

APPENDIX 1

1. Summary of Consultation

Throughout November 2008, Wellington City Council requested feedback from the public on the “Restoring the Golden Mile: Changes to the Central City Bus Route” proposal. Consultation is summarised in the table below:

Date	Details
Thursday 9 October 2008	SPC meeting – Paper seeks approval to consultation on option for re-rerouting buses through the Taranaki to Willis/Mercer precinct including reintroduction of public transport via Manners Mall.
Thursday 6 November 2008	Consultation period begins.
Thursday 6 November 2008	Consultation webpage on www.wellington.govt.nz goes live.
Thursday 6 November 2008	Consultation brochure distributed to all Council libraries and service centres.
Thursday 6 November 2008	Consultation brochure and invitation to Retailers’ Association meeting mailed out to all landowners (468) and hand delivered to all retailers (291) on the current and proposed bus central city bus route.
Thursday 6 November 2008	Editorial on Our Wellington Page in Dominion Post.
Friday 7 November 2008	Posters displayed in shop windows along the existing and proposed bus route.
Monday 10 November 2008	Public signs erected in Manners Mall.
Thursday 13 November 2008	Advertisement on Our Wellington Page in Dominion Post.
Sunday 16 November 2008	Posters put up in Wellington Buses (NZ Bus and Newlands Bus Company buses).
Thursday 20 November 2008	Advertisement in the Wellingtonian.
Thursday 20 November 2008	Meeting hosted by New Zealand Retailers’ Association attended by 20 business owners, landowners and residents from the current and proposed bus central city bus route.
Friday 21 November 2008	Information stall held in Manners Mall.
Saturday 22 November 2008	Information stall held in Manners Mall.
Thursday 27 November 2008	Advertisement on Our Wellington Page in Dominion Post.
Thursday 27 November 2008	Leaflet drop to bus users at central city bus stops.
Thursday 27 November 2008	Leaflet drop to youth in Manners Mall.
Wednesday 3 December 2008	Advertisement in the Wellingtonian.
Friday 5 December 2008	Consultation period closes.
Tuesday 24 February 2009	Oral submission hearings.
Wednesday 25 February 2009	Oral submission hearings.
Thursday 26 February 2009	Oral submission hearings.

A total of 722 submissions were received. The following Manners Mall businesses (i.e. retailers, service and entertainment providers) made submissions:

- Abra Kebabra
- McDonalds Restaurants NZ Ltd
- IPLAY
- Visique Capital Eyes Optometrists
- Coin Cascade Ltd
- Rockshop

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The following other local businesses made submissions:

- Aquamerino New Zealand Ltd
- Dixon Street Chiropractic
- World
- Arty Bees Books Ltd
- The Big Kumara
- Mojo Bond Street
- B & M Entertainment
- World Beauty Store
- R & R Sport

The following other organisations made submissions:

- Cockburn Architects
- Umbrella Properties Ltd
- Body Corporate at 60 Willis Street
- Island Bay World Service
- St James Theatre Charitable Trust
- The Buskers Group
- Association of Blind Citizens NZ Inc
- Transport 2000 + NZ
- Ulysses Trust
- Wellington Reg. Branch NZ Taxi Federation
- Greater Wellington Regional Council
- Save Manners Mall Facebook Group
- The Watsui Ltd
- Regency Apartments Body Corporate
- Regency Apartments Body Corporate
- The Wellington Company
- New Zealand Retailers Association
- Strathmore & Miramar Community Centres
- NZ Bus
- The Wellington Boys and Girls Institute
- The Architectural Centre
- Wellington Regional Chamber of Commerce
- Save Manners Mall Group
- Wellington Disability Reference Group
- Living Streets Wellington
- Mana Coach Services Limited
- Regional Public Health
- Johnsonville Progressive Residents Ass.

