

-J-T-Golden Mile

Engagement Report

March 2020







Absolutely Positively Wellington City Council Me Heke Ki Põneke

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EXECUTIVE SUMMARY

The Golden Mile is the heart of Wellington. It runs from the Beehive end of Lambton Quay, through Willis and Manners Streets, and then up to the Mt Victoria end of Courtenay Place.

It's the city's busiest pedestrian area, with nearly 30,000 people walking along part of it on a typical weekday, and a key shopping and hospitality area.

It's also the main route for buses, with an estimated 37,000 people travelling by bus on part of the Golden Mile on a typical weekday. Approximately 6,000 people travel some of the Golden Mile in cars and 500 people bike on a typical weekday.

The Let's Get Wellington Moving programme is looking at how the Golden Mile can be improved to make travelling by bus to the central city a faster and more reliable choice. We also want to create a better environment for people walking and on bikes.

Let's Get Wellington Moving sought feedback from the community on the future of the Golden Mile in November and December 2019. People were encouraged to suggest improvements through an online mapbased platform called Social Pinpoint. Feedback could also be made via web form on the LGWM.nz website, or by email.

Feedback from you

The Golden Mile online engagement had 10,686 visits from 3,475 unique users. We received 1,312 comments from 392 people on this platform. There were 279 contact form submissions, and 8 submissions from stakeholder groups/organisations. In total, 660 people gave feedback, with another approximately 250 comments on Golden Mile posted on Facebook.

The most common suggestions were:

- Remove private vehicles from the Golden Mile entirely [around 240 or 25% of comments]
- Increased bus priority [around 130 or 13% of comments]
- More cycle lanes [around 120 or 12% of comments]
- Closure of streets adjacent to the Golden Mile and slip roads [around 90 or 9% of comments]
- Remove bikes and e-scooters from Golden Mile footpaths [around 80 or 8% of comments]
- Reduce footpath overcrowding and footpath clutter [around 70 or 7% of comments]
- Remove private vehicles some of the time (eg peak only)
 [around 50 or 5% of comments]



EXECUTIVE SUMMARY (cont'd)

Feedback from bus drivers

Separately, bus drivers were invited to give map-based feedback on what improvements they'd like to see on the Golden Mile. A total of 66 comments were received from 10 drivers.

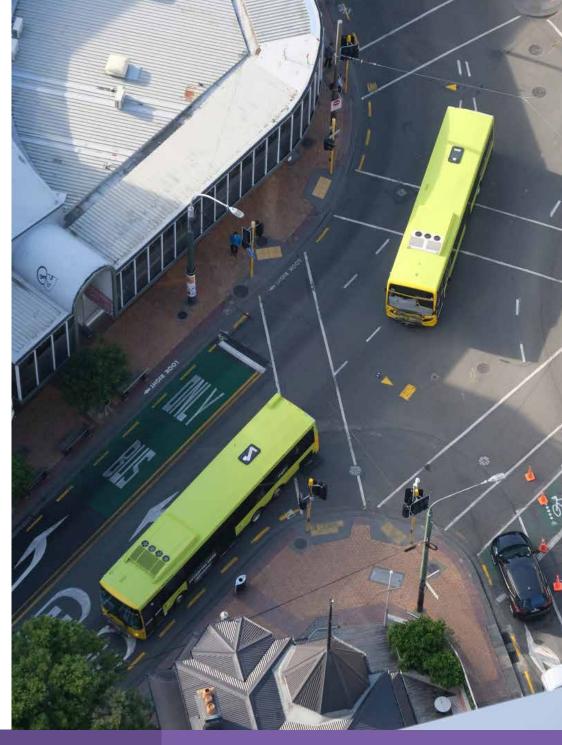
Comments include concerns with:

- Bus lane width
- Car parking obstructing the road or bus lanes
- Bus stops being used by private vehicles
- Bus stop location issues, including bus stops being too close together
- Other vehicles or bikes using bus only lanes.

Next steps

The results of this engagement will inform the development of recommendations to make the Golden Mile a safer and more attractive place and make a start on moving more people with fewer vehicles.

Some of these may be things that can be trialled in mid-2020, or may be part of the permanent changes Let's Get Wellington Moving will consult on later in 2020.







ABOUT US

Let's Get Wellington Moving

The Let's Get Wellington Moving programme is a joint initiative between Wellington City Council, Greater Wellington Regional Council, and Waka Kotahi NZ Transport Agency.

The programme is working with the people of Wellington to develop a transport system that supports their aspirations for how the city looks, feels, and functions. We want to support Wellington's growth while making it safer and easier for people to get around.

Our vision is a great harbour city, accessible to all, with attractive places, shared streets, and efficient local and regional journeys.

While we work on the next steps for the wider programme, we need to make a start now on moving more people with fewer vehicles.

To do this, we want to make travelling by bus to the central city a faster and more reliable choice. We also want to create a better environment for people walking and on bikes.



THE GOLDEN MILE

The Golden Mile is the route formed by Lambton Quay, Willis Street, Manners Street and Courtenay Place.

It's a destination where thousands of people work, do business, shop, dine and access other central city services and amenities every day.

It's the city's busiest pedestrian area, with nearly 30,000 people walking along part of it on a typical weekday, and a key shopping and hospitality area.

