

ATTACHMENT D: Beach Street Pedestrianisation Monitoring Report

Queenstown Town Centre Transport Strategy

Beach Street Trial - Monitoring Actions Report 18 April 2016

Purpose

The trial temporary / partial closure of the upper part of Beach St is set to run from the start of February to September 25th. The effects of this element of the Queenstown Town Centre Strategy (Strategic / Programme Business Cases) are to be monitored to inform future Council decisions on further or permanent pedestrianisation.

Scope

This report will collate feedback and data from the five appendices and report on a two monthly basis to Downtown QT and to the Project Sponsor (General Manager, Property and Infrastructure). Feedback from the business owners / operators represented by Downtown QT will be attached to this report once received.

This report is intended to be a start point for discussions and will be refined towards the end of the trial.

Findings

Survey results

The website survey was opened on Council's main webpage in early March to provide an opportunity for any user to comment. A small number of structured questions were included as prompts with free text boxes available for users to address any relevant issue. The initial report to 31 March 2016 contained 14 responses, with the bulk of them positive and constructive. (See Appendix A)

Monitoring

Tony Pickard, Principal Planner Infrastructure, has carried out site visits on several occasions to identify any apparent issues or patterns of changed behaviour and / or safety issues. These were carried initially in two one hour (approx.) periods, then afterwards in 15 minute periods at various points around the trial area. A minimum of two such 15 minute visits per week have been maintained. (See Appendix B)

There were several issues that reoccurred:

- Delivery vehicles blocking Cow Lane by parking in the main lane area.
- Loading zones being used by non goods / service vehicles.
- Parking of trades vehicles for the development site on Beach St and also for other local addresses.
- Delivery vehicles taking 15 – 20 minutes to unload.
- Pedestrians and driver interaction at the Cow Lane / Beach St junction.
- Low levels of vehicle use of Beach St between 08.00 and 11.00 (deliveries and through traffic).

Spend data

Data has been obtained from MarketView to address a general picture of non-cash transactions on Beach Street. This is not extensive and it is acknowledged that the widely reported excellent summer season may skew the results as will the ongoing development of a significant sized site on the street. Overall the results are considered positive. (See Appendix C).

Traffic Data

An initial set of data has been obtained from NZTA, extracted from Tom Tom data. This initial report sets a base to start to identify, mainly, travel times between two key points around the CBD (Lake Street and Coronation Drive) or any other anomalies. Again this is a generalisation, as new traffic lights; changes in season, and construction projects (Beach St, Marine Parade) may skew the results, but will assist in an overall picture. Future reports will allow an ongoing comparison and will hopefully include a direct comparison to the previous year's traffic data on the same route (this was not available in time for this report). (See Appendix D – spreadsheets attached).

Summary



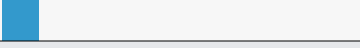
This is the first report of 4 which will form an overall view of the project and is not intended to be exhaustive. The feedback from the business operators will also be significant and will be attached to this report (as Appendix E) going forward. It is expected that after the first three monitoring reports that a cognisant picture will be able to be reported back to Council, although any major issues will be identified and communicated earlier.

Tony Pickard
Principal Planner Infrastructure
 18 April 2016

Appendix A Survey results

Report for Tony

I am a:

Response	Chart	Percentage	Count
Local resident / Ratepayer		92.9%	13
Visitor		0.0%	0
Other, please specify...		7.1%	1
Total Responses			14






I am a: (Other, please specify...)

#	Response
1.	Affected Business

Would you like to be contacted about the this trial or other similar trials in the future?

Response	Chart	Percentage	Count
Yes		64.3%	9
No		35.7%	5
Total Responses			14

I use Beach Street as a:

Response	Chart	Percentage	Count
Business owner / operator		7.1%	1
Pedestrian		92.9%	13
Road user (private vehicle)		71.4%	10
Road user (deliveries/work vehicle)		14.3%	2
Other, please specify...		0.0%	0
Total Responses			14

I use Beach Street as a: (Other, please specify...)

#	Response
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How did you find out about the trial?

Response	Chart	Percentage	Count
Social Media (Facebook/Twitter)		28.6%	4
Newspaper		35.7%	5
Word of mouth		28.6%	4
Saw signage / bollards		21.4%	3
Other, please specify...		21.4%	3
Total Responses			14

How did you find out about the trial? (Other, please specify...)

#	Response
1.	Chamber of commerce
2.	B after 5
3.	QLDC website

Has the trial affected you in any of the following ways?