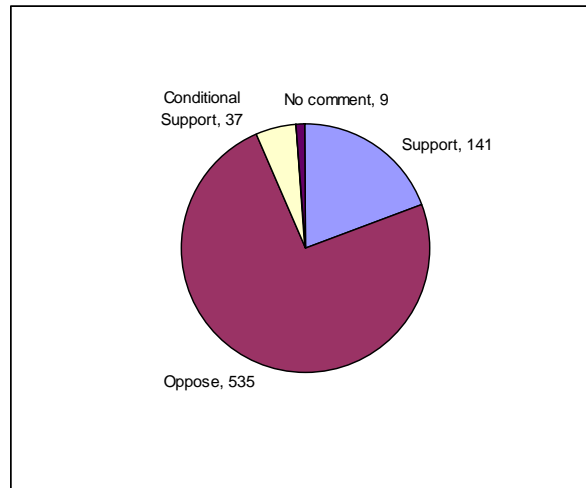
Breakdown of method feedback received:

Type	Number
Online via feedback form	540
Post via feedback form	151
Email	16
Letter	15
TOTAL	722

2. Feedback on Key Questions

Q1. What do you think about the idea of opening Manners Mall to buses?

This question stimulated the most comment and debate. 99% of submitters commented on this aspect of the proposal. 74% of submissions expressed opposition in relation to this issue.



“I approve of the buses moving through Manners Mall. I think it will change the area from a negative place for disenfranchised groups to an area of more movement and vitality.” (Submitter 25)

“The CBD is already over-dominated by vehicles (notably diesel buses) and allowing buses in Manners Mall will significantly degrade the character and amenity of the Manners Mall area.” (Submitter 33)

“As a pedestrian area it [Manners Mall] helps create a strong feeling of inner-city community: it nurtures a space for people to meet, to perform, to slow down, hang out/wander through in a foot-friendly, human-friendly place. It is a distinctive part of Wellington and something which makes the city unique in New Zealand, in that it functions as a living centre/heart, part of an important pedestrian oasis.” (Submitter 72)

“I am in favour of restoring Manners Street to bus traffic. At present it can take 30 minutes for buses to travel from Courtenay Place to the railway station and a more direct route which does not clash with other traffic can only help in this regard.” (Submitter 27)

“The proposal will put lots of teens out of place. They have nowhere to go. At least here the Police are nearby and can keep an eye on them.” (Submitter 51)

“Do it! The current doglegging through town is frustrating as a bus user.” (Submitter 8)

“At present Manners Mall can be a very intimidating place to walk.” (Submitter 9)

“Terrible idea. Pedestrian only areas are important and part of Wellington’s personality.” (Submitter 4)

“There is nowhere else in the city where large [busking] circle acts can perform and the power supply for amplified acts is the best spot in the city.” (Submitter 252)

“Any such proposal in the CBD must consider the pedestrian network ... These zones become meeting places, safe places, human places, social places, character places and casual-pace places. ... I definitely support directional efficiency of the bus route and could support this proposal. However, I would very much hope that another solely-pedestrian mall would be created to help compensate the loss.” (Submitter 21)

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"I felt some initial resistance, but after reading through the proposal I think it makes a lot of sense. I think its incumbent on us to make our bus service the best we can, and this will help." (Submitter 29)

"It will greatly streamline buses travelling across town. I consider it should be done in conjunction with removing private cars from Courtenay Place during peak times. This also means the introduction of light rail is easier – I greatly support light rail and this means a light rail link would have less corners to turn going through Wellington." (Submitter 43)

"Positive if done well – the proposed emulation of what was done to Lambton Quay near the Old BNZ building is good. It should be clearly visible to motorists that the bus-only route through Manners Mall is not a regular street." (Submitter 31)

"Yes, you might fix one problem and have more.

1. The life of the mall is gone.
2. Dangerous for kids.
3. Smoke from diesel buses going to food retailers, clothing retailers, etc. noise and fatal accidents."