It's also the main route for buses through the central city, with an estimated 37,000 people travelling by bus on part of the Golden Mile on a typical weekday. Approximately 6,000 people travel on the route in cars and 500 people on bikes on a typical weekday.

The Golden Mile plays a vital role in the wider transport system, the regional economy and as an important place within the CBD.

Over recent years, the concentration of pedestrians and vehicles using the Golden Mile has intensified, increasing safety risks and creating new challenges for people who use the route.

Improving the Golden Mile will provide benefits to Wellington's transport system, as well as making it a safer and more attractive place to live, work and play.





ENGAGING WITH YOU

Purpose of engagement

The Golden Mile engagement was carried out from 6 November to 15 December. We sought feedback from Wellingtonians on what improvements the community would like to see, to make the Golden Mile a safer and more attractive place for people walking and cycling, and to improve the reliability of bus journeys.

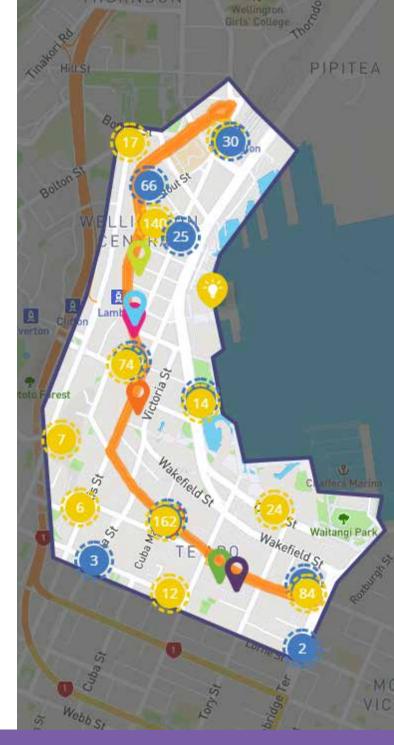
This report summarises the feedback received, which will help us understand what is important to the people who use the Golden Mile every day and will be used to inform the options that will be presented for public consultation in 2020.

What we did

Let's Get Wellington Moving set out to engage with the Wellington community to find out what improvements people would like to see on the Golden Mile to improve bus reliability, and to make it a more attractive and safer place walking and travelling by bike.

The team also encouraged many stakeholder organisations to provide their views. The engagement was open to anyone who wished to provide feedback, and they were able to do so anonymously.

The LGWM team used an online map-based engagement tool called Social Pinpoint (pictured right). This was an interactive map on the Igwm.nz website where people could add markers onto a virtual map of Wellington with comments about what improvements they'd like to see.





Other ways to engage

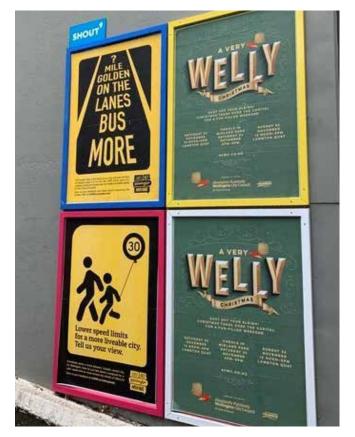
People could also use an online feedback form on the website (lgwm.nz/goldenmile) to submit feedback, or email submissions.

Comments on Let's Get Wellington Moving's Facebook page (facebook.com/getwellymoving) have also been considered in developing this report.

Promoting the engagement

To encourage participation in the engagement, there was promotion through print, digital and on-street advertising. These included:

- Online banner ads (various websites including Stuff.co.nz, RNZ.co.nz, NZHerald.co.nz, TVNZ.co.nz)
- Social media (Facebook and Instagram)
- Newspaper ads (Dominion Post)
- Bus shelter displays around Wellington (including on the Golden Mile)
- Posters around Wellington city (including on the Golden Mile) and in office lobbies.

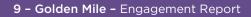


Posters around Wellington encouraged people to have their say about the Golden Mile.



FEEDBACK THEMES

What you told us





EXAMPLES OF FEEDBACK

"Barnes Dance at Lambton Quay and Bowen St corner, please!"

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Victoria St

Waterield St

"Removing cars from the Golden Mile is a great idea."

pontsonby Rd

"Consideration needs to be given to those with mobility issues who rely on private vehicles." "Close Willis St to private cars so buses can be more efficient."

"Please don't reduce car

parks out of the city -

you will kill retail."

"I'd love separated bike lanes – at the moment it's a bit scary competing for space with buses." "Improve traffic light timings so that pedestrians can cross safely."

Netourn campus

MITCHEL

"Get rid of the set of lights mid-block. They just slow down buses. It's not far to walk to a controlled crossing if you need one."

KELBURN



lakefield

Oriental

Waitangi Park



- Remove private vehicles from the Golden Mile
- Provide partial or part-time private vehicle access to the Golden Mile
- Increase bus priority on the Golden Mile
- Remove buses from the Golden Mile
- Keep vehicle access as it is on the Golden Mile
- Close adjacent Golden Mile side streets to all or private vehicles



Remove private vehicles from the Golden Mile

Many respondents suggested removing all private vehicle access from the Golden Mile and prioritising access to pedestrians, buses and cyclists.

The main reasons given are to enhance Wellington's walkability, creating a safer and more enjoyable city, and allowing buses to move more efficiently from one end to the other.

