



Community Consultation,
Queenstown Lakes District Council,
10 Gorge Road,
Queenstown
By Email: services@qldc.govt.nz

4 August 2017

Queenstown Town Centre Masterplan

Dear Sir / Madam,

Congratulations on your recent proposals for the future of Queenstown Town Centre. Aotea Gifts has operated its store on Lower Beach Street since 1988.

We would strongly support the shared spaces model for the redevelopment of Lower Beach Street.

Regards

Richard Hanson
Director

Supporting this submission on behalf of a local architectural Practice Support Group:

- Shana Skelton [REDACTED]
- Carolin Friese: [REDACTED]
- Ben Hudson [REDACTED]
- Hilton Miller [REDACTED]
- Jeremy Dunlop [REDACTED]
- Kipp Nicholson [REDACTED]
- Marie-Claire Henderson [REDACTED]
- Simon Taverner [REDACTED]
- Russell Lewis [REDACTED]
- Jessie Sutherland [REDACTED]

MASTERPLAN REVIEW

- The vision has 4 key statements however master plan focus primarily on Traffic and Parking vs People.
- **Focus of draft is still a car dependant city....**

“If you plan cities for cars and traffic, you get cars and traffic. If you plan for people and places, you get people and places.” – Fred Kent, Project for Public Spaces

- o **EXAMPLES:** <https://www.pps.org/reference/8-principles-streets-as-places/>

Survey Questions:

TOWN CENTRE ARTERIALS

4. Preferred route – Neutral.
 5. Proposed cycle routes – No.
 6. Appropriate pedestrian connections – No.
 7. Easy Access Parking off arterial – Important.
 8. New Road through Memorial hall – Neutral.
- o Must be carefully considered with intentions of Horn Creek.
 - o Placing a Arterial route on top of a “pedestrian link” / Green link”
- Feedback: A dedicated lane for “higher density transport” is good. Encourage use of public transport – more affordable and easier – dedicated bus lane from Frankton? Some feel arterial route will only create similar problem one block further out. Concentrate focus on biking lanes – dedicated lanes from suburbs – frankton/shotover, arthurs point, Fernhill, arrowtown– cyclists from traffic. Connection to cheaper accommodation at gorge road and Fresh Choice super market needs to be given more consideration.

PARKING

9. Support on-street to off street parking? Yes and No. in some places where required for local businesses (loading zones). Less for visitors.
10. Proposed Parking Initiatives – Yes, if done right.
11. Pay more to park closer to town – Yes. (as per other cities) Gain revenue from tourists.
12. Park and Ride- yes. Specifically for those tourist busses (currently parking outside Atlas, Camper vans – dedicated parking areas for Park and Ride to town – don't need to bring your kitchen to town...
13. More feedback:

Public and Passenger Transport

14. Future Public transport – Ferry (water levels and wind prove difficult) , **Light Rail**
15. Services of transport facility – all of the above.
16. Further Feedback:
 - Focus on higher density and walkable city... less suburban sprawl. More local housing.
 - Car parking requires to be on main access road in order to prevent overflowing into precious public areas
 - Removing car park on church street to prevent tourist congestion on dead end/ one way road
 - Encouraging local business carparks for trades people and business owners
 - Dead end car parking by skyline not ideal scenario – add additional road towards lake street?
 - Lake street car park under developed with 400 parks – requires bicycle fleet to get back into town centre
 - Higher parking charges for tourists
 - Caravans to be banned from city centre – park and ride
 - Carparks of tourist coach busses required – remove from Steamer Wharf and bus exchange and provide parking along Man street/ Thompson street
 - Ferry and light rail supported
 - Café would support security feel in transport hub
 - Safety manager required for transport hub

Creating our Heart

17. Community Heart: 1. Performance Opportunities 2. Museum 3. Art Gallery 4. Rehearsal Rooms 5. Café 6. Flexible / Meeting rooms

SUPPORTING the following options in the COMMUNITY HEART

- Strengthening of “performance opportunities” to **Theatre** (like Isaac theatre in chch)
- Improve gardens and add possibilities for outdoor performances like **Amphitheatre** (landscape feature) for music events, public lectures, plays, cinema
- **Supporting one building for all council offices**

FIRST PRIORITY to create a local belonging is a Theatre (replacing memorial Hall) which will incorporate local plays, dance shows, community meetings as well as international events, shows like concerts, ballet etc... Events to be similar to the big cities!

- Good examples: Isaac Theatre in Christchurch

SECOND PRIORITY to emphasise the history and story of Queenstown would be a museum. This would be a good money generator if the money has been spend on the building – e.g MONA in Hobart – and the content is in corporation with Te Papa in Wellington. Options for Guided tours through museum and through town!

THIRD PRIORITY would be an Art gallery that supports local arts and artists as well as possibilities for interactive art events – keep the community involved in becoming artists themselves. Kids program, art classes, pottery studio, guided tours etc... The art gallery could possibly be located by the gardens and strengthen the arts and culture hub there – e.g. more events like luma or a sculpture garden/walk. The art gallery could be little pods/ pavillions scattered around gardens similar to “skulpturenpark waldfrieden” or “insel hombroich”.

- Good examples: -
- New Plymouth Museum, <http://skulpturenpark-waldfrieden.de/en/home.html>
- <http://www.inselhombroich.de/museum-insel-hombroich/architektur/>
- Rock the Garden – Minneapolis MN <http://rockthegardenfestival.com/>
- Waiheke Island – Sculpture Park

➔ **Encouraging** local art spaces/ studios, rehearsal rooms, shared work spaces, flexible community spaces for events like women summit, sustainable Queenstown events etc, dance studios, pottery group in order to maintain belonging and provide services to the residents and the visitors. This could be the main driver of the community heart!!!

DISCOURAGING the following options in the community heart (only to give more strength to the others)

LIBRARY – should be near schools and universities to be used by students and locals alike – research facility – building research? Location: Frankton – Should include learning centre, work spaces, innovation hub

EDUCATION FACILITIES – Should and could be in Frankton area, primary school, high school etc

CONFERENCE CENTRE should not be in town – should be in Frankton due to required servicing eg. Catering, kitchen, toilets, numbers of conference people, accommodation better in Frankton to cater for conference participants. Also usually not very pleasing architecture – box like...

MAORI heritage could be strengthened nearby/ at Skyline

18. Anything else as part

19. Further feedback;

OPEN SPACE AND STREET UPGRADES

20. Do you support a more people focused town centre? Greatly.
21. Streets to function in the future?
22. Street upgrade types and where?
23. Improve pedestrian and cycle connection – gardens and town centre
CYCLING NEEDS TO BE STRENGTHENED in overall plan to be fit for future
 - Needs a more direct route via park street
 - Expand network to include Arthurs point.
 - Separate cycle ways/ separate from people and cars
 - (Electric) bike fleets in town to be used to get around! Offered by QUEENSTOWN and in conjunction with the main hotels in town to allow tourist to get to and fro town.
 - Integrate cycle lanes to most roads through city centre and not only along lake
 - Integration of cycle lanes to all roads!! To encourage biking as a form of transport for general public!
24. Further Feedback – Rec Ground, Civic Axis, lake front?
 - Activate recreation ground – link between school grounds and recreation ground e.g. foot traffic bridge.
 - If Arterial is proposed – careful consideration of traffic and pedestrian design side by side.
 - Extend city past gardens towards lake

The lake front used more effectively and expanded: currently there is a large degree of separation from the lake due to flood wall & working dock. I would like to see the lakeside urban area redesigned to have better connectivity with the lake / beach and to reduce congestion at peak times while also increasing the capacity of the existing public space at the existing park to in order to proactively help with the projected growth of numbers within the city centre by creating larger public spaces in key areas

This could be achieved by:

- **Moving the dock further down the lake front**, currently it takes up a large amount of key lakeside area and creates a lot of visual & physical separation from the lake. This area could then be developed as a public space. Or reduce numbers of boats coming into this area.
- **Increase the size of the Beach Street Park**, if the dock is moved the park would be able to be expanded outward to create better connection with the lake which it currently lacks due to number of tourist based boats.
- **Encourage a more active building frontage**, along marine parade between Mall Street and Beach Street Park. This would be achievable if the shoreline in the corner was moved out to ease congestion and make the area nicer to sit and eat. Encourage restaurants to open up onto the lakefront. Currently the space is far narrow and acts only as a corridor. Great examples are Auckland's waterfront, London's South Bank
- **Better connectivity between street and beach**, currently the flood barriers act as a huge visual and physical barrier would like to see these re-designed to encourage people to move between the two spaces and provide places to sit and eat. Great examples are the Wellington waterfront by Freyburg pool.

- **Additional small buildings along lake side**, to take advantage of the stunning scenery and give people more reasons to stop and spend time along the lake side. Small cafes similar to the Boat House in the gardens and on the lake side of Lake Esplanade would create nodes of activity and encourage use year round.

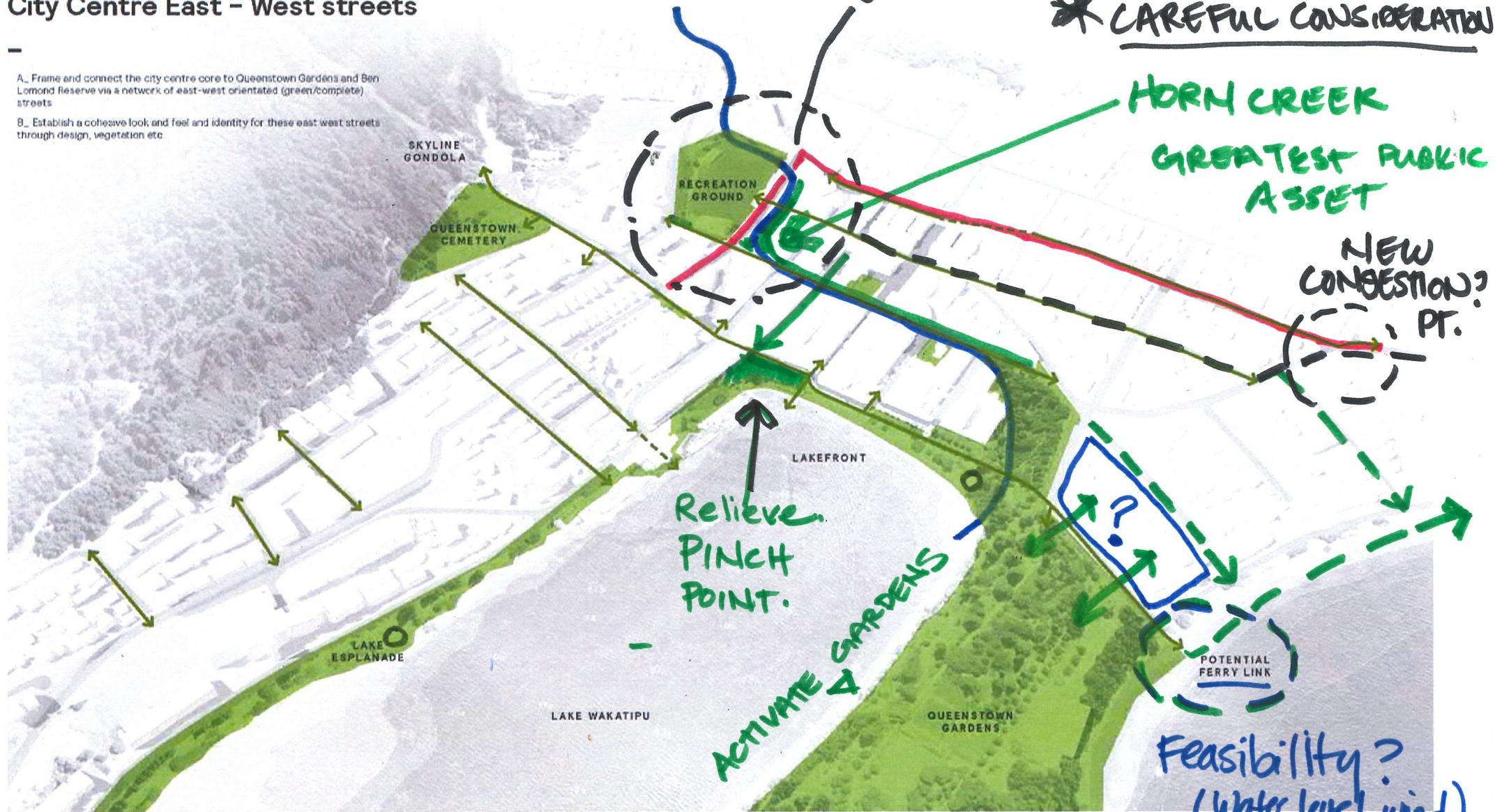
BRINGING IT ALL TOGETHER

25. Preferred options included draft address challenges? Neutral
 - See attachment.
26. Missing anything?
 - Plan for the people – cyclists, alternative to cars
 - Required to thoroughly be reviewed – assessments (previous proposals) for –water taxis/ Ferry connections and “gondola”. Support an alternative with good evidence it will work and function to relieve congestion.
 - Missing connections to greater gorge road, local businesses that serve the town centre.
 - Missing transport beyond as a whole... Fernhill, Authors point and Frankton.
 - New route only last so long to increase – Light rail now?

010

City Centre East - West streets

- A. Frame and connect the city centre core to Queenstown Gardens and Ben Lomond Reserve via a network of east-west orientated (green/complete) streets
- B. Establish a cohesive look and feel and identity for these east west streets through design, vegetation etc



Feasibility?
(Water level, wind)
Connection / link.



Firstly, on behalf of the Queenstown Art Society committee, I'd like to share our vision statement:

“Art is good for the soul, art is important for the wellbeing of a community. Our Arts Centre is here to provide a place where we can encourage and nurture the visual arts in the midst of our amazing Lakes Wakatipu region. We seek to do this by supporting artists, holding gallery exhibitions, creating retail opportunities and providing an environment for artistic development that is available to anyone who wants to be a part of the richness of our artistic community.”

The Queenstown Art Society began in 1962, and has been at its established location on the corner of Ballarat & Stanley Street since 1981, providing an incredible community service as a non-profit, and currently charitable trust organization. A Community Arts Centre in this location is very unique for a New Zealand town and to lose it now would be tragic as we have always provided and contributed to the community needs, community diversification, and cultural tourism of the district.

As the **Queenstown Arts Centre** we provide the following:

Art Gallery The Cloakroom Gallery features ever changing monthly exhibitions from solo, curated theme, group and community exhibitions including our successful annual Art Awards. We are extremely grateful to have this space in the ideal location on the street front of Stanley Street that provides maximum exposure of the visual Arts in Queenstown to our visitors and tourists.

Retail Gallery which allows us to continually showcase a diverse range of artworks by our community of local artists.

Community Art Workshop Space on top of adding to the cultural experiences in Queenstown, we provide a flexible community art space for anyone to rent it for art related events/ performances at an hourly or daily low rate. Art classes/Workshops for both children and adults are also held here, and students from local schools often come and learn about the visual arts.

Artists' studios offering members of the community a place to express themselves by providing a supportive and affordable environment for artistic development. The Queenstown Arts Centre is unique in the way in which artists are able to share their artistic endeavours with our visitors while visiting the centre.

It is **vital** for us to maintain a permanent position here on the corner of Stanley and Ballarat Streets. In this street location we are both clearly visible at the gateway to the CBD, and we continue to provide the community service stipulated as a requirement of Zone A of the Affected Land, on the Stanley Street / Ballarat Street Community Centre site. The Queenstown Arts Centre is a non commercial, community centred, local artists supported facility.

We believe that the Queenstown Lakes District Council are responsible for maintaining our position as part of the community heart concept, so we can continue to provide community wellbeing and development of the Visual Arts. This benefits our community and helps promote cultural diversity as set out in the Local Government Act 2002. Above all as part of the community vision for this location QAC expects to be a part of your masterplan. Once again, thank you for the opportunity to present to you our thoughts and feelings about this extremely important decision on the future of Queenstown. We look forward to hearing and working with you in the future

Kind regards

Queenstown Arts Centre



CCS
disability action
Including all people

TE HUNGA HAUĀ MAURI MŌ NGĀ TĀNGATA KATOA

CCS Disability Action
Submission
Queenstown Lakes District Council
Queenstown Town Centre
4 August 2017

Imagine a future Queenstown...

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Imagine a future Queenstown...

where all people are easily able to make their way to and experience the Queenstown Town Centre. This means that Queenstown will set the accessibility standard for New Zealand and internationally.

Our overarching submission is that the council follows the principals of universal design when developing and designing the Queenstown Town centre. This will mean that as many people as possible will have a truly unique New Zealand experience. This submission contains back ground information about the importance of good access and recommends the council working with the disabled community to create a future accessible Queenstown

We are also submitting regarding continued and improved access to the CCS Disability Action Property located at 2 Shotover St, Queenstown. This property – Gilmore Lodge makes accessible, affordable holiday accommodation for people with disabilities

CCS Disability Action

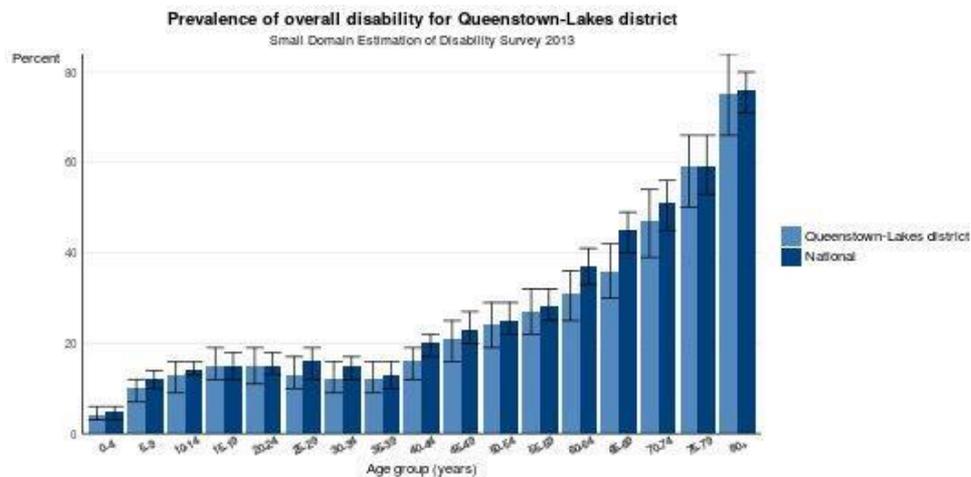
CCS Disability Action supports around 3,600 disabled people across New Zealand and has been operating for over 80 years. We have a good knowledge of the lived experience of disability. This along with the advocacy and research that we carry out puts CCS Disability Action in an excellent position to work with Local Authorities to improve access across New Zealand.