Response	Chart	Percentage	Count
Parking		20.0%	1
Loading / Access		40.0%	2
Driving via alternative routes		60.0%	3
Congestion		20.0%	1
Loss of business		0.0%	0
Noise / Visually		0.0%	0
Other, please specify...		20.0%	1
Total Responses			5

Has the trial affected you in any of the following ways? (Other, please specify...)

#	Response
1.	Please see below

The 7 response(s) to this question can be found in the appendix.



Do you generally support or oppose the pedestrianisation of Beach Street?

Response	Chart	Percentage	Count
I support it.		92.9%	13
I don't support it.		7.1%	1
I'm undecided.		0.0%	0
Total Responses			14

What are your thoughts on the trial so far?

The 12 response(s) to this question can be found in the appendix.

Do you think any other roads should be trialled for pedestrianisation?

Response	Chart	Percentage	Count
Yes		85.7%	12
No		14.3%	2
Total Responses			14

Which other roads would you like to see a similar trial take place on?

The 12 response(s) to this question can be found in the appendix.

If you have any other comments on the Beach Street pedestrianisation trial please write them below.

The 4 response(s) to this question can be found in the appendix.

Appendix

#	Response
1.	hasn't affected me negatively at all, I think it works well
2.	It's made the visiting of businesses on the street so much more pleasurable - less pollution in restaurants and cafes. Any rescheduling of deliveries is negligible
3.	It is pointless no one uses it as a pedestrian area. It's barren. We lost parks not only on beach st but also the short 15 min parks on Cow Lane. Selling carpark to Fergburger was bad enough but you keep taking more parks away not making any new ones. Hope the new hotel on Shotover Stanley Streets will have its own parking. And enough of it.
4.	It is a huge improvement, definitely should remain in place, downtown should be car free between Camp/Shotover and foreshore
5.	I like it!
6.	Positive impression that council places people first
7.	<p>Bidvest Foodservice appreciates the extension of time given in December in order to consult with it's staff about roster changes necessary with the changes to our business and deliveries as a result of the trial.</p> <p>To date Bidvest has received little feedback from our customers that indicates it is having an impact on our business.</p> <p>On that basis we reiterate again the we are in support of efforts to revitalise the town CBD we just need realistic timeframes and common sense to prevail in order to determine actions which we felt was not given initially.</p> <p>Long term we are also in support of further pedestrianisation on the basis that....</p> <ul style="list-style-type: none"> - NO Loading zones are removed are removed from within the town CBD - Realistic timeframes are given to transition into further pedestrianisation <p>On a personal note as a ratepayer I would like add that there tends to be at times a build up of rubbish/refuse/cardboard etc during the day from some businesses driven by what I would think is the refuse trucks unable to access the area after 10am.</p>

What are your thoughts on the trial so far? |

#	Response
1.	Fantastic
2.	<p>Great start!</p> <p>I understand there are limitations on businesses who wish to extend use from the prior footpath zone to wider use and addition of umbrellas etc from talking to favourite cafes. If this could be overcome it would add more value to the area</p>
3.	I like it but there should be more opportunity for businesses to use the space. Dining tables in the streets etc. And the pedestrian bolards should be removed.
4.	It sucks.
5.	Provided above - great
6.	It had been good. Enjoying waking down breach street with my toddler.
7.	I think it's wonderful and hopefully will lead to a future fully pedestrianised downtown that is noise and traffic free. Queenstown needs to have less stressful traffic issues right in the place people should be relaxing. I personally think Searle lane should be next!

8. Absolutely fantastic.
Haven't heard any negative comments.
Tourists, who are more likely to benefit from the change because they have more room to walk and less chance of being run over, will be under represented in surveys such as this one. As a tourist in other countries, it was unsettling to always be on the alert for traffic from an unfamiliar direction.
The feeling of walking down the street without having to worry about being run over and injured or killed gives a unusual relaxing feeling of freedom.

9. AWESOME! Really great. I would support much more pedestrianisation in Queenstown including the remainder of Beach Street down to the Steamer Wharf and also the Rees St and the Marine Parade.

Love the idea of having café tables on the road (like the mall) and also think the market is a great initiative.

In time I believe most cars and traffic should be diverted away from the streets in the downtown. Public transport and ski bus transport should also be moved as it becomes very congested in its current location

I also think buses should be provided with parking which is not directly opposite the Crown Plaza. They sit there with a prime view, blocking the hotel and just creating a barrier. It seems crazy buses can park in such a beautiful spot.

10. Great

11. The trial has been great! It is very rare that there are empty car parks down Beach Street and it is quite stressful to drive down the street anyway given that people often treat it as a walkway and don't seem to have much regard for cars. It would be great to see some fairy lights overhead and other art work/features so that it feels like more of a walkway and less of a road. Great work QLDC, now let's do the same to Rees Street/Marine Parade...