- "The entire Golden Mile should be bus, bike and pedestrian only."
- "Absolutely agree that cars should be removed from the Golden Mile. The sooner the better. Need to strengthen public transport links and make it a viable option for the majority of people. Should not be catering for people transiting through Wellington Central, should be strengthening it as a cultural hub, and keeping the best bits, which most people seem to agree are Wellington's walkability and compactness."
- "Get private cars out of the central city bring in congestion charges, remove all car parking in central areas and ensure it is replaced by adequate public transport and pedestrian mobility."
- "Removing cars from the Golden Mile is a great idea. It needs to be done in context of creating a safer and more enjoyable city environment generally."

- "Wellington is such a pedestrian-friendly city. I'd like to see Lambton Quay paved and turned into a pedestrian mall, similar to Rue Sainte-Catherine."
- "Many cities in Europe are completely removing car traffic from the CBD while making it easy and attractive to walk, cycle, scooter, etc. There was resistance in the beginning (obviously from drivers) but all of those places have seen the benefits, including for local businesses. It is important though to provide good, abundant parking in the outskirts of the area to allow people that NEED to drive to get there and then walk, ride scooters, etc in the "no car" zones. The Golden Mile could be the perfect test case for this."
- "The key metric for transport in urban areas should be the transport of people, not vehicles. Private vehicles are inefficient method of transporting people, yet the current transport hierarchy prioritises private road vehicles. We need to flip this system to make it easier and more convenient for people to move around the city." (Generation Zero)
- "Removal of all private vehicular traffic and carparks. Use this space to create areas of seating, plantings and squares for street vendors and performers." (Architectural Centre)

Provide partial or part-time private vehicle access to the Golden Mile

Many respondents noted that while businesses on the Golden Mile still need access for goods deliveries, this could be restricted to certain times and/or certain locations.

This was expected to make the route safer for pedestrians and cyclists, more attractive to visit, and make the route more efficient for buses.

Some noted that there's already little traffic on the route, so removing private vehicle access would be unlikely to make a major difference to most motorists.

- "Make the full Golden Mile closed to cars/trucks between 7am and 6pm. Delivery vehicles can use it outside these times, but will mean less congestion for buses, and a better environment for people on foot, or on bikes."
- "Prohibit all private vehicles except necessary trade vehicles servicing the area and everything but electric and manually powered vehicles (including diesel buses) from the Golden Mile except for internal combustion engine emergency vehicles."

- "I think that enabling the bus service to be extremely efficient, and cheap, will help commuters choose to take the bus. This could mean limiting other vehicles on the Golden Mile to delivery vehicles, taxis/ubers, and mobility vehicles, plus bikes, scooters, motorbikes. There still needs to be a way of getting across town for other commuters who have to travel by car, via the quays."
- "I bike to Te Aro every weekday and use the Golden Mile biking back. Not many cars use it already so banning cars completely would be a little step anyway. Even goods trucks, limiting them to non-peak hours to re-stock stores. And ideally keeping the bus lane there but turning the once car lane into a big bike lane or divided up into 2 bike lanes side by side."
- "Remove all general car, van and truck traffic only delivery and emergency vehicles should be allowed, and there should be time limits on delivery vehicles – but no time limits on cargo bikes, which should be encouraged."
- "[Lambton Quay] already has wide footpaths. We support bus priority with no other vehicles allowed during the morning and evening peak periods Monday to Friday." (NZAA)



Increase bus priority on the Golden Mile

Many respondents specifically commented on prioritising buses, citing existing bus congestion and long travel times through the Golden Mile.

- "Restrict cars on the Golden Mile. Only allow buses, and small vehicles like bikes, moped/motorcycles and scooters. One lane for the bus, the other for small vehicles."
- "Reduce the number of private vehicles, bikes and taxis/ubers on this section of road – it should be bus priority and mostly only bus."
- "Bus priority is a good plan, with space for safe active mode use.
 I can see the need some courier movements, but they could be limited to inter-peak."
- "Bus priority needs to be implemented. It should not take 20 mins to crawl through the CBD. Increase the speed limit for buses and reduce the number of stops."

- "The amount of time buses and pedestrians have to wait for single-occupancy vehicles here is ludicrous. I'd recommend placing sensors in the bus lanes well before the lights, aggressively prioritising buses so there's little or no delay for the corridor."
- "I fully support any bus or cycle priority improvements along the Golden Mile. However, I think Manners St might be too narrow for both buses and cyclists. Has it been considered that it could be a good idea to make a cycle priority route from Courtenay PI up Dixon St and then right along Willis St to join up with the Golden Mile, in order to avoid bus-cyclist conflicts along Manners St?"
- "Without private vehicles using this space, buses will be able to traverse the city with greater efficiency as there will be less bottle-necking caused by parked cars and unpredictable drivers. Removing car parking will create more space, which means buses won't have to slow down to fit through tight gaps, or wait for cars to reverse out of poorly placed angle parks." (Generation Zero)



Remove buses from the Golden Mile

A few respondents suggested that it would be better to remove buses from the Golden Mile to make it fully pedestrianised only.

Some suggest rerouting buses along alternative streets such as Featherston and Victoria Streets.

