

## Queenstown Town Centre Arterials – summary of consultation and engagement activity

### Early Consultation

The Queenstown Town Centre Arterials project has been in the public arena since 2005 when it was introduced under the Council's "Future Links" transportation study.

Since then, a number of options for the Project have been explored. After developing specific options in 2008, the Council has undertaken substantial consultation with a variety of stakeholders and interested parties including tangata whenua, Government and local government agencies, local residents and landowners.

The Council has made information available through public meetings, drop in sessions, information on its website, mail outs and letters to out of town ratepayers, delivery to properties along the affected route, distribution of a brochure through the local newspaper, online videos and on social media. The following sections provide more detail of the consultation undertaken (and shortly to be undertaken) with iwi, the public and stakeholders to date.

Public consultation was undertaken in June and July 2008 on the basis of the Inner Queenstown Transportation Study – Final Scoping Report. Public consultation comprised the release of the discussion document on the Council's website, a mail out to ratepayers and delivery of letters to properties along the affected routes. A brochure was also distributed as an insert in the local paper, emails, briefings to local business and interest groups and a drop in session was held on 3 July 2008.

Favourable comments were received during this process including that a new route would improve traffic flow in the CBD and keep most of the traffic out of the city centre and would also enable integration of urban design, recreation, and open space and architecture outcomes. Comments not in favour of the proposal centred on concerns about the impact on landowners in terms of land requirements and access, property value, rentability and the potential for increased noise and pollution. Of particular concern to several submitters was that this proposal:

- Would not bypass traffic but rather encourage it into the CBD
- Would not adequately address public transport
- Would proceed without sufficient background data to predict traffic volumes
- Hadn't considered the sudden increase in fuel costs and the perception that less people were driving.

Following the receipt and analysis of submissions, the route options were further evaluated, alongside traffic modelling to define changes in traffic volumes, and the preferred route identified within the final scoping report. It was recommended and accepted that Council adopt the preferred route; proceed to a scheme assessment for Stages One and Two; integrate the scheme assessment with the Town Centre Strategy outcomes (including the treatment of Stanley St and identification of bus routes, priority measures and bus stop locations and pedestrian and cycle linkages); undertake a risk assessment of Stage Three and develop a package of measures for a Council contribution to high quality public transport services, a central area travel plan and increased restrictions on long stay (commuter) parking. In 2014, Stages 1 and 2 of the Arterials Project (previously called the Inner Links) was further developed and the Queenstown Inner Links Business Case was produced. As part of that process, substantial consultation was undertaken to help inform identification of the problems, and to seek feedback in relation to various route options and design.

Engagement activities included an article being placed in the December 2013 issue of the Council's newsletter and a public open day held on 9 April 2014. The public, affected owners/occupiers and interested parties were advised of the open day in advance through a number of means including a public notice in local newspapers, on social media and targeted letters and emails to ratepayers and occupiers along and adjacent to the route and other stakeholders including NZ Police, the Chamber of Commerce, Queenstown Primary School, St Joseph's School and Church, the Wakatipu Senior Citizens Association and CCS Disability Action.

The public open day was attended by approximately 30 members of the public. Attendees covered a broad cross-section of the community including interested but not directly affected public, directly affected landowners and members of the public with affiliations with Plunket, the Wakatipu Rugby Club, and St. Joseph's Church. A web-based feedback option was provided as part of the open day and twelve online responses were received along with two detailed written 'submissions' that accompanied two of the online forms. Of the online respondents that supported the Inner Link, most seemed to favour the direct route and making it as least steep as possible (12.5% or less) due to winter conditions. One foresaw benefits in terms of traffic flow in closing all side roads. Seven of the eleven respondents considered the proposed link was a good option for diverting traffic from Stanley Street.

Letters were sent to all those who were considered to be most directly affected by the project and, as a consequence, individual meetings were held with a number of parties.