Why is it important for the council to address access?

There is already a strong demand for accessible communities.

People with disabilities report that transport and access to the community is a significant barrier to being able to carry out activities of daily living. There is little research regarding this, however there is a strong demand for accessible services which will continue to grow as the population ages.

- 26 %¹ of the Otago and Southland population has a disability
- People in all age groups of the Queenstown Lakes District population have a disability. See graph below².



The demand for accessible communities will increase

As the population ages disability rates will increase, placing more pressure on traffic and infrastructure, this will be compounded by an increase in people over 65 years in the work force and visitors with access needs.

- The \$2 bus fares will allow many groups of people on low incomes that cannot drive or afford the current cost of public transport to travel into the Queenstown centre more often. This includes the young, the elderly and disabled people. This means that the town centre and supporting infrastructure e.g. bus stops. Footpaths etc. must be accessible to as many people as possible. CCS Disability Action fully supports the \$2 bus fares and

considers that the council must plan to ensure that all bus users can reach the bus stops and their destinations when reaching the town centre.

- Statistics New Zealand³ predicts that the largest growth in the 65+ age group will occur between now and the early 2030's as the baby boomers enter this age group.
- Disability increases with age - 59% of the NZ Population over the age of 65 has a disability¹.
- New Zealanders can expect to live longer, but due to long term conditions e.g. diabetes, heart disease etc. some of this time will be lived in poor health. People in this group will also have increased access needs.
- The number of people in the labor force over the age of 65 will increase
The national workforce participation rate⁴ for people over the age of 65 has grown from 25,000 or more in the late 1980's to an estimated 150,000 or more in 2015. This is predicted to increase to 240,000 – 400, 000 people aged 65+ in 2038. An increase in the people over the age of 80 years is predicted to reach 17,000 -40,000 by 2068. This too will increase the demand for an accessible town centre.
- Most people with disabilities and older people live in households in the community. In 2006 82% of people with disability were adults living in the community and in 2014 75% of people over the age of 85 still lived in their own home. People who continue to live in their own homes with care and support experience greater wellbeing⁴. Being able to access the community will contribute to improved wellbeing.
- The demand for accessible facilities by local and national tourists will increase. Many tourists with access needs are baby boomers and have the financial resources and time to travel. Disabled tourists contribution to the Australian Tourism GDP ranged between 11% and 18% of total tourism

market in 2003/2004⁵. It is important that Queenstown is in a position to provide for this unique market.

Improved access has a number of benefits

Being able to access affordable public transport helps to reduce the barriers that many people experience when looking for employment, attending health care appointments and joining in the life of the community.

- Improving access has wide reaching benefits. Recently the New Zealand Institute of Economic Research (NZIER) examined the economic impact of the potential outcomes of improving access to employment for people with disabilities. This work was commissioned by the Foundation for the Blind and the report *Valuing access to work*⁶ stated that if the unemployment rate for disabled people was equalized with the national unemployment rate this would:
 - Add \$1.45 billion to the real gross domestic product
 - Save \$270 million per annum from social support payments
- In addition to this A New Zealand Transport Authority publication shows that one of the economic benefits of public transport is a saving of around \$3.5 Billion per year from the costs of people being excluded from New Zealand society⁷.

Improving access is everyone's business

Many of the common access problems found across the country can be prevented if access is considered in the planning process. Common access problems include

- Accessible buses that cannot be used by people with access needs as steep footpaths, curbs etc. prevent people from using bus stops. This often means that people become isolated as they have no other means of transport.
- Accessible toilets that cannot be used as the design of foot paths etc. does not allow people to reach them. This is a common problem in public play grounds and parks, and often means that children or families are not able to make use of these facilities
- There are many more similar examples – most of these access barriers can be eliminated with careful planning and consultation.

Key steps to improving access include

Integrating two key access principals into planning and design – *The Accessible Journey* and *Universal Design*, measuring existing access provisions and including access improvements in planning and consulting with disabled people and access professionals. This allows councils to identify and prioritise access improvements.

*The **accessible journey** means that all the steps needed for a person to get from their home to their destination and then home again are regarded as linked and of equal importance. If one link is broken or inadequate, the whole journey becomes impractical or impossible⁸*

***Universal Design** is the design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of their age, size, ability or disability⁹*

In conjunction with disabled people, and access professionals including Traffic Engineers, CCS Disability Action has developed tools to measure access. These tools have been successfully used by North Island Councils to measure access and prioritise access improvements. These include:

- **Technical street audits.** These audits are done by professionals with special technical knowledge and skills and can be used to identify the areas where access is poor. This allows Councils to plan accessible routes to key sites e.g. parks, community centres, health centres the lake front etc. etc.
- **Pedestrian street audits.** This involves counting users of visible mobility aides as a subset of the population. This indicator set is easily identifiable and are present in small numbers where poor access creates a barrier to moving around the community. This process was used in Hamilton¹⁰ to measure pedestrian traffic before and after an infrastructure up grade at an intersection. This study showed an increase in formal crossing use following the improvements, with an increase in all people crossing from 41% to 51% and an 88% increase in visible mobility aide users.

Consult with the disabled community and access professionals to ensure that accurate information regarding access requirements is gathered.

As access needs vary, much Council find that forming a Disability Advisory Group an informative and inexpensive way to gather information about local access concerns. When this information is used in conjunction with advice from access professionals e.g. transport engineers or access advisors with expert access knowledge, access can be improved and expensive mistakes and retrofitting can be avoided. We have anecdotal reports of people not being able to use accessible buses in Queenstown because they cannot make their way to the bus stop due to inaccessible footpaths or are unable to board buses (even kneeling buses) because the infrastructure creates access problems.

Gilmore Lodge

The availability of accessible accommodation in close proximity to the Queenstown Town Centre means that many guests are able to visit the town centre independently. This is a unique experience for many disabled people who may not have had the opportunity to experience the



vibrance and beauty of Queenstown. Around 1200 people per annum stay at Gilmore Lodge, while this is a small number in comparison with the number of visitors to Queenstown it demonstrates the importance of good access. Gilmore Lodge is part of Queenstown's history. Gilmore Lodge was established as a result of a generous bequest this has allowed many disabled people and their families to holiday in Queenstown for around 60 years. Gilmore Lodge has a special place in the hearts of the people who have stayed there and CCS Disability Action, particularly in Southland. This is the second house that has been used to provide accessible accommodation; the current Lodge has been operating since 1998.

Submission

We recommend the council includes providing good access in the list of criteria (see page 6 of consultation document) that states what a liveable town centre should be and that the council makes a commitment to developing an accessible town centre. A strong contribution to this includes engaging with the disabled community as outlined in our submission.

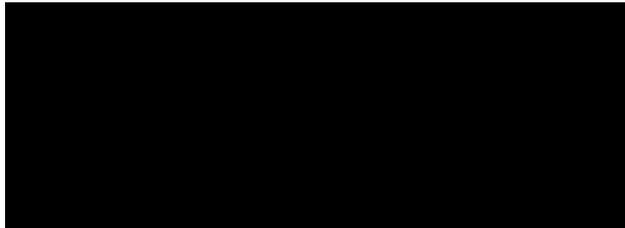
We would like to speak to our submission

Contact –

Mary O'Brien

Moving Around Communities Coordinator

CCS Disability Action Southern Region



References

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- ¹ http://www.stats.govt.nz/browse_for_stats/health/disabilities/DisabilitySurvey_HOTP2013.asp Accessed -20.4.17
 - ² http://www.stats.govt.nz/browse_for_stats/health/disabilities/DisabilitySurvey_HOTP2013.asp Accessed -20.4.17
 - ³ http://www.stats.govt.nz/browse_for_stats/population/estimates_and_projections/projections-overview/nat-labour-force-proj.aspx Accessed -20.4.17
 - ⁴ <https://www.health.govt.nz/system/files/documents/publications/ministry-of-health-soi-2015-to-2019-aug15-v2.pdf> Accessed 1.8.17
 - ⁵ <http://www.beaccessible.org.nz/the-movement/media/accessibility-the-new-economic-value-generator> accessed 20.4.17
 - ⁶ <http://www.accessalliance.org.nz/media.html> Accessed -20.4.17
 - ⁷ <https://www.nzta.govt.nz/assets/resources/public-transport-information-pack/docs/public-transport-information-pack-no-1.pdf>
 - ⁸ <https://www.hrc.co.nz/your-rights/people-disabilities/our-work/accessible-journey/> accessed 31.7.17
 - ⁹ <http://universaldesign.ie/What-is-Universal-Design/> accessed 4.8.17
 - ¹⁰ <http://www.itf-oecd.org/sites/default/files/docs/economics-enhancing-accessibility.pdf> Accessed -20.4.17



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August 4th 2017.

QUEENSTOWN TOWN CENTRE MASTER PLAN – FEEDBACK

The Board of DowntownQT Incorporated is pleased to provide its feedback regarding the Queenstown Town Centre Master Plan.

The DTQT Board applauds the direction and focus undertaken by the Queenstown Lakes District Council, through the TCMP process, which follows several years of lobbying on behalf of our members. DowntownQT has set out its vision in the Downtown Commercial Strategy and the TCMP sits comfortably alongside that framework and direction.

The DTQT Board wishes to reiterate its position, that stage one of a proposed arterial route around the town centre is completed by 2020 and adequate car parking be provided, of not less than 1,500 spaces, within that timeframe. This position is regarded by the DTQT board as being of the highest priority and the QLDC should endeavour to ensure the Melbourne/ Henry Street arterial component is achieved by 2020.

The Board wishes to see further investigation of the second stage of a proposed arterial, particularly concerning the connection point between the Gorge Road intersection and Man Street. There was some concern amongst DTQT members about the proposal to demolish the Queenstown Memorial Centre. There was also concern an arterial connection through the Queenstown Memorial Centre site, may disconnect the Queenstown Recreation Ground from the town centre.

The provision of car parking directly off the arterial route is supported.

The construction of an arterial route around the town centre is the key element to realising a pedestrian first environment, which is a cornerstone of the Downtown Commercial Strategy.

DTQT supports shifting on-street parking into off-street facilities. The Board does not take a view on whether such facilities should be at one site, or spread across several buildings. It believes the minimum 1,500 spaces should be provided immediately, or as soon as practicably possible, and not staged across several years. It supports construction of buildings, which could be repurposed in the future if car travel changes.

In looking at public transport options, DTQT supports the current initiative to subsidise bus transportation. It also wishes to see ferry or water based transport investigated further and supports the establishment of a Queenstown Bay water transport terminal or pier. The board supports the plan to use Stanley Street as an on-street facility for passenger transport. This is urgent and should be prioritised along with the first stage of a proposed arterial route.

DowntownQT supports activity providers being able to continue to pick up and drop off customers from within the town centre. It does not support such activity being consolidated in a passenger transport hub.

The precinct development outlined in the TCMP is supported, including a civic axis, with a focus on Ballarat Street and The Mall. Using the public land beside Ballarat Street as a site for a new council building was generally supported. However, there was some feeling that other sites could be investigated, but retaining the civic amenities in downtown Queenstown was seen as non-negotiable.

A mix of cultural and community spaces and buildings was seen to be highly important amongst DTQT members. These could include an art gallery, performance space and museum. These should not necessarily be considered 'add on' spaces to a civic building, but be well-thought-out spaces in their own right.

DowntownQT supports a pedestrian first policy. This could be interpreted in two ways. Fully pedestrianised streets and others, where cars and pedestrians can mix. The board wishes to work with the council to further define what that pedestrian mix could look like.

In summary, the DowntownQT Board believes the options outlined Town Centre Master Plan will address the challenges facing the downtown area, with urgency placed on the arterial and car parking.

The Board looks forward to working closely with the QLDC, through the TCMP Advisory Board, to further refine and develop the business cases to ensure these projects will come to fruition.

Kind regards on behalf of the DowntownQT Board,

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

Steve Wilde
General Manager.

SUBMISSION ON QUEENSTOWN LAKES DISTRICT COUNCIL TOWN CENTRE PROPOSAL

28/07/2017

TO: Queenstown Lakes District Council
Private Bag 50072
Queenstown 9348

NAME OF SUBMITTER: Destination Queenstown & Queenstown Convention Bureau
PO Box 353
Queenstown 9300

Introduction to Destination Queenstown & Queenstown Convention Bureau

Destination Queenstown (DQ) is the official Regional Tourism Office for Queenstown and the Wakatipu area. The Queenstown Convention Bureau is a division of DQ and is responsible for the marketing of Queenstown as a business event destination.

Submission on the Queenstown Town Centre Masterplan

Destination Queenstown and the Queenstown Convention Bureau strongly and enthusiastically support the development of the Queenstown Town Centre Masterplan.

We believe it will enhance and future-proof Queenstown for the benefit of visitors and residents alike, and to retain the support of residents for a thriving downtown area and tourism focused economy.

DQ believes that the component of the Masterplan, and the overall vision, are positive and vital for the future success of the region.

The focus on creating a people and pedestrian-centric town centre while enabling the flow of public transport and private vehicles, to and through Queenstown, is of particular importance to creating an enjoyable visitor experience.

In addition, and as part of this overall consideration for the future of Queenstown's town centre, DQ and the QCB wish to express the need for the development of a convention centre within the downtown walking area of Queenstown, whether as part of the broader civic hub proposed, or at another venue.

Without a large, world class facility, Queenstown will not be able to reach its potential as a true international standard conference destination. There is great demand for such a facility capable of hosting conferences for upwards of 500 pax.

Destination Queenstown
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DQ and the QCB consider the provision of a convention centre to be complementary to development within the wider Wakatipu region.

DQ remains available for discussions and input to the development of the masterplan to ensure Queenstown will continue to provide the international standard visitor experience that is expected by both leisure and conference visitors.

Graham Budd
Chief Executive
Destination Queenstown

Destination Queenstown
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The following are ideas and thoughts that the Frankton Community Association had during our Town center Master Plan session we had with representatives from QLDC.

Resilience: No mention in the document regarding urban design for resilience for both the community and the built environment. This should be at the forefront of all thinking with regard to the Master Plan for Queenstown.

How the proposed civic buildings are created, linked and used with the existing open spaces will determine how quickly Queenstown will bounce back from the inevitable rupture of the Alpine fault.

The following link is a short paper (not much reading) presented at the 2016 New Zealand Society of Earthquake Engineering that provides some background and examples both internationally and locally of designing for urban resilience:

<http://www.nzsee.org.nz/db/2016/Papers/O-73%20Allen.pdf>

The suggestion to demolish the Memorial Hall and Rugby and Squash club rooms to build a road is an example of how not to go about it, based on the following:

1. The proposal will spend the Social Capital gained in the fundraising and local efforts during the Hall refit. If the community know that their efforts can be so easily dispensed with, then why should they invest in any re-build of Queenstown after an earthquake when our Civic leaders can so easily do away with any previous community effort.
2. The proposal to move the club rooms to the other side of the Recreation ground separates a portion of the Queenstown Community (Locals) away from the Queenstown Center. The proposal tells the Rugby/Squash community they are not considered part of the town center, the proposal then runs the risk of encouraging the club to relocate further out of town after an earthquake, as the town center has already demonstrated they are not considered part of the town center community.

One suggestion raised by our committee was to align the proposed bypass road closer to the 2014 route and sink it below the Memorial Street and grade back up to the Man/Camp Street intersection. The remaining Memorial Street becomes a pedestrian overpass/concourse linking the recreation ground and facilities to Stanley Street town center and proposed civic heart. It could also open up a view shaft towards the Primary School, further enhancing a local community focal point with the town center. We understand this proposal will have some cost implications as well as some engineering design challenges due to Horne creek, but it is our view that these challenges are not insurmountable and we would like to see Council show real vision and differing ways to do things than a standard slap a road here and lay waste to anything that stands in its way.

We would also like to see the green spaces of the recreation ground, village green and the Bath street play ground all interlinked by Horne creek by way of pedestrian access along its banks to encourage discovery and allow the young to explore the town center. Do not under estimate the power of children making Parents stay longer in a town center due to some free and exciting activity.

The proposed public buildings should be designed utilizing state of the art design and engineering procedures. Do not be afraid to spend the extra 3-5%, a prime example would be the Kaikoura civic building and how it responded to the recent earthquake, even though it had less than ideal construction program.

We can all agree that we want a town center that will bounce back as quickly as possible from a major Natural disaster. Here is your chance to aid in that by smart design that is sensitive to investing in community and its resilience(people and buildings), because it is the community that will ultimately decide how quickly Queenstown will return.

Cost and programming:

Seriously look at using the proposed Urban Development Authority option to run and fund the actual works of the master plan. We acknowledge the legislation has not been implemented, but if Central government is putting pressure on Queenstown to do something about its "tourism jewel" as we have been told, than it should be willing and keen to implement and fund this option. It not only allows for access to Central Government funds but it also proposes easier mechanisms to deal with land tenure issues that may need to be resolved to implement a full version of the master plan.

If Central Government funding is not forthcoming than the cost of implementation should be borne from the people who will benefit the most, i.e the commercial landowners in the CBD, not the district residential ratepayer who have no need at present to go anywhere near town as all basic services can be found elsewhere.

Council Offices:

The idea that the Council offices have to stay in Queenstown or the town will wither because associated professional consultancies will follow Council out of town is a weak argument. QLDC's main consultant in the Master plan process is based in Arrowtown, while other consultancies used in the process are from Auckland. If QLDC is serious about this line of argument, only engage consultant services who have an office in the Queenstown CBD and employ people from the Queenstown Lakes District.

We are being told constantly that Frankton Road does not have the capacity to cater for more traffic. One fix would be to move the QLDC offices out of Queenstown, therefore providing some traffic relief into Queenstown and relocate to a more sensible location that is easier to access for the wider Lakes District Community. All projections by government agencies we have seen in regards to growth and commercial activity has shown Frankton will be larger than Queenstown by 2040. So it would make obvious sense to relocate there.

