

## QUEENSTOWN URBAN DESIGN PANEL REPORT

### *SHOTOVER STREET PRECINCT*

15th April 2014

Panel members:	Michael Wyatt (Chair) Henry Crawford Peter Ritchie Sean Drader (NZ Police)
QLDC staff:	Paula Costello
For the Applicant:	Steven Bradley (Fergburger) Paddy Baxter Annemarie Robertson (John Edmonds & Associates) David Rozwadowski
<b>Status:</b>	Urban Design commentary prior to Property Sub-Committee consideration.
<b>Findings:</b>	Within the scope of the New Zealand Urban Design Protocol as applied to the Queenstown Lakes District, the panel notes the following:

The panel was generally supportive of the idea that a footpath widening should be implemented in the interests of reducing conflict between Fergburger customers and the wider public. The panel felt that there is a unique situation here that has arisen out of the extraordinary popularity of the product. There seems to be two situations. In the daytime the issue is keeping the way through clear for passers by. In the evening the issue is avoiding conflict between customers as well as making the sober public feeling safe from the intoxicated public.

The proposal does not need resource consent because it is entirely sited on the road reserve. A previous proposal has been before the council property sub-committee.

#### A. Context

1. The Fergburger organisation will soon be operating five businesses along the strip of four leases they have entered into. Four at ground level and one upstairs between Fergbaker and Mrs. Ferg.
2. The proposal is submerged within the wider streetscape and should relate to this with regard to colours, materials and design direction.

3. But there is also scope for elements unique to the Fergburger precinct. The issue of a private landowner taking control of public space can be addressed as a commercial negotiation between the Fergburger owners and the property sub-committee and need not concern the urban design panel. The panel has no problem with the design being influenced by the design direction adopted for the Fergburger buildings. A coordinated design outcome is after all what we are looking for.

#### B. Character

4. Steel, wood and stone are proposed with a little softening of hardy planting.
5. The panel has no problem with the aesthetic direction of the design. A blend of established town centre language with Fergburger influence where appropriate is fine.

#### C. Choice

6. Pedestrians making their way down Shotover Street will decide which side of the barrier to walk on. Customers of Fergburger will veer towards the buildings. People walking along the street will veer towards the road. Subliminal cues in the design can help make sure this happens. The way the ends of the barrier are shaped have a tendency to steer the unfocused pedestrian towards the road side which is probably best. Customers of Fergburger will be seeking out the buildings.
7. Changes in paving texture and slight level adjustments can also unconsciously influence a pedestrians path.
8. The gaps in the barriers whilst attractive visually could work against keeping the roadside strip clear of customers.

#### D. Connections

9. The outside lane connects each side of the precinct without the need to engage with Fergburger.
10. There is another connection that occurs at the west end of this precinct. The visibility of pedestrians that make their way to the safe haven island at the roundabout is important. Motorists need to have good vision of the edge of the footpath as they approach the roundabout.

#### E. Creativity

11. If the design shows a generosity and willingness to go beyond purely utilitarian concerns, then the chances of vandalism are diminished.

12. A high standard that incorporates attractive detailing, extra lighting, and sculptural elements, would engender respect. It was suggested that a bronze Ferg was something to consider.
13. In an effort to soften the harshness of the building materials a strip of clipped box hedge has been incorporated. A steel guard was proposed to protect from impact damage but the high traffic environment makes it hard for such plantings to survive. The applicants promised to maintain the planting. The width the planting occupies could be given over to extra paving width. A nice idea, but might struggle to survive the kicks and cigarette butt onslaught.

#### F. Custodianship

14. This project has arisen out of a need to manage customers in a way that avoids conflict.
15. Sean Drader showed us statistics of how at night, confrontations can arise when intoxicated patrons of the surrounding bars decide to pick up a burger.
16. Fergburger has installed a screen with a completed order number display in a number of locations. This helps defuse queuing clashes around the pick up point.
17. Sean thought that a greater separation between order and pickup point could mitigate conflict.
18. Fergburger has a website that displays the completed orders in real time on customers smart phones. This will also prevent congestion around the pick up location.

#### G. Collaboration

19. The existing camera on the pole outside Fergburger produces low quality images and suffers because of a lack of good lighting at night time. The camera that's been installed in the Earnslaw Park toilet soffit is of a much higher quality and benefits from better lighting. Careful attention to lighting design and camera location and specification would greatly assist the Police in identifying troublemakers.
20. A cooperative approach between council, Police and Fergburger in the layout of poles, lighting, camera fields of view could help reduce the number of incidents especially in the later evening.
21. The design of the barrier to the road edge could be higher and uncomfortable to climb over. Intoxicated people will try and climb anything between them and their objective.

22. The design of the street furniture should avoid horizontal elements that could be used as rungs of a ladder.
23. Concern was expressed about the hardness and sharpness of the top edges of any stone wall in the event of a fight in their proximity. The suggestion of a wall well rounded wooden top is definitely helpful in this regard.
24. The leaner top edge to the seat could encourage customers to wait on the bypass side of the seat and work against the separation of activities.

## **Summary**

### **Key Issues Raised:**

- Linear separation without gaps more likely to successfully separate customers from general public
- Intoxicated public will climb anything with a toehold
- Provide plenty of night time illumination and a location for a better camera or cameras.
- Keep the design standard high and don't be afraid to be a bit quirky.

The panel is supportive of the general thrust of this proposal. It hopes that the loss of three car parks and a spirit of cooperation with a business is not seen as a precedent that should be avoided.

Checked and approved by:

Michael Wyatt.

Chair: Queenstown Urban Design Panel