(Submitter 63)

"We support the reopening of Manners Mall to buses as we believe this will help ensure a large number of benefits including more direct and efficient services, improved reliability and faster journey times through the Golden Mile." (Submitter 329)

"In a recent Chamber [of Commerce] survey 56% of businesses expressed support for opening Manners Mall up to buses. We recognise that local retailers will have mixed views on this proposal and so we support measures proposed by the Council to minimise the impact on them." (Submitter 577)

"While the idea may have some value, I would be concerned if the road and footpath were to be one/same height. There would need to be clear separation with a kerb like any other road and footpath like found say in Dixon Street." (Submitter 30)

"I do think it is an excellent idea. It certainly will improve public transport time through the centre of the city. It most likely will also reduce noise level from revellers and party-goers in the area of the present Manners Mall." (Submitter 39)

"NZ Bus supports the re-routing of buses through Manners Mall and restoring the original Golden Mile public transport route. We see this as an effective and simple way to support future-proofing public transport in Wellington." (Submitter 546)

"Generally McDonald's see the opening up of Manners Mall as a positive step to revitalise the area, improve security by having more activity and generating more foot traffic." (Submitter 449)

"There have already been too many changes to Wellington's road layout." (Submitter 42)

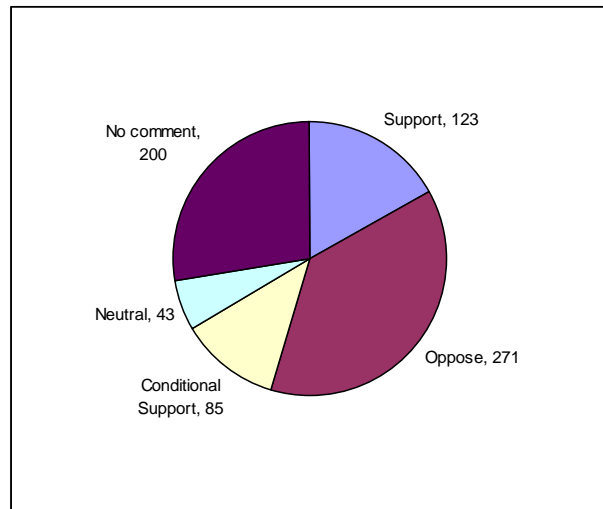
"RPH [Regional Public Health] supports the opening of Manners Mall to buses only on the condition that in reallocating road space and in street design, pedestrians are the first planning priority." (Submitter 717)

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Q2. What do you think about the possible long-term changes to Dixon, lower Cuba, Victoria, Wakefield and Mercer streets?

A third of submitters chose not to comment or state a position on this issue.

Of those submissions that stated a position on this aspect of the proposal (oppose, support or conditional support), 44% expressed support or conditional support.



"I think Dixon Street will become more people and pedestrian friendly, and have more parking – two very beneficial outcomes that seldom co-exist." (Submitter 131)

"I'd like to see improvements to make these areas safer for cyclists and pedestrians." (Submitter 132)

"The suggestion that more car parks could be provided along Dixon Street opposes the main aim of the project, which supposedly is about public transport and buses. It is well accepted that availability of car parks reduces public transport use. In the area suggested it will increase traffic movements, and manoeuvring, making the area more dangerous for pedestrians." (Submitter 148)

"As a prid-pro-quo it would be good to see the Dixon St area next to Te Aro (pigeon) Park down to the Cuba St intersection converted to a pedestrian park to match the fantastic new area adjacent to St James Theatre. Cars, etc. could instead turn on to Taranaki/Wakefield or Ghuznee to connect with Victoria St." (Submitter 133)

"These areas are becoming more residential. Therefore less noise and pollution from the buses is highly desirable. The extra parking becoming available around Civic Square is an obvious advantage." (Submitter 150)

"I do not see how more car parks could be built/created in Dixon Street. This is simply an empty assurance by the Council to hide their anti-car agenda – manifest in their desire to remove Manners Street parking." (Submitter 126)

"Moving the taxi stand from Dixon to Victoria St means people will have to walk the upper section of Dixon St at night to get a taxi - probably less than ideal as there are less people around there then and few dodgy dark alley ways . . .also uncovered and exposed to the weather." (Submitter 43)

"Willis St and Lower Lambton Quay is really nice at the moment, let's make the rest of the city like that." (Submitter 58)

"Has the Council considered closing lower Cuba to traffic and extending the pedestrian-only zone to Civic Square? Yes, it would eliminate parking on lower Cuba, but drivers can park in the Council parking garages, generating revenue." (Submitter 156)