Park and ride facilities:

NO park and ride facilities in Frankton and definitely not one next to Remarkables Primary School(RPS). RPS is already congested with traffic during drop off and pick up times the last thing that should be introduced here is more vehicles especially with the mix of young children. We also do not want a parking facility near the BP Roundabout, We have just got rid of the unsightly parking along SH6 we do not want another one to replace it. Queenstown traffic problems should not be shifted out to Frankton we have our own traffic issues without Queenstown dumping their problems onto us. Park and ride to public transport should be dealt at the source, i.e further out of town.

Finally, we look forward to Council spending the same amount of money in developing a Frankton Master Plan as we grow larger, provide more commercial activity and actually provide services that the community needs when compared to Queenstown, it is only fair and equitable.

Regards
Frankton Community Association

4 August 2017

Queenstown Lakes District Council
Private Bag 50072
QUEENSTOWN 9348

Dear Sir/Madam

SUBMISSION ON THE QUEENSTOWN TOWN CENTRE MASTERPLAN

Introduction

Man Street Properties Limited ("MSPL") is the registered proprietor of the podium level ("the site") of the Man Street Car Parking Building. The site is 3961m² in area and is legally described as Lot 1 Deposited Plan 399240.

MSPL is interested in the 'Town Centre Arterials' as currently promoted in the Queenstown Town Centre Masterplan ("QTCM"), in particular the proposed Man Street Arterial/Bypass.

MSPL views on the QTCM are as follows.

Plan Change 50 Land

The Council initiated Plan Change 50 ("PC50") promoted the following land uses in the Lakeview and Isle Street Sub-Zones:

- High density residential activities
- Visitor accommodation
- Commercial recreation activities
- Commercial tourism activities
- Complimentary commercial activities to the established Queenstown CBD.

One of the key cornerstones of PC 50 was the promotion of a planning framework that will lead to a high quality built environment for the subject land. MSPL considers that designating Man Street as an arterial road will need to be carefully considered and designed in order to meet the desired outcomes promoted by Council in PC 50.

Proposed Man Street Arterial/Bypass

MSPL considers the proposed 'cross sections' that indicate the possible formation, width and function of Man Street under the arterial/bypass scenario have significant practical and cost implications.

MSPL highlights the follows issues with the proposed treatment of Man Street:

- The bypass will have impacts on properties adjoining the bypass such as ambiance, noise and volume of traffic
- The bypass will face significant engineering works that will be required to construct the bypass as proposed (particularly for the eastern portion of Man Street that abuts the Sofitel Hotel and the Man Street Car Parking Building).

In order to deal with the above issues, MSPL requests that the Council undertake a detailed analysis of the route of the proposed Man Street bypass. This analysis should involve input from affected landowners on the practicalities of the bypass and the potential impacts on private landowners.

MSPL requests that the Council circulate any traffic modelling undertaken to date that deals with existing and potential traffic flows (the latter under an arterial road scenario) for Man Street.

MSPL also requests that the Council investigate (sooner rather than later) a series of bus stops located within the existing roading network above Man Street. The Man Street locality is an ideal location for the development of hotels and MSPL considers it is an inefficient use of private land in terms of providing large onsite areas for coach parking and manoeuvring. The provision of additional bus stops in the roading network will also facilitate public transport.

Conclusion

MSPL is generally supportive of the Council with regard to dealing with various key issues for the Queenstown CBD. However, MSPL seeks that a greater level of detail on the physical and practical implications of the bypass be put forward for public consultation.

MSPL is willing to discuss the matters raised in this submission with Council.

Yours Faithfully



John Martin

Director - Man Street Properties Limited



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MEMBER
OF THE WORLD FEDERATION
OF INTERNATIONAL MUSIC
COMPETITIONS

1 August, 2017

Queenstown Lakes District Council
Private Bag 50072
Queenstown 9348

Re: Feedback on proposed Town Centre Master Plan

To whom it may concern,

The Michael Hill International Violin Competition Charitable Trust wishes to provide feedback on the proposed Town Centre Master Plan.

- 1) Any effort to strategically attract residents and visitors to Queenstown (and its town centre) and minimise obstacles to access facilities and activities must be applauded. Bravo to Jim Boulton and council for identifying the relevance of a 'civic heart' and by taking action to strengthen and protect it.

Council is encouraged to focus equally on the amenities and offerings in the town centre as the roads necessary to reach them. Excellent arterial routes *through* town are not as necessary as excellent arterial routes *to* town, lest a bypass is the resulting outcome. The various proposals document appears to have lost sight of this.

Residents and visitors require and deserve a variety of quality activities to access in addition to tourist shops. Queenstown's rapid development is maturing beyond backpackers and bungies and there is palatable interest and appreciation for a diverse offering in the district including arts and culture.

- 2) The QLDC webpage addressing the preferred arterial route (<http://www.qldc.govt.nz/your-council/your-views/queenstown-town-centre/a-new-arterial-route/>) asks the community to answer the question: *What does the Memorial Centre mean to you as the home of our ANZAC Remembrance and sporting history?* The failure to recognise that one of the primary roles the Memorial Centre features is that it is the only venue in town that can host some performing arts needs to be corrected.



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There is a great deal of literature and evidence proving the arts' economic and social benefits for visitors and residents. (One such documented example is Nelson's 10-day Chamber Music Festival with an economic impact of \$2.3m.)

The paucity of skilful and quality arts in Queenstown is the result of the lack of an Arts & Culture Strategic Plan, further exacerbated by a suitable venue (with a stage large enough for a symphony orchestra, proscenium arch enough for opera sets, a sprung floor for dancers, etc). NZ's own national performing companies (Royal NZ Ballet, NZ Symphony Orchestra, Chamber Music NZ) omit Queenstown from their national touring rosters and Queenstown receives no international performances.

Embracing arts and culture as an economic and social driver for residents and tourists is a smart model. Sister city Aspen, plus other world-class destinations such as Vail, and Banff have reaped the arts recognition and rewards. Closer to home, NZ destinations that have invested in the arts, such as Kerikeri, Nelson and Wanaka are benefitting from the increased rate payer and visitor spend in the town centres.

3) When weighing various options, such as an improved facility or retaining Queenstown Memorial Centre, the Michael Hill International Violin Competition wishes to voice, again, the imperatives not only for its own major international event, but for all other current and future professional performing arts. Should an improved facility be decided:

~ Acoustics need to be considered at the *beginning* of any design phase with specialist input beyond architects and town planners. Acoustic treatments are not necessary expensive but simply cannot be added to a building down the track. (Eg the shape of the building and materials are key considerations); and

~ Provision of other key performing arts design elements need consideration at the *beginning* of any design phase such as sprung floor for ballet, adequate size stage, general ceiling height of the venue's ceiling, and placement of the proscenium arch.

To summarise, a conference centre cannot serve a dual purpose as a performing arts centre, but a performing arts centre has multiple uses including quality conference venues and breakout rooms

If council decides it can retain the present Queenstown Memorial Centre, consideration for its usability throughout arterial road construction and future use need to be considered:

~ Impact of construction noise, vibrations and interruptions; and

~ Impact on external road noise (eg trucks) needs managing



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The Michael Hill International Violin Competition Charitable Trust wishes to be considered a stakeholder with expertise in this important civic dialogue and planning.

Sincerely yours,

A handwritten signature in blue ink, appearing to read "Anne E Rodda". A small red "Text" label is visible near the end of the signature.

Anne E Rodda, Executive Director
Michael Hill International Violin Competition Charitable Trust

Note: The biennial Michael Hill International Violin Competition, recognised as one of the finest in the world, has been hosted in Queenstown since 2001. Due to venue size limitations, only the first half of the event (solo and piano-accompanied violin) can be held in Queenstown and needs to relocate to Auckland for the second half when a full orchestra is required. The 2017 Competition saw packed Memorial Centre houses and further attracted over 1million viewers through its digital broadcast.



7 August 2017

Peter Hansby
General Manager Property and Infrastructure
Queenstown Lakes District Council
Private Bag 50072
Queenstown 9348

Dear Peter

Masterplan for Queenstown Town Centre

Thank you for your letter of 25 July about Queenstown Lakes District Council's proposed civic heart. We are supportive of your masterplanning process and want to continue to engage about our respective strategic planning processes for the Wakatipu Basin.

As you are aware, the proposed civic heart includes Ministry of Education land occupied by the Queenstown Playcentre, through license to the Otago Playcentre Association. This is one of two playcentres in the Wakatipu area, the other having recently been relocated to a site adjoining the new Wakatipu High School in the Remarkables Park area.

Queenstown Playcentre is one of our most heavily utilised playcentres and operates a licensed session every week day morning. The site is also home to a certificated playgroup, Te Puna Ako o Tāhuna, which operates every weekday afternoon. Te Puna Ako o Tāhuna is a Māori te reo language nest, and is the only Māori medium immersion early learning option in the Wakatipu Basin.

Both of these services provide valuable early learning experiences and specialist options for the Queenstown area. As community-based services, the cost of having to re-establish elsewhere may be prohibitive (especially in Queenstown itself), should the Ministry dispose of the site.

We are open to exploring options regarding the proposed civic heart, but note that we also wish to ensure Queenstown continues to have a diversity of early learning options that are accessible and affordable for families.

We look forward to ongoing discussions about the town masterplanning process, and opportunities to align our future planning for education across the Wakatipu Basin.

Yours sincerely



Julie Anderson
Director of Education Otago Southland

4 August 2017

Queenstown Lakes District Council

10 Gorge Road
Queenstown 9300

Via email: towncentreplan@qldc.govt.nz

Re: Queenstown Town Centre

Tēnā koe

This letter is provided to the Queenstown Lakes District Council (QLDC) in response to the Queenstown Town Centre Master Plan (“The Master Plan”) and is provided by Ngāi Tahu Property, with support from Ngāi Tahu Tourism, and Te Ao Marama and Kāi Tahu Ki Otago.

Introduction:

The Master Plan is intended to provide a 35 year vision that sets the direction for the future of the Queenstown Town Centre. Ngāi Tahu is a major stakeholder in the Town Centre, and wider district. This is encapsulated through whakapapa, our cultural traditions, and economic activities including tourism and property investment. We strongly support the initiative of the Master Plan and intend to play an influential role in assisting QLDC and the community in setting and implementing the vision.

The Master Plan has a number of dimensions and seeks to integrate a number of projects to assist in managing the future growth of the Town Centre and create a framework for future planning and decision making. Certain key moves are identified to progressively unlock the potential of the Town Centre. While there is clearly further detailed work to be undertaken on the projects proposed and the key moves Ngāi Tahu endorses and strongly supports the broad concepts and looks forward to active participation with QLDC in helping to refine and develop both the proposed projects and key moves.

In particular the establishment of a Community Heart and Civic Axis are specific initiatives for which Ngāi Tahu would be willing and well qualified to assist in further refinement, planning and design.

Ngāi Tahu would also seek to assist QLDC and the community refine and develop the fundamental cultural concepts and ideas that would help improve the historic and cultural authenticity of the future Town Centre.

Alignment in Values:

For generations the land has shaped the culture and identity of Ngāi Tahu. The history and traditions of the iwi are recorded in the names of places, mountains, rivers, lakes and oceans ensuring the footsteps of our ancestors remain forever upon the landscape. The land, and our relationship with it, is one of the foundations on which we are building the future of Ngāi Tahu.

Ngāi Tahu has centuries’ long customary associations and rights and interest in the Queenstown Lakes District and its resources. These associations are both historical and contemporary and include whakapapa, place names, mahinga kai, tribal economic development and landholdings. Ngāi Tahu has the customary authority to make decisions concerning the resources and places in their takiwā in accordance with Ngāi Tahu resource management traditions.

Ngāi Tahu has maintained its associations with the Queenstown Lakes District and continues to develop its economy through investment in tourism, property, rural landholdings and mahinga kai initiatives. Artworks, interpretation, stories and place names continue to reflect the contemporary identity of Ngāi Tahu in the built and natural environment.

Ngāi Tahu Property is a property development and investment pillar of the Ngāi Tahu Holdings Group of companies with a collective mission to create wealth for Ngāi Tahu Whānui (families). Ngai Tahu Tourism are a significant employer in Queenstown, and have invested and continue to invest significant capital into the region as part of the tourism industry and also contribute to the wider community through sponsorships and by generating revenues for the council. As an iwi-owned organisation, we understand our role as a “family business” where partnerships support and enhance opportunities, and we take a long term view towards investment. Economic returns are important to us, but so too are cultural, social and environmental improvements.

This response is supported by Te Ao Marama and Kāi Tahu Ki Otago. Both entities advocate on behalf of their owners – the Papatipu Rūnanga of Southland and Otago.

Queenstown Town Centre

Queenstown, and the Queenstown town centre, is a prominent feature in the brand and identity of New Zealand but it faces significant challenges in terms of its future development. It is critical that the town centre functions efficiently and is a positive experience for locals and visitors, balancing the growth with improvements to open and green spaces and developing public transport options. We applaud the Queenstown Lakes District Council (QLDC) for showing significant foresight and leadership in seeking to improve the function and authenticity of the town centre. We believe that the options presented in the Queenstown Town Centre Master Plan document are appropriate for taking a long term view for the future transformation of the town centre.

Arterials

We believe that the proposed new arterial routes will be beneficial for the town centre and help to alleviate some of the traffic congestion currently. The town centre by-pass aspect of the proposals between Gorge Rd and Frankton Arm seems reasonable. We believe that the success of the proposal will be on the final nature of Shotover Street and Stanley Street as they are reclaimed as local town centre streets rather than state highways. It is critical that arterials are designed to balance through movement, access to sites and pedestrian amenity.

Public Transport

A public transport / bus facility in the town centre is a good idea and supports best practice for providing a multi-modal transport network. We suggest that a street based transport hub close to the arterial roads is important to minimise bus movements through the town centre.

We also encourage the use of environmentally friendly transport in order to support the natural heritage of Queenstown, particularly as Queenstown is key gateway to New Zealand.

Civic/Community Heart

The Civic/Community Heart has great potential to be a mixed use precinct that is the arrival point and where visitors will be greeted and first impressions developed. We believe that the success of this precinct will be in the right mix of uses both public and private to ensure the vibrancy and activity is established.

The Civic/Community Heart is located on the edge of the town centre so connection to the lake front and retail precinct will be essential for its success. We therefore support the proposed key move: the 'Civic Axis' in its role in achieving this.

It is also important that a Civic / Community heart supports a cultural identity for Queenstown which is authentic. The history and traditions of Ngāi Tahu in the district should be recognised, whilst the investment and economic development activities of Ngāi Tahu present an excellent opportunity to alleviate some of the capital demands on QLDC in the future implementation of the Master Plan.

Open Spaces

There should be a clear hierarchy of streets within the town centre that balance high quality pedestrian experiences and vehicle access and building servicing.

A mixture of all types that respond to intended use is important. In particular, Shotover Street and Stanley Street should be redesigned as local streets with a greater focus on pedestrian amenity and vehicle access to activities rather than through movement. One of the Town Centres' current qualities is the existing network of pedestrian focused streets and lanes. We support the initiatives to build on this current character with enhancements and upgrades.

We believe the 'Civic Axis' is very important in connecting the Civic/Community Heart with the rest of the town centre. Recreation ground improvements make sense, and this should be supported with sufficient parking so that recreation users do not undermine commercial and visitor parking elsewhere in the town centre.

Master Plan

We believe that the Master Plan provides some good initial thinking in terms of tackling the transport, access and parking issues that face the town centre. We encourage the street upgrades that build on the existing character of the town centre laneways and streets. The Civic/Community Heart seems like the biggest land use proposal in the plan and this has potential for providing opportunities for a mixed use private and public precinct that is the front door, providing the arrival experience for the town centre. There is a lot of detail to work through and Ngāi Tahu wish to be involved in the plan as it progresses.

As mana whenua, Ngāi Tahu is a natural partner for QLDC in our kaitiaki role for the town. The region faces challenges but these also present opportunities, and we will play our role in working alongside the Council and the community to make the investments needed to support Queenstown's economic, cultural, social and environmental development.

Summary

We welcome the broad initiatives set out in the Master Plan and look forward to becoming an active participant in developing the detail which will now be required to give tangible form to the concepts and ideas.

Contact Person

Brett Ellison

Business Development Manager – Ngāi Tahu Property



Introduction

Queenstown Playcentre is the community heart for a number of families and groups within the wider Queenstown Community.

This document aims to inform you about Playcentre, its history, its place in our community and the impacts of the proposed Town Centre Masterplan Consultation document.

About Playcentre

Queenstown Playcentre is a volunteer led organisation that provides quality (and affordable) early childhood education, parent education, and community support services for 30-40 families with 40-50 children. We hold daily educational play sessions from 9:00-1:00, Monday to Friday. Parents attend and run each session with their children. We are one of the the most affordable options for early childhood education; we charge \$30 per term, per family, and families can attend as many times a week as they want. We implement the National Early Childhood Education curriculum, Te Whariki, but unlike kindys and childcare centres, our parents run our sessions and volunteer in all leadership capacities to administer the Playcentre. One of our primary roles is to offer opportunities for social, cultural and civic engagement and reduce barriers to community participation for families who often find Queenstown a socially isolating and financially challenging place to live. Although on the outside it seems the Queenstown Playcentre is just for the children, one of our important roles is to provide the kind of community support to families that is traditionally provided by extended family.

Our Playcentre provides a unique service to the local community in that we keep our enrolments open to short-term visitors and families who can only attend on a casual or intermittent basis (e.g. because of the need to work). Because of this we have a welcoming, vibrant, multicultural environment.

Playcentre's Submission on the Queenstown Town Centre Masterplan Document

Playcentre strongly disagrees with the current proposal of the Civic Heart development. The whānau of Queenstown Playcentre value our Playcentre as a place to meet, to educate our children and to develop our friendships, support networks and communities.

We have been operating in our current building since approximately 1980 (37 years now). It is a large facility in the Central Business District of Queenstown with an exceptional outdoor playground and ample parking facilities. Our central location and large facility are essential to serving the 30+ families who are part of the Queenstown Playcentre as well as the community groups that use our building and facility outside of Playcentre sessions.

