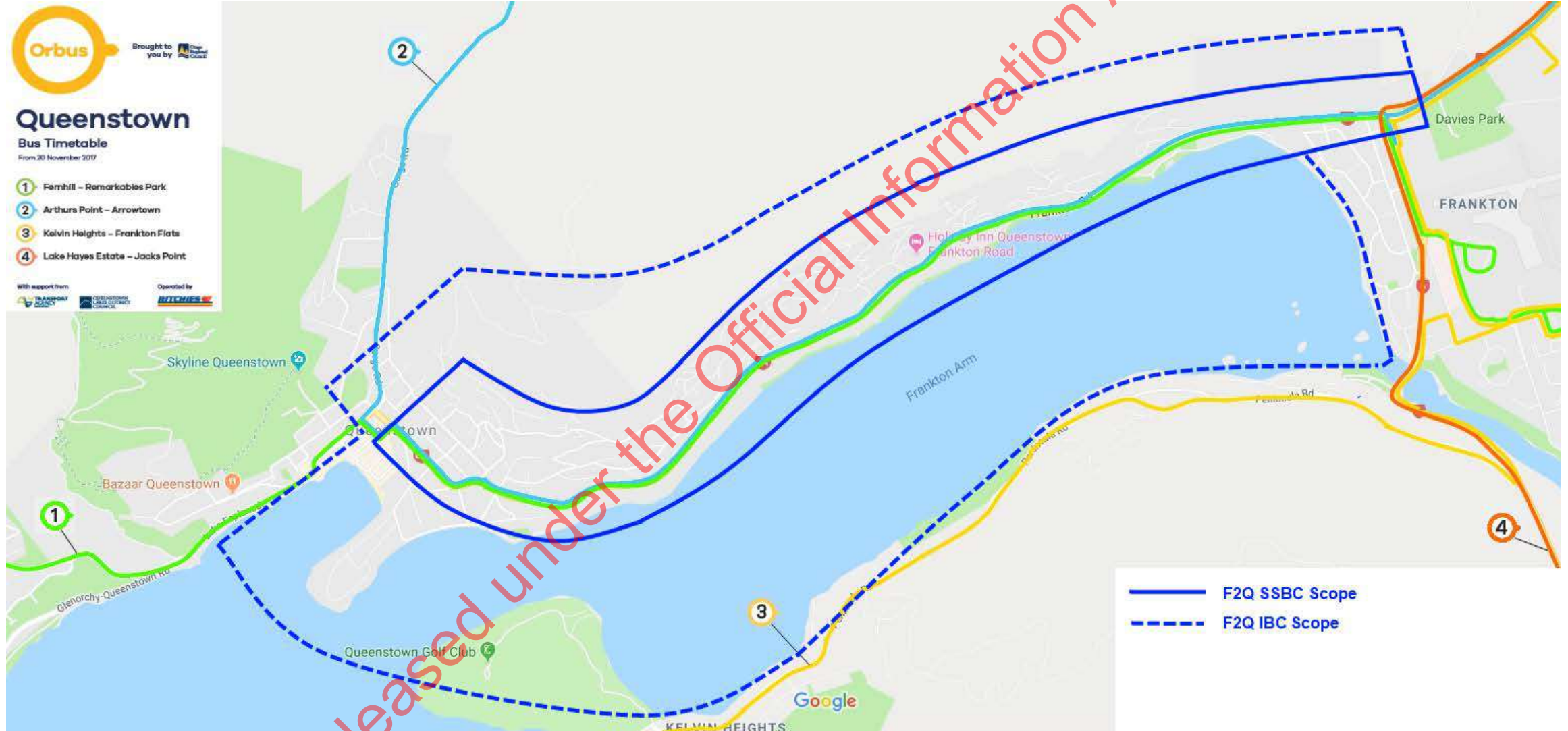


Frankton to Queenstown

Stakeholder Long List Exercise



F2Q Scope



MCA Criteria

Frankton to Queenstown

F2Q draft Objectives

Category	MCA Criteria	Weighting
Investment Objectives	Fill in from earlier	20%
Cultural and Social	Human Health Economic – economic benefits, including potential to encourage development Property impacts	20%
Environmental	Visual Impact Urban Design	20%
Engineering/Safety	Technical – degree of engineering difficulty Consentability Stakeholder/Customer Feedback Resilience	20%
Affordability	Natural Hazards Transport System Integration – wider transport effects and projected transport demand Fundability/Value for Money Value for Money	20%
Alignment with GPS	How well does the option align with the Government Policy Statement on Land Transport	??



Wrap Up

Any gaps?
Next steps

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Queenstown Town Centre DBC

Options Workshop



Agenda

1. QTC Masterplan
2. QTC Problem Definition
3. QTC Evidence Base
4. Options
5. Investment objectives & MCA
6. Shortlisting?

Workshop Objectives

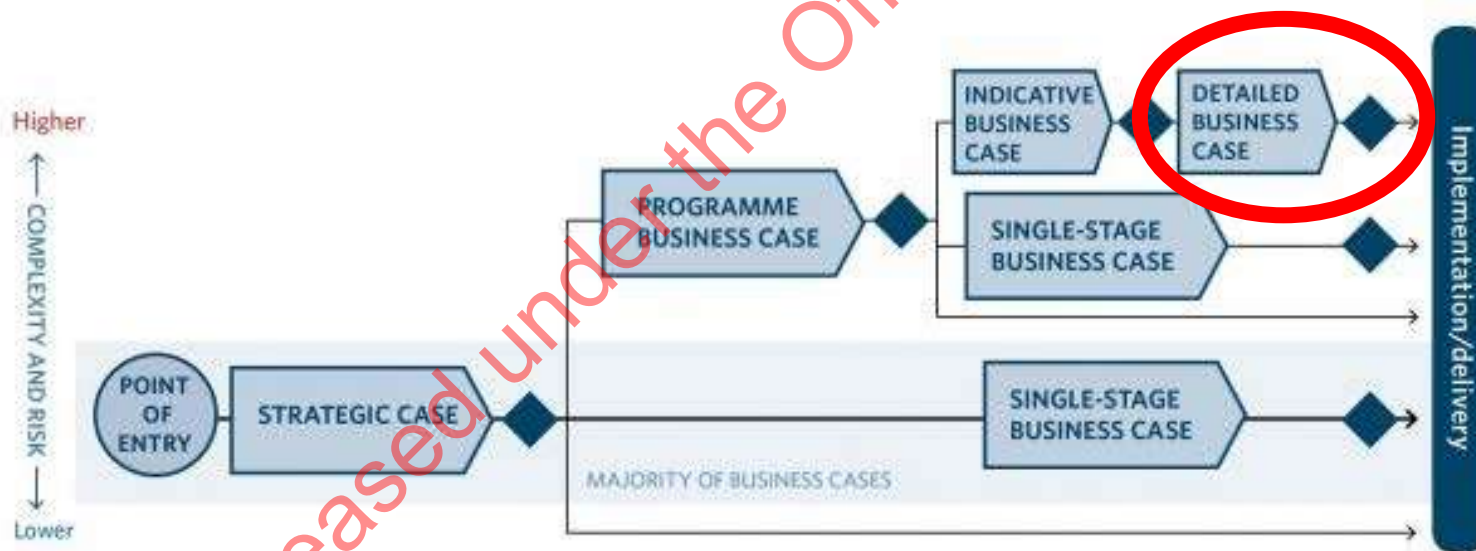
- Confirm problems, benefits and opportunities
- Identify and understand constraints in the Town Centre
- Define investment objectives and measures
- Identify long list of options for the Town Centre
- Define MCA criteria