Iwi consultation was undertaken via Chris Rosenbrock and Tim Vial of Kai Tahu Ki Otago (KTKO) and Dean Whaanga of Te Ao Marama. That consultation took place by telephone conversations and emails and a meeting on 3 April 2014 to talk through the project and to identify any potential issues for iwi. Iwi considered that the project as a whole should contribute to health and wellbeing and encourage cycling and walking. Iwi also highlighted that Maori cultural landscaping should be considered in the streetscape design and that iwi could be included in the design of any art installations along the route.

Following that meeting, an email and a formal letter (dated 16 April 2014) was sent to both Te Ao Marama and KTKO inviting further input from Rūnanga. In response, in an email dated 16 April, KTKO advised that it was appropriate that the Council work off the preliminary advice provided at this stage and that when the project has advanced further they will ask the Rūnanga for formal comment. In an email dated 12 May 2014, Dean Whanga advised that he had spoken with one of the Rūnanga and they are comfortable with the proposal and the discussions between the Council and Te Ao Marama to date in terms of options, opportunities and the road construction design.

Following public feedback and further consideration of the potential issues and options, letters were sent to the following parties on 17 April 2014; all of whom were considered to have potential interest in the effects of the proposal on Horne Creek:

- Otago Regional Council (Gavin Palmer/Geoff Donaldson)
- Department of Conservation (Greg Lind)
- Fish and Game (Niall Watson).

With regard to crossing Horne Creek, the Otago Regional Council (ORC) was principally concerned with any effects on flooding and the ORC engineers' preliminary view was that the direct route was marginally preferable in respect of the likely effects on flood hazards. ORC also indicated that the consenting process was unlikely to be problematic or significantly influence the options analysis. No feedback was received from either Otago Fish and Game or the Department of Conservation.

A meeting with the QLDC's Urban Design Panel was held on 10 April 2014, following which the Panel provided various recommendations including that design solutions recognise key features in the landscape and built form context should be promoted over other solutions.

The views of the general public and affected parties were mixed, with considerable support for developing an inner link road in conjunction with public transport and other travel demand management initiatives. That said, those along the proposed Melbourne-Henry St route raised various concerns. These included a loss of connectivity under some options, effects on amenity, parking, property access, the need to retain and improve pedestrian connectivity, and avoiding any effects on Horne Creek. The route now selected was favoured over an alternative route via Boundary St by almost all respondents. Most respondents/attendees (including the Urban Design Panel) highlighted the importance of providing for pedestrians to cross the link road at all key points.

### **2017 - Queenstown Town Centre Masterplan**

Consultation was also undertaken on the Arterials proposal as part of the development of the Town Centre Masterplan in 2017. Engagement activities included:

- Local information stands
- Introductions to Council staff and businesses
- A public online survey
- Stakeholders Options Workshops (Apr 2017)
- Findings and Testing Workshops (May 2017)
- Weekly Downtown QT meeting
- Advisory Group – briefings and workshops to support the selection of preferred options.

### **Project Stakeholders**

A wide range of stakeholders and investment partners were engaged at key times to test the project options for the development of the arterials as a component of the town centre during 2017. Additionally, an independent Advisory Group, consisting of local and national representatives, was set up to challenge thinking as the Queenstown Town Centre Masterplan developed. This group included a diverse range of experience in the areas of urban design, tourism, transportation, place making, environmental, cultural, social and commercial. The cultural input was provided by Dean Whaanga who represented the local Ngai Tahu Runanga (Te Ao Marama based in Invercargill and Aukaha based in Christchurch). The group met 4-6 weekly, providing impartial advice to help guide the Masterplan programme, and assurance that what was being proposed would meet the needs of the partners, stakeholders and wider community.

### **Engagement Activities**

In March 2017, QLDC conducted several community engagement events and encouraged feedback across a wide variety of mediums, including an online survey. 136 people responded to the survey on peoples' perceptions of what they liked about the town centre and what they thought could be better. The common themes that emerged, relevant to the Arterials Project was that traffic congestion heading into the town centre was an issue, more efficient transport options were required and more attractive streetscaping was desirable.