- Our location in the centre of town allows us to service families from a number of areas including Queenstown central, Fernhill, Arthurs Point, Arrowtown, Glenorchy, Frankton Road, Shotover Country, Lake Hayes, Kelvin Heights, Kingston and tourists.
- Many of our families do not have access to cars, so rely on public transport and walking to get to Playcentre. For this reason, these families are unable to attend the Wakatipu Playcentre, so it is imperative that Queenstown Playcentre remains in the centre of Queenstown for easy access for all families.
- For those that do have cars, on-site parking is invaluable when travelling with small children and all the necessary accessories they require.
- With most commercial development occurring in the Frankton area, it is increasingly less important (and more challenging) for Queenstown families to come into the CBD. With ample free parking for families, we keep local families and children coming into central Queenstown.
- Queenstown Playcentre receives visits from a number of tourists and visiting families. As an affordable, warm and welcoming place, we receive a number of visitors who are interested in learning about Queenstown culture, our community and interacting with our locals. This also enables our children and whānau to learn about other cultures.
- Our large outdoor area is an asset that is particularly important in accommodating the various age range of children - from babies through to 6 year olds. The design and layout of our space allows us to use the outside areas all year round as we get good winter sunshine - something very important for our children.
- Our location in the centre of town enables us various fundraising streams to supplement our government funding. Without these revenue streams, we would be unable to provide an affordable place for our families to visit. Our fundraising revenue streams include:
 - After School Care using our facilities to provide a safe space for children from Queenstown Primary and St Joseph's Primary School. Additionally, it is a safe walk from each school to our facility, using crossings of main roads.

- Playcentre rents our facility out to members of the community for birthday parties, community events and workshops.
- The Queenstown Playcentre helps keep the CBD vibrant with local families and children - one of the long term planning goals of the local council. The community groups that rent our facilities outside of Playcentre sessions also focus on family/community health and well-being, cultural education and community support/stability. Some of these groups currently include Te Puna Ako O Tāhuna Maori Playgroup, Japanese Reading Group, Oscar After School Care, Education Angels Childcare Centre for courses and meetings, The Filipino Church - Iglesia ni Cristo, Southern Reap - Beginning Te Reo Courses, Russian Ballet practice sessions, Queenstown Kapa Haka competition and various local community and sports groups. We welcome Porse (home-based child care) educators and children to sessions.

As long as the Playcentre continues to operate in our facility (we have 28 years left on our lease), the building/grounds will remain as a community space. We estimate that over 1000 individuals use the facility on an annual basis.

Each year we have new families join the Queenstown Playcentre and volunteer to keep it running. Our families tell us how important the Playcentre is to their sense of belonging in Queenstown and to feeling connected to and engaged with the larger community. Most of our families remain enrolled for several years/as long as they remain in the area and until their youngest children enter primary school.

Particularly in the Wakatipu with such a transient and immigrant population, the Queenstown Playcentre provides a sense of community cohesion, belonging and stability for families with young children who most often do not have extended family in the area or even the country.

Our families represent a number of cultures and a range of socio-economic backgrounds. Many of our families don't have any sun or green space in the places they live (most rental properties in queenstown, especially for the lower income part of the population are in no sun areas and in units/apartments without any garden space) and Playcentre serves as a safe and welcoming place for these families to take their pre-school aged children out into the sun and outdoors.

We provide parent education, offer a listening ear and advice, provide meals to families with new babies or who are battling illness, link families with other community services, and engage families with the larger community in ways that are difficult to measure.

Our programme and services actively promote social well being for the whole family. We facilitate participation in the community, help develop community leadership through volunteering, and increase connections for families with the wider community so that they feel valued and supported.

We also promote access to other community services such as Happiness House, parent/family education (Queenstown Lakes Family Centre), Citizens Advice Bureau, etc.

We help new residents feel a sense of belonging and actively promote cultural education/sharing (Te Reo, flax weaving, Maori singing and performance; South American, Japanese, North American, European cultural traditions and food).

Because our parents volunteer to administer the Playcentre through a Parent/Leadership Council, we increase community leadership potential and are often the bridge to future/further volunteering by the parents in the community. Volunteering at Playcentre also assists parents in returning to the workforce, through leadership opportunities, increasing self esteem and support.

The Queenstown Playcentre supports whole families. We help new residents in the area find a sense of belonging and family support; we facilitate making friends (both the children and adults) and provide a social safety-net for families who don't have other community support networks to fall back on. An example of this safety net is the support we offer our single parents or our parents who may be ill.

Playcentre is a place of sanity and safety for parents. A place they can bring their children and know there will be support for them as well as their children.

The friendships developed between the children and adults at playcentre are life long. Parents develop strong friendships and support networks. The children develop strong friendships which continue onto their further education.

Playcentre Five Year Plan

Learning and Teaching

- All playcentre whānau to complete Course One within three months of enrollment.
- All playcentre whānau to work towards achieving Course Three and above.
 - New Zealand Playcentre Federation to provide facilitators for Courses Two and above in Queenstown.
- Ongoing education and development opportunities for parents including First Aid Courses, information on Te Whāriki and Early Childhood Education.
- Continue to teach Te Whāriki with special emphasis on the strands of well being, belonging, contribution, communication and exploration; as well as sensitivity to the different cultures represented at Playcentre and in our community.
- Engage with the community and learn about different groups and people within the community. Strengthen our ties within the community.
- As our parents volunteer to administer the Playcentre through a Parent/Leadership Council, we increase community leadership potential and are often the bridge to further volunteering by parents within the community.
- Engage with travelling/visiting families and learn about their cultures.
- Revise our Playcentre History document updating it to include information since 1981.

Collaboration

- Continue to meet community needs for other groups who use our building including but not limited to the Japanese Reading Group, After School Care, the Filipino Church group, PORSE, Te Puna Ako O Tāhuna, Education Angels Childcare, Southern Reap and many others.
- Work with close Playcentres including Wakatipu Playcentre and New Zealand Playcentre Federation to best provide for our whānau and implement Te Whāriki the National Early Childhood Education curriculum.
- Work with other community groups - providing an affordable space for community groups to utilise in the centre of town.
- Collaborate with Wakatipu Kindergarten to develop a relationship which fosters easy transitions for our children from Playcentre to Kindergarten or School.
- Develop relationships with Queenstown Lakes District Council to ensure transfer of information relating to Town Centre Development and the wider Queenstown area.
- Our programme and services actively promote social well being for the whole family. We facilitate participation in the community, help develop community leadership through volunteering, and increase connections for families with the wider community so that they feel valued and supported. We also promote access to other community services such as Happiness House, parent/family education (Queenstown Lakes Family Centre), Citizens Advice Bureau etc. We help new residents feel a sense of

belonging and actively promote cultural education and sharing (Te Reo, flax weaving, Māori singing and performance; South American, Japanese, North American, European cultural traditions and food).

Governance and Management

- Develop and nurture clear pathways to leadership for our role bearers including President, Vice President, Secretary, Treasurer, Grants officer and others.
- Nurture Vice Presidents to enable a smooth transition to the President role with minimal disruption to Playcentre operations.
- Develop Life Members (Directors) to encourage information transfer from past whānau to current whānau.

Financial

- Annual Audit.
- Bulk funding applications.
- Apply for all relevant grants for operational, maintenance and discretionary funding.
- Pursue all revenue streams including (but not limited to):
 - Building hire.
 - After School Care building hire.
 - Birthday party hire.
 - Building hire to community groups.
- Work on large annual fundraising initiatives for example art auctions/quiz nights etc.
 - Create sub-committees for fundraising initiatives.

Property and Maintenance

- Replace/repair exterior fence.
- Move the sandpit to a sunnier area (when construction of the Hotel is finished).
- Repair driveway.
- Repaint exterior of building and Wendy house.
- Repairs and maintenance to Adventure Playground/Fort.
- Paint tunnel.
- Replace swing frame - with more swings and larger swings for bigger kids.
- Install shade sails for over the outside kai table area.
- Continue with regular tree maintenance and pruning.
- Extend the bike paths around to the slide area.
- Replace the framing around the bark of the Adventure Playground/Fort.

Personnel and Administration

- Support and develop our educator and parents through regular courses.
- Annual employment of educators.
- Continue to foster parent engagement.

Playcentre History

History of Queenstown Playcentre 1956 - 1981

In 1951 when she was Public Health and Plunket Nurse Mrs Mona Hood sewed the seeds for the growth of the Playcentre movement in Queenstown. Mrs Hood was concerned at the number of preschool children in Queenstown who had no opportunity for preschool education. Mrs Hood approached the local Plunket Society but they felt as a group that the project was outside their sphere of interest.

The project was shelved temporarily and Mrs Hood concentrated on getting a Plunket Mothers Club established in the area because she was sure that the interest and support of mothers of preschool children was the essential factor in the establishment of a Playcentre in Queenstown, Once this Plunket mothers group was well established Mrs Hood was able to gain a more enthusiastic response for the idea of a Playcentre.

In July 1955 the Plunket Mothers Club agreed to sponsor a public meeting which the current Mayor Mr R. Robins convened. The Playcentre Movement had been established in Otago in 1949 and by 1955 there were seven Dunedin Centres and one in Cromwell but none in Southland. These centres had kindled an interest in the Playcentre ideals and psychologists in child development were interested in their progress, A lecturer in child psychology from Otago University was invited to speak at the public meeting in Queenstown and he described the Playcentre movement as "the greatest progress in present day preschool education". A steering committee was formed that night and a year later Mrs Hood's dream was a realisation. In 1956 the first Playcentre day was held in the old Garrison Hall. The first Supervisor was Mrs P. Hickey and Mona Hood was the first President of the Queenstown Playcentre - or as it was then called Queenstown Nursery Playcentre. The Garrison Hall was situated in Beach St between O'Connell's Hotel and Hotel Queenstown.

In order to qualify for the Education Department's grant a certain standard had to be attained with supplies of equipment and operating facilities. To this end, a toy drive was organised in the town and mothers went from door to door collecting anything that householders cared to donate to boost the equipment supplies. The response from the town was very encouraging and the fathers were then called on to assist with the repairs that were required. Parents spent many hours painting and preparing these toys for use. Wooden slides, book racks and rocking horses were among such gifts. Some of these are still in use today.

The Garrison Hall lacked sufficient ground for the required outside play areas and the Plunket Society granted Playcentre the use of their outside area as a playground. This meant that the whole area of the Plunket Rooms had to be fenced and the Playcentre did this at its own expense. The children had to be taken across the road in a group and then escorted back in the same way. This was a more organised form of activity than the Playcentre organisation usually promoted but it was the only way that the children could use a sandpit, water trough and outside play equipment. Many mothers remember a rambling crocodile snaking its way out of the Garrison Hall and across the road to the Plunket Rooms.

As the Garrison Hall was large and old the problem of heating in winter was a major one. It was often freezing cold and the gaps between the back walls and wooden floors allowed in not only the cold but the more vigorous varieties of weeds as well. However the children were able to keep reasonably warm by using part of the large floor area as a tricycle track, which they did frequently. However this did little for the mothers and with no provision of any kind for a Mothers' Room their lot was not as cosy as it is today. The large pot-bellied stove was always in need of another log and new mothers soon joined the ranks of expert stokers. Protective railings had to be erected. In spite of the many difficulties the Queenstown Nursery Playcentre continued to progress and both mothers and children felt that the effort required to keep going was worthwhile. Gradually the centre began to prove its worth. The children were settling into school more easily and acquiring the benefits of increased social contact with other pre-schoolers. The fee for these sessions was one shilling and an apple. In order to keep the subscriptions at this level mothers catered for several functions a year as fundraisers. The Gun Club was one organisation that regularly provided the committee with the opportunity to raise funds by catering.

Christmas parties were held, and Santa Claus was always in attendance with presents. A list was sent to McKenzies and they selected and sent up the required gifts. Father's Days were also a regular feature of the Playcentre programme.

A more convenient centre was required and the Playcentre started looking around for another venue. After investigating several areas, including the possibilities of their own premises, it was decided to accept the offer from St Peter's Anglican Church of the Parish Hall, for the rental of fifteen shillings per week. Before regular sessions could be held in the Parish Hall it was necessary for some alterations to be carried out at Playcentre's expense. Fathers assisted in this venture by building a large cupboard at the back for storage. The Playcentre mothers assisted with painting. Fences were also erected by the Playcentre to enclose the outdoor playing area. Playcentre sessions began there in May 1962.

Playcentre has always been involved in community events. The Playcentre entered a float in the 1962 Autumn Festival. It was entitled "sing a song of sixpence" and was mounted on a truck lent by Mr Buckhani. The 1963 Autumn Festival, entry 'The Old Woman in the Shoe' was a prizewinner and Playcentre benefited considerably from the profits of this festival — £500 was given to the committee.

Consideration was being given at this time to the purchase of land with a view to building their own premises. However after discussion and investigation it was decided to put the money aside for this purpose when a suitable site became available. At this time Playcentre had a full role and a small waiting list. The Mount Cook Company granted the Playcentre the free use of an extra area of ground adjacent to the Playcentre building. This was fenced at Playcentre's expense and a sand pit, water trough and carpentry table were installed there. Heating was again a problem in the Parish Hall but with the help of Mr and Mrs Alan Brown, who conscientiously lit the fires at 6a.m. in the winter, a reasonable temperature was maintained. As in earlier days fathers were called upon to help mend and maintain the equipment. This usually took the form of an organised working bee once a term.

Eventually the Mount Cook Company required their area of land for their own use and the Playcentre had to give it up. This restricted the outdoor playing area again. Term Fees were introduced while Playcentre was held at the Parish Hall. Christmas parties were held every year with a surprising number of different Santa Claus's. Most eligible gentlemen around town qualified at some time or another.

About this time the Centennial Sports Stadium was being planned. It was proposed to build it in the school grounds and the stadium committee was keen to get as much community involvement as possible in the building, financing and use of this stadium. Mr Cooper and Mr Robins presented the idea to the Playcentre Committee who felt it was 'worthy of consideration'. As a result of lengthy discussion and preparations the Playcentre set out a list of requirements for their section of the stadium should the idea go ahead. A large storeroom, 12ft by 24ft lined with shelves and opening with sliding doors into the main hall was requested. Toilets, hand basins and kitchen facilities— were also requisites. The children were to be permitted to ride tricycles on the floor, but most important of all — there was to be adequate outside play area, fenced securely and including a sandpit. The heating had to be adequate for all seasons, and use of the hall twice weekly had to be guaranteed. As the stadium plans progressed the Playcentre need become part of the design, but as so often happens in situations like this the original requisites were tuned back and altered more than once. However by 1968, after contributing a considerable amount of money to the stadium building fund, the Playcentre began functioning in the stadium. The first year was completed without any fundraising but after that a stall was held annually.

For a short period of time the empty section of land adjacent to the school ground was used for outdoor adventure purposes, but as it required an extra parent for supervision this activity had to be terminated. The area of the stadium was too large for it to all be used, so it was divided up with forms and benches. These of course had to be dragged out each session then put away again. This proved to be a tedious chore for mother helpers and supervisors, as did the stacking away of all the equipment. The biggest problem, I gather, was dodging the five foot high mountains of equipment in the small storeroom, Large trolleys were specially built to try to overcome this. A large outdoor cupboard was built to accommodate the larger and heavier outdoor equipment. Once again some of the activities had to be structured, as Playcentre children and school children couldn't use the outdoor playground at the same time. Playcentre had morning tea during the school interval. The saga of the Sandpit continued. As one can easily understand this was a cause of concern for the school authorities, but it was a vital part of Playcentre activity. Eventually a fence was erected to keep the warring factions apart.

The battle with heating was a continuing one in the stadium too, but the school committee was prepared to meet the cost of the majority of the heating. However, because of the size of the area to be heated, the Playcentre was often referred to as Siberia. Children frequently cried because of the cold and one year, after working in minus degrees, Playcentre was closed for three weeks because of the cold.

In 1971 everyone could see that the Playcentre would have to move from the stadium as the school was requiring increasing stadium time and the Playcentre roll was increasing, necessitating four sessions a week. Towards this end the committee decided to try and raise a few hundred dollars a year and place it on fixed deposit. This meant that when the time came to shift at least a small nest egg would be available. A raffle was organised and as a result \$400 was raised. No small achievement for a first effort. The prize was one week's free accommodation in Queenstown and skiing at Coronet Peak. Once again the Playcentre was indebted to the Mount Cook Company. The possibility of a permanent house for Playcentre was being investigated, every possible venue or site was thoroughly considered by the Committee. Miss Blanc from the Otago Playcentre Association, a representative from the Borough Council and Queenstown Playcentre researched every possibility, but to no avail. The possibility of a section of the new Primary School site was also considered and the Minister of Education at the time was involved in discussions to this end.

However, before any definite arrangements were finalised, another venue became available. The Fire Brigade had vacated their premises and moved into the new Fire Station. The Playcentre Committee acted promptly and after inspection of the old station a written application for its use by Playcentre was sent to the Borough Council for consideration. Approval was given, the Otago Playcentre Association was notified, and their response was encouraging. At a meeting of Playcentre parents several points were clarified regarding the shift. The Mayor explained that unless re-zoning occurred very limited use could be made of the building except for such a purpose as was being considered. The rental was to be 50 cents a week; the Council would be responsible for a reasonable amount of maintenance. The President pointed out that the Fire Station was still a temporary relief measure, with the ultimate aim still being to acquire a permanent location. Care was taken to try and safeguard Playcentre's right to retain the present Playcentre room within the stadium complex as an emergency measure. This however did not meet with the approval of the school committee. The move to the Fire Station was unanimously approved and arrangements were made to have the following alterations undertaken: adequate fencing and gates; another toilet and two handbasins; interior of building painted; and of course finally a sandpit to be constructed. Fathers were once again called upon to complete these tasks

The move to the Fire Station took place in June 1974. For the first time there was provision for a permanent Mothers' Room, but probably the most encouraging factor was that equipment could be left in permanent positions. The great setting out and stacking away marathons were a thing of the past; equipment, books and toys, could be set out permanently. Mother helpers began to have more time to actually play with the children and extend their learning processes. The fact that a permanent Mothers' Room was included in the Centre did a great deal for the Playcentre spirit. The social contacts of parents increased and this of course built a stronger bond within the Playcentre. Because of the increased time of each session freed at last from the "set out" and "lock away" performances more outside trips and visits were undertaken and the children benefited from these. Playcentre children participated in Festival Week activities whenever possible. Fathers sessions were also popular and proved to be very worthwhile. It was pleasing to note that fathers were also becoming involved in helping at regular Playcentre sessions, and the children really enjoyed their presence.