Defining the Challenge

Queenstown Town Centre

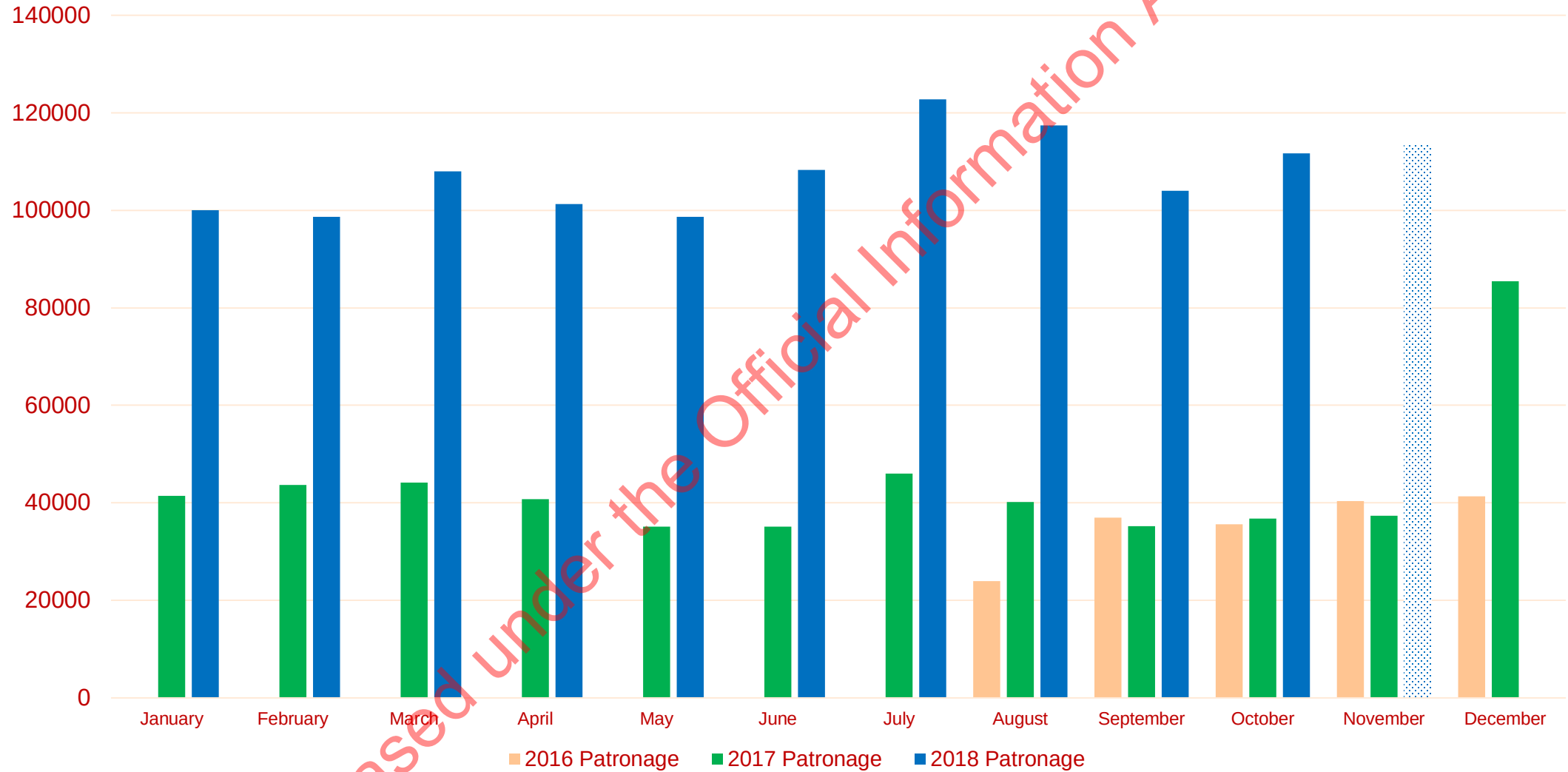
QTC Detailed Business Case

- NZTA Business Case approach supports:
 - Planning and investing for **OUTCOMES**
 - Stakeholder engagement
 - Evidence based investment



Final assessment stage
prior to Implementation/
Delivery

Wakatipu Patronage



QTC Masterplan

- Masterplan developed in 2017 to inform and shape the future of Queenstown Town Centre
- Identified pressures
 - Growth
 - Access
 - Fading Appeal
 - Authentic Experience
 - Environmental Impacts
 - A Constrained CBD



QTC Masterplan – Problem Statements

- 1) Limited cultural & historic references, ad hoc development & poor maintenance undermines both the aesthetic appeal, and people's experience, of the town centre
- 2) As the town rapidly grows, town centre amenities increasingly focus on visitors, this undermining the feeling of authenticity, and locals' sense of belonging.
3. Limited options to easily access the town centre across a range of transport modes is creating congestion & frustration for visitors, & stopping residents coming to town.
4. Unconstrained growth in visitor numbers is placing demands on town infrastructure, with negative flow-on impacts on locals and the environment.

QTC Masterplan – Benefits Statements

- 1) People enjoy spending time in town, because the built environment complements the natural environment, referencing local history & culture
- 2) Queenstown has a liveable, thriving and authentically NZ town centre, where visitors and locals freely mix
- 3) Improved access to the town centre for all.
- 4) Increased commercial activity, without major negative impact on the environment or residents' enjoyment

QTC Detailed Business Case

- Transport focused investment programme
- Key Principles
 - People first solutions
 - Integration with future land use strategies within Queenstown
 - Right mode, right space, right time (appropriate multi-modal solutions)
 - Flexibility of solutions to meet alternative future scenarios
 - Future proof for increased demand for all users (e.g. tourist coaches and freight)
 - Amenity and sense of place
 - Safety
- Consider: quick wins, optimization of existing network and sustainable transport options (investment partner requirements)

QTC Masterplan – Problem Statements

1. Limited cultural & historic references, ad hoc development & poor maintenance undermines both the aesthetic appeal, and people's experience, of the town centre

2. Queenstown has a liveable, thriving and authentically NZ town centre, where visitors and locals freely mix.

3. Limited options to easily access the town centre across a range of transport modes is creating congestion & frustration for visitors, & stopping residents coming to town.

4. Unconstrained growth in visitor numbers is placing demands on town infrastructure, with negative flow on impacts on locals and the environment.

1. Unattractive PT/active travel options, coupled with growth in resident and visitor numbers, will lead to increasing congestion and parking demand. This further discourages people from visiting the Town Centre, has negative environmental effects and reduces Queenstown's liveability and visitor experience.

2. Roads performing both place and access functions introduce conflicts between vehicles and other modes, which increases the likelihood for injury and reduces the quality of the public realm.

3. Severance created by high traffic volumes on SH6a together with the effect of drivers searching for parking is devaluing the pedestrian/cyclist experience, constraining the expansion of the town centre and limiting economic and placemaking opportunities.

QTC DBC – Problem/Benefit 1

Problem

Unattractive PT/active travel options, coupled with growth in resident and visitor numbers, will lead to increasing congestion and parking demand. This further discourages people from visiting the Town Centre, has negative environmental effects and reduces Queenstown's liveability and visitor experience

Benefit

Increased use of alternative travel modes reduces congestion and improves the attractiveness of the town centre for residents, visitors & business

Investment Objective

To be confirmed

KPI's:

- To be determined

QTC DBC – Problem/Benefit 2

Problem

Roads performing both place and access functions introduce conflicts between vehicles and other modes, which increases the likelihood for injury and reduces the quality of the public realm.



Benefit

Improved clarity of place and access functions will reduce the potential for conflict, increasing safety and the quality of the public realm



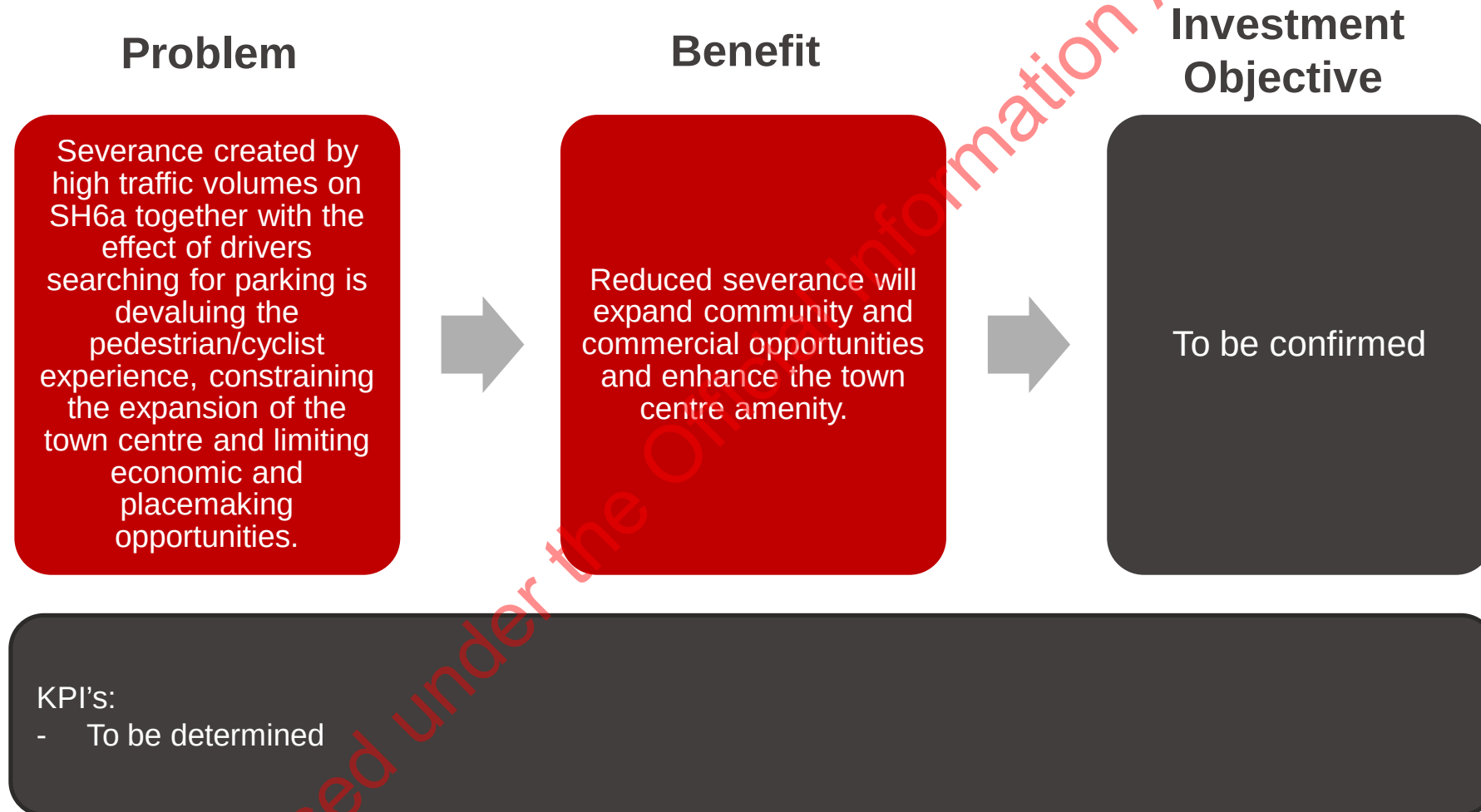
Investment Objective

To be confirmed

KPI's:

- To be determined

QTC DBC – Problem/Benefit 3



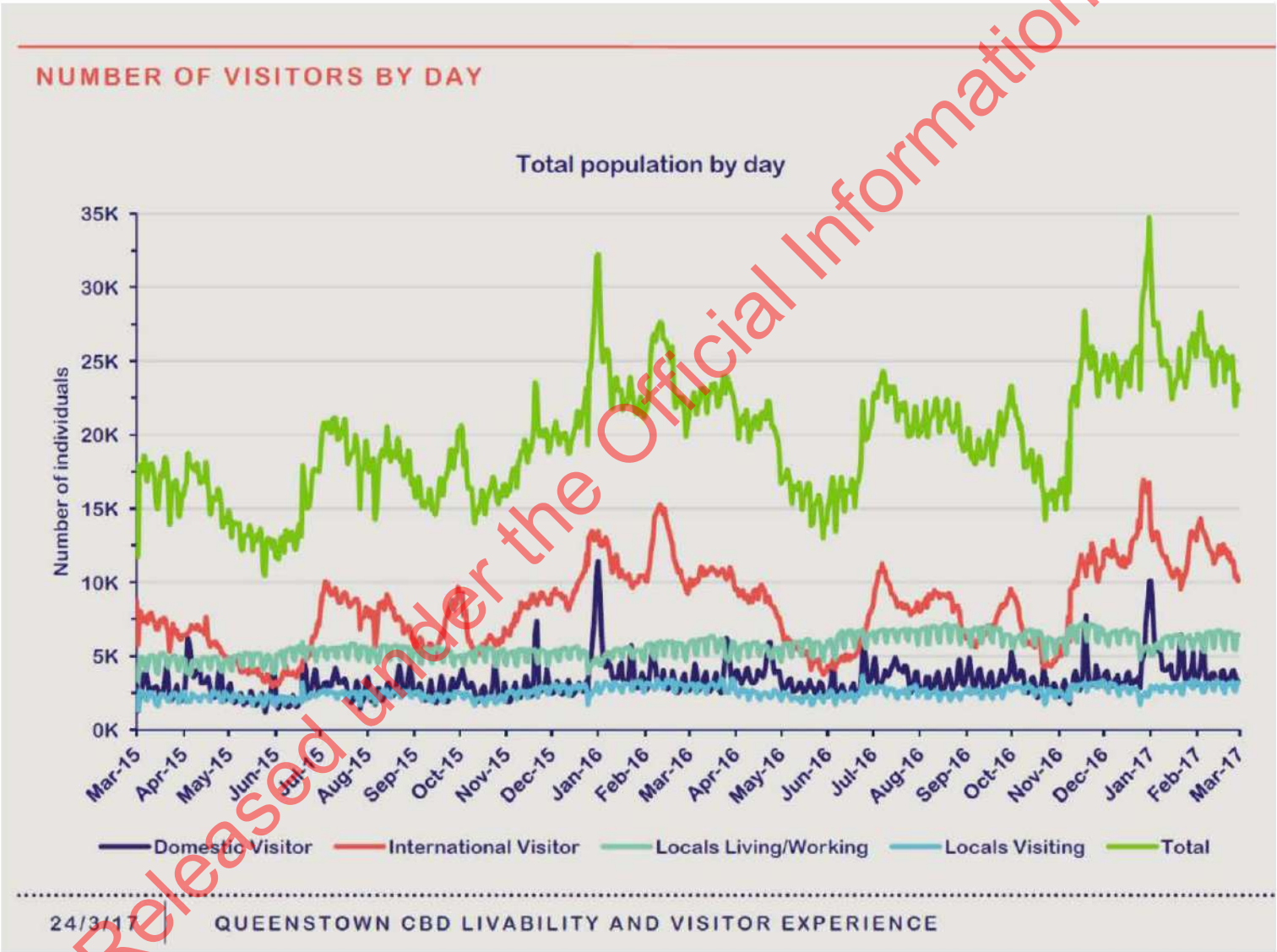
QTC DBC - Opportunities

- Diversification of commercial and retail opportunities
- Enable economic/employment growth
- Responding to new technologies - low/zero emission zone
- Enhanced Public Transport facilities - 200% patronage increase in October 2018 compared to October 2017
- Uptake of MaaS
- Alignment with Active Travel and Parking workstreams