- "Buses should use Featherston Street that runs parallel.
 Featherston Street should have dedicated bus lanes."
- "As far as practical keep vehicles and buses out of the Golden Mile. Though buses in particular should be routed around the Golden Mile so they are not slowed by the pedestrian use of the Golden Mile. None of the Golden Mile from Hunter to Victoria need have buses on it – they can be routed around this length. The Golden Mile should feel like a pedestrian area in which vehicles come only if they have a destination in the area."



Keep vehicle access as it is on the Golden Mile

Many respondents wanted to keep vehicle access as it is on the Golden Mile. Some said consideration for people with mobility issues was a key reason for keeping car access.

Some said that not allowing cars would discourage people from visiting the Golden Mile, and this could impact negatively on business located in this area.

Comments included:

- "Consideration needs to be given to those with mobility issues who rely on private vehicles to live their lives. Public transport is not always a viable option, so to remove private vehicles would block this group of people from enjoying the heart of the city, not only shops and cafes/restaurants, but doctors and other medical specialists have their offices on the Golden Mile as well."
- "As an elderly woman who walks and uses the bus, I find the Golden Mile OK as is. I think it would be a mistake to ban cars from any part of it, as it would disadvantage shops and reduce parking. The main problem seems to be taxi behaviour."
- "I do not see any changes are necessary to the Golden Mile. Traffic is naturally slow, buses, bikes and pedestrians are well catered for and car access is appropriate and needs to be maintained. To block this area off to cars will adversely affect shopping, (as happened in Hastings when they made a main thoroughfare into a mall and then had to reverse the decision as

retail died. Hastings also has better weather than Wellington and the 'cafe' trade never eventuated)."

- "Do not make Lambton Quay closed to traffic. It will kill the area. At present traffic is light apart from buses and from a person who lives and walks the city every day I have no problem as it is now."
- "Please make some consideration for those people who need to park close to where they need to go whether it be for appointments or just to shop. I hate that Wellingtonians are being driven to other close-by cities to shop leaving businesses in town in the lurch. The Golden Mile was the premier shopping place for us for a number of years – not so now unfortunately."
- "There is plenty of scope to beautify the city and increase public spaces without pedestrianising this stretch of road. Wellington is compact but it does not yet have a sufficiently large population density to sustain the vitality of a pedestrian road as long and large as the Golden Mile." (Wellington Chamber of Commerce)
- "I am not in favour of Willis Street between Boulcott St/Manners St to Willeston St being car free. This small section of road is a key access point from Brooklyn to the railway station. To go an alternate route would require a lengthy detour using more petrol, time & add to an already congested road. The reduced buses haven't sped up the traffic as the buses still block the road whether there is one or 10."

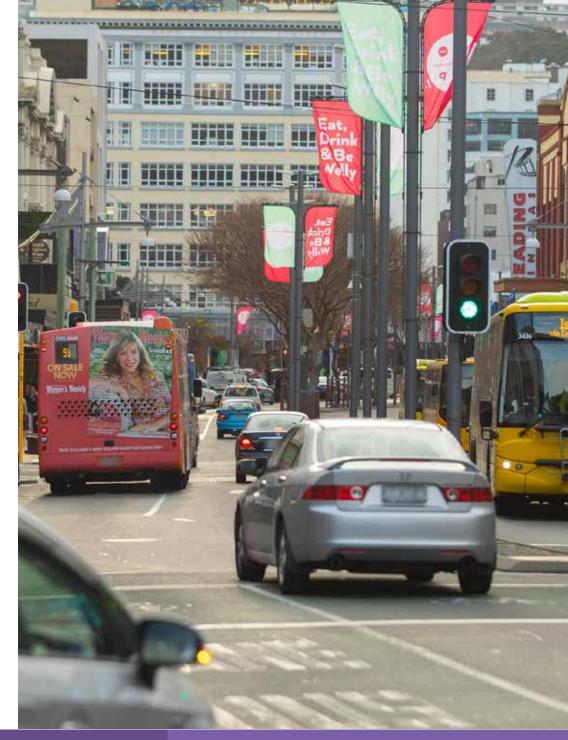
Keep vehicle access as it is on the Golden Mile (cont'd)

Lambton Quay

- "This area of town is dead outside weekday business hours, on weekends there is hardly anyone in the city anymore, removing cars would make it worse, as is evident from the removal of free parking. It is also quite lonely if you have to walk to your car or to a bus stop once peak time is finished around Lambton Quay, the lack of cars and taxis would mean less people around and more dodgy people walking around, not the best for lone women."
- "It's great as it is, last thing the retailers need is another mall.
 Best shopping in New Zealand is in Lambton Quay."

Courtenay Place

- "Re idea to turn these side streets into public areas, more street tree planting, remove cars completely and have space for people to walk, shop and relax – stupid idea. There is plenty of space for people to walk already. There are very few shops, mostly bars and restaurants and many people visiting in the evening will prefer to travel by car. They need somewhere to park."
- "The current lack of parking means it is already not often I go into the city to shop. Courtenay Place is like a derelict provincial town already without cars it will only be open for business Friday and Saturday not sure that is sustainable for most businesses. The exodus from Courtenay Place will accelerate."





Close some adjacent Golden Mile side streets to all vehicles, or to private vehicles

Some respondents said that side streets off the Golden Mile could also be closed to private vehicles.

Some respondents said the closures would make it better for foot traffic on the Golden Mile and said the space could be better used for amenities or parks.