Not long after Playcentre moved to the Firestation a new High School was proposed in Gorge Road. Once again the Playcentre Committee acted promptly and wrote to the Borough Council requesting consideration for their application to have a section of the old high school as a permanent centre, when it became available. The Borough Council, however, had no authority at that stage to guarantee results from this request. However the application was referred to the Commissioner of Crown Lands who met with the Playcentre President and Borough Council representatives to discuss the proposition.

After a three year saga of meetings, consultations and much letter writing, involving the Queenstown Playcentre, the Otago Playcentre Association, the Borough Council and the Education Department who controlled the old high school site -- permission was granted for Playcentre to have the use of part of the old high school complex. The Education Department recognised the need for a permanent site for Playcentre and zoned an area of the high school complex for Pre-school Education. The Queenstown Playcentre was now assured of a permanent home.

During the time the Playcentre was in the old fire station the Queenstown crèche was started. They shared the use of the building, at times when it was not in use by Playcentre, and after some teething problems the system functioned reasonably well. With the prospect of a new, permanent site for Playcentre it was felt that any difficulties resulting from the arrangement could be smoothed out. It was pleasing to note that all aspects of pre-school care in the district could exist and function satisfactorily in the same complex.

The move to "Our New House" took place at the start of 1980 and this marked a giant step forward in the progress and development of Playcentre in this area. After some renovations and alterations the Queenstown Playcentre looked forward to the benefits for their children, and the developments their own centre would bring to the organisation.

Mention must be made of the present outdoor playing area. An adventure playground is in the process of being established and the children are indeed fortunate to have such an extensive area in which to spend their outdoor time. All aspects of creative play and development are being catered for. The sandpit, is a permanent fixture. The area is being landscaped, and the committee is grateful for the many donations of trees and shrubs.

Playcentre is a family affair. It relies on the participation and help of parents and the community. Without their support and encouragement it cannot exist. The Queenstown Playcentre has been very fortunate to have had strong support from both these factors over its 25 year history. Parents have given their time and support freely and their efforts have all been worthwhile when one surveys the extensive Playcentre in existence today. However, thanks must also go to the Queenstown community, and in particular to the Borough Council who have always been interested and supportive in the progress of the organisation in Queenstown.

No record of Playcentre in Queenstown would be complete without mentioning two people in particular who have given so much to the organisation. The first is Mrs Mona Hood, the

woman who first realised the benefits of Playcentre and did so much to make them a reality. Thank you from us all, Mona. The second is Mrs Nancy Williams, who is at present Patron of our Playcentre. Nancy has played a vital role in the acquisition of our permanent home. As a Borough Councillor she has always had the interests of Playcentre at heart, and fought long and hard for our new center. Her expertise and sound advice as Patron have been appreciated by all those associated with Playcentre here, and her genuine love for children has won many hearts among the Playcentre children. Thank you Nancy

Compiled for the 25th anniversary of the Queenstown Playcentre.
By Jenny Dudfield Sept 1981

Recent history of Playcentre

Queenstown Playcentre has occupied the current location on Stanley Street since 1980. As a result of parent involvement and influence regular improvements have been made to the facilities including the installation of an Adventure Playground/Fort; improvements to the bathrooms - including child height basins with taps that can be easily used by the children; improvements to the heating of the building - including the installation of modern heat pumps and heaters; upgrading the kitchen to allow children to participate in baking and cooking; and the development of the grounds - including seasonal plantings, fruit trees, bike paths and this year two new slides.

Police at Queenstown strongly support the concept of an integrated plan for the Queenstown Town Centre. From a policing point of view it is seen as a once-in-a-generation opportunity to collaborate and influence development with crime prevention and increasing public safety as goals. Partnering with the community and other interested parties is the only effective way to achieve these goals. Going it alone is not an option.

Why are Police so interested?

New Zealand Police is driven by "Our Business." This is the strategic document that defines and articulates our organisational goals, strategy, targets and methodology. It is worthwhile listing some of the relevant excerpts as they relate directly to the development associated with the Queenstown Town Centre Masterplan.

"Why We're Here"

Our Purpose: (For the community to) Be Safe Feel Safe.
Our Mission: To Be the Safest Country.
Our Motto: Safer Communities Together.
Our Goals: Prevent Crime and Victimization, Target and Catch Offenders, Deliver a More Responsive Police Service.

"What We Do"

Our Strategies: Prevention First Model – Taking Every Opportunity to Prevent Harm.
Safer Journeys – Reducing and Preventing Road Related Trauma.

"How We Do It"

Our Partnerships: Working Together to Achieve Collective Impact with – Iwi and Communities.

The opportunities.

Urban and transport design, integrated with policy and any relevant by-laws, have the ability to facilitate significant progress towards these goals. Police have a lot to offer in terms of current and historical local knowledge around the practical implications of aspects of public space design, policy and by-laws. Particularly as they relate to alcohol, road safety, lighting, crime attractors, CCTV, transit routes, offending and victimisation.

The thrust of this submission is that Police be formally involved in the planning process on an ongoing basis as it relates to issues consistent with our mandate to achieve the goals of "Our Business."

A handwritten signature in black ink, appearing to read 'John Fookes', with a long horizontal stroke extending to the right.

John Fookes

S/Sgt Area Prevention Manager

Queenstown Lakes

Porter Group Limited (PGL) submission on the Queenstown Town Centre Masterplan Study document

Preface

This Queenstown Town Centre Report is an important discussion document and the mayor and Council are to be commended for being the catalyst for enabling the preparation of this report and encouraging community consultation.

Background

Our family have been visitors to Queenstown since the 1970's and have been involved in Queenstown's business activities since 1988 including operating retail businesses in 3 different locations in the downtown, active participation in the Queenstown Chamber of Commerce (including Chairman for 5 years), farming on 4 different properties in the Wakatipu basin and extensive urban development activities at Remarkables Park and Shotover Park. The PGL directors have undertaken resort and urban study trips to numerous destinations including 4 to USA and Canada, 3 of which have included senior teams from QLDC, attended many property and hotel conferences and undertaken further education in Urban development.

The following comments are based on the above experience and are generally based on a summary SWOT review.

1. S – Report Strengths

1.1. Scope

The report is comprehensive in terms of its coverage of many issues worthy of consideration with regard to the Queenstown Bay Town Centre.

We support

- A masterplan initiative is the best approach but we consider this would be even more relevant if it was based on wider masterplan considerations.
- A vision for the future is essential.
- “Supporting a thriving heart to Queenstown now and in the future” is in itself a laudable vision, Careful consideration however needs to be given within the context of the scale of high future growth predictions in population, visitors, and new technologies in particular as to how that vision can be achieved without losing Queenstown Bay's charm and authenticity amongst other admirable qualities. Consideration will need to be given to priorities that can or should be provided for in Queenstown Bay and those that can be beneficially located in other locations.

1.2. Access

The report has appropriately given much consideration to “access” and the vexed issues of traffic, parking, public transport and roading. Much of this is based on vehicles, the current situation and how to fix it. Yet predicted growth is likely to swamp almost any

private vehicle solutions, and consideration needs to be given as to whether vehicle issues will in any event be resolved in the future by new technologies including driverless cars.

1.2.1. Public Transport

In the interim, we submit the reports consideration of public transport options is likely to be essential to its success and references to buses and alternative transport modes such as ferries, and perhaps gondolas need to be given more urgent consideration.

1.3. Options

“Creating our heart” - We support many of the cultural and smaller scale facilities proposals are a good fit for a centre seeking to retain and enhance charm and authenticity. We do not consider Council Offices or many large scale facilities necessarily fit within that objective.

1.4. Bypass

The proposal bypass is a difficult question. Considerations need to include:

- It will be to the detriment of retail (who benefit from high volume slow moving traffic)
- It will be expensive and who will fund?
- Will it be necessary in 10 years with the advent of driverless vehicles?
- What is the best route? We seriously doubt that replacing the Memorial Centre with a road (albeit one that is straight will no doubt seriously appeal to traffic designers) is a good solution. At the very least we suggest considering using a part of the Recreation Ground to go around this historic classic and functional building is a solution worth considering.

2. W – Other Considerations

The report asks, “Do the preferred options included here address the challenges facing the town centre?”

In that context, we submit further consideration be given to the following matters.

2.1. Quantitative Analysis

The report is largely qualitative in dealing with options. More quantitative analysis would be helpful in arriving at solutions and determining priorities, in particular whether the proposals are adequate for future growth for the life of the changes proposed for the Town Centre which are likely to be for at least 30 to 50 years.

2.2. Natural Constraints

The town's perimeter is **topographically challenged**, has a **southerly orientation**, limiting winter sun, and from time to time **floods** the risk of which may be exacerbated by future climate change. More consideration needs to be given to these factors.

2.3. Housing

Queenstown is short of housing and while much consideration has been given to attracting people (many will want to come in private vehicles) to the downtown, internationally one of the best ways to improve the heart of a Centre is to encourage more people to live in or near to the heart. One option may be that any reduction in corporate offices in the Queenstown Bay may provide the opportunity to add greater vibrancy to the Centre by encouraging denser living options to take their place, with residents encouraged by good urban design (measures promoted by the report) to walk or use bikes but not cars.

3. O – Opportunities

3.1. Broader Vision

The proposed masterplan proposes a vision for Queenstown Bay, in doing so it effectively raises the question what is the vision for the wider Queenstown urban area; and perhaps beyond that for the Queenstown Lakes District. Having regard to all the proposed options, potential constraints, and future growth could this excellent Queenstown Bay initiative be the catalyst to enhance the districts appeal as a place to live and visit by developing multiple “complementary thriving hearts” within the district (a Queenstown Lakes version of the Cinque Terre towns on the Italian Riviera, a UNESCO National Park). Alternatively is there another vision that would better integrate the diversity of experiences our district can offer to those who visit and live here?

3.2. Planning Realities

The report is silent on the fact that the Frankton area both north and south has been zoned by previous Councils as the districts largest future area of Town Centre facilities. Consideration needs to be given as to how these “uptown” facilities area can best complement and integrate with the Queenstown Bay “downtown” masterplan.

3.3. Disruptive Technologies

More consideration needs to be given to future changes that will affect Queenstown. The world is changing rapidly, travel is becoming easier and less expensive, 50 million more people are travelling internationally annually, technologies such as Uber, Air BnB etc have already had enormous impacts; robots will drive more changes, and importantly for Queenstown the ‘eBike’ revolution, people living longer and in better shape to travel, and seeking new experiences will all affect demand for Queenstown lifestyles and activities. The greatest game changer, widely predicted to come about within 5 to 10 years, is the driverless vehicle which is predicted to significantly drop vehicle ownership (reduced need for car parks, free up capital, reduce congestion), superior driving (greater safety, less road accidents and hold ups) reduced health consequences, reduced need for

insurance etc. All of these factors need to be further considered in formulating a vision and options for Queenstown.

3.4. Funding

While the options for Queenstown Bay may be many, funding is definitely finite. Especially when funding comes from a small number of ratepayers many of whom are developing other facilities and cannot be expected to fund their competitors, and residents many of whom infrequently visit Queenstown Bay. So long as charm and authenticity are retained visitors will however continue to be drawn in larger numbers to Queenstown Bay, so funding from this source directly or indirectly via the government will need to be secured to finance many of the proposed initiatives.

4. T – Threats

To do nothing is not an option for Queenstown, or New Zealand in terms of Queenstown's importance as a demand driver for New Zealand's tourism.

Queenstown's own increasing problems relating to congestion overcrowding, need for more housing and tourist infrastructure, if allowed to continue will significantly reduce Queenstown's appeal as a place to live and visit.

This submission appropriately commenced by commending Council for the Queenstown Bay initiative and challenging the community to provide their views. We strongly encourage the Council to broaden that initiative to undertake at least a **high level** Queenstown Urban Masterplan, so that the more detailed Queenstown Bay Town Centre Masterplan is able to be assessed within a relevant integrated context.

Queenstown Lakes District Council
Private Bag 50072
Queenstown 9348

4 August 2017

RE: QUEENSTOWN TOWN CENTRE MASTERPLAN

INTRODUCTION

Property Council of New Zealand (Property Council) welcomes the opportunity to respond to the Queenstown Town Centre discussion document proposed by Queenstown Lakes District Council (the Council).

Property Council is a member-led, not-for-profit organisation that represents the country's commercial, industrial and retail property owners, developers, managers, investors, and advisors. Property Council's membership also includes professional service providers that support development such as major architecture, engineering, planning, and construction firms. Our primary goal is the creation and retention of well-designed, functional and sustainably built environments that contribute to New Zealand's overall prosperity. We support the formulation and implementation of a statutory and regulatory framework that enhances, rather than inhibits economic growth and development. To achieve these goals, our advocacy and research focuses on urban strategy, infrastructure, regulation and compliance, legislation and capital markets.

Property Council's principle interest in the discussion document is to reinforce the need for the Council to look at Queenstown's future development in an integrated and holistic manner. The Council must emphasise an overarching strategic vision, not only for urban Queenstown, but the wider Queenstown Lakes District. This vision must enable the necessary property development and infrastructure delivery over the coming decades, protect the natural environment and to allow the tourism industry to flourish.

GENERAL COMMENTS

The discussion document is a good "starter for ten" for a conversation about the future of Queenstown CBD. However, we have concerns the discussion document focuses too much on civic projects and does not consider the important role of private property ownership and investment in the future of the CBD. As an example, the discussion document misses the opportunity to discuss how to enable more residential development within the CBD. A bigger population living within the CBD will stimulate more economic growth for commercial and retail business as well as being a potential means to reduce congestion.

While the intention of the discussion document is the future evolution of the CBD, it only looks at potential options for now, not the future. This short-term focus identifies the pressing growth issues of today, it ignores the potential ones of the future.

Property Council would like to see how the discussion document interconnects with the other planning documents and research undertaken by the Council over the last few years. While 10 years old, the *Growth Management Strategy for the Queenstown Lakes District* alongside other research like the 2002 *Tomorrow's Queenstown* or the *Queenstown Town Centre Strategy* from 2009 still have relevance as Queenstown and the surrounding townships and communities develop.

We believe that the discussion document should have considered including the future growth of the CBD in more detail. As an example, emphasise should have been made supporting the timely release of new development area in the CBD, through prioritising the release of the Lakeview Precinct. The increased population growth that can be generated from this precinct and its excellent location will drive the commercial viability and quality of offerings within the Town Centre. The Lakeview Precinct will also unlock land for the desperately needed additional carparking to unlock economically fundamental developments such as the Skyline conference centre expansion.

There is not enough focus on the economic drivers that underpin successful CBDs. We acknowledge that the Council has done a good job at articulating a social vision. Missing is the economic big picture that tells the future CBD story. We have doubts whether the key moves identified will unlock the potential of the CBD as there is no identifiable economic analysis for the outcomes. As an illustration, the discussion document makes no reference to the severe lack of CBD retail space. There must be greater focus on how the Council can support the increase in quantity of commercial space for a larger quantity of retail, tourist and food and beverage offerings.

We support the intention behind the vision statements. We would like to see more focus on economic activity and creating an enabling environment for it. The property industry underpins the economy through providing homes for residents, lodgings for visitors, and space for commercial, industrial and retail businesses.

SPATIAL PLANNING

Property Council are firm supporters of councils undertaking integrated spatial planning at localised, sub-regional and regional levels. If done correctly, these plans will outline long-term economic, environmental, social and urban strategic investment signals. Underpinning spatial plans should be objective and robust data analyses.

While we appreciate the Council is wanting to have a CBD-centric conversation, we believe that the conversation needs to be broader and focus on the future spatial layout of Queenstown. From a property perspective, this conversation needs to look at the interaction of the CBD alongside the growth nodes in Frankton and the satellite townships over the next 5, 10, 20 and 30 years. If the population growth projected the document identifies continue, there will be additional significant

future pressures placed on land use, infrastructure funding and provision and the natural environment.

We believe there needs to be a wider discussion about the role of the growth nodes outside the CBD and their relationship with the CBD. Areas like Frankton need to have a positive and complimentary relationship with the CBD. Across New Zealand in cities like Tauranga, Hamilton or Invercargill we are seeing the consequences of poor planning where growth nodes were established and compete now against the CBD areas.

Taking a wider discussion will mean discussions about the CBD will be more cognisant of local, sub-regional and regional issues that relate to the CBD.

TRANSPORT

The topography surrounding Queenstown, coupled with an increasing residential population and tourist numbers, is exasperating current transport congestion issues. The transport network not providing accessible, connected, reliable or safe options for users. Congestion issues are having negative economic flow-on effects for businesses, communities and individuals.

The discussion document should, but it does not consider the need for accessible, connected and multi-modal transport network between the CBD and the growth nodes. Property Council recommends that serious emphasis is placed on how the transport network can move people to and from the CBD in an effective and efficient manner during the coming decades.

Transport decisions cannot be made in isolation, they must be interconnected with wider land use planning decisions-making. Transport requires significant investment and we would like to see the Council review how any proposed new roading fits in with the district plan provisions for the CBD.

Town centre arterials

Property Council believes that the discussion document does not provide enough detail about the proposed town centre arterials. Building additional roads will not solve the congestion issue facing the CBD. Instead, more vehicles will be pushed onto the new arterial road because of existing road space being taken away from vehicles and replaced with more space for pedestrians and cyclists. This will reduce the function of the arterial road.

The focus should be on providing a multi-modal network based on accessible, connected, reliable and safe networks. We are disappointed that the Council has chosen not to signal the potential cost of any new arterial road in the discussion document. How can there be effective consultation if the Council is not forthcoming in all the relevant information?