In July and August 2017, QLDC ran a 4 week engagement campaign aimed at educating the community on the work done to date on the Masterplan Preferred Options and to gain feedback on the options selected (including the Arterials project). This involved the distribution of an engagement document online as well as to all local residents via the Queenstown Mirror. A press conference was also held promoting the campaign that was followed up with informal display ads in print publications, online, social media, radio and posters.

24 engagement events were also held which included presentations, youth sessions, pop up stands, market stalls and a pechakucha event. A drop in session was also held on 17 July.

The campaign highlighted that several of the issues identified within the early insights survey would be addressed by improving the roading network. The Arterials project would lead to less congestion for alternative modes with bus priority measures including dedicated lanes and better connected, improved, and safer walking and cycling facilities.

280 submissions were received. The feedback received showed a lot of support for a new arterial route with 61% of survey respondents agreeing that the preferred arterial route would help achieve a more people focused town centre. Others supported an arterial route but preferred alternative options. Concerns relating to the arterial project centred on concerns about access to various buildings and facilities and the demolition of Memorial Hall. While the majority of respondents supported the proposal to demolish the Memorial Hall this was on the proviso that a new facility was built within the town centre.

### **2018-28 - Queenstown Town Centre Masterplan formal consultation via Ten Year Plan**

Formal consultation on the Queenstown Town Centre Masterplan was undertaken in March 2018 and focussed on the masterplan programme which included the Arterial Route following refinements from stakeholder and investment partners' feedback. A consultation document was produced and distributed by mail, through the local newspapers and was also made available online. The formal consultation period ran from 12 March 2018 – 13 April 2018 and was notified in the Otago Daily Times, Southland Times, Wanaka Sun and Mountain Scene.

586 submissions were received overall. Of the submissions received 74.17% were either supportive or neutral regarding the Queenstown Town Centre Masterplan preferred option which included the Arterial Project. Further, feedback was received that reflected concerns about the potential loss of the Queenstown Memorial Centre to accommodate the proposed arterial route. The location of a replacement has yet to be identified but Mayor Boulton has stated publicly that "the Memorial Centre will stay until there is an alternative in place." This position is reflected in the draft conditions to this NoR. The Councillors recommended that the preferred option be included in the final plan as outlined in the draft subject to confirmation of the subsidised funding from NZTA.

### **2020 - Way To Go Detailed Business Case - Consultation undertaken**

Consultation in relation to the Arterials project has included stakeholder workshops and meetings (including landowners, community events, online surveys and an engagement brochure). Consultation is ongoing.

#### **Stakeholder Workshops**

The following stakeholder workshops helped to shape this business case:

- **Workshop 1: Project Inception.** The purpose of this workshop (18<sup>th</sup>/19<sup>th</sup> September 2018) was to clarify the scope of the project, agree the programme for delivery and key deliverables, establish the workshop process and identify key risks going forward.

- **Workshop 2: Problems, Opportunities and Constraints.** The purpose of this workshop (9<sup>th</sup> October 2018) was to review the evidence base for both projects and confirm the problems, benefits and investment objectives. Initial conversations around the long-list were also held.
- **Workshop 3: Long-List.** The purpose of this workshop (4<sup>th</sup> /5<sup>th</sup> December 2018) was to define the long-list of options and establish the multi-criteria assessment criteria, against which the long-list will be assessed.
- **Workshop 4: Long-List to Short-List.** The purpose of this workshop (22<sup>nd</sup> February 2019) was to develop various 'strawman' programmes and discuss potential phasing of individual initiatives.
- **Workshop 5: Short List to Preferred Option.** The purpose of this workshop was to confirm the preferred option (this workshop was held remotely on 5<sup>th</sup> May 2020 due to COVID-19 mobility restrictions)

Stakeholders were identified from a cross section of local businesses and special interest groups, including iwi representatives. Public engagement on the emerging programme options from Workshop 5 was undertaken in August 2020, this is outlined in the community consultation section below.

### Stakeholder Meetings

A variety of groups, organisations and other projects have input into the business cases through separate meetings with project team members. The project team has kept aware of the work other teams are undertaking within the Wakatipu area that potentially complement or impact the QTC and F2Q business cases.