"I'm happy with the proposed changes. Especially pleased to see plans for more parking in the area on weekends but the lack of parking is a problem. Public transport means trains and buses both ways for three people, so a car is easier for us on weekends." (Submitter 205)

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"I am not sure what "a stronger pedestrian connection" means. If it means an uncontrolled pedestrian/vehicle intersection, similar to that between Balance St and Customhouse Quay, or Bond St and Willis St, then I am not in favour of it. Drivers already treat these as roads (and the former in particular as a high-speed thoroughfare). Unambiguous traffic lights are safer." (Submitter 201)

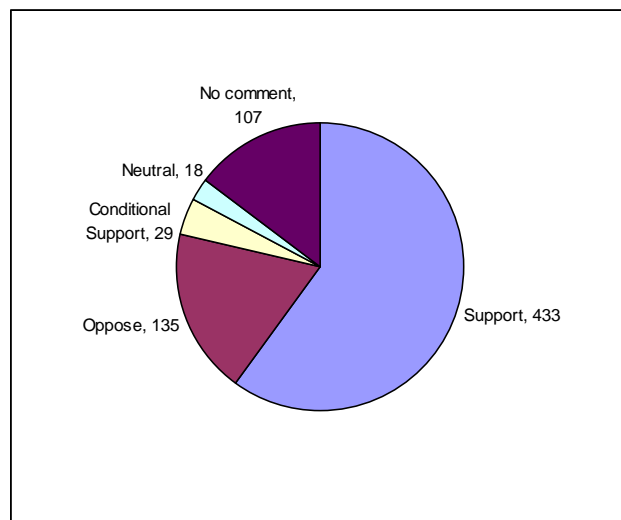
"The proposal to add new angle parks on Dixon St (and Wakefield St) is unnecessary (the Council's own parking policy notes that "the total number of parking spaces available, both on-street and off-street, is high compared with other similar sized cities"), it undermines the purpose of encouraging public transport use, it would detract from the amenity value of a wider footpath and it is dangerous to cyclists, as drivers reversing out of angle parks have difficulty seeing a cyclist coming." (Submitter 76)

"I am happy with the changes as they stand, but would definitely not want Dixon Street made into a mall as we live on Egmont Street and need through traffic with the number of apartments on our very narrow street." (Submitter 175)

"An area for motorcycles still needs to be retained on Mercer St." (Submitter 215)

Q3. Tell us your views on the proposal to reduce the speed limit from 50km to 30km in Manners Street and Courtenay Place, including the mall area.

60% of submissions expressed support for the reduction of the speed limit to 30km/h.



"30km/h (or 40) would be fine but it needs to be able to be monitored." (Submitter 242)

"This is a good idea and will result in a safer, more pedestrian-friendly environment in these areas." (Submitter 247)

"Traffic is slowed to 30km/h on Friday and rush hours anyway." (Submitter 245)

"A good idea as this should reduce traffic congestion to a degree." (Submitter 249)

"I think it will help to keep pedestrians safer when crossing the road, and lowering risk in general without increased hassle for drivers. Generally you will only manage 20-40km/h in these areas anyway due to traffic." (Submitter 248)

"Because of speed restriction, any benefit from a shorter trip will be negated. I find it difficult to understand how the fractionally smaller route is justifiable, the costs far outweigh the benefits here." (Submitter 251)

"50km/h seems to work well at the moment but as long as the change to 30km/h doesn't result in traffic hold-ups then this would be acceptable." (Submitter 250)

"This sounds like a good idea given the number of pedestrians, bikes, cars and buses in this area." (Submitter 258)

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“The effective limit on Courtenay and Manners is about 30km/h now. Changing the legal limit to the effective one would be sensible. I am not, however, aware that the 50km/h limit is problematic; if it isn't, leave it alone, why constrain without good reason?” (Submitter 252)

“I think that this [is] an excessively low speed limit. I have never found the speed of traffic around the area to be a problem except for in blatant cases of lawbreaking (e.g. boy racers). Reducing the speed limit to 30km/h will increase congestion and frustration for motorists, and will not stop boy racers in any case.” (Submitter 268)