Parking buildings

Property Council has concerns about the proposal of new parking buildings being built in the CBD. We believe that these will exasperate existing CBD levels of congestion and along the main roading arterial network. Our concerns are as follows:

- The cost of land is significant in Queenstown CBD already, so any parking building will have expensive construction costs
- Publicly owned parking buildings often operate at a loss and require ratepayer subsidising. Considering the substantial future financial investment the Council needs to make in infrastructure and services, we do not see this as value for money or a priority
- Parking buildings create a destination for cars, increasing the number of cars traveling into the CBD and will reduce its amenity and increase congestion
- Considering the lack of available land within the CBD, we do not think they are a prudent use of land
- The proposed sites in the discussion document are poorly accessible and lack connectivity into the CBD
- Any parking on a new arterial is poor transport management, as it will undermine the ability of the arterial to deliver its core objectives of moving people through the CBD.

Public transport

Property Council are firm supporters of public transport and believe that a connected, efficient, and cost-effective service will provide tangible outcomes in reducing the congestion in Queenstown. We are pleased to see the Council seeking to improve services and reliability. The location and size of a new CBD transport interchange must be future-proofed and robustly tested to manage potential future demand patterns. We also support the potential use of a regular ferry services connecting the CBD to growth nodes like Frankton as well as Remarkables Park to the Town Centre lake side.

A NEW CIVIC AXIS

A quality built environment, supported by urban design and amenities are critical for flourishing CBDs. We support the role of open spaces and the interaction between these retail and entertainment activities. For a new civic axis to achieve its potential, there needs to be a holistic approach that includes transport, retail and entertainment outcomes. We support the use of telling the cultural and historical story of Queenstown, as it will provide connections to other historical locales like Arrowtown.

CONCLUSION

Property Council believes the discussion document provides an opportunity to start having a conversation about the future of Queenstown CBD. However, we believe that this conversation cannot be held in isolation. Instead, a broader conversation needs to occur about the future of Queenstown,

its growth nodes and the wider district for the next 5, 10, 20 and 30 years. We support a vibrant Queenstown district that can achieve its economic potential and social prosperity.

Kind regards



Geoff Thomas

Informal Advice: Queenstown Town Centre

To: QLDC online submission

From: Delvina Gorton
Health Protection Officer

Address for Service: Public Health South

Our Reference: 17July05

Date: 31 July 2017

Thank you for the opportunity to provide comment on the proposed Queenstown Town Centre Masterplan. Public Health South's (PHS) primary concern is that any development or redevelopment is carried out in a way that positively influences the health and wellbeing of residents. This includes physical, mental, social and environmental health and wellbeing.

Urban design can positively impact health. Features that have been associated with positive health benefits include provision for green space, street connectivity, safe walking and cycling opportunities, availability of easily accessible public transport, public space to foster social connectivity, and increased density to limit urban sprawl and private motor vehicle reliance.^{1,2,3}

We fully support QLDC's focus on re-development towards a people-centred urban space.

Do you agree with the definition of a liveable town centre?

From a health perspective, the features we put most weight on are being:

- Compact
- Walkable and connected
- Diverse
- Human scale
- Accessible
- Sustainable

¹ Litman, T. Transportation and public health. *Annu. Rev. Public Health.* 2013; 34: 217-33.

² Umberson, D.; Karas Montez, J. Social Relationships and Health: A Flashpoint for Health Policy. *J Health Soc Behav.* 2010, 51(Suppl), S54-S66. doi:10.1177/0022146510383501.

³ National Heart Forum. Building health: creating and enhancing places for healthy, active lives. National Heart Forum; London, 2007

Public Health South supports these features because they are commonly associated with health benefits from increased physical activity, enhanced community cohesion, and reduced car reliance.

We note in relation to accessibility that public transport ease of use and affordability will be key determinants of usage. Thus, the location and facilities at the transport interchange will be key.

We also support accessibility explicitly catering for people with limited mobility or physical capacity and for all ages, for example, through principles of universal design.

Do you agree with the key moves proposed?

We strongly support the following key moves:

- Expand the open space network, as there is limited open space within the town centre and it will increasingly be placed under pressure with population growth
- Historic core which prioritises high-quality pedestrian connections and laneways
- Improving connectivity for pedestrians and cyclists and prioritising their movement over cars
- Town centre arterials as a way to remove the number of cars from the town centre
- Creating a place that supports the community and helps build community cohesion, for example through provision of community space, whether through Memorial Hall or a new community centre.

Town Centre arterials

We strongly support the development of a new arterial route that takes traffic out of the town centre. This will allow the town centre to be people-centric rather than car-centric.

The proposal shows good connectivity of the on-road cycle network to the Queenstown trails network. However, we support greater provision of separated cycle lanes on the main arterial routes (Melbourne Street or Stanley Street) for road bikes and commuters who prefer to travel at faster speeds and via more direct routes (and to relieve congestion on the Queenstown Trail). The bus interchange area is an opportunity to provide cycling facilities such as secure lock ups and showers, so it is especially important to have dedicated cycle lanes leading to it. Furthermore, safe cycle lanes to/from bus stops complement the provision of bike racks on buses.

Memorial Hall provides an important community function. This function could be relocated if a suitable alternative is developed before Memorial Hall is removed. If there is an option that could create a well-functioning arterial without removing Memorial Hall then this would obviously be preferable from a cost perspective. However, the priority is a functioning, people-centred town centre and the provision of an appealing, functional, and accessible community space regardless of whether that is Memorial Hall or a new building.

Parking

A shift from on-street to off-street parking is fully supported. It helps create more people-centred streets and produces opportunities that allow for a wider range of mobility choices through provision of on-street cycle lanes, shared street spaces, and wider footpaths.

Removal of parking spaces from streets to parking buildings can help create a more people-focused town centre and a hierarchy where pedestrians and cyclists are prioritised.

Public and passenger transport facilities

We support increased transport choice and provision of public transport through a mix of bus, ferry, and/or gondolas; and making these the easy, convenient and affordable choice.

In relation to a transport interchange, we support provision of undercover facilities to secure bikes; bike service stand; e-bike recharger; shower facilities to promote active commuting to work; and bus shelters.

Community heart

The library currently fulfils an important community role. As well as normal library functions, it provides a community space and internet access for those that do not have it at home. Having library access in Frankton and the town centre will make it easier to access for more people, but replacing the community space aspects in the town centre will be important if the main library is relocated.

Recreation ground

We support any changes that will support wider usage of the recreation grounds. However, we note potential for a new arterial route to create a disconnect between the recreation grounds and town centre. Therefore, provision of easily accessed, safe, and appealing pedestrian crossings across, over or under the arterial route is important.

Celebrating our Lakefront

Public Health South supports:

- Prioritising open space over car parking
- Creating a pedestrian friendly town centre
- Better cycle connections
- Supporting water-based public and passenger transport
- Expanding the lakefront to One-Mile

Our streets and lanes

We support:

- A more people-focused town centre
- Town centre streets functioning as a safe, dynamic space for people, pedestrians and cyclists, where people are prioritised over motorised transport.
- The features that would help create a more people-friendly town centre to attract people in are:
 1. Cycling friendly
 2. Pedestrian friendly
 3. Good public transport
 4. Open spaces

In addition, creating a smokefree town centre (including in public spaces and places) could also help encourage people into the town centre. It would create a more appealing environment for the 85% of the population who do not smoke.

Summary

Public Health South thanks QLDC for the opportunity to comment on the proposed Town Centre masterplan. Public Health South supports:

- An alternative arterial, that allows the town centre to be focused on moving people through walking and cycling, rather than moving or parking cars.
- Improved and connected public transport facilities that supports transport choice and makes public transport the more convenient and accessible option.
- Improved parking facilities on the fringes of town to reduce the number of cars in the town centre and free up space for pedestrians and cyclists. We do note, however, the importance of considering access options for people with limited mobility or physical capacity.
- Enhancing the way our town feels and functions, so it provides a people-centred urban space and supports community cohesion (eg. community facilities), mental wellbeing (eg. green space), and human movement (eg. cycling and walking).
- Provision of a cultural/community heart for its role in community cohesion and mental wellbeing.
- In addition, we strongly recommend this as the best opportunity to create a smokefree town centre.

Yours sincerely

Delvina Gorton
Health Protection Officer

2 August 2017

Town Centre Planning Team
QLDC
By email

Consideration of health services in town centre transport planning

Dear Town Centre Planning Team

Queenstown Medical Centre (QMC) support a holistic and integrated approach to moving Queenstown forward from a town into a small city.

Continued provision of high quality health services for both our local and visiting population is a key aspect of keeping Queenstown a world class home for our locals and destination for tourists.

Whilst provision of appropriate health services is principally the responsibility of the health system, facilitation of health services is a community concern, especially when town planning can influence both provision and the accessibility of those services.

Primary Care context – essential community service

The vast majority of health care in Queenstown is provided by primary care based in the town centre who together with primary care based in Frankton and Arrowtown work in symbiosis with Lakes District Hospital (LDH) to provide care to both locals and visitors.

To place this in context, QMC over the last year had approaching 50,000 patient contacts in the town centre (Isle Street) with in excess of 17,000 being walk-ins that would either have to wait for medical care or present at an already under pressure hospital. In addition to this our Isle Street surgery also facilitates access to visiting specialist reducing the need for locals to travel to access these services.

The need for primary and allied health services is expected to increase into the foreseeable future owing to:

- both the Ministry of Health and Southern DHB strategies of promoting care closer to home;
- emergency departments working to triage non emergencies to primary care;
- growing tourist and usually resident population ; and
- ageing population.

Status quo

Funding of health services aside, one of the key factors impacting workforce habits and patient access to health services are available transport options.

Present public transport options are relatively expensive (soon to change), anecdotally unreliable, slow and too infrequent to adequately support a largely shift based workforce. Equally this can inhibit unwell, but otherwise ambulatory, people from using public transport. Clearly public transport is a less than optimal

option for those who are injured or acutely unwell. The result is many of our health workforce and patients are reliant on motor vehicles to access their place of work and place of care.

The increasing shortage in parking and presently suboptimal public transport system is contributing to:

- town based patients increasingly being late (or not turning up at all) owing to inability to park;
- town based patients anecdotally choosing surgeries further away from their home or place of work just to be able to park;
- unacceptable outcomes at both Lakes District Hospital (LDH) and our Isle Street Surgery with individuals not accessing health services parking in private areas reserved for those who are unwell or in some cases medical staff (leading to costly self enforcement); and
- an increasing number of the health workforce having to start work well in advance of their shift and/or pay increasingly expensive casual parking rates (if a bay can even be found) to get to work on time.

Whilst many other parties are similarly impacted, health services are an essential community service which play a vital role in supporting the community whether they be local or visitors. Frustrating already unwell people further does little for Queenstown's reputation as a world class destination.

QMC already contributes to resolving pressures by controlling access to our parking at our Isle Street facility. We are also exploring the feasibility of providing increased patient access in Frankton where there is presently less pressure on parking. There will, however, always be a high demand for health services in the town centre which planners need to consider.

Health services tend to be generically funded and typically do not cater for environmental pressures that may be unique to a particular region. From a primary care perspective in particular, the ability to ameliorate these pressures in a manner that does not impact the cost to patient of health services is limited. From our perspective, making health services more expensive in Queenstown is an extremely undesirable outcome for both locals and visitors.

Going forward

QMC support a multi-pronged approach that provides both patients and the health workforce with options for accessing care/their place of work. Clearly those that wish to pay for convenience should be able to but we submit that this is not viable long term for the majority of our local workforce or for unwell people.

Parking in and around Isle Street (near term)

In the near term (as already communicated to council) we believe the present 3 or more hour parking limits (including the unlimited bays) in Isle and Brecon Street should be reduced to approximately 90 minutes. This should afford sufficient time for the majority of patients to be seen. Should a patient occupy a bay longer (owing to for example an acute presentation) and be fined we would be happy to work with Council on a mechanism to cater for legitimate cases (eg providing evidence of time in surgery as a basis for fine remission).

This, together with our own parking control measures should greatly increase turnover of parking bays assisting those needing to access health services.

Longer term parking

The overall parking strategy for the town centre and Frankton needs to factor in that the bulk of health services will continue to be provided at these locations. Not all of these patients will physically be in a position to utilise public transport or indeed walk 5-10 minutes from parking facilities.

Parking solutions need to factor in that there will be increasing short term parking needs, of often vulnerable people, in and around main health provision facilities. Whilst health providers need to be part of this solution options are in reality limited with factors influencing need and access to parking largely beyond our control.

For the town centre in particular this needs to be considered more closely as non complying (parking) developments are put before council and restrictions are considered for on road parking in and around medical facilities.

Public Transport

We support the notion of improved public transport and believe that this is the most practical long term solution. To be viable, however, public transport would need:

- to be affordable (\$2 qualifies but ultimately needs to be cheaper than driving and parking in today's terms);
- practical:
 - single direct bus from each main suburb into town hub to keep commute times reasonable when compared to a car;
 - within easy walking distance from home;
 - at no more than 30 minute intervals off peak (15 mins on peak); and
- reliable (on time most of the time).

Park/Walk and Ride

We have a number of staff/patients that come from outlying areas such as Cromwell, Glenorchy, Gibbston or even Arrowtown which makes bus journeys extremely long and in some instances non-existent. Park and ride or park and walk would be an option on the basis that the:

- overall cost is cheaper than actually driving and parking in the town centre;
- overall commute times are not significantly increased by the ride option;
- the park facilities are of sufficient size that shift based workers are actually able to find parking when they require it;
- the facilities themselves and the walk to/from them is safe, particularly for those accessing after late shifts; and
- walking to/from the parking area is preferably limited to 5 minutes.

We understand that moving Queenstown forward is the responsibility of all stakeholders. Having and being able to physically access high quality health services is fundamental to any community, however, local providers ability to do this is heavily reliant on how our town planning facilitates staff accessing their place of work and unwell people their places of care.

QMC would be happy to work with Council on practical ways to move forward in this regard.

Kind regards



Shane Zeederberg

CEO



QUEENSTOWN TRAILS TRUST

03 August 2017

Queenstown Town Centre Masterplan Submission

Thank you for the opportunity to make a submission regarding the proposed Town Centre Masterplan.

The Queenstown Trails Trust aims to play a major role in the development of safe and well-integrated cycling/ pedestrian trails into the Queenstown Town Centre area as a key stakeholder in the QLDC Masterplan.

In addition to developing important community/commuter linkages in the wider Wakatipu basin, QTT recognises the need to encourage increased stewardship of the trails via improved connectivity to Active Transport Hubs and our town centre. If we are to instil a behavioural change and get people out of their cars and off our roads, then it is essential that we provide a safe and efficient means of doing so – Immediate opportunities include;

- Shared pathways to feature bike/pedestrian logos for improved mode separation. Painted green lane identification on roads to help demarcate safe passage of cyclists
- Improved connectivity from Frankton via upgraded Frankton Track with a sealed surface and discreet lighting. Needs better demarcation along Park Street to Queenstown gardens (Green cycle lane, removal of car parking?)
- Defined through-route along Marine Parade from Bath House to St Omer Park to be clearly marked for cyclists and pedestrian safety.
- Improved trail link in front of the One-Mile roundabout carpark, along the lake edge and out to Sunshine Bay Track. Bollards installed along edge of Glenorchy road to prevent vehicles from parking on the lakeside trail to Sunshine Bay
- Development of an improved shared use trail link from Fernhill via Cameron Place, Lomond Crescent and the Lakeview campground
- Bike-Hubs to be established around town to encourage cycle use for commuting. Covered areas to provide easy locking/racking solutions and potential charging stations for eBikes. Air for tires and drinking water available.
- Multi-modal transport – Bike racks on all buses and racking available at bus stops. Increased use of water-taxi and ferry also to include bike racks and provide options for ease of getting around the basin.
- Improve the trail in Gorge Road from Arthurs Point to a commuter standard, with sealed surface and pedestrian/cycle lane logos. Improve the connectivity of the trail where it meets the Wetlands and create a safe crossing of Gorge Road for trail users.
- Completing the wider trail network to ensure connectivity from the town centre to all Wakatipu communities – pivotal links yet to be added are Arrowtown to Arthurs Point, Arthurs Point to Frankton via Tucker Beach and Jacks Point/Hanley's Farm to Frankton. Creating an integrated trail network will provide current Highschool students with a suitable means to adopt cycling as a primary form of transport from town to the new school.



QUEENSTOWN TRAILS TRUST

We would be grateful to be consulted in the Queenstown Integrated Transport Strategy, and would welcome the opportunity to contribute to the Active Transport Business Case as part of the Town Centre Masterplan.

If you have any further questions please don't hesitate to call me on 0275 540941

Kind Regards

Mark

Mark Williams | CEO | Queenstown Trails Trust

A large black rectangular redaction box covers the signature and name of Mark Williams.

Redson Corporation Holdings Limited

Community Consultation,

Queenstown Lakes District Council,

10 Gorge Road,

Queenstown

By Email: services@qldc.govt.nz

4 August 2017

Queenstown Town Centre Masterplan

Dear Sir / Madam,

Congratulations on your recent proposals for the future of Queenstown Town Centre. Redson Corporation Holdings Limited owns the property at 81-85 Beach Street. This also has frontage to 72 Shotover Street

We would strongly support the shared spaces model for the redevelopment of Lower Beach Street.

The movement of arterial traffic off Shotover Street (by enabling Man Street Bypass) is also seen as a key aspect to increase the amenity values and experiences of people in central Queenstown.

Regards



Richard Hanson

Director





Shaping our Future Inc (SoF) – Queenstown Downtown Masterplan Submission

04 August 2017

www.shapingourfuture.org.nz

Shaping our Future is an independent, apolitical, non-profit organisation created in 2011 to give the people in our community an opportunity to shape their future. We work with the community to create a long-term vision and roadmap for the future as our district goes through rapid change. Shaping our Future is governed by a volunteer Steering Group.

The following submission was prepared the Shaping our Future Steering Group. The feedback incorporates information from the community on the long-term future of our district gathered in the preparation of SoF reports on Energy, Economic Futures, Visitor and Tourism, and Queenstown Transport, along with the match with our community defined vision and goals for the district.