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

The table below lists the stakeholders the project team has met with and the topics covered.

| Stakeholder  | Topic   | Outcome  |
|--|---|--|
| Boffa/GHD  | Frankton masterplan   | Alignment between the projects   |
| Beca   | Active Travel   | Alignment and understanding of the project   |
| WSP  | Park and Ride   | Project alignment  |
| Remarkables Park                                     | Integrating with the gondola  | Understanding aspirations  |
| QAC  | Growth, tourism trends, PT connections and the gondola site                           | Understanding airport growth and aspirations   |
| Public transport users and providers                 | Understanding of needs and future requirements  | Incorporated into the PT elements  |
| Internal Waka Kotahi                                 | Funding and finances  | Business case input  |
| ORC  | Public transport  | Input to what they require (as a PT operator)  |
| Arup   | Ferry Business Alignment  | Outputs from public transport demand model   |
| ASB Business Banking and Commercial Banking Managers | Focusing on the Town Centre Optimisation development and implication of the arterials | Wide discussion of local development. Information used to inform measurements required for town centre and SH6A effects. |
| Colliers Valuer and Property Consultant              | Focusing on the Town Centre Optimisation development and implication of the arterials | Wide discussion of local development. Information used to inform measurements required for town centre and SH6A effects. |

|   |  |   |
|---|--|---|
| Skyline Commercial Manager and Chamber of Commerce Chair (also ex NZ Ski) | Focusing on the Town Centre Optimisation development and implication of the arterials  | Wide discussion of local development. Information used to inform measurements required for town centre and SH6A effects.  |
| Owner, Lone Star  | Focusing on the Town Centre Optimisation development and implication of the arterials  | Wide discussion of local development. Information used to inform measurements required for town centre and SH6A effects.  |
| Coronet Property Management, Property Developer / Manager                 | Focusing on the Town Centre Optimisation development and implication of the arterials  | Wide discussion of local development. Information used to inform measurements required for town centre and SH6A effects.  |
| Planner, John Edmonds & Associates (Consultants to Wellsmart)             | Focusing on the Town Centre Optimisation development and implication of the arterials  | Wide discussion of local development. Information used to inform measurements required for town centre and SH6A effects.  |
| St Peter's Church Queenstown<br>Rev David Wright – Vicar                  | Town Centre Optimisation project overview and update   | <p>David seemed quite happy although he may still comment more on parking around the church.</p> <ul style="list-style-type: none"> <li>• Overall he thinks the proposals make a lot of sense</li> <li>• Parking on Camp/Church/Earl is generally good but he believes the enforcement is very poor. If it was enforced properly there would be a higher turnover of vehicles and better access provided</li> <li>• Congestion, particularly along Shotover, is often due to courteous drivers letting pedestrians cross everywhere.</li> <li>• Supported our approach to provide more of a shared space parking area for funeral/wedding vehicles on Church Street. The church does have an aging congregation and close access is a requirement (90% over 60yrs).</li> <li>• The parish hall and community centre behind the church is also used by other faiths for their services as well as community groups such as ballet, so there is a high demand for parking in the area.</li> </ul> |
| Commercial Wayfare Director,  | Focusing on the tourism effects of SH6A constraints.   | Wide discussion of local development. Information used to inform measurements required for town centre and SH6A effects.  |
| Chamber of Commerce   | Brief overview of the town centre proposals and the pending consultation. Covering the type of issues that the Chamber and/or its members would be most interested in. | <ul style="list-style-type: none"> <li>• The desirability, or otherwise, of consulting over the school holiday period was raised. Businesses will be focused on capitalising on the tourists and mitigating the impacts that lockdown has had and won't necessarily have the time to fully consider their responses.</li> <li>• The overall timeframe under consideration i.e., that this a 10-20 year timeframe and</li> </ul>   |

|  |  |   |
|--|--|---|
|  |  | <p>implementation will depend on triggers and funding etc</p> <ul style="list-style-type: none"> <li>• While the consultation is focused on the harder measures related to infrastructure upgrades etc, the Chamber would be quite interested in the softer mechanisms that will be implemented e.g., TDM, TMA, parking policies etc – this may be an area we should look to further enhance in the consultation material?</li> </ul> |
|--|--|---|

### Landowner meetings

Members of the project team have spoken with key landowners where there could be a potential impact based on the emerging package.