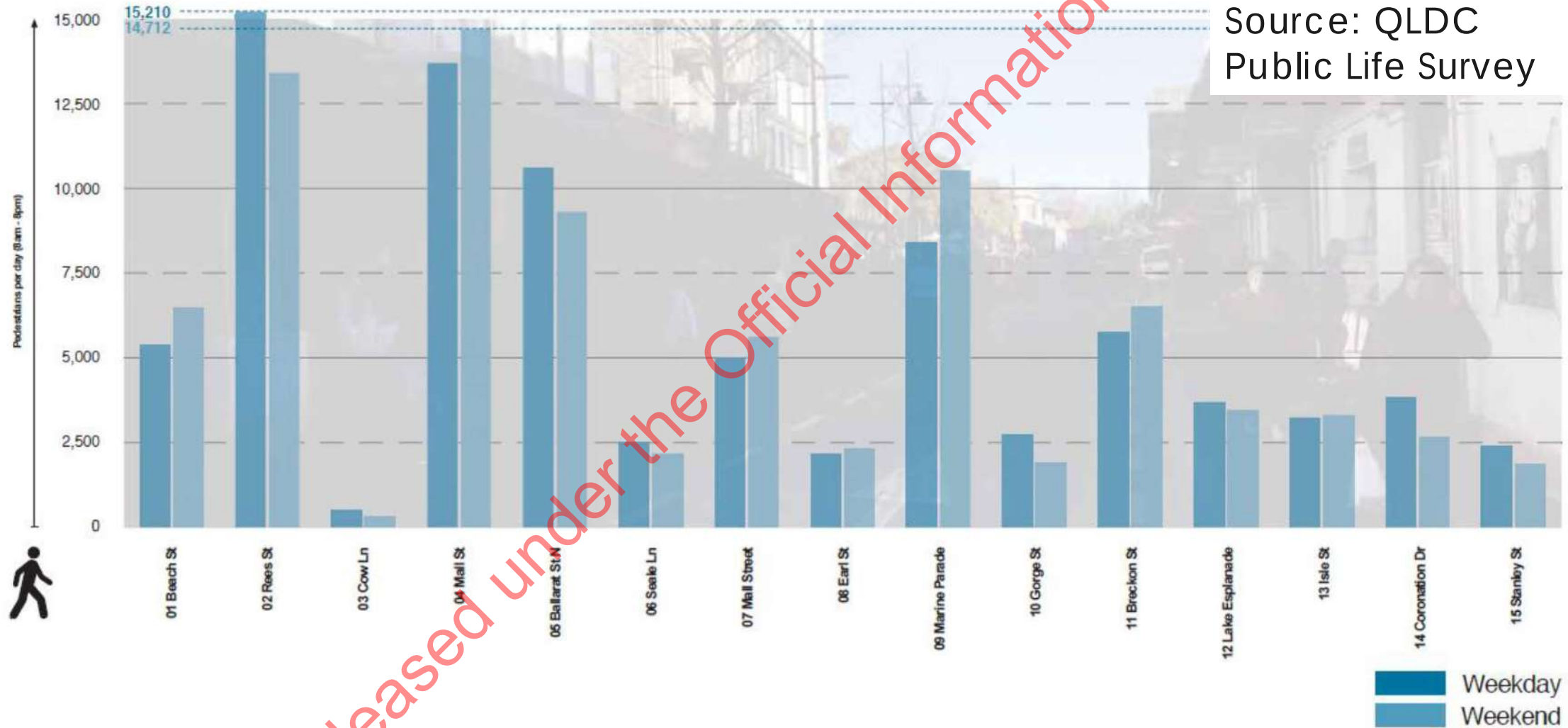
Evidence Base

Queenstown Town Centre

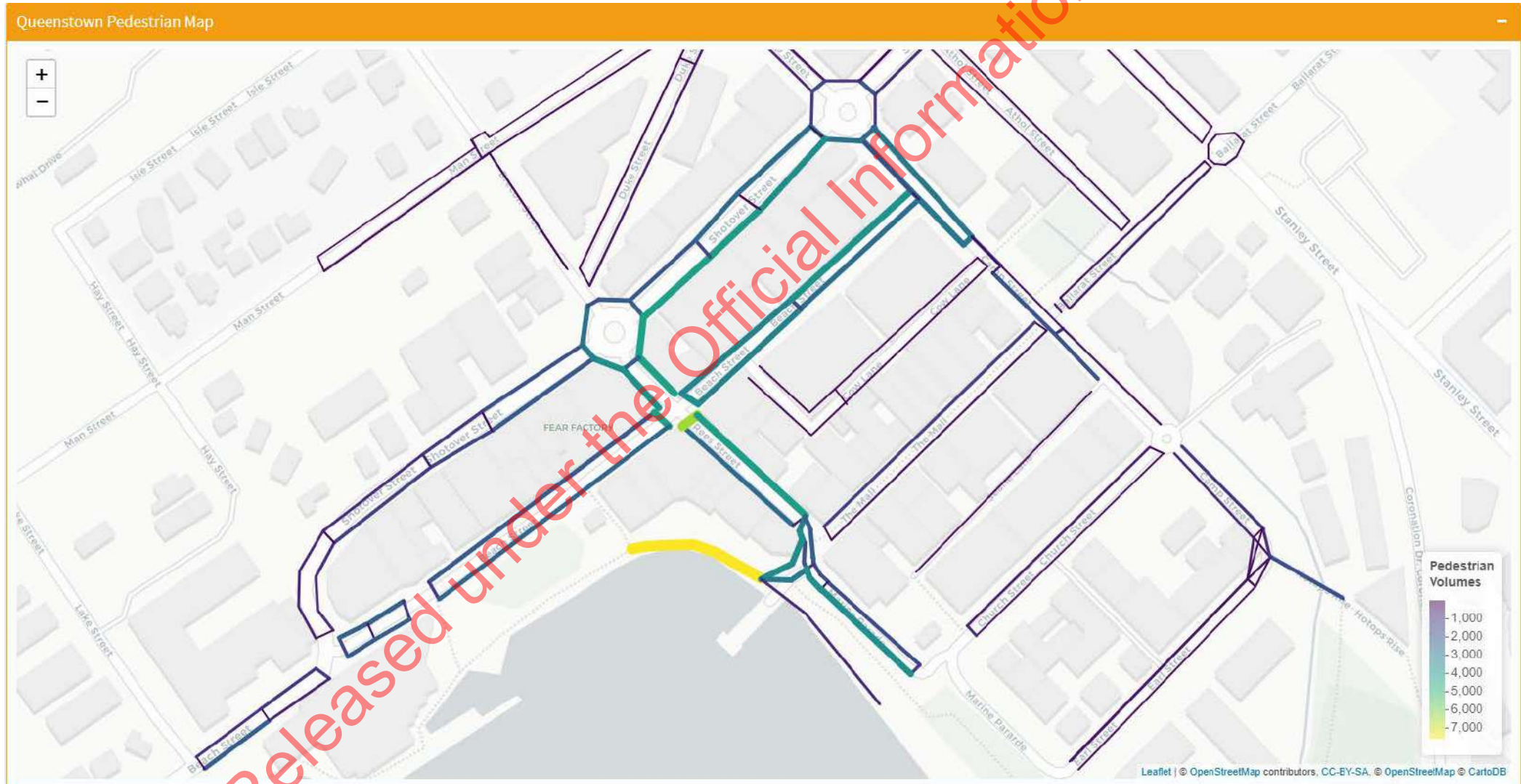
Town Centre Visitors and Locals



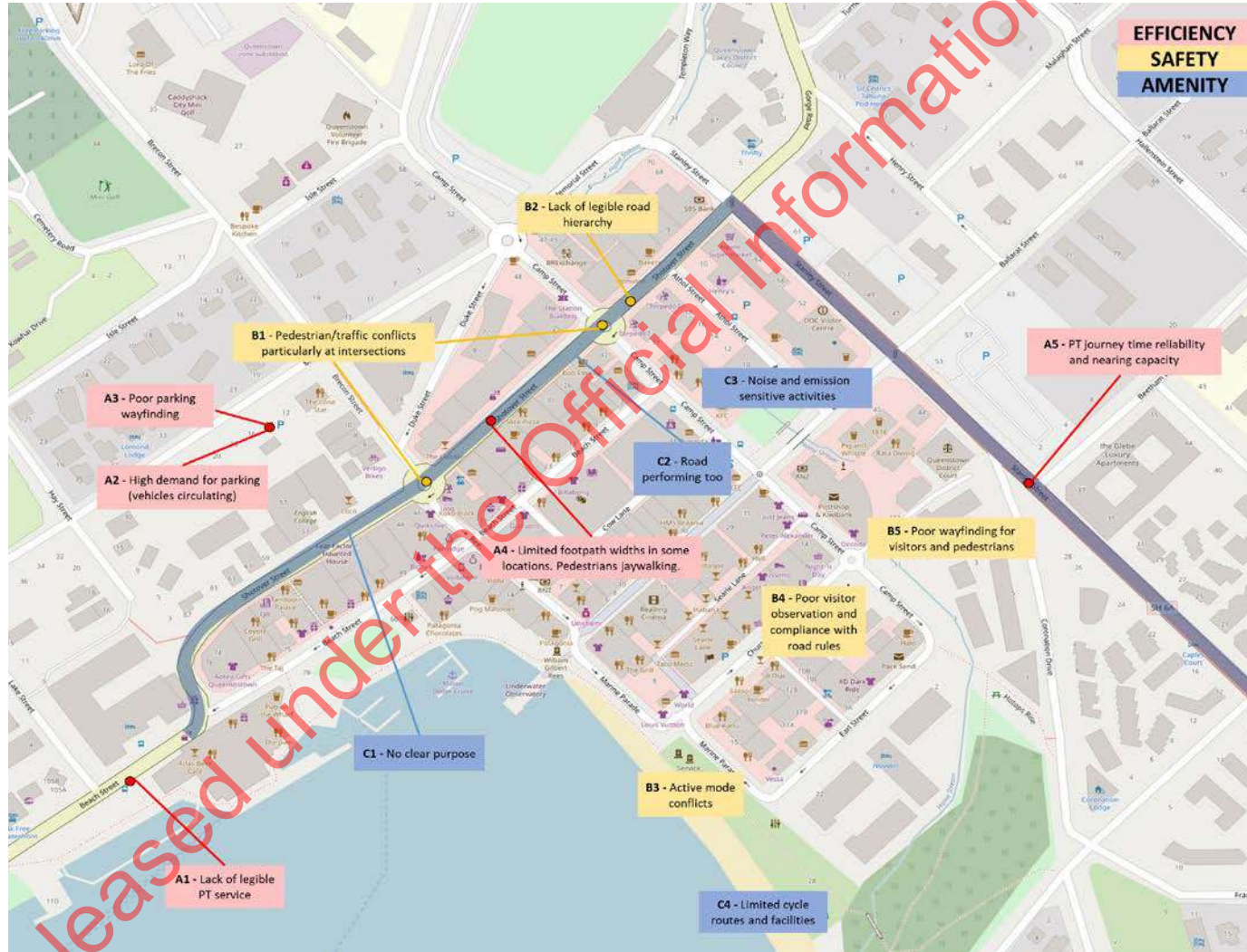
High Pedestrian Activity Levels



Town Centre Pedestrian flows



Issues and Constraints



Safety Performance

Crash history 2013-17

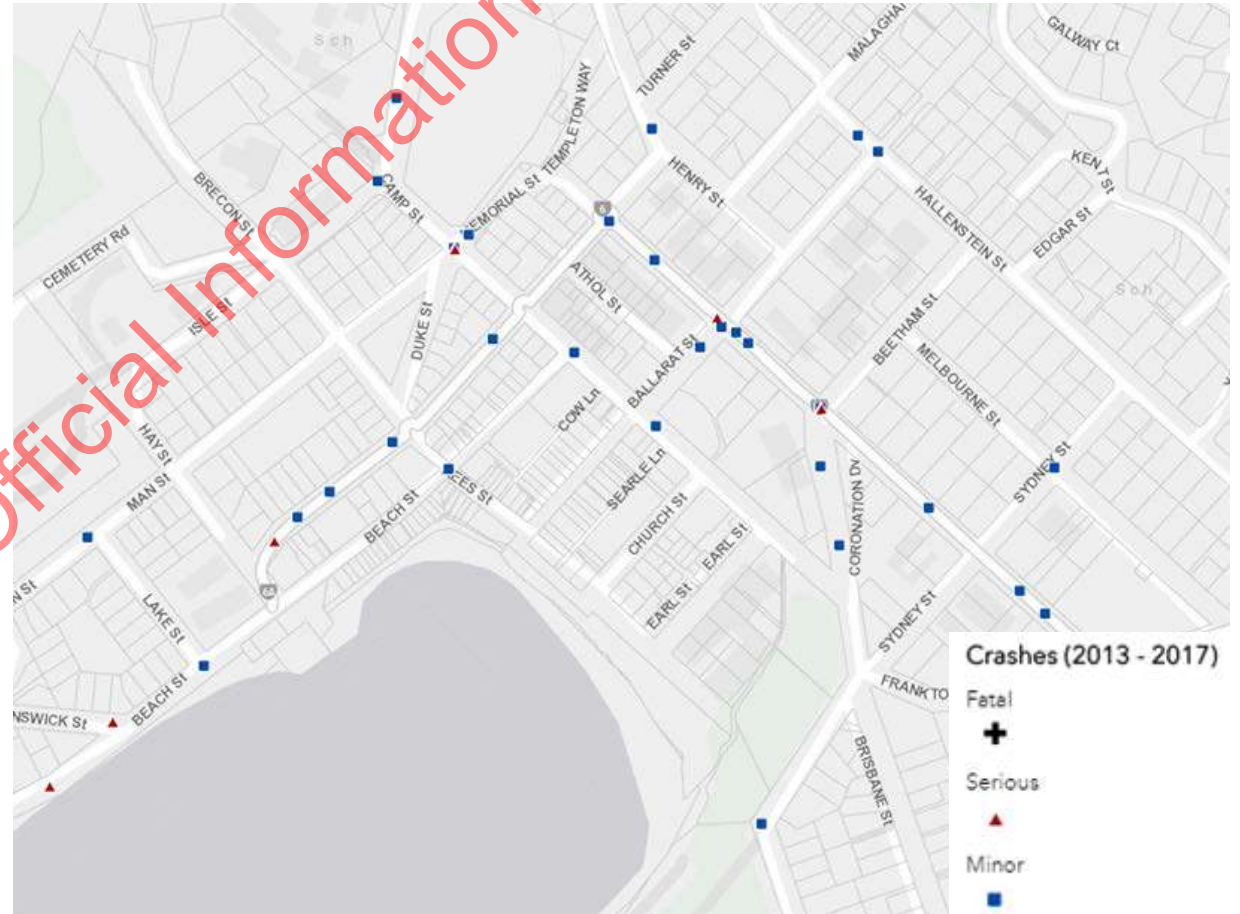
- o 19% of accidents resulted in injury

Of total crashes (260)