“It will have limited effect. Traffic has to travel slowly in these areas at the moment anyway because of congestion and pedestrian presence. It would be better to institute measures that discourage cars from this area and, more importantly, reduce the number of taxis. Altercations between different taxi drivers and between bus and taxi drivers are common on busy nights.” (Submitter 255)

“Reduce the limit. So long as the road looks like a 30km/h limit and bus drivers travel at that speed (unlike Willis St), e.g. landscaping, stops, bends. One of the aims of the project is to have a seamless connection along the Golden Mile for buses. This should be secondary to pedestrian amenity. Therefore features like benches, grassed areas should dominate.” (Submitter 273)

“Reducing the speed limit to 30km/h on Willis/Lambton Quay has not reduced the stupidity of pedestrians crossing against the traffic lights! It has also affected bus travel times and delayed timetables thus inconveniencing passengers.” (Submitter 432)

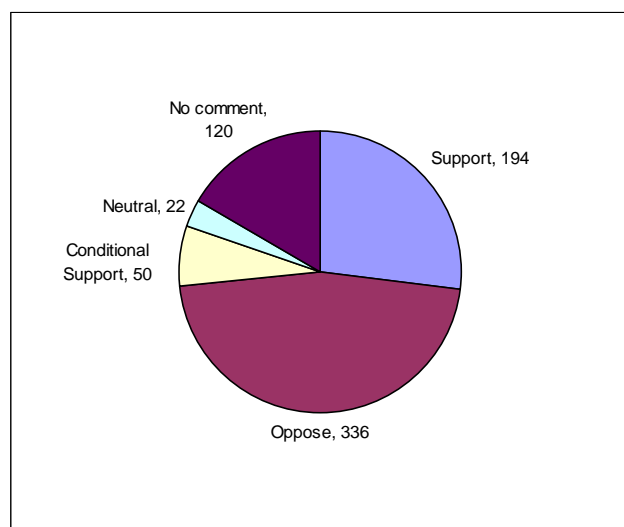
“I agree that 50km/h on Courtenay and Manners St could cause accidents, probably due to irresponsible people not using the lights but perhaps 40km/h would be appropriate.” (Submitter 289)

“That's probably a good idea although it might not be very good for those in Manners who work late hours.” (Submitter 253)

“Prefer the 30km/h. Should be policed better – many buses travel well in excess of 30km/h if the road is clear from Manners St to Mercer St lights.” (Submitter 10)

Q4. What do you think of the proposal to put traffic lights at the three unsignalised pedestrian crossings in Courtenay Place?

47% of submitters opposed this aspect of the proposal.



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"The proposal makes sense because it may reduce the delays to buses, if the 'walk' phase is on immediately before the next intersections traffic light go green = "green wave". This would give buses a smoother run through Courtenay Place." (Submitter 553)

"Unnecessary, come night time all the revellers will cross at anytime they like anyway, which is why a pedestrian crossing is good." (Submitter 549)

"Yes – particularly the crossing opposite the St James. Must be a nightmare for traffic after an evening performance, as theatre goers stream continuously across the street." (Submitter 543)

"I think it is unnecessary and will slow down traffic in these areas even more during peak hours." (Submitter 574)

"Yes, especially at peak hours these are a nightmare for traffic – with pedestrians thinking they have a right to step out across the road without even looking for traffic." (Submitter 8)

"I think this would make traffic on Courtenay Place unbearable. It is currently very bad and lights would only slow this traffic more. Particularly since Blair and Allen Street do not link up directly with the pedestrian crossings. How would this be addressed?" (Submitter 597)

"We do not support this idea. Courtenay Place is not a high speed thoroughfare for motor vehicles, and does not require regimental control of pedestrian movement. Such high speed movement by vehicles is discouraged by the use of unsignalled pedestrian crossings and a move toward traffic lights would negate this natural temperance of traffic speed." (Submitter 542)

"I think installing traffic lights at the three pedestrian crossings is long overdue." (Submitter 555)

"Currently the pedestrian crossings are my favoured point to cross the street due to slow-moving traffic and not having to wait for traffic lights." (Submitter 567)