Comments included:

- "I support the Golden Mile being largely car, scooter and bike free, and many side roads leading into the Golden Mile being turned into pedestrian malls."
- "Remove all cars, except service vehicles operating with a permit for things like shop upgrades. Cars hold up buses and make it harder for pedestrians. And they don't need to be there. Close off all side streets, and provide taxi ranks, loading zones, disabled parking etc in those streets. Turn the ends of each one into a people park. Adjust the median strip to make pedestrian crossing easier, but avoiding anything that stops buses overtaking at bus stops."

Mercer Street

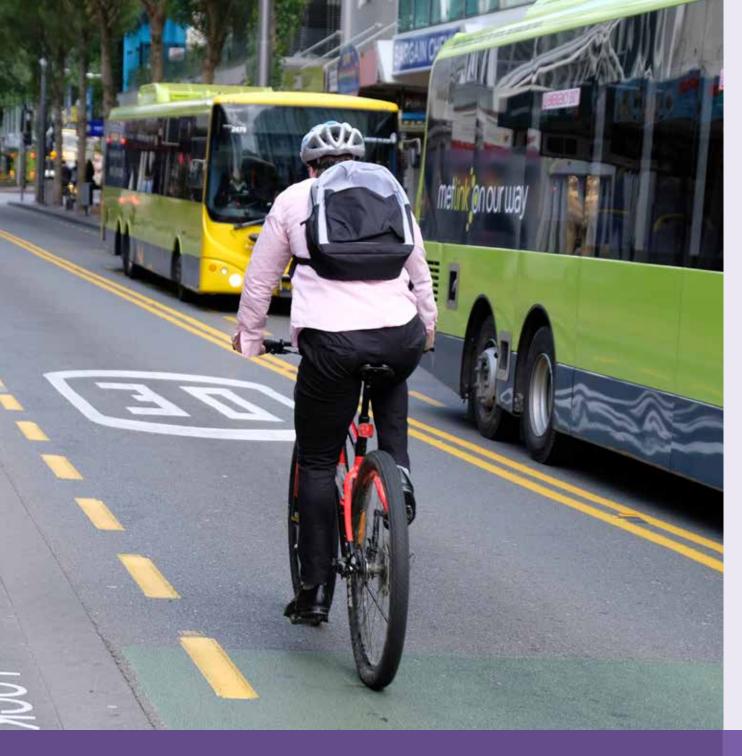
- "Close off Mercer Street to vehicles and turn it into a pedestrian friendly green space."
- "Pedestrianise Mercer Street and connect with Civic Square.
 Create park space with trees, planting and seating."

Blair and Allen Streets

- "Block access to Blair and Allen St from Courtenay Pl. This turning traffic has to cut in front of Public Transport which causes delays for Public Transport users."
- "Block Allen Street and Blair Street at the Courtney Place end.
 Ideally convert these streets to pedestrian only so they can flourish as green eat streets. Realise some private building owners have delivery doors or underground parking which will be a big issue for progressive change, but now is an opportunity to negotiate change in this space."

Lambton Quay

- "Midland Park could be extended to include what's currently part of Waring Taylor and Johnston St once Lambton Quay is bus/ bike/foot only (side streets can be closed off)."
- "Waring Taylor, Panama, Brandon Street and similar streets should be dead ends like Grey Street with some spaces dedicated only to service vehicles, bikes, motorbikes/ scooters and Ride sharing/taxis. While the rest is dedicated for pedestrians."



CYCLE & E-SCOOTER ACCESS

Create more cycle and e-scooter lanes

Many respondents said they would like to see dedicated cycle lanes along or adjacent to the Golden Mile, to make using bikes and or e-scooters safer.

Lambton Quay was particularly mentioned as having enough space for additional lanes, some mention that car parks could be removed to accommodate cycle/e-scooter users.

Some respondents suggested that e-scooters need dedicated space or share a cycle lane to get them off the footpath (also mentioned in the footpath respondent theme).



CYCLE AND E-SCOOTER ACCESS

Create more cycle and e-scooter lanes

Whole Golden Mile

- "In general the city centre is poorly set up for cycling and very focussed on car movements. A basic step would be to ensure cycle lanes do not direct bike users into the back of parked cars (Featherston St), and that there are clear bike boxes at ALL lights. In general, ask yourself if you would be happy with your ten-year-old cycling there, and if not, make it safer."
- "Separated cycle lanes to keep less confident riders away from buses, with well signposted, comfortable alternative routes where space is limited."
- "I desperately want to use cycling as my main form of transport, but there is no safe route on protected cycleways for me to do so. I feel limited by the options available in the city."
- "I'd love separated bike lanes at the moment it's a bit scary competing for space with buses. Take away the cars and make it bus/ bike only (plus make sure there is accessibility for people with disabilities)."
- "I'd add cycle lanes it's dangerous to cycle on the Golden Mile and I almost get run over by buses on Manners Street, even though the limit is 30km/hr. They think they can overtake in time between Taranaki & Cuba but can't and cut off cyclists. Also get stuck behind the queue of buses/gridlock by Cuba Street. All very dangerous."
- "I would love to come into work from Newtown on an electric bike or a scooter. At the moment it is just too dangerous. There is no continuous, separated bike path."
- "Priority should be given to creating dedicated cycle paths, separate from traffic and pedestrians that enable cyclists to traverse the city safely and efficiently." (Generation Zero)



Let's

Create more cycle and e-scooter lanes (cont'd)

Lambton Quay

- "This road is ridiculously wide. Remove a lane and put in proper cycle infrastructure."
- "Implement a bus/bicycle/motorcycle/E-scooter (with helmet) shared lane and remove car access except for service vehicles down the entirety of the Golden Mile."
- "Make all of Lambton bus, cycling and pedestrian only, this might see the sidewalks expanded and floating bus stops with cycle lanes running alongside the buses."
- "Lambton Quay is very bike unfriendly. As a cyclist you feel uncomfortable riding in the bus lane, or in the car lane (with drivers likely expecting you to be in the bus lane). Lambton Quay needs separated cycling lanes."