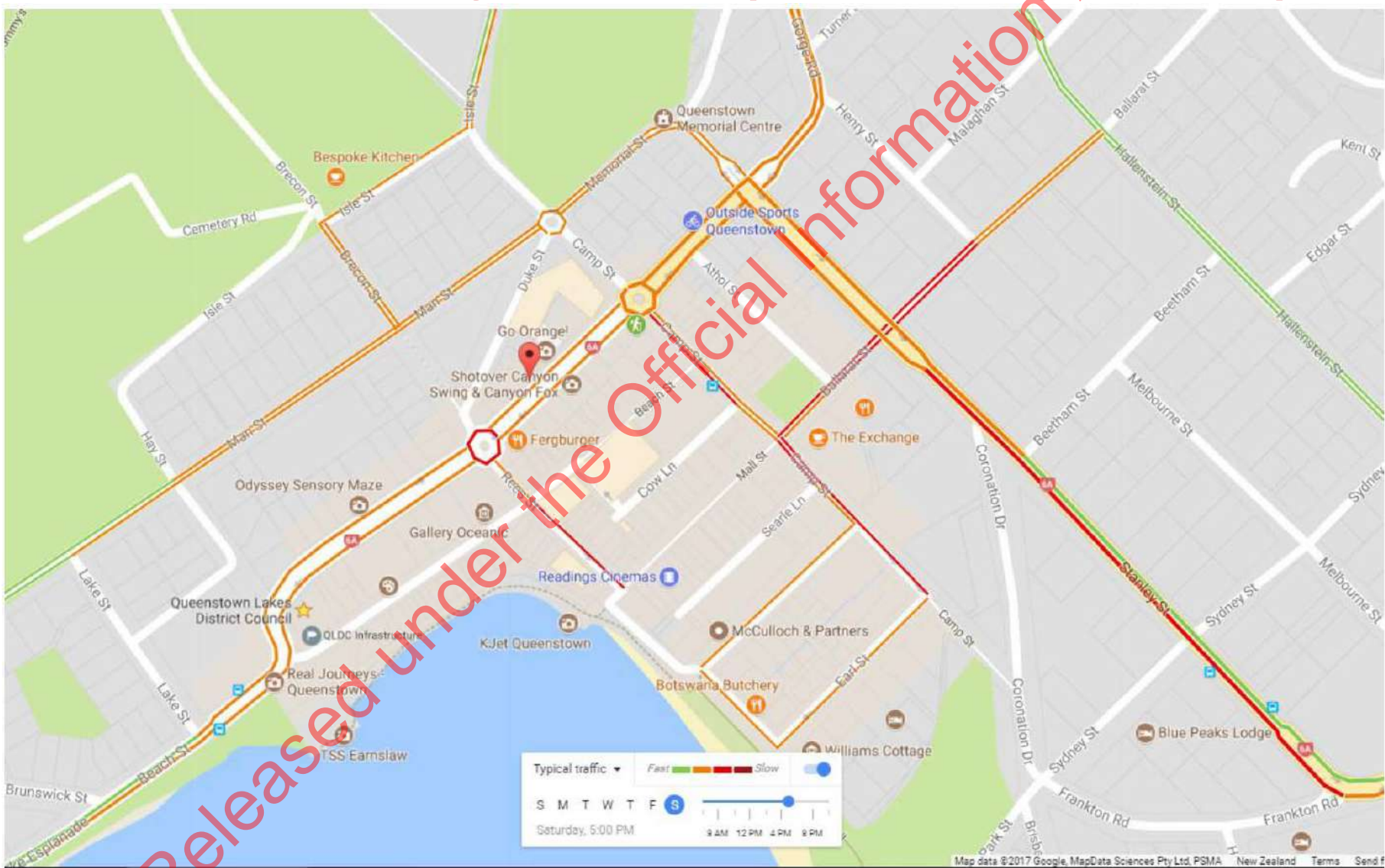
- o 65% rear end
- o 12% crossing/turning
- o 9% involved pedestrians

Causal Factors

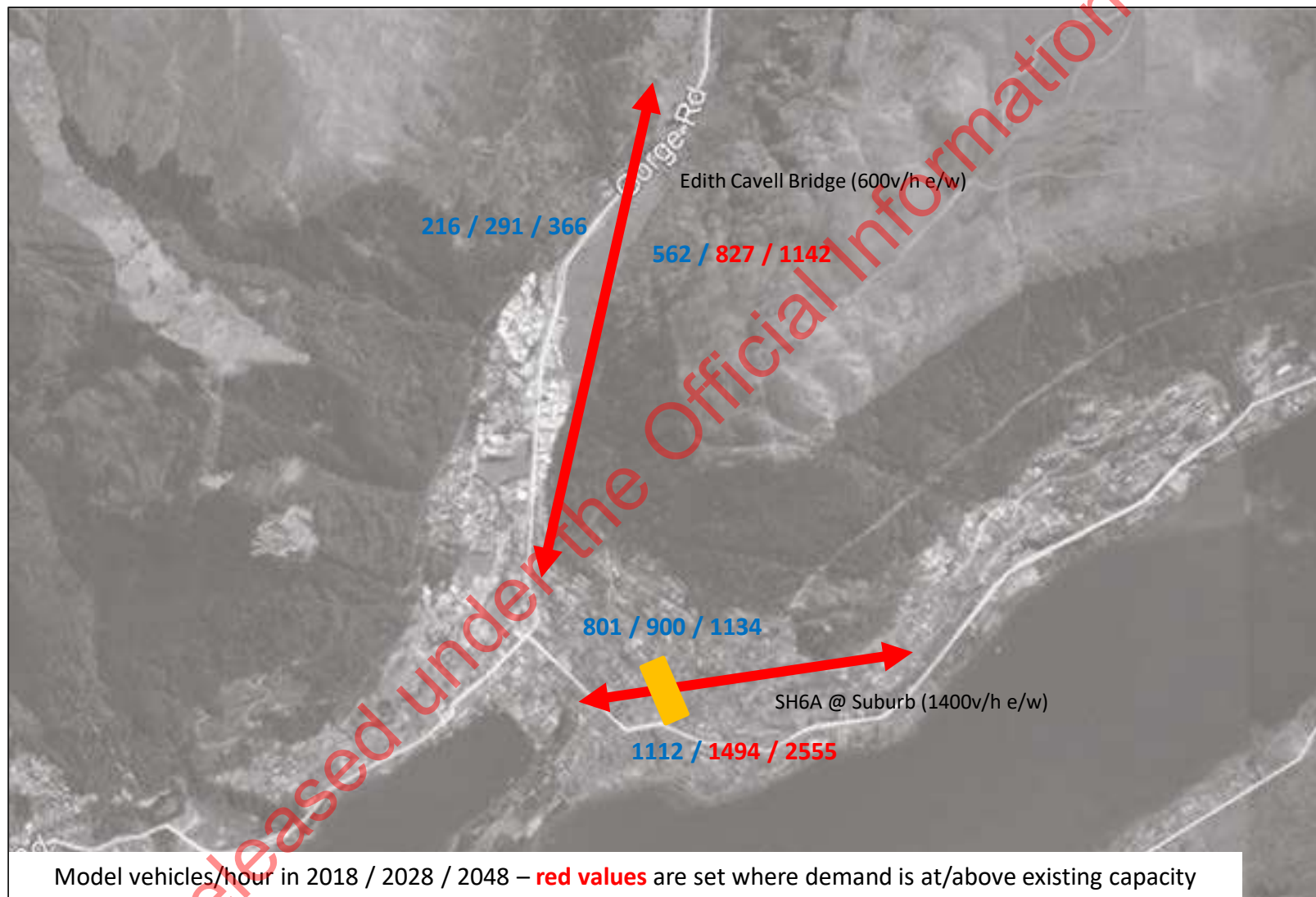
- o Poor observation/judgement – 71%
- o Incorrect positioning – 19%
- o Failed Giveaway/Stop – 15%