"Agree that the current three unsignalled pedestrian crossings is too many – but it would be nice to retain at least one." (Submitter 595)

"If three more traffic lights were added to the street in the place on the crossings, the traffic flow would not be as consistent it is and make the street more congested. The lights would encourage drivers to speed up to make the orange lights, therefore increasing the risk of crashes and injuries to pedestrians." (Submitter 592)

"I think this is sensible and support it. There was a pedestrian crossing installed on the Terrace near Bolton Street some time ago and that has made things for – as a cyclist – much easier using the Terrace." (Submitter 77)

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Q5. Other comments:

"I believe there is a strong case for a light rail/tram option for central Wellington feeding into regional bus networks and with trains so frequent people would choose to take them rather than parking in the middle of town." (Submitter 78)

"We are very concerned about the possibility of the Grand Arcade bus stop being moved further up Willis Street. As we are a residential "area", we would be terribly concerned if there were to be a bus stop outside our apartment building." (Submitter 85)

"If there were more modern trolley buses in service (and subsequently less diesel) then I would be happy with Manners Mall being used for transport." (Submitter 88)

"I support the closure of Courtenay Place to all traffic except buses, taxis and bicycles. This will increase the amenity value of the area." (Submitter 90)

"We would like to compliment you on the development of a strategy that, like all great ideas seems so obvious once proposed. You have proffered a most effective and simple solution to a problem that has vexed bus operators, pedestrians, motorists, bus passengers and visitors to the city for some time." (Submitter 546)

"There should not be on-street parking in this redevelopment. A P5 loading zone may be appropriate, but otherwise extra parking needs should be catered for in large parking developments, and wider pedestrian areas created. These are better for shoppers and commuters." (Submitter 219)

"The current Te Aro Park is badly compromised by the traffic routes either side up Dixon and down Manners. We suggest that the traffic is reduced to running one side only of Te Aro Park, and that the Park is re-planned and joined to Dixon St on the flat, incorporated a wide strip of paving suitable for walking and cycling: a boulevard." (Submitter 576)

"I come from the Wairarapa 4-5 times yearly to swap/purchase books from Arty Bee's Books. This tends to be about 40-50 books at a time. I struggle to get a close car park at present." (Submitter 240)

"Cyclists should be able to use bus lanes too." (Submitter 132)

3. Feedback Summary

Below is a summary of the key issues raised by submitters on the "Restoring the Golden Mile" proposal.

Loss of Public Space

There is some concern that the proposal will result in a loss of public space in the central city. Manners Mall has been described by some submitters as a "Wellington icon" and "the heart of the city". Submitters have asked whether there are other options available to compensate for the loss of public space in this area. Suggestions for alternatives include Lower Cuba Street and Dixon Street.

Pedestrian Routes

Some submitters are concerned that the proposal will adversely affect pedestrian routes including an increase in emissions from buses resulting in diminished amenity for pedestrians in the central city.

Technical Considerations

During the consultation some questions were asked concerning how the proposal will work technically. For example, the ability for buses to turn at the Willis and Manners Streets intersection. There have also been concerns raised regarding capacity for buses through the Golden Mile at peak times and in the future given expected increased bus patronage.

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Servicing for Local Businesses

Local businesses would like adequate servicing to be provided in place of that which is lost through this proposal. This is a particular concern for Arty Bee's Bookshop, whose stock of second hand books is predominantly brought in by the public.

Expenditure

Some submitters, particularly those with businesses in the Mall, have questioned whether this is an appropriate time to undertake this project given the current economic climate.

Youth in the Mall

Concern has been raised about the loss of the Mall as a safe meeting place and "hang out" for youth.

Cycling

Cyclists have asked that cycle lanes and other cycle-friendly options be considered as part of this proposal.

Buskers

Buskers currently use Manners Mall to perform circle acts which cannot be performed elsewhere in the city and are therefore concerned that this space will be lost.

Sustainability

Submitters have questioned how this project contributes to the city in terms of sustainability.

Taxi stands

The taxi company has expressed concern about the proposed relocation of the taxi stand from Dixon St to Victoria St in terms of accessibility and safety for customers.