Willis Street

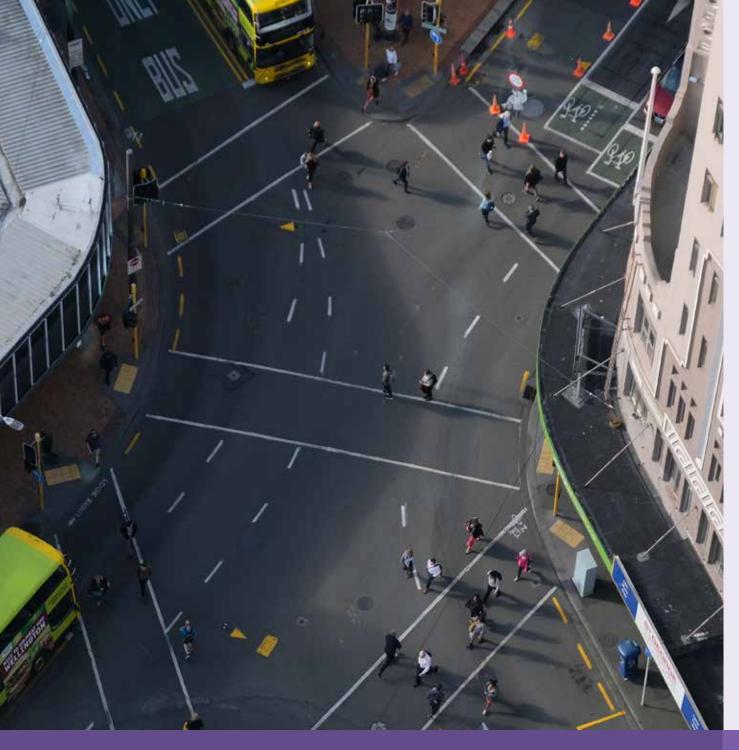
— "This road is used heavily for people cycling to work. Make a cycle lane so it's less dangerous. Would also be good if this was a no car zone and only for public transport and bikes. Would lessen the emissions in the city and mean more people would take the bus."

Courtenay Place

- "Some (covered) bike parking and bike lanes around here would be a great help."
- "The Golden Mile should be restricted to public transport and micro-mobility only. There should also be a dedicated micro-mobility lane (for bikes, e-scooters, skateboards etc) that is separate from the existing sidewalk and bus lanes."







PEDESTRIAN CROSSINGS & TRAFFIC SIGNALS

Change crossing signals to prioritise pedestrians, not vehicles

Many respondents suggested that traffic signals should be more pedestrian-friendly, allowing sufficient time to get across each road, and defaulting to green for pedestrians until traffic reaches the intersection.

There were comments about some specific signal locations which could be improved for pedestrians.

Some respondents suggested specific pedestrian crossings be turned into "Barnes Dance" crossings, which stops all vehicles at an intersection so pedestrians can cross in all directions, including diagonally.



PEDESTRIAN CROSSINGS & TRAFFIC SIGNALS

Change crossing signals to prioritise pedestrians, not vehicles

Comments included:

- "The pedestrian phase at traffic lights should be automatic under the present arrangements pedestrians have to effectively ask permission to cross the road. Pedestrians are the most important users of the urban environment."
- "Ensure pedestrian crossing phase is adequate for all pedestrians to cross do not allow turning vehicles through pedestrians crossing."
- "Make [the corner of Lambton Quay and Bowen Street] a four-way pedestrian crossing, all lights at once."

Willis Street

- "This crossing [on Willis Street between Lambton/Mercer Street] should be default green for pedestrians at least during the weekday lunch peak. When motor traffic approaches it could be detected and then turn the pedestrian light to red. May need to include a cycle button in case the signals can't detect bikes. It should also be wider to accommodate larger volumes of people on foot and people with mobility problems."
- "[Corner Willis/Manners Streets] Lengthen pedestrian phase for the Barnes Dance, it's not long enough to cross diagonally."

Courtenay Place

- "Get rid of the set of lights mid-block [outside Reading cinema]. They just slow down buses. It's not far to walk to a controlled crossing if you need one."
- "Taranaki/Courtney/Manners/Dixon intersection is crazy dangerous and pedestrian and bike unfriendly – make it a Barnes Dance and prioritise people!"







- Widen footpaths and reduce footpath clutter
- Address crowded footpath space around bus stops, especially around Willis St and Lambton Quay
- Keep e-scooters and bikes off the footpaths
- Improve amenity and placemaking measures



Widen footpaths and reduce footpath clutter

Many respondents said that footpaths along the Golden Mile are overcrowded. Some also ask for reduction of footpath advertising and other clutter which interrupts walking routes/flow.