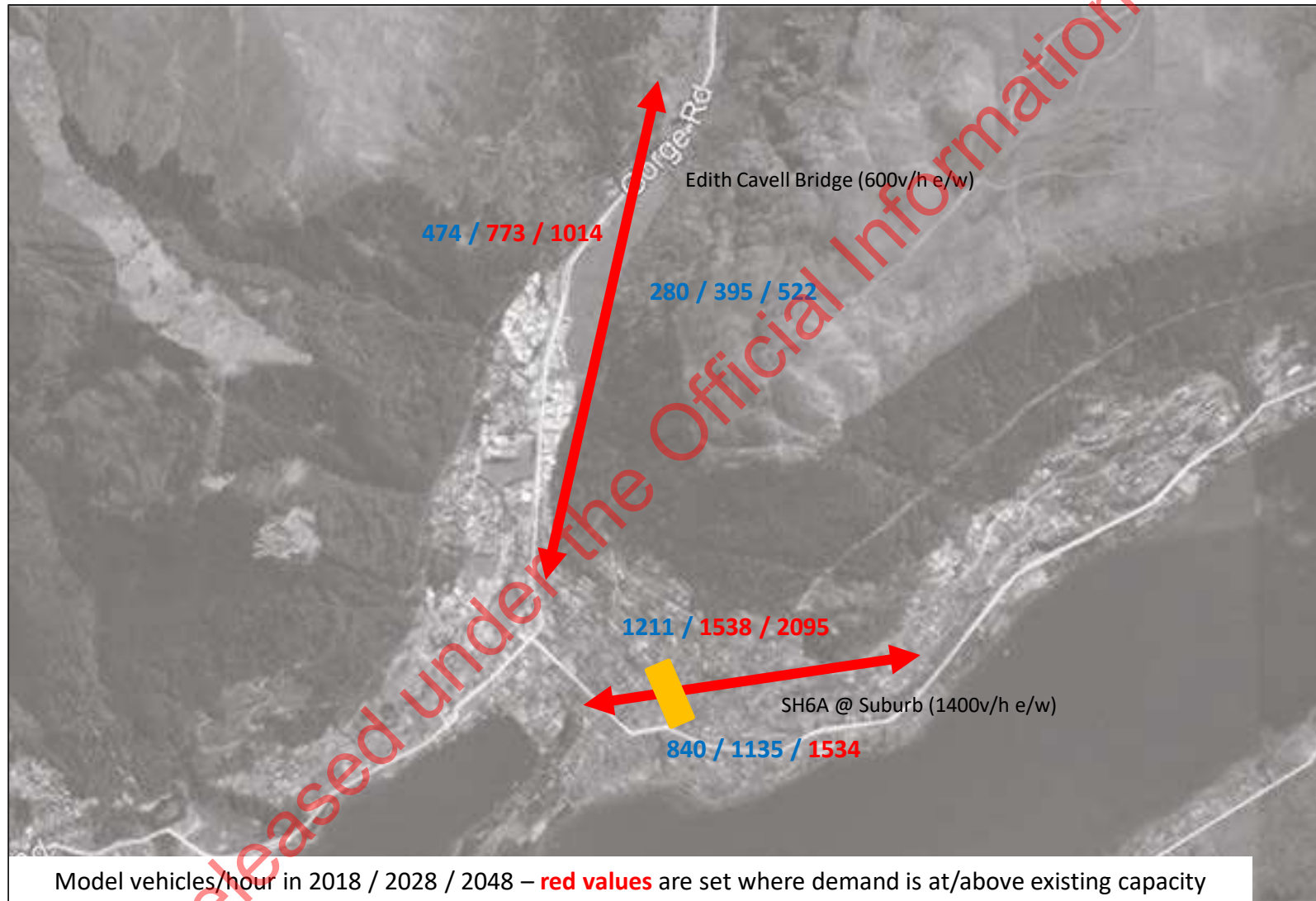
Town Centre Congestion (Saturday Peak)



Town Centre Traffic Flows – AM v/h



Town Centre Traffic Flows – PM v/h



Economic Performance

Indicative leasing rates (2018)



Source: Colliers Market Review

Assessment Approach

Queenstown Town Centre

QTC DBC – Investment Objectives

- To deliver a people focused transport system that enhances the liveability and visitor amenity of the town centre
- To enhance safety outcomes
- To deliver a transport system that delivers more efficient and reliable access to support continued economic growth of the town centre

QTC DBC – Performance measures

- **Increase throughput**

- People: # of pedestrians, cyclists, public transport boarding and motor vehicles (x avg number of people/vehicle)

- **Reliability**

- Travel time reliability – motor vehicles

- **Travel time**

- Average travel time between key nodes

- **Safety**

- Reduction in death and serious injury
- Reduction in crashes by severity

- **Comfort and Customer experience**

- % of travel at desired Level of Service

- **Environment**

- Reduction in noise level
- Reduction in NO2/PM10 levels
- Visitor amenity rating improved
- Enhanced value of urban realm

Optioneering

Queenstown Town Centre

Optioneering

Alternatives – Improvements to:	Options (examples only)
Demand – ‘Change’ it	Increase parking charges Reduce parking provision
Productivity – ‘Improve’ it	Increase public transport usage Reduce public transport journey times
Supply – ‘Build’ it	Widen roads New parking buildings

Longlist

- **Network**

- Optimisation
- Upgrades / Expansion

- **Parking**

- Information
- Provision
- Management

- **Public/Passenger Transport**

- Facilities
- Routing
- Network
- Operations
- Information

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Longlist

- **Public Realm**

- Placemaking
- Management
- Facilities

- **Freight**

- Access
- Servicing

- **Land Use**

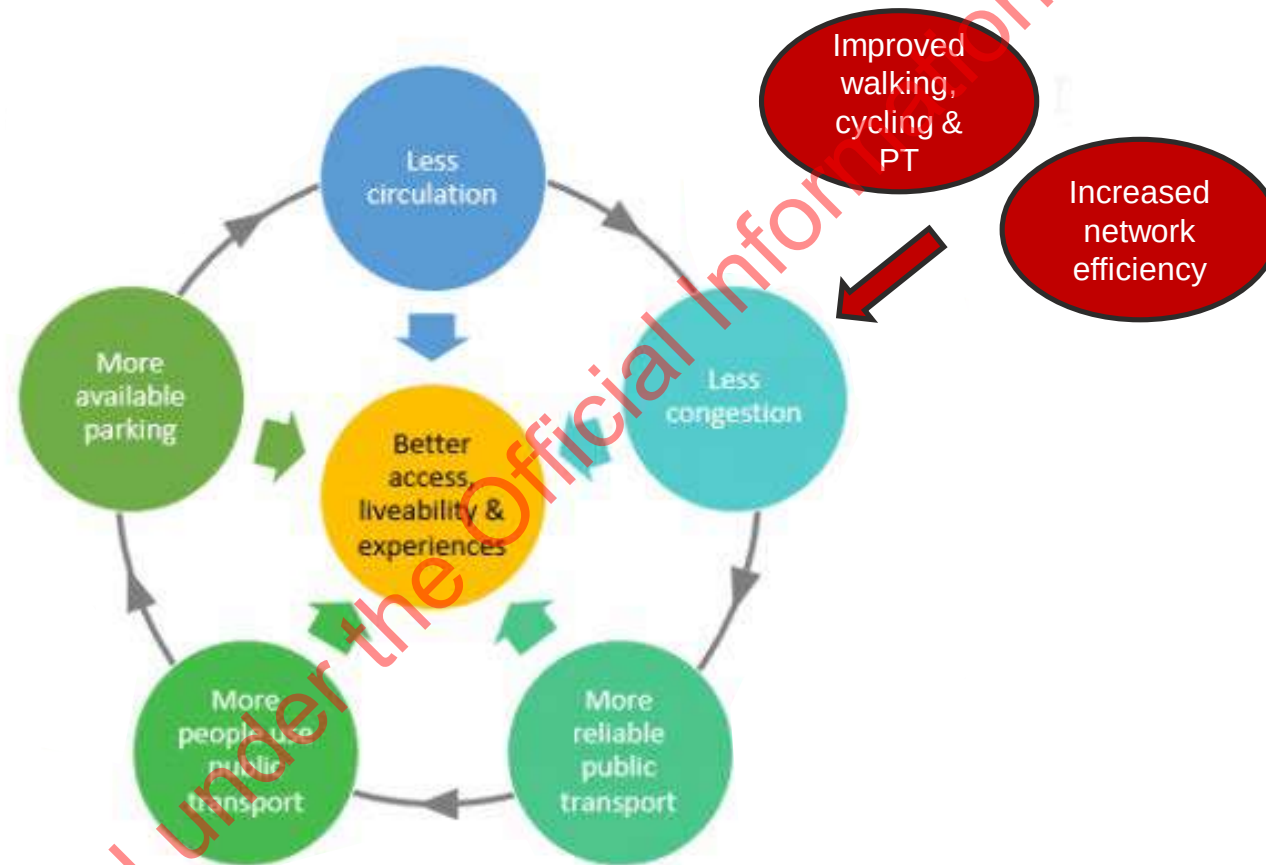
- Densities
- Standards e.g., Parking

- **Behaviour Change**

- Mobility as a Service
- Marketing & Communication

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QTC DBC – Integrating the elements



QTC Masterplan Programme Options

Status Quo (1)	Do Min (2)	Least Ambitious (3)	Intermediate (4)	Ambitious – Staged (5)	Ambitious (6)	Most Ambitious (7)
Status Quo	Technology to enhance Asset Utilisation + Minimal Town Centre Improvements	Stage 1 & 2 Arterials + Off- street PT & Parking Focus + Beech & Stanley Street Improvements	Stage 1 & 3 Arterials + On- street PT Facility + Stanley & Shotover St Improvements	Staged new arterials + On- street PT Facility + Appropriate Parking Supply + Town Centre Improvements	New arterials + On-street PT facility + appropriate parking supply + town centre improvements	Programme 6 + Community Heart