### Community consultation

#### February 2019

The February 2019 Queenstown Transport Engagement included an online survey and the following community consultation open day sessions:

| Event                                       | Date                                  | Time         |
|---|---------------------------------------|--------------|
| Queenstown Airport                          | Friday 16 and Sunday 18 November 2018 | 10am - 1pm   |
| Remarkables Market                          | Saturday 26 January 2019              | 9am - 2pm    |
| Creative Queenstown Arts and Crafts Markets | Saturday 2 February 2019              | 9am - 4.30pm |






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. The community was canvassed for their experiences of using various modes of transport in the Queenstown Town Centre and the Frankton to Queenstown Corridor.

The events were promoted through Waka Kotahi and QLDC websites and social media channels and media advisory on local papers. Further feedback was received via the **Waka Kotahi's Social Pinpoint**, which provided an online platform with a map to allow the community to add comments. In total, responses from 349 people were gathered via the online portal, and discussions were held with over 230 people who attended the events held at the Airport and the markets.

The key questions asked as part of the consultation included:



Tell us about your experiences using the car on the Frankton to Queenstown corridor and around the town centre? Where do you park?

-  Tell us about your experiences using public transport to travel along the Frankton to Queenstown corridor and around the town centre?
-  Tell us about your experiences cycling along the Frankton to Queenstown corridor and around the town centre?
-  Tell us about your experiences walking along the Frankton to Queenstown corridor and around the town centre?
-  What could be improved?
-  Do you have any other comments?

### Customer Insights

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   |
|--|--|
| <ul style="list-style-type: none"> <li>• Improve intersections and side road-access</li> <li>• Upgrade pedestrian facilities</li> <li>• Upgraded transport hub</li> <li>• Interventions to alleviate congestion</li> </ul> | <ul style="list-style-type: none"> <li>• Provision for additional parking</li> <li>• Road control changes to improve traffic flow</li> <li>• Greater provision for pedestrian facilities</li> <li>• Greater policing of road user behaviour</li> <li>• Provision for out of Town Centre parking</li> </ul> |

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

|    |  |
|----|--|
| 1. | <b>Vital need for urban development</b>  |
| 2. | <b>Desire to retain the character and 'authenticity' of Queenstown as a mountain resort.</b> |

And in relation to the transport network itself:

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

### Wordles

During the community open days sessions members of the public were asked to answer the following questions in as few words as possible:

1. Describe the greatest challenge for transport today
2. Describe your ideal future transport situation.

The main issues identified during the open days were generally consistent with those identified as part of the wider consultation exercise (via websites and media). The key issue themes were around safety crossing roads, public transport reliability, inadequate cycling provisions and congestion.



An overview of the feedback is shown in the wordles below, where the bigger the word the more important the issue is for the community. The community desires for the transport future for Queenstown focus clearly around enabling safe pedestrian crossings and improving the active and public transport infrastructure.



### April 2019

During April 2019 The Wakatipu Way to Go group brought together all the transport investigations currently underway to talk to the community in an integrated way. The five key project teams worked collaboratively to undertake engagement with the community during a 3-week period in April 2019. A number of methods were used to raise awareness of the engagement and to seek participation. Methods included an online survey, social media, webpages, presentations, phone calls and the consultation events below:

| Event  | Date         |
|--|--------------|
| Shaping our Future transport update, exercise for attendants | 1 April 2019 |
| Presentation to The Chamber of Commerce.                     | 3 April 2019 |
| Public Engagement at The Remarkables Market                  | 6 April      |
| Public Engagement at The Arrowtown Market                    | 7 April      |
| Public Engagement at The Queenstown Market                   | 12 April     |
| Frankton Track Active Travel Engagement                      | 16 April     |
| Public Transport event                                       | 17-18 April  |

The graphic below shows the reach via the different methods.