1. A Vision for the Future – supporting a thriving heart to Queenstown now and in the future.

- We support having a vision for the downtown area that the community will be inspired by and engaged in. We recommend considering future technologies and the impact on changing lifestyles and ways of doing business along with the position of the town as a worldwide destination to assist the community in envisaging our future downtown in 2050.

2. A Liveable Town Centre

- The proposed 10 elements for a liveable town centre align with Shaping our Future goals/priorities identified in 2011 relating to Engagement in Governance, Community Development, Diverse Economy, Connectivity, Tourism and History.
- The Shaping our Future Queenstown Transport Report 2017 supports promoting walking and cycling, and accessible, affordable and convenient public transport options for the town centre. We also support the use of new and emerging technologies.
- The Queenstown Transport Report also supports pedestrianisation of our town centres, with a focus on people first, rather than vehicle movement.

3. Town Centre Arterials

- Shaping our Future supports the identification of key arterial routes for the CBD as part of a wider Wakatipu Basin integrated strategic plan for transport with a focus on public transport, cycling and walking connectivity. (Queenstown Transport Report 2017, Visitor and Tourism Report 2015).
- More information on the costs, and alternatives options to the proposed arterial routes and replacement plans for the Memorial Centre (if that space was used)

are needed for the residents of the district to be able to make an informed decision.

- Further consideration could be given to long term future needs, eg with a population projected to reach 128,000 for the district, not including visitors, how can we design now for the future? The implications of transport evolution and technology development e.g. automated vehicles.

4. Parking

- SoF supports the development of off street parking (for cars and bikes) and the progressive reduction in on street parking. This is supported in conjunction with an integrated parking management system and accessible, affordable, reliable public transport options (Queenstown Transport Report 2017)
- Any new parking buildings should be built with a future focus (ie able to be repurposed), to high energy efficiency and sustainable standards. New buildings should also include 'end of use facilities for cyclists' e.g. provision for showers, charging stations, lockers and safe cycle parking. Cyclists and pedestrians should be able to access these facilities, safely and conveniently. (Queenstown Transport Report 2017, Energy Report 2011)

5. Public Transport and Passenger Transport Facilities

- Shaping our Future supports the provision of affordable, reliable and convenient public transport options and the development of bus priority measures (connected to the wider Wakatipu Basin).
- Facilities should be safe, sheltered and attractive for both bus and water transport. Any facilities should also include 'end of use' facilities including showers, charging stations and storage facilities for both cycle and park users and visitors.
- Any public transport measures need to be supported by high tech educative support and a focus on cultural change e.g. visitor perceptions of 'driving NZ' and local encouragement to use alternatives to the private car.
- Shaping our Future also support the development of safe and convenient park'n'ride facilities throughout the district with a focus on connectivity for the future e.g. gondola, buses, ferries, cycleways and walkways all being able to connect conveniently and safely together

6. Creating our Heart

- Creating a 'heart' to the community aligns with the Shaping our Future priorities of:
 - *Community development* - working together, improving connectedness, community spirit and creating facilities to gather, educate and socialise. And
 - *Education* – Innovation centres (sports, arts, business), incubators and niches for the community.
 - *Town Development* – community hubs and high environmental standards for development.
- We suggest consideration be given to whether the inclusion of council services within this precinct is appropriate. With the projected population growth areas

over the wider district, council services need to be easily accessible and convenient for the wider resident population to access.

Additional Comments:

- Shaping our Future supports the development of a Queenstown Downtown Masterplan, and recommends that it needs to be connected and integrated with masterplans for other population centres in the District, the wider Wakatipu Basin and integrated strategic planning for the District.
- Shaping our Future would welcome further consideration on the future development and provision of affordable worker accommodation and future visitor accommodation.
- The five project solutions address our 'current' mobility and congestion concerns rather than projecting out 35 years and do not build on the growth implied in the 'Drivers of Change'. We suggest consideration needs to be given to the projected increase in visitors and residents over the next 35 years and the impact on the proposed arterial routes, sizing of the cultural/arts complex.
- Shaping our Future also recommends the group consider diversity within our economy and downtown area. With a high reliance on tourism and the associated low wage workforce, more consideration could be given to encouraging a more mixed-use focus i.e. tourism, businesses and accommodation (visitor and resident).
- Further information on the economics of the suggested options within the masterplan and potential funding sources will be useful for residents to make an informed decision.

Submission by Shotover Park Limited (SPL) on the Queenstown Town Centre Masterplan study document

SPL supports the Council's decision to undertake a Queenstown Town Centre Masterplan study. There are important issues to deal with, such as traffic congestion and parking, which detract from community and tourist enjoyment of the area, and it is good to see an effort being made to address them. Queenstown Bay and its environs is often described as a jewel and, in SPL's submission, it is a special jewel that warrants professional polishing as well as a reassessment of its setting and the way in which it is displayed. Perhaps it is even time to consider how to recut this jewel to best display its facets. Given that the wider Queenstown Lakes community clearly considers that it has a shared investment it was good to see the community being consulted on its future.

However, the general shortcoming of the study to date (and we acknowledge that the study is at an initial stage) is that it has not taken a sufficiently wide view of the opportunities that the study presents. It is accepted that this is specifically a Queenstown Town Centre masterplanning exercise but it has failed to adequately consider the resources elsewhere in the district and how they might be used to provide alternative or complementary solutions to Queenstown Town Centre problems to improve the district as a whole. (An opportunity to add some extra lustre to the Lakes District's other gems while polishing the jewel has been overlooked).

Because the Masterplan relates exclusively to the confined area of the Queenstown Town Centre, there is also a risk that it sees the town centre as being in competition with other parts of the district. The Masterplan exercise should have been seen as an opportunity to not only upgrade and future proof the Queenstown Town Centre but also to ensure that the Queenstown Town Centre of the future complements, rather than competes with, the rest of the Queenstown Lakes District. Instead of considering the potential benefits for all ratepayers and the wider district, the direction seems to be one that an early Queenstown Borough Council (with eyes on the old town boundaries) might have been expected to take.

This is ironic because historically QLDC has managed to see the bigger picture when planning for development of the district. Indeed, in the early 1970s (well ahead of local government amalgamation in the rest of New Zealand) the Queenstown Borough Council and the Lake County Council voluntarily agreed to first share offices and then share their town clerk. There was clearly a view early on that the boundaries of the old Queenstown Borough were largely irrelevant to the better long-term development of the district. Similarly, the Queenstown 20/20 study recognised the need for the Queenstown town centre and the then nascent and developing commercial areas at Frankton to complement each other. It is submitted that, although the focus of the Masterplan study is the Queenstown Town Centre, Councillors need to keep in mind solutions that provide potential benefits to the whole district. This is particularly so when the geographic centre of the residential

community has moved since the last time a study like this was undertaken. The majority of the Queenstown community now lives beyond the BP roundabout. The largest residential areas are at Kelvin Heights, Old Frankton, Remarkables Park, Jack's Point, Lake Hayes Estate, Shotover Country, and Quail Rise. Bridesdale, Hanleys Farm the Lake Hayes retirement village and the new Five Mile residential apartments are under construction and the Council has itself identified additional new residential areas at Quail Rise south, Ladies Mile and Kingston.

The Council's own growth statistics confirm that the population base is no longer around Queenstown Bay. Those predictions also show that over the next decade the predominant employment base will no longer be in Queenstown Bay. It will be at Frankton/Remarkables Park and future employment growth there will considerably outstrip job growth in the Queenstown Town Centre.

Taking into account the resources of the rest of the district would allow the Queenstown Town Centre to play to its strengths. Queenstown Bay has the benefits of heritage and cultural connections, an historic street layout that is compact, intimate, and walkable and a wonderful waterfront setting. The downtown area itself is one of the features that attracts tourists to the district and helps keep them coming back. All current indicators suggest that the future economy of "Queenstown Inc" will continue to be more strongly tied to tourism than to any other activity or group of activities. A plan for the next 30 years needs to allow for that growth to be accommodated rather than constrained (as would occur if short term demands for other space were to be given priority now). To be clear, SPL does not oppose the expansion of existing cultural or community facilities within the Queenstown Town Centre and would generally support the development of additional new community, art and cultural facilities.

Even if this concern about Queenstown Town Centre competing with the rest of the district was removed, it appears that, with the focus of the study being solely on the Queenstown Town Centre, those undertaking the study have assumed that this is all they have to work with and that solutions for all of the Queenstown Town Centre problems they identify have to be found within the Queenstown Town Centre. Likewise there is a particular risk that things that have been identified as immediate problems are seen as having to have immediate solutions in the town centre. A case in point is the stated need for new administration offices for the Council. The benefits of a single new Council office can be accepted but the fact that the existing Council offices are in the Queenstown Town Centre and that the Council owns land there does not mean that this is the best or only place for those offices. There are other factors to consider.

It was thus disappointing to read in the Masterplan document that the construction of new Council offices in the Queenstown Town Centre is taken as a given. Submitters are invited to make suggestions only on what community facilities might be constructed alongside the Council offices. They are not invited to comment on the desirability, necessity, scale or location of

the Council offices. When questioned about this, Council staff advised that Council had a mandate to construct new offices in the Queenstown town centre and referred to a 24 February 2016 Council resolution that “*the Council’s preferred location for a future Council office building is the Queenstown CBD*”. It needs to be pointed out that that was a resolution of the last Council. The current Council has taken the initiative to develop a Masterplan for Queenstown Town Centre and it should start with a clean slate and provide for full consultation on all aspects of the future development of the Queenstown Town Centre – including the location of future QLDC offices.

Some of the arguments that are put forward in favour of the Council siting its Queenstown offices in the Queenstown Town Centre are accepted. Indeed, if the traffic congestion and parking issues did not exist and there was adequate suitable land available (without compromising other more important development) there may well be a good case for such a location. But the traffic congestion and parking issues are very real. The Masterplan includes proposals designed to mitigate them and some of these are sound but, even if fully effective in the short term, they will not be a permanent solution. As population doubles and tourism numbers double and triple, those same traffic related issues will re-emerge (quite possibly with a vengeance). Achieving improved traffic flows on Frankton Road may be likened to a fat man loosening his belt. If that’s the only step he takes it may just make room for further growth - which in turn leads to more pressure and a more severe future problem.

Clearly the Queenstown Town Centre is geographically finite and there is a limit to the activities that it will be able to (or needs to) accommodate. The Masterplan process is the right time to carefully evaluate and prioritise those activities. Furthermore, the Masterplan is the opportunity to consider not just what can be accommodated today but what needs to be retained in the Queenstown Town Centre over the next 30 years and beyond, so that it remains a special space for future communities and future tourists.

It is relevant here to remind ourselves of what was probably the largest Central Queenstown issue that the Queenstown community grappled with in the early 2000’s. There was a huge community and political debate about the location for the then proposed Queenstown aquatic centre. Many strongly supported a Queenstown Gardens site over the site adjacent to the Queenstown Events Centre, which was finally chosen, as the site for Alpine Aqualand. Many of the arguments in favour of the central Queenstown site related to community access, community expectations and locating such facilities in the heart of the district. They were very similar to the arguments raised now for retaining certain activities in the Queenstown Town Centre. Alpine Aqualand has been operating at Frankton for less than a decade, but, even with that relatively short experience, it is now hard to imagine how this important community facility could possibly have met the community’s needs or operated effectively, with the current traffic congestion and parking problems, had it been constructed on a central Queenstown site.

Some activities that have been identified in the Masterplan as desirable may not fit long-term if the best long-term development of the Queenstown Town Centre is to be achieved. If that is the case, it is in our view more important to prioritise and retain cultural, art and community activities over administrative functions. This was certainly the clear message delivered by speakers at the Pecha Kucha evening.

Looking through the document it appears that the authors are relying on notions such as “community”, “culture” and “authenticity” to justify their stance that new Council offices should be constructed as part of a new community precinct. But, in truth, the day-to-day functions undertaken at Council’s offices relate more to commerce than to culture. Council staff generally undertake what would be classed as a range of administrative, professional, office and bureaucratic functions, and it would be a stretch to describe those as “community activities”. In practice, the engineering, planning or legal functions undertaken by a Council engineer, Council planner or Council solicitor have much in common with the functions undertaken by other professional engineers, planners and lawyers working in consultancies or offices elsewhere in town. Similarly, in practical terms there is little difference between the functions of receiving payment for an annual dog licence and receiving payment for an annual ski pass. Neither one is more of a community function than the other. There is no logical reason to class QLDC employees as “community workers” and house them in a community precinct. It is true that the Council’s staff are real and valued members of the community and they do add “authenticity” to their working vicinity. But they are no more “authentic” or representative of Queenstown than the entrepreneurs who established the now thriving tourism businesses, which also seek space in the town centre.

One argument put forward by those supporting retention of a Queenstown Town Centre Council office is that if QLDC was to relocate its offices, other offices would follow Council and leave the town centre. This approach seems to be based on a past view of the composition of the town’s professional offices. It is true, for instance, that a number of lawyers in Queenstown are involved in RMA and local government law and that this means that they can be working day to day with the same legislation that governs Council’s actions. However these days there are many more lawyers who are involved in immigration, family law, trusts, commercial law, conveyancing, employment law, commercial litigation and criminal law and have only very limited, if any, involvement with QLDC on a day to day basis. Likewise the majority of accountants and real estate agents in town do not require day-to-day contact with QLDC. One of the major reasons for QLDC to relocate its offices away from the Queenstown Town Centre is to reduce vehicle congestion and parking pressure. If it was to take that option, other businesses may in fact respond to the reduced congestion by staying in, or moving to, the Queenstown Town Centre because suddenly it would be easier for them to do business there.

The fear of empty upstairs premises is also misplaced. If a surplus of upper floor premises was to arise it would likely lead to apartment conversions or

reinstatement of earlier apartments. This has happened in Queenstown in the past and has the benefits of adding life and local flavour to the precinct. It also gives more people the opportunity to both live and work in town.

There are other reasons too not to put too much weight on the building of Council Offices as a cure for a lack of authenticity. We all have different ideas about what makes a town authentic. Apart from the difficulty of artificially creating “genuine authenticity” there is a real risk of getting it wrong. Even if there was unanimous agreement on what constitutes “tacky”, there is little that can be done to control it. Anecdotally more money is spent in downtown Queenstown after 5.00pm, when Council offices and most of the other offices in town are closed or about to close. This suggests that there may be little link between the presence of “authentic offices and authentic office workers” and people’s enjoyment of the Queenstown Town Centre. By contrast a number of speakers at the Pecha Kucha event suggested that the best way to create a heart and an authentic and unique community feel was by investing in public art and providing for public cultural displays. This is considered to be a better long-term approach than trying to pick winners among commercial and administrative activities.

The debate about the location of any new QLDC offices would benefit from both consultation with the community about where the community would like new offices to be sited and from some simple analysis of the existing situation. QLDC currently requires all visitors to its three Queenstown offices to sign in before meeting with any Council staff. It would be a relatively simple task to provide anonymised data on how many people visit Council’s offices each day, the general purpose of their visit and their origin (where they drove or walked from). All of this information could be obtained from the completed sheets already held by Council. It is very likely that this data would demonstrate how much Council business is now done on line and how few visits are required to Council offices since the adoption of on-line payments and the very useful E-Docs system. Where once architects, builders and lawyers would stand at a council office counter poring over A1 plans and paper files, all of QLDC’s plans, building records and resource consent files have been digitised and are available for inspection on line. The district plan is available (and much easier to read) on line. Resource consent and building consent applications are lodged on line without the need to visit a Council office or stand in a queue. This simple analysis of visitor sheets would also establish whether the visitors had made a vehicle trip to visit Council and whether the total trip distances could be reduced if the offices were in another location.

The other very simple analysis that could be undertaken is to ask where all QLDC staff live and determine whether there would be reduced commuting distances/times and reduced parking demand in the vicinity of the Queenstown Town Centre if the QLDC offices were relocated. It is statistically very likely that (like the rest of the Queenstown resident population) the majority of Council staff live beyond the BP roundabout. But if that is not the case, the suggested analysis would establish the facts very quickly.

In terms of consultation, it would be very easy to provide some rough order costs for constructing new Council offices in a couple of locations (including one in the Queenstown Town Centre) and simply survey residents on their preferred location for doing business with their Council. The Masterplan document and the associated on line survey have given residents absolutely no opportunity to comment on this important matter. In the meantime it is interesting to note that the outcome of the Otago Regional Council's recent consultation on the re-establishment of a Queenstown office has led that Council to approve re-opening an office a Queenstown office and to indicate that the likely location would be Frankton.

Despite the above criticism that the Masterplan as presented to date has failed to look to other parts of the district for solutions to Queenstown Town Centre problems, there is one exception (that, to some extent, proves this point). The Masterplan document has a map that shows eight possible park and ride locations around the wider Wakatipu Basin and a brief discussion of the benefits to Queenstown Bay if residents were to park in those locations and use public transport to access the Queenstown Town Centre. This is a sound concept and demonstrates that part of the solution to the Queenstown Town Centre parking problems may lie outside the Queenstown Town Centre itself. The document also mentions the possibility of a ferry service but there appears to have been no effort made to address how the Queenstown Bay wharves could be adapted or expanded to accommodate this volume of passengers and link them to hotels etc in Queenstown Bay. Neither has any attempt been made to identify terminals or stopping points such as at Kelvin Heights or the hotels and accommodation nodes in the Frankton Arm and on the Kawarau River. It was good to see a statement in the Masterplan booklet that more investigation is being done on a potential ferry service.

A potential park and ride site that would be directly on the main bus route and within a 200 metre radius of the Remarkables Park shopping centre, three new hotels and the new Wakatipu High School (drop off the kids and catch a bus to town!) has been offered at Remarkables Park Town Centre. The site would be on the main bus route to the airport and less than a 1.2km walk to the airport terminal. However, this site was not one of the sites identified in the Masterplan document for public comment even though it better meets the criteria for a successful park and ride site than other sites that have been included. By way of example, the Old Frankton site which is included would occupy an area of Council reserve and green space adjacent to Remarkables Primary School, is not on the main bus route and is already practically inaccessible twice daily (Monday to Friday) because it is totally congested during drop offs and pick ups associated with the school.

SPL requests to be heard in support of this submission or to be involved in any further discussions on the Queenstown Town Centre Masterplan.