Assessment

Queenstown Town Centre

Multi-Criteria Analysis

Options will be considered against

- Investment Objectives
- Alignment with Government Policy Statement
- Environmental
- Engineering/ Safety
- Affordability

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Next Steps

- What have we missed?
- Workshop in February/ March
Shortlisting & Programme Formulation

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QTC DBC – Investment Objectives

- To deliver a people focused transport system that enhances the liveability and visitor amenity of the town centre
- To enhance safety outcomes
- To deliver a transport system that delivers more efficient and reliable access to support continued economic growth of the town centre

Performance Indicators

- **Increase throughput**
 - People: # of pedestrians, cyclists, public transport boarding and motor vehicles
- **Reliability**
 - Travel time reliability – motor vehicles
- **Travel time**
 - Average travel time between key nodes
- **Safety**
 - Reduction in death and serious injury/severity
- **Comfort and Customer experience**
 - % of travel at desired Level of Service
 - Amenity rating improved
- **Environment**
 - Reduction in noise/air emissions
 - Enhanced value of urban realm

FRANKTON TO QUEENSTOWN SSBC & QUEENSTOWN TOWN CENTRE DBC WORKSHOP 4: EMERGING PACKAGES

April 2019

FINAL



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Project Background

The Queenstown area is one of New Zealand's faster growing economies, driven by the tourism industry and supporting activities. This growth is placing increasing pressure on infrastructure, in particular the transport system. As part of the planning to address these transport challenges, several studies and investigations were conducted by New Zealand Transport Agency (NZTA) and the Queenstown Lakes District Council (QLDC). This most recently included development of the:

- Queenstown Integrated Transport (QIT) Programme Business Case (NZTA June 2017)
- Queenstown Town Centre (QTC) Masterplan Programme Business Case (QLDC November 2017) and associated Indicative Business Cases for the arterial, public and passenger and parking infrastructure

These business cases identified several transport interventions to address the local transport challenges. Waka Kotahi, QLDC and Otago Regional Council (ORC) are working together to develop more detailed business cases for the identified interventions. This document concerns two of the business cases that are necessary to address the interventions identified in the PBCs (and subsequent IBCs for the elements of the Queenstown Town Centre Masterplan associated with the Arterials, PT facilities and parking): Frankton to Queenstown (F2Q) SSBC and Queenstown Town Centre (QTC) DBC.

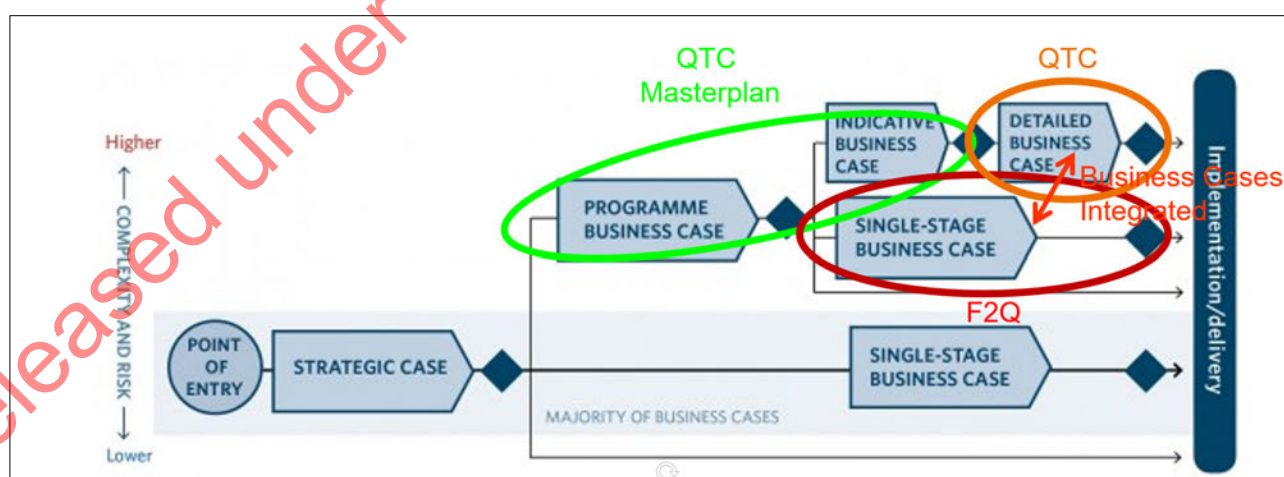
The project team determined early on to progress the QTC and F2Q business cases together, as they are highly interconnected. Analysis revealed the town centre is greatly influenced by traffic patterns on Frankton Road. Additionally, more detailed modelling proved that a step change in capacity is necessary along the Frankton to Queenstown corridor to accommodate future demand. This step change is likely to increase the volume of mass transit, which will have significant impacts in operation of the town centre.

Waka Kotahi NZ Transport Agency Business Case Process

Refresher

The Agency's business case process is an evidence-based approach to investment decision-making. It is a staged approach that draws on observed information, coupled with stakeholder input, to develop a package of improvements that can be progressed to implementation.

Below is an illustration of that process:

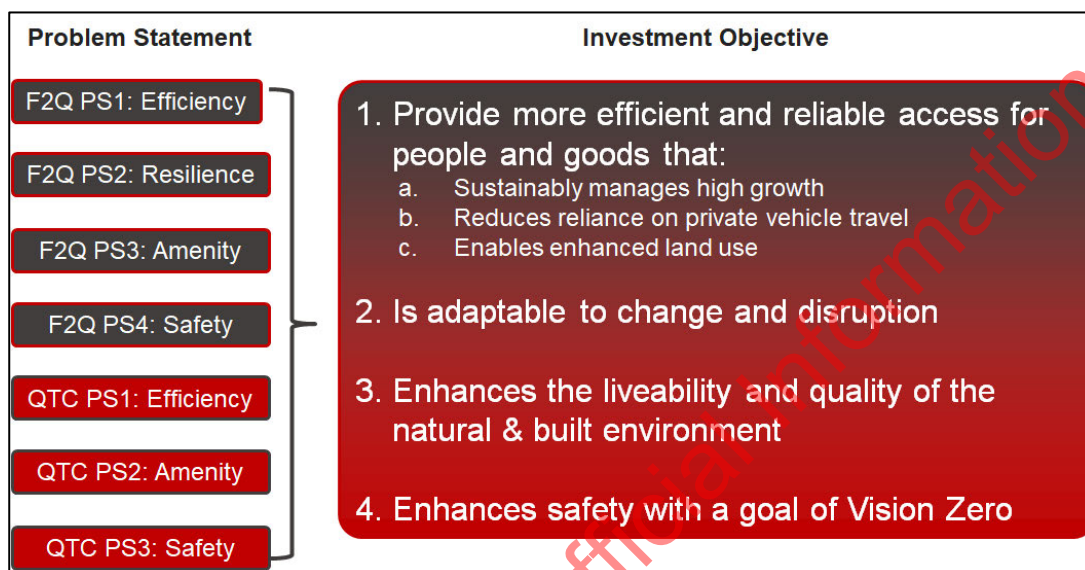


The project team is in the final stage of the business case process, just before implementation/delivery, which requires the greatest amount of analysis and design. Once the process is complete and approved by the NZTA Board, the Queenstown Lakes District Council and the Otago Regional Council, the identified interventions will be recommended for funding and execution. To get to this point, several workshops are held with key members of NZTA, QLDC and ORC. These workshops include:

- Workshop 1: Initiation, understand scope and purpose

- Workshop 2: Problems, opportunities and constraints
- Workshop 3: Create long list of options
- Workshop 4: Long list to short list of packages
- Workshop 5: Short list to preferred package
- Workshop 6: Testing / challenge preferred package

This memo refers to Workshop 4. In workshops 1-3, a series of problem statements were identified based on the collected evidence. Separate but similar problem statements were developed for F2Q (PS1-4) and QTC (PS1-3). These were combined into four investment objectives for both F2Q and QTC. All packages will be assessed against these investment objectives, which are:



During Workshop 3, a large number of potential interventions were identified and then grouped into packages with the following themes:

- Network focus
- Public transport
- Active travel
- Coaches
- Public Realm
- Freight
- Marketing and Communications
- Behaviour Change
- Parking

This constitutes the "long list" of interventions.

Workshop 4 – Long List to Short List

In advance of Workshop 4, held 21st February 2019, the project team developed three levels of interventions (low, medium and high) for each theme. Nine 'strawman' packages were created by combining interventions identified in the long list using the following methodology:

Packages from the Town Centre Masterplan were identified as a starting point. These were then expanded by adding interventions emerging from the Frankton to Queenstown work and assessment from the public transport model. Alternative strawman packages were developed to determine whether more private, vehicle-oriented packages could deliver similar outcomes.