### Customer Insights

- The Shaping our Future event attendees identified congestion as the biggest challenge for transport in Queenstown. For the ideal future of transport in Queenstown public transport was the most common answer but other popular answers were Mass rapid transit, Efficiency and Electric.

There were no specific questions in the survey for the Arterials project but feedback from the online survey that related to the project included:

- Invest in high quality bus station infrastructure to provide the best use experience
- “I don’t go into Queenstown unless I absolutely have to.” This has been a common theme when talking to locals
- Just put the parking outside of the town in areas like Warren park and change Hallenstein Street as a bypass to the parking.

### August 2020

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

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

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

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

In summary the proposed changes outlined were:

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

Feedback was received in the following ways:

| Method                   | #          |
|--------------------------|------------|
| Interactive map comments | 596        |
| Online feedback forms    | 74         |
| Emails                   | 34         |
| <b>Total</b>             | <b>704</b> |

### Interactive map comments

Comments specific to the Queenstown Town Centre keys feature are shown below.

#### Queenstown Town Centre

| Location                          | Overview  |
|-----------------------------------|---|
| One Mile                          | Concern about roundabout design                           |
| Hallenstein Street and Gorge Road | Negative (2) – re. Land-use Recommendation - roundabout   |
| Alternative route Stage 1         | Concern about providing [safe] access for school children |

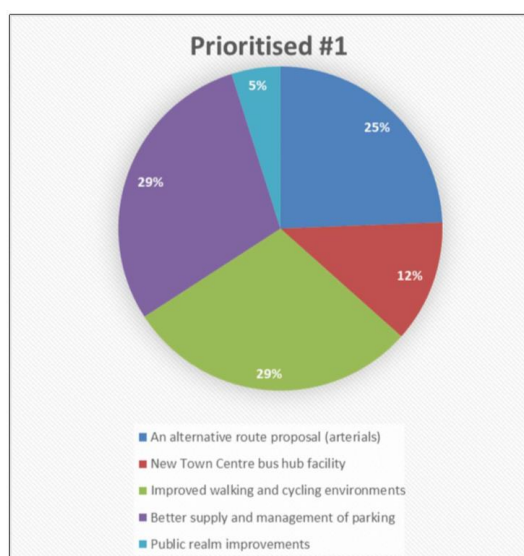
| Location                      | Overview   |
|-------------------------------|--|
| Alternative route Stage 2     | Negative (3) Concern about what will happen to the Memorial Centre and Rugby Field   |
| Alternative route Stage 3     | No comments  |
| Melbourne / Dublin / Frankton | Negative (3)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

### Online feedback forms

One question specifically related to the Arterials project: Please share your thoughts on the proposed alternative route around the Queenstown Town Centre.

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

Another question asked respondents to prioritise the proposed changes, out of the 74 respondents 41 answered this question. The arterial road was prioritised as number one by 25% of respondents.



## **Email feedback**

There was general support for the Arterials project although St Joseph's Church and St Joseph's School raised some concerns. Issues raised in this feedback will be addressed by the project team as part of future stages of the project as detailed work progresses. The project team will continue conversations with organisations and individuals, based on comments received and incorporate feedback where necessary.

## **Other August engagement**

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

## **2020 - Arterial Designation - Consultation undertaken**

### **Affected and adjacent landowners**

Letters were sent out to affected parties. These were properties along the Arterial road route and the property owner group included both residential and commercial properties. The letters gave an overview of the project, fast-track consent process and Stage 1 commencement date. They also directed people to the Council website where the Queenstown Town Centre Arterial project is shown as a major project with further information available about the project, road plans and the online Social Impact survey.

Property owners – 639 Arterial project letters were sent to the mailing addresses sourced from the Council rates database on 3 September 2020, and 163 letters were separately delivered to letterboxes or reception areas.