Shotover Park Limited

Templeton Way
PO Box 100
Queenstown 9348



03 August 2017

To Whom It May Concern,

Re: Queenstown Squash Club QLDC Submission – Queenstown Town Centre

I am writing this submission in my capacity as President of the Queenstown Squash Club (QSC) and on behalf of the club committee and members.

Queenstown Town Centre – Proposed Plan

As you are aware the current preferred plan for the new arterial road would mean the demolition of our current facilities. Whilst we agree that something needs to be done and fully support the proposed Queenstown Town Centre plan, we want to make sure that our club still has a home both at the end and throughout this process. This presents a great opportunity as we have been outgrowing our current premises for years and there have already been several submissions in the past regarding relocating the club elsewhere.

QSC – Our Club

The QSC is a small two court complex located underneath the rugby club on Templeton Way. We are currently in our 19th year of a 19 year QLDC lease. Our facilities are very basic with two courts (in deteriorating condition) and two small changing facilities. We have three car parks directly outside the club that have become difficult to retain for members given the increasing pressure on town parking. We are an active club with a growing membership but our facilities make it increasingly hard to attract new and retain existing members. We are self-funding through a combination of membership levies, guest fees and internal event fundraising. A combination of the above factors are making the QSC increasingly difficult to maintain (both in terms of amenity and financially) at a time when we are trying to grow our sport in the region.

QSC – Previous Proposals & Plans

The relocation of the QSC into a new purpose-built facility has been discussed for many years and has been included in previous Annual and 10 Year Draft Plan documents.

- *2006* – Detailed plans were drawn up to include squash courts at the Queenstown Events Centre (QEC). Multiple options identified, building timelines given, funding obtained through the Southland Community Trust and QLDC (from sale of existing building). Upon completion, building was to be gifted to QEC. These plans still work with the current facility.
- *2010/2011 Annual Plan* - Provide for capital purchase of Queenstown Squash Club Building at \$200,000 (reinstatement of 2007/08 unused budget)
- *2012-2022 10 Year Plan* - An amount of \$368,000 was allocated in the budget for the construction of 2 new squash courts as part of the QEC extension plan. This disappeared from the 2015 Draft Plan with no communication to the QSC as to why we were excluded and what other viable alternatives may exist.

QSC – What do we do and why do we matter?

The QSC has an active membership of approximately 60 annual members with a similar number of shorter-term three and six month members turning over throughout the year. We also hire courts on a daily basis to both local and visiting casual players. Our members range in age from 12 to 70+ years and we make every effort to cater for all age groups and all levels of ability.

- We have four teams competing in the local Interclub competition. Each team comprises 5-6 players who travel to Cromwell, Omakau, Alexandra and Wanaka for mid-week matches.

- We run our own internal club events that provide members with the opportunity to meet new players, exercise and compete in a fun and welcoming environment.
- The club has an active group of members who regularly play and travel to local and national tournaments including a proportionally high number of nationally ranked male and female Masters players (including the 2016/17 Men's 40-45 Champion).
- The annual Queenstown Easter Squash Open is a long-established tournament attracting players from all over New Zealand to compete. Our 2017 event was over-subscribed and entries had to be closed 2 weeks early with 68 players competing. Nationally most tournaments traditionally receive a high percentage of their entries in the week prior to entries closing.
- The QSC committee runs a regular Tuesday Club Night that attracts good numbers of new members and visiting players.
- We have a long-standing relationship with Wakatipu High School to provide courts for coaching and school games and run a weekly coaching session for them.

Squash – why it deserves its place in Queenstown's recreational future?

- Squash makes an ideal recreational activity throughout the colder months in Queenstown and is not weather dependent at any time of the year.
- Squash was voted by Forbes Magazine as the world's healthiest sport in recognition of the fact that it provides a competitive and effective workout in minimal time and space.
- Without a squash facility, our nearest squash courts are in Cromwell. Cromwell Squash Club has experienced a growth in membership numbers and has added a third court to their complex.
- A benefit of having a new squash facility at the QEC is the ability to package a squash membership with other QEC memberships increasing usage of both.
- Squash is popular all over the world and we host many international players every year who are looking to play whilst visiting Queenstown.
- Being able to host national and international squash events will have great economic and promotional value for Queenstown.
- Squash players are very committed to their sport and it provides a valuable component to their social lives, health and general well-being.
- Research has shown that squash brings many benefits to a community and has the potential to assist in addressing issues relating to health, education, inclusion opportunities, aspiration, anti-social behaviour and meaningful employment.
- Statistics New Zealand's census predictions suggests that the population of the Queenstown-Lakes District is set to grow from 29,700 people in 2013 to 47,300 in 2043. We would expect this growth of over 60% to translate into new memberships and need to ensure we have sufficient facilities to cater for this.
- Squash has become an established sport in the Commonwealth Games with a very active campaign to have it added as a future Olympic sport.
- With recent developments in squash court construction, courts can be built with moveable and interactive walls. This allows the ability to create larger spaces which can be used for other forms of recreational and social activity, making it a truly multi-use facility and a good fit with the community.
- The squash club has provided a valuable Queenstown recreational facility for many years and the current committee and members are committed to ensuring this continues for the next generation of players.

QSC – Our Submission

The QSC request that the following be considered:

1. Funding* for a feasibility study to investigate the best location and size of facility to fit current and projected growth within the Queenstown District.
2. Allocation of funding* and support for a new/upgraded complex as per the results of the feasibility study.
3. Extension of our current lease beyond 1st April 2018 to ensure the club's long term future. Whether it be at our current location or another more appropriate venue.
4. Should the Queenstown Town Centre plan not require the demolition of our current facilities, allocation of funding* and support for the upgrading and modernization of the existing squash club facilities in the absence of an alternative venue.

*We would also look at funding from other sources such as Central Lakes Trust.

The QSC committee would be happy to meet with councilors to discuss the future of our club and thank you for taking the time to consider this submission.

Kind regards,

Brad McLeod
President – Queenstown Squash Club

3rd August 2017

To whom this may concern,

Squash New Zealand is the recognised national governing body for squash in New Zealand and is responsible for promoting and developing the game throughout the country. We have identified Welcoming Facilities as an important pillar in our strategic plan and are working with our member clubs and districts to provide support for opportunities that will improve and grow the game of squash in New Zealand.

Squash New Zealand believes that such an opportunity now exists for the development of a new squash facility that would cater for the long term needs of squash members and the wider Queenstown community.

Consultation and Research Findings – Summary

Over the past 12 months we have consulted with 98 squash clubs and 51 other providers of squash courts to obtain a comprehensive set of facilities data. Evidence from the data we have collected suggests there may be a shortage in the number of courts available over time as the majority of squash facilities are nearing 60 years old. As a result, a large number are reaching the end of their economic lives, making these squash facilities financially unviable and leaving some areas somewhat vulnerable.

Our New Zealand Squash Facilities research has identified that while current need for additional squash facilities around New Zealand is generally low, future consideration should be given to the investigation of new squash facility developments in high participation and growth areas. Statistics New Zealand's census predictions suggests that the population of the Queenstown-Lakes District is set to grow from 29,700 people in 2013 to 47,300 in 2043.

By way of example, the Devoy Squash and Fitness Centre which opened in Tauranga in 2011, had a membership of less than 150 and that has now grown over 600 with membership now being restricted. This new facility has hosted events over the last four years – ranging from school, club, national and international. With moveable walls the complex can cater for other forms of recreational and social activity as well, making it a truly multi-use facility which makes it a good fit with the community.

The Value of Squash

Research has shown that squash brings many benefits to a community and has the potential to assist in addressing issues relating to health, education, inclusion opportunities, aspiration, anti-social behaviour and meaningful employment.



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**WORLD
SQUASH**

WSF



For the future growth and development of the game it is essential that participants have the opportunity to access welcoming facilities that cater adequately for their needs. There are many benefits that will accrue from a new facility:

- There is a long and proud squash history in the Queenstown region and a new facility can only have a positive impact for the region
- Both Squash New Zealand and Squash Otago see the development of a new squash facility in Queenstown as being of strategic importance
- Squash is a perfect fit for the town, complimenting other sporting activities and it can be played all year round, irrespective of weather
- New facilities attract new members and casual participants and with good amenities it will be an attractive environment for both members and visitors alike
- An extended facility would have the capability to host large national events including regional open tournaments, South Island Championships and possibly the NZ National Championships, providing economic benefit to the town
- Potentially a facility with four courts could host international events such as a NZ Open or a World Teams event, especially if Squash New Zealand's full glass court could be accommodated nearby

Our Strategic Direction

Squash New Zealand's strategic plan for 2016-2021: 'Squash on the Move' has set the target of having a national membership database of over 25,000 members taking part in year-round community participation programmes for all ages, levels and abilities. This projected increase in regular activity will place increased pressure on all squash facilities. Therefore, access to sufficient and quality places to play has been identified as a key determinant of growth of the sport.

Current Developments

Throughout the country a number of new developments are taking shape within the sport. New facilities, courts and upgrades are the result of increased demand and the need to provide welcoming and attractive environments for the sports participants. New facilities are planned or under construction in Christchurch and Wellington and new courts are planned for a number of other clubs around the country. Another encouraging sign is an increase in the number of clubs re-affiliating to the national body.

However, the state of the facilities at the Queenstown Squash Club are so poor that players who have attended tournaments have indicated they are unlikely to return. The amenities are inadequate for hosting tournaments and that impacts negatively on the numbers who attend. The two courts themselves are best described as below average standard which is compounded by poor access to one of the courts via outside the building.

Our Support

We are supportive of cooperating with others sports to develop new community facilities in a collaborative way to deliver such benefits and better meet future needs of our game. The current status of the local 2-

court squash club in Queenstown, with the pending demolition of the current facility to make way for the new arterial road, along with forecasted future population changes, presents an opportunity for the provision of squash courts in the Queenstown Events Centre.

The opportunity to build a new squash facility in the Queenstown region will not only benefit the club and its members but also the wider community who would have access to a modern and attractive recreational facility and Squash New Zealand supports the club in its endeavour to achieve this goal.

Yours sincerely,

Luke Morriss
Coaching & Development Director
Squash New Zealand





St John
Here for Life

St John Submission to Queenstown Town Centre Master Plan Project

St John appreciates the opportunity presented by Queenstown Lakes District Council to provide initial feedback and submissions on the Queenstown Lakes District Council Master Plan.

The service St John provides in the Queenstown area is significant. It is a major part of the community. Although the emergency ambulance service is the most recognisable part of St John's work, there are many other community-focused initiatives which the organisation provides, including:

- Events services, providing first and paramedic cover at sporting, community and cultural events in Queenstown and into Central Otago;
- Health shuttles, transporting people from Queenstown to health-related appointments to Invercargill and home again;
- Community programmes such as our St John Youth Cadet programme, Hospital Friends, Caring Callers and ASB St John in Schools.

St John would like to submit its initial thoughts on the engagement document.

Proposed Town Centre Arterials

St John agrees that work is required to improve transportation options into central Queenstown. Our data shows that there is an increase in our workload; for both the extended Queenstown area and CBD, there is an upwards trajectory in volumes of emergency ambulance responses. Based on workload from the last 7 years, there is a 4% growth rate in overall workload, per annum. The growth rate is higher for the CBD areas, averaging on 7% per annum.

On average, there are around 165 responses to EAS incidents in Queenstown extended response area, each month. Forty percent of the total volume of St John emergency responses is in and around the CBD, with around 65 responses per month. Our second busiest suburb is Frankton, followed by Arrowtown.

Like the rest of the Queenstown community, St John faces some challenges with traffic and congestion in peak times on the current arterial routes, especially in the area around Queenstown Airport and Lakes District Hospital. St John supports proposals to improve the current arterial flow through Queenstown. However St John does wish to raise a concern with the proposed bend of Man Street. This bend has

potential to impact on the quick response of our vehicles through this arterial route. If an ambulance is responding to a purple or red life-threatening incident, then having to change speed and slow down due to the proposed bend is going to have a negative impact on response times. St John supports the improvements to the arterial route, but not with the proposed bend.

Road width and pedestrian areas

The examples given of possible changes to road width and pedestrian areas is interesting. We would like the Council to consider how these may impact on ambulances, with regards to ambulance size. This is particularly important with regards to the turning circle of ambulances.

A timely response and ease of access to all facilities is vital to deliver a good value, sustainable, service delivery that improves the quality and safety of care and services to the patient and the wider community. This includes roads, but also retirement villages and rest home complexes, private care facilities, hospitals, medical centres, and other community facilities where large groups of people may congregate for public events.

For your reference, appendix 1 to this document includes information on ambulance sizes, which includes information on the turning circle required for ambulances.

Queenstown CBD

St John data shows a trend of increasing work in the Queenstown area. This includes increased workload in the CBD. St John needs to look long term to ensure that the provision of ambulance services it is providing to the community is appropriate. Workload is only going to continue to grow.

St John will need to seriously consider locating a smaller 'spoke' station in the CBD or nearby, in order for it to provide an appropriate level of care to the community. We believe it is important to raise this with the Queenstown Lakes District Council early. As an organisation St John is committed to working with the Council and would involve them in any discussion about any of our plans.

Health Shuttle Services

The redevelopment of parts of the CBD provides an opportunity for St John to have a CBD location for the pick-up and drop off of passengers using our health shuttles. At present we do not provide this option, however there could be opportunities for St John to utilise spaces such as tourist coach stops or bus stops to collect or drop off patients - or indeed other locations in the CBD. St John is willing to work with the Council to assist with the design of such options so that they are beneficial to the community and do not impede the flow of traffic or impact on pedestrian areas.

St John is dedicated to Queenstown and the surrounding areas, and we are committed to working with Council. We look forward to further consultation and discussion with Council on the proposed changes to the town centre, and the role St John plays in Queenstown now and in the future.



Joanne Conroy
Chair
South Island Region



David Thomas
General Manager
South Island Region



Pauline Buchanan
District Operations Manager
Southland Otago



Pam Hall
Community Care Manager
South Island Region



Suzy Mitchell
Community Programmes Manager
South Island Region



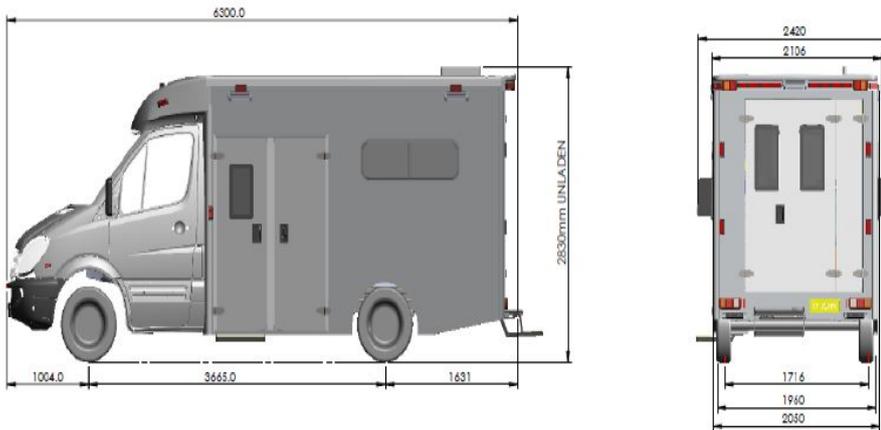
David Baillie
Territory Manager
Central Otago

3 August 2017

Appendix 1

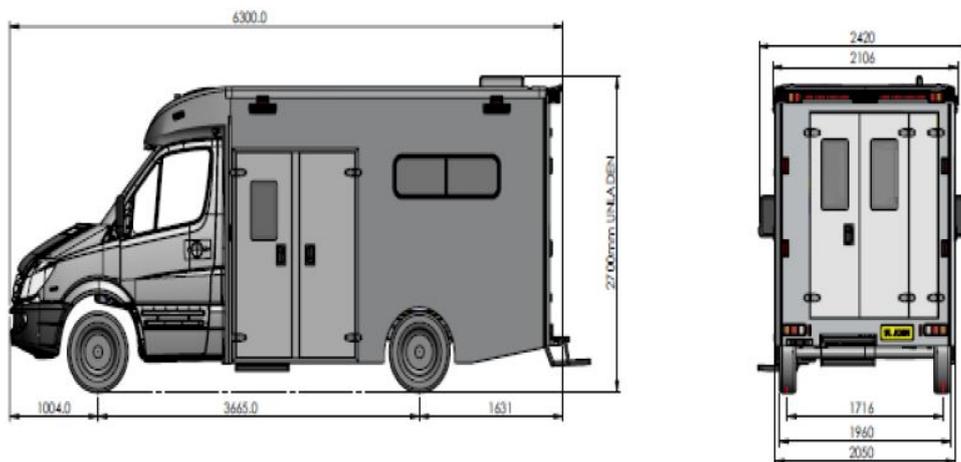
2.1 AWD Dimensions

Length	6,300mm
Width	2,420mm (includes side mirrors)
Height	2,830mm
Turning Circle	15,300mm
Weight	3,152 Kg (Full fuel + Equipment)



2.2 2WD Dimensions

Length	6,300mm
Width	2,420mm wide (includes side mirrors)
Height	2,700mm
Turning Circle	15,300mm
Weight	3,050 Kg (Full fuel + Equipment)



3. St John Building Specifications

This is a summary of the key spatial requirements for a St John ambulance garage. Garage Bays can be extrapolated from this 1 Bay Ambulance Garage dimension.

Dimensions	5,000mm x 9,000mm
Area	45 m ²
Ceiling Height	4,000mm
Door opening height	3,500mm
Minimum door width	3,500mm

The above are the specifications for a St John ambulance garage; however they also give an indication of spatial requirements for an ambulance in most situations.

Hello

I was hoping to have spoken with Gavin Flynn about the Town Centre Plan but time has worked against us.

On behalf of the Wakatipu Access Group we would like to ensure that any changes to the Town Centre are used as an opportunity to make Queenstown stand out as a city that promotes accessibility and follows the concepts of the Accessible Journey. The Accessible Journey links parking and access to facilities, making sure disabled people have the same opportunity to take part in the community as other people.

I would welcome the opportunity to discuss this further.

Kind regards

Anna Jameson
Wakatipu Access Group