12. please see prior notes

Which other roads would you like to see a similar trial take place on? |

#	Response
1.	Rees st
2.	Church Street, Cow Lane, Searle Lane
3.	In front of eichardts
4.	Rees Street
5.	Rees street. Some lake front outside Eichards.
6.	Searle lane
7.	Rees street, marine parade, church street
8.	Marine Parade
9.	Beach Street, Rees Street, Marine Parade.
10.	all roads in the CBD
11.	Rees Street/Marine Parade - let's close off the whole of CBD so that it is walking only! And build a few parking buildings on the outskirts of town...
12.	please see below

If you have any other comments on the Beach Street pedestrianisation trial please write them below. |

#	Response
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1. Should be more widely promoted as a progressive move in town.
 2. Would love to see some cool sculptures on beach as those little sheep's outside the souvenir shop were very entertaining.
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3. I've lived in Queenstown for over 10 years and visited for many more.
I drive, cycle and walk in and around the town.
I fully support all and every attempt to encourage walking access and reduce vehicle access.
Vehicles have become too dominant in our society, partly due to historical lobbying by auto companies.
Do we each need an individual 1.5 tonne, expensive, container of steel and glass clogging up the town?
I congratulate your efforts to make Queenstown a place for people, not cars.
Reclaim these areas as public spaces for safe walking access.
Imagine the howls of protest if Queenstown had always been free of cars, and you suggested introducing them!
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4. It is well documented that Lower Beach St and Rees St are being looked at as an extension to the current trial.
Bidvest is supportive of any efforts to revitalize the CBD and will work with trials and proposals on the conditions of...
 - Adequate notification times and implementation times are given at the outset.
 - There is NO loss of loading zones within the CBD and the creation of new ones outside of the trialled areas to contain the extra pressure applied by delivery vehicles unable to access shut off streets.
 - There is a move to push parking to the peripheral of town or to utilise an already under utilised car parking building in central QT . Pedestrianisation does not mean more parks outside the closed off areas.

Appendix B Monitoring notes

Monitoring of Loading Bays Cow Lane 23 02 2016

1. Inspection carried out 10.15 to 11.00 and further visit between 12.00 and 13.00.
2. Loading bay utilised mainly by good vehicles, deliveries. Some private vehicles observed to make short stops (less than 5 minutes).
3. Courier vehicle observed parking on restricted area on lower part of Beach Street.
4. Delivery vehicles backed up by behavioural issues - vehicles stopped in road and carrying out deliveries – noted that loading bays available.
5. Courier made three stops on Cow lane, only the last one was utilising a loading bay. Traffic held up each time.
6. Delivery vehicles taking 10 minutes plus to complete deliveries.
7. Delivery driver commented that other drivers would be patient with each other blocking the route, but private vehicles were not. Also commented that Beach Street deliveries were often hampered due to level of traffic. Having “service” lane is preferred.
8. Noted that middle “loading zone” sign post encroaches into zone – which is narrow already.
9. Noted that Cow Lane has “No Entry” markings on road surface but no associated signage at the entrance and users are utilising the top half in particular as two way.
10. Noted that the “no left / right turn” signs at top of Beach Street do not include time restrictions.
11. Spoke to owner of the Cow Restaurant. She was keen to see Cow Lane tidied up.
12. Noted several encroachments into Cow Lane.
13. Observed delivery vehicles (on second visit) still stopping part way down Cow Lane and holding up traffic.
14. Notably less delivery vehicles in the second visit.
15. Noted heavy goods vehicle utilised Cow Lane for access to building site (reversed into site) rather than approach from top of Beach Street.
16. Availability of loading bays can’t be seen until vehicles complete right turn at Cow Restaurant.

Tony Pickard
Principal Planner Infrastructure
23 February 2016









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Loading Zone



5 min Maximum
Goods

Service Vehicles Only

8am - 10pm
Mon - Sun









Monitoring of Beach Street 24 02 2016

1. Site inspection from 08.00 – 09.00 – focus on use of Beach Street when open.
2. Minimal use of the road, ten vehicles only in the observed period - four vehicles used the road as a cut through, the remainder were deliveries / waste collection.
3. Loading bays generally ignored.
4. Noted that the road had been closed for previous two days at this time for construction works.
5. One vehicle utilised the loading bay on Cow Lane – after delivering to the construction site.

Tony Pickard
Principal Planner Infrastructure
24 February 2016

NOTE:

Appendix C: Spend Data)
Appendix D: Traffic counts) Not included
Appendix E: Business feedback)