### **Wakatipu Rugby Club and Queenstown Squash Club consultation**

Both Wakatipu Rugby Club and Queenstown Squash Club have a Reserve lease with Council for the grounds at the Queenstown Recreational Reserve where their clubrooms and facilities are located. Stage 2 of the Arterials project will result in the loss of these facilities to construct the new road. Meetings were held with representatives of the rugby club on 11 September 2020 and representatives of the squash club on 23 September 2020. An overview of the project was given by Council, there was a general discussion on the impact on the club, the current lease status and the high level relocation options for the club. The clubs differ in their desire to remain at the current location with the squash club open to relocating to the Queenstown Events Centre while the rugby club want to stay at the Queenstown Recreational Reserve. These discussions are ongoing to work towards a solution.

### **Social Impact Survey consultation**

As part of the project a social impact assessment was conducted to identify the social costs and benefits the project may have on community wellbeing and environment, and to assist in developing required mitigation and management (separate to property agreements). In total 18 stakeholder groups were identified within the project area including St Joseph's Church & School, Queenstown RSA, Queenstown Chamber of Commerce, and community groups using the Memorial Centre representing arts, cultural and sporting activities. Beca conducted assessments with individual stakeholders during September 2020. The meetings were in person or by

Skype/phone and covered topics including how the stakeholders currently use the space, patronage, history, community representation, project opportunities and concerns.

St Joseph's Church & School could see opportunities in the project to improve access and enhance the interface with the town centre if done properly. They were concerned about parking and safety during and after construction, and the noise during and after construction being a disruption to learning and church services. Users of the Memorial Centre were mainly concerned about the loss of a facility in the town centre and wanted the replacement to remain accessible for community groups both through price, availability and location. For many there was an attachment to the current space and concerns regarding the use of ratepayer money and private donations to invest in its recent refurbishment to then demolish the facility.

Affected and adjacent landowners/residents were also encouraged to complete the social impact survey with a pamphlet containing a QR code link to the online survey included with the letters sent out to affected and generally affected parties. Eleven responses were received in total. These were a mixture of residential, and business activities being operated at the locations. Nine of 11 participants made additional comments on the project. These identified some key concerns of the community and the values that they hold. This included:

- Access within the project area, including to and from Frankton.
- Access to business within the project area.
- Concerns about the loss of sporting facilities and social/cultural amenities.
- Importance is placed on enhancing amenity along Melbourne Street.
- Cycle and walking connections including underpasses to get to the lake.
- Vehicle lights at night and how this could be mitigated.

A report has been prepared by Beca for inclusion in the Arterial designation submission.



8 December 2020

The Manager of a Visitor Accommodation Facility

File:  
Your Ref:

**Queenstown Town Centre Alternative Link (Arterial) Road**

The Queenstown Town Centre Alternative Link (Arterial) road project has been included as a listed project in the new COVID-19: Recovery (Fast-Track Consenting) Act 2020. The Council is obliged to make reasonable enquiries to find out the full name and address of owners and occupiers. While its rating database provides information as to owners, it seeks your assistance in the identification of occupiers.

Where a property is used for visitor accommodation (i.e. as a hotel or motel unit or for regular air bnb/bookabach etc) then there is no semi-permanent occupier who might be interested in the project. However, where a property is subject to a month to month lease or tenancy, then that resident is an occupier. We would appreciate it if you would provide a copy of the **attached** letter to every such occupier.

If you are comfortable providing the unit addresses to the Queenstown Lakes District Council (QLDC) representative who provides you with this letter, then he or she can deliver notices directly to those units where occupiers reside. If you would prefer to do this yourself, then the QLDC representative can provide you with copies of the letters to be provided. It may be that you also have a noticeboard or peg boards in your lift, where such notices could be displayed. If so, please could you let the QLDC representative know so that they are able to provide you with additional copies for this purpose.

Yours sincerely

Tony Pickard  
QLDC Transport Strategy Manager



3 September 2020

To the Resident  
75 -79 BALLARAT STREET QUEENSTOWN 9300

Dear Resident

Property address 75 -79 BALLARAT STREET QUEENSTOWN 9300

### **Queenstown Town Centre Alternative Link (Arterial) road**

This year there have been two significant funding and legislative milestones that mean that the Queenstown Town Centre Alternative Link (Arterial) road project is proceeding to the next stage.