The individual elements of these packages were then reviewed by the project team against the investment objectives, and the individual element scores added together into the nine packages. This initial evaluation is illustrated below:

Package	Relative Score	Ranking	
Do nothing	117	9	Packages derived from Town Centre Masterplan
Do Minimum + RTI	127	8	
QTC Masterplan Preferred	248	5	
Private Vehicle Friendly	161	7	Private vehicle oriented
Optimise Existing	211	6	
Public Transport Friendly	276	3	
Get about with ease	300	2	Public transport oriented
Urban hub	266	4	
Cars not needed	304	1	

(Note: not in ranked order)

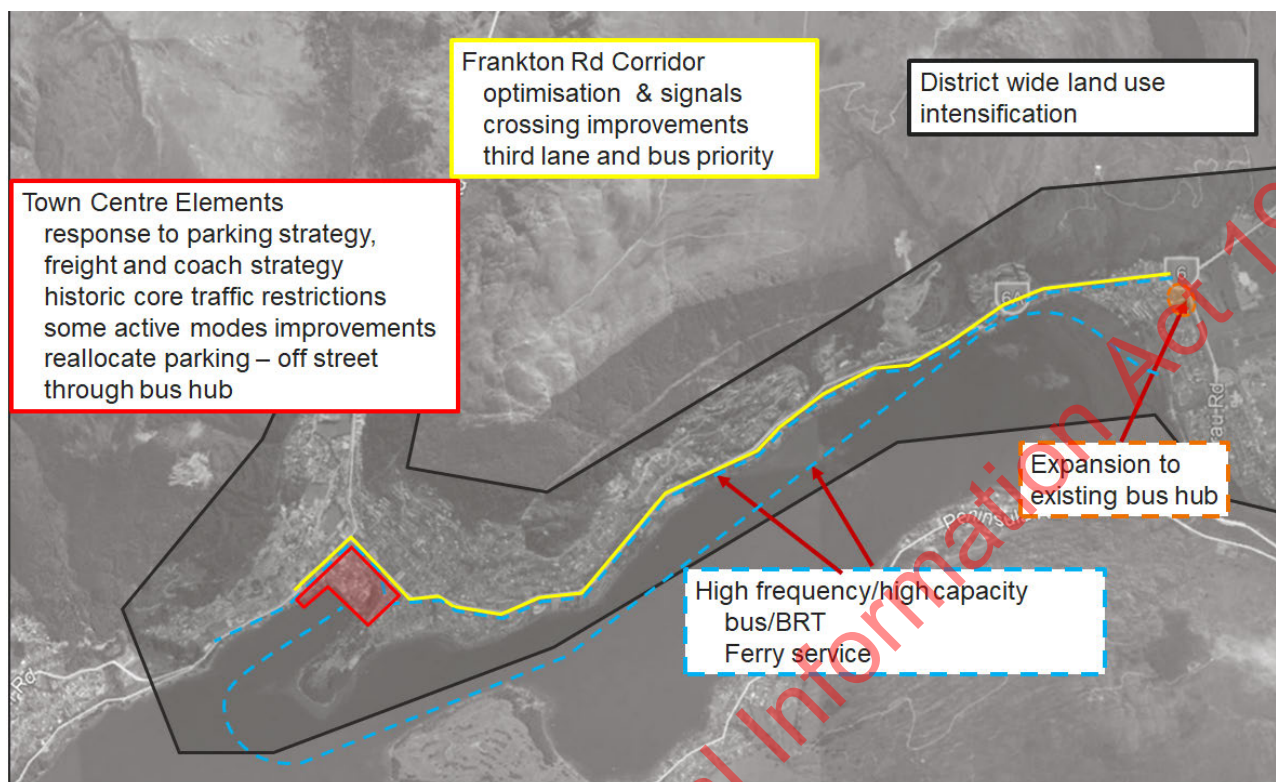
The evaluation confirmed the necessity to identify a package that supplies a step change in public transport. Do nothing, do minimum and private vehicle focused packages performed poorly against the investment objectives. The QTC Masterplan package performed well and was only overcome by the packages that also included significant improvements on Frankton to Queenstown corridor and a step change in public transport.

During the workshop, the packages and interventions were reviewed to determine which elements should progress for further investigation. From discussions, the following key themes emerged:

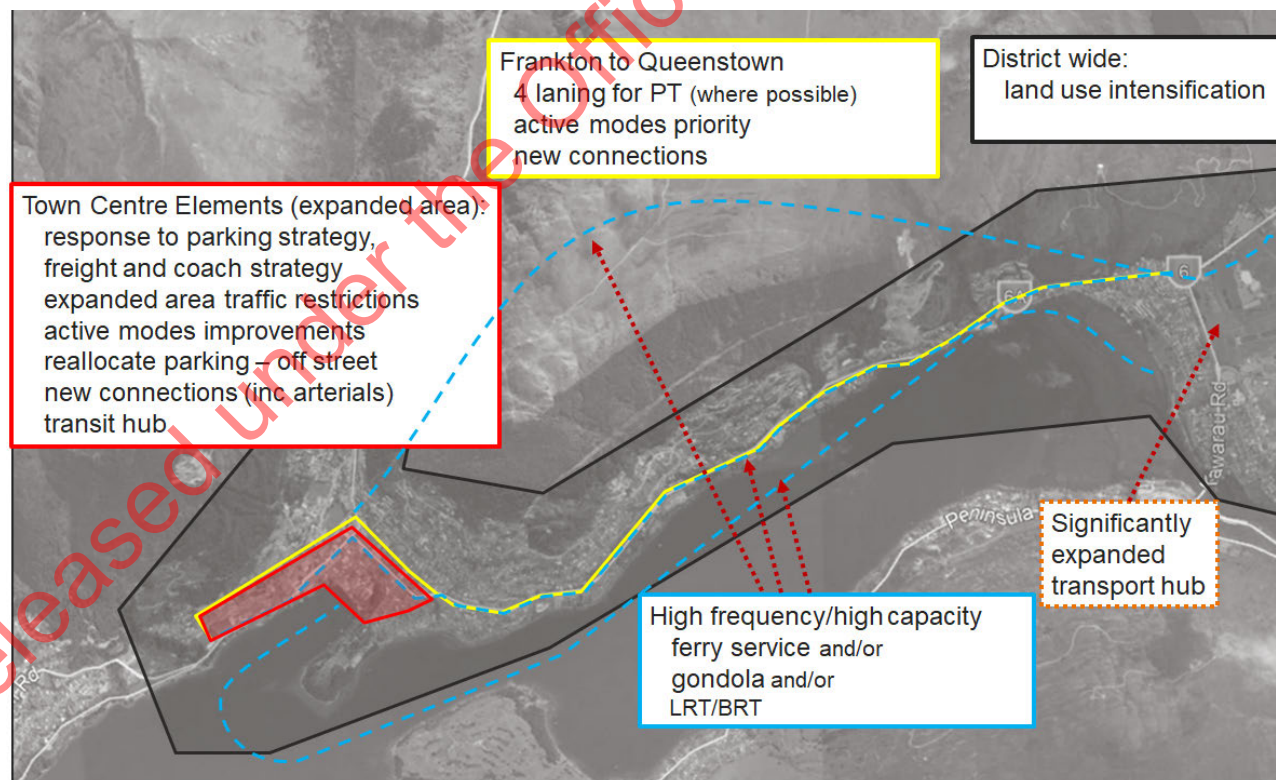
- The Town Centre Masterplan forms a strong basis for ongoing development of the town centre.
- The parking strategy, combined with active travel and urban improvements, is essential for delivering key outcomes in the Masterplan.
- A step change in public transport is necessary for Queenstown's growth.
- Public transport should be multi-modal and include a combination of bus service improvements, water-based public transport options and new public transport corridors facilitated by alternative modes (gondolas or light rail/bus rapid transit).
- Access improvements to public transport and public transport hubs within the town centre and Frankton (and surrounding residential areas).
- Increase district-wide land use intensification is a mechanism to improve public transport uptake and manage pressure on the traffic network.
- Optimisation of the network within the town centre and along Frankton Road to reduce traffic volumes near historic core, and facilitate movement around the town centre; this may include construction and/or upgrades to arterial connections.

Based on feedback during the workshop, the preferred elements were identified and combined into two separate consensus packages. These are shown in the following images:

Package 1 (Modest): Public transport and optimisation programme



Package 2 (Ambitious): Comprehensive suite of multi-modal improvements



Both packages have a strong focus on optimisation, public transport and delivering outcomes identified in the Town Centre Masterplan. The key differences between the two packages are:

- Package two delivers an additional public transport mode (besides bus and ferry services). Further work is required to determine whether a gondola or road-based (light rail/bus rapid transit) solution delivers more benefits.

- Package two delivers additional transport network capacity around the town centre. New road connections will allow road space on Stanley Street, Shotover Street and within the historic core to be reallocated.

The two chosen packages include significant cost items, yet retain substantial benefits, and will be the focus of analysis over the next few months to prepare for Workshop 5.

Next Steps

As demonstrated above, Workshop 4 concluded the Town Centre Masterplan, combined with an accelerated public transport investment between Queenstown and Frankton, performed well.

Following results from Workshop 4, specific analysis will be performed on the different public transport modes and connections in the Queenstown Town Centre. An investigation into elements that can be implemented quickly to deliver short-term benefits (such as rapid transport) will also be conducted.

Workshop 5 will include an assessment of the short list packages consisting of:

- Definition of projects within packages
- Transport modelling to assess effectiveness
- Integration of other plans and business cases in process
- Property impacts, environmental effects, geotechnical and constructability
- Sequence of work and high-level cost estimates
- Economics and affordability assessment

Workshop 5 will also consider the balance between benefits, costs and impacts and will ultimately recommend the preferred option.

Dunedin

Level 3 John Wickliffe House, 265 Princes Street

Dunedin 9016

PO Box 13-052, Armagh

Christchurch 8141

Tel +64 3 477 0885

Fax +64 3 477 0616

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