It was also noted that some footpaths have no shelter from the weather, as shop awnings don't reach the curb.

Comments included:

- "[Corner Willis and Lambton] The footpath needs widening at the corner, it gets crowded."
- "Footpaths are already crowded. No parking any vehicles on them, time to park bikes on the road."
- "[Lambton Quay] This footpath is much better now it is wider make sure it stays clutter free."
- "Widening footpaths and pedestrianising key streets will increase capacity for foot traffic. Key passages should be weather proofed to provide protection from wind, rain, and sun. Safety should be improved by removing obstacles like signs, and parked electric scooter from the paths of pedestrians and removing hazards like the bricks that get slippery in the rain." (Generation Zero)

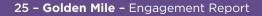


Wellington

GET

Let's

MOVING



Address crowded footpath space around bus stops, especially around Willis Street and Lambton Quay

Some respondents commented that people waiting for buses take up a lot of footpath space, making it hard for those walking to get past.

- "The [ANZ bus stop on Lambton Quay] should be closed. It is too close to the stop outside David Jones and holds up buses as there is only one lane."
- "The major [Grand Arcade bus stop] here. Are we able to keep bus patrons waiting clear of the footpath to enable better pedestrian movements/priority?"
- "The [Grand Arcade bus stop] gets very crowded around 5 when everyone is trying to get home. The footpath needs to be widened or a building where everyone can wait out of the elements but with TV's showing the next buses, etc."
- "The [Grand Arcade bus stop]. Buses often get held up here waiting for passengers to board in the buses ahead or are held up at the lights. Perhaps move the stop to somewhere that allows buses to pass those in the stop."
- "The [ANZ bus stop on Lambton Quay]. Add a pull-in so buses can 'leap frog' others, especially when you have, for example two #3 buses, one behind the other."
- "The [Unity Books bus stop] is a nightmare at 5pm. It's packed with people, no one can pass through the crowd. I end up elbowing people to get to my bus before it drives off!"





Keep e-scooters and bikes off the footpaths

Many respondents commented that bikes and e-scooters are dangerous on the footpaths and should not share space with foot traffic.

- "Please no scooters or bikes on the footpath, it is dangerous for pedestrians. Also no parking of scooters or bikes on the footpath, the footpath is busy and congested with pedestrians without parked scooters and bikes."
- "The scooters need somewhere official to be, they're sometimes on the road, sometimes on sidewalks, they don't follow any road rules, don't wait for pedestrians at crossings etc and are just generally dangerous and unpredictable. At the least scooters should have a low speed restriction when on the sidewalk."
- "Stricter rules need to be put on electric scooters (Flamingos, Uber Scooters etc). They're
 a danger to pedestrians on the footpath, and roadusers when they're on the road. They're
 like litter around the streets at the moment because of no designated drop off points,
 which is also an accessibility issue for those on supported mobility and sight-impaired."
- "E-scooters [should] continue to be banned from the busy footpaths along the golden mile, and that this ban be extended to any footpaths that currently allow these scooters. These vehicles present significant safety risks for deaf and disabled footpath users, both when moving and parked." (Disabled Persons Assembly)
- "Prioritise pedestrians on footpaths at all times. This means denying e-scooter and other non-'mobility-impaired' motorised vehicles, and bicycles, access to any footpath in Wellington." (Living Streets Aotearoa)





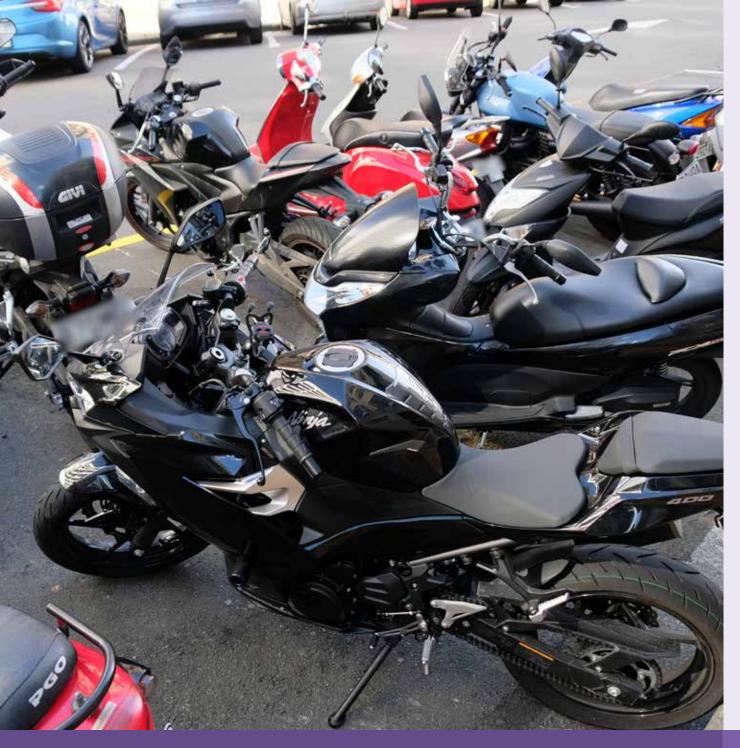
Improve amenity and placemaking measures

Some comments suggested improvements to the Golden Mile through increased greenery, improving amenities and other placemaking measures.