The purpose of this letter is to explain these developments and what they mean for this project and for you.

A project to build an Arterial Road around the Queenstown Town Centre has been under discussion since the early 2000s. It is a key enabling project for the Town Centre, unlocking a range of other projects that will significantly improve the experience for locals and visitors, including reducing traffic in the town centre and allowing for improved public transport facilities through the development of a transport hub on Stanley Street.

The project was recently included as a listed project in the new COVID-19 (Fast-track Consenting) Act 2020 meaning it is automatically eligible for a new fast-track approval process instead of requiring authorisation under the Resource Management Act. In addition, the Council was awarded \$50m to deliver Stage 1 of the Project as part of the Government's nationwide package to aid the recovery from COVID-19. A further \$15m will be contributed by the Council.

The Council is in the process of putting together its application documents and expects to lodge them for the fast-track consenting process in November 2020. Construction on Stage 1 of the Project will commence by 1 July 2021. The construction of Stages 2 and 3 will follow as soon as possible once further funding is secured.

As part of the fast-track consenting process, key stakeholders and owners and occupiers along and adjacent to the new route will be invited to provide their feedback to an expert panel. However, in advance of that process the Council is keen to receive feedback on the project from you. Any feedback received will be able to be considered as we move to detailed design.

#### **Project details**

A web page has been set up that contains the following information:

- Further general information about the project



- Plan illustrating the proposed road in the context of the proposed Town Centre works
- Stage 1, 2 & 3 Arterial Plans
- Illustrated cross sections showing various points along the route.
- A link to more details about the COVID-19 (Fast-track Consenting) Act 2020
- Information about acoustic inspections
- A link to a survey to help us understand the social impacts of the project and allowing you to provide feedback for consideration by the project team
- Contact details if you'd like to ask a question

You can find the above information at the following link: [www.qldc.govt.nz/town-centre-arterial](http://www.qldc.govt.nz/town-centre-arterial)

### **Keen to talk with someone?**

Tony Pickard is Council's lead for this project. He can be contacted on 03 441 0499 or email [qtarterial@qldc.govt.nz](mailto:qtarterial@qldc.govt.nz)

Yours sincerely

A handwritten signature in black ink, appearing to read 'A Pickard', written in a cursive style.

Tony Pickard  
**QLDC Transport Strategy Manager**



8 December 2020

To the occupier

**QUEENSTOWN TOWN CENTRE ALTERNATIVE (ARTERIAL) ROAD**

The Queenstown Town Centre Alternative Link (Arterial) road project was included as a listed project in the new *COVID-19 Recovery (Fast-track Consenting) Act 2020* meaning it is automatically eligible for a new fast-track approval process instead of requiring authorisation under the Resource Management Act.

The consent application and Notice of Requirement will be heard by an independent panel appointed by the EPA.

Unlike a resource consent process the application and Notice will not be publicly notified. Instead, under the Fast-Track Consenting Act the panel will invite comments from the owners and occupiers of land on which the project is to be undertaken and the land adjacent to it. **To do this the panel will need the full name and address of owners and occupiers.**

The purpose of this letter is to inform you that your property is on land that is adjacent to the project land, or land on which the project is to be undertaken.

Through QLDC’s rating base we can provide the EPA with the names and addresses of land owners.

**If you are an occupier (rather than an owner, e.g. you are a tenant) and want to be contacted by the EPA to provide feedback on the Arterials project then we will need your full name and address. We also recommend you also supply an email address.**

**To advise these details please get in touch with us at [services@qldc.govt.nz](mailto:services@qldc.govt.nz) or call our customer services team on 03 441 0499 by 16 December 2020.**

For more information about the project, including plans, illustrated cross sections and more details about the *COVID-19 Recovery (Fast-track Consenting) Act 2020* visit [www.qldc.govt.nz/town-centre-arterial-details](http://www.qldc.govt.nz/town-centre-arterial-details)

Yours sincerely

Tony Pickard  
QLDC Transport Strategy Manager