- "Plant more trees in this park and all along the Golden Mile. More trees and green spaces in general would be better."
- "This isn't just about cars v. people. It's an opportunity for the Golden Mile to speak to Wellington's commitment to green spaces, environmental innovations. How about more living walls, shops and offices adding plants, beehives on the roof, bringing the stream up from being piped... and priority given to buses... and cyclists and pedestrians warmly welcomed and celebrated."
- "There needs to be more green outdoor space, such as Midland Park, so people can sit in the sun, eat lunch, enjoy a coffee, that isn't inside another building. If there isn't enough space on the street, look up, and install over bridges with outdoor eating spaces."
- "[At the corner of Taranaki Street and Courtenay Place] get rid of car parking and turn into a public park with more greenery/ trees. If necessary, keep a loading zone/drop off area for gym members, local business members etc."
- "Remove traffic from the slip lane so it's easier to get on foot to the bus stops. The planting is refreshing, let's have more greenery!"







- Create more cycle parking
- Replace car parking with cycle lanes and facilities
- Create more motorcycle parking
- Create Uber/Rideshare pick up zones

Create more cycle parking

Some people noted a shortage of cycle parking space, and suggested locations where this could be improved to encourage more people to cycle in Wellington.

 "Clearly we need more SECURE cycle parking along the Golden Mile - the Grey St cage is full and the number of bikes parked everywhere is a good problem to have - but let's build a safe storage facility for them to go so they are off the street."

Lambton Quay

- "I struggled to find good bicycle storage space. As part of making cycling a more logical part of the commute, having good bike storage at the railway station is critical. Doesn't necessarily have to be at the level of what's done at Utrecht railway station, however that's a great example of how to offer this. Of course, this would also include charging options for e-bikes."
- "Hardly any vehicles use Stout St so why not close it and make it into a nice space to hang out like Grey St (but without the yucky smokers!) - we could also then build another couple of proper bike storage facilities like was built at Grey St, but is already chocka every day."

Courtenay Place

 "Some (covered) bike parking and bike lanes around here would be a great help."





Replace car parking with cycle lanes and facilities

Some respondents commented on removing car parks from the Golden Mile to be replaced by cycle lanes, green spaces, increased footpath and café space.

These were often suggested in conjunction with removing private vehicle access from the Golden Mile.

- "[Lambton] Remove carparks, give space to cycle lanes, make micro-mobility vehicles keep to the road."
- "[Courtenay] Get rid of car parking here a terrible use of public space. Create useable public space for people, trees etc."
- "[Corner Courtenay and Taranaki] Get rid of car parking and turn into a public park with more greenery/trees. If necessary, keep a loading zone/drop off area for gym members, local business members etc."
- "Needs better cycling provision, currently very hazardous to ride on a bike here, need segregated lanes and sacrifice car parking space."

There were some comments about increasing parking outside of the Golden Mile to compensate for car park removal, whether on street or in parking buildings.

 "Investing in parking buildings around the city to reduce the need for on street parking. Finding locations near high density office areas will reduce public outcry at removal of parking zones in town." "New car parking buildings could be built north of the Railway Station and around the Basin Reserve, to make up for the lost spaces in the CBD."

Some respondents mentioned keeping parking on or near the Golden Mile, often in conjunction with comments asking to keep car access to the Golden Mile, for similar reasons such as mobility concerns or retail shopping access.

- "If you remove car parking it will affect the many restaurants in the area. We take the bus when possible, but in bad weather or late at night we would drive to town. No car parking, no more nights out."
- "Please don't reduce car parks out of the city you will kill retail and so many small businesses. The CBD needs people visiting it to keep it buoyant and energetic. Shops and cafes will close/ leave and WCC rate revenue will go down."
- "As a service based company we have a lot of clients working in offices in these areas and we have to be able to drive as close to their workplace, park and deliver heavy pieces of equipment in order to keep their business places running efficiently."



Create more motorcycle parking

Some respondents asked for increased motorcycle parking across the Golden Mile and the city, saying that existing motorcycle parks are often full. Some comments noted that motorcycles are a more carbon-friendly alternative to commuting than cars, and some said that motorcycles have a smaller parking footprint than cars.

- "Support more cycle parks and more motorcycle parks right through the CBD – and put these as corrals where carparks currently are. The precious footpath space should NOT be used for this sort of parking. And a few more 'Grey St' type sheltered ones would be great too... that is such an excellent place to leave bikes in all weathers when in town all day."
- "There is an incredible lack of safe and legal motorcycle/moped/ scooter parking in the Golden Mile. Two-wheeled motor vehicles reduce congestion and are the only way for some Wellingtonians to get around since the public transit system is so severely broken and we can't all afford cars and not everyone can show up to work sweaty from pedalling a bike up these amazing hills."
- "There is a desperate need for more motorcycle parking in the CBD. More and more people are commuting into the city on bikes and they have nowhere to park. Either more on-street parking is needed or we need to be allowed to park on the sidewalk. Motorcycles use much less space to park then cars, and have significantly lower emissions and reduce congestion."





Create Uber/Rideshare pick up zones

Some respondents asked for more rideshare pickup and drop off points on the Golden Mile.

- "Make sure there are options for people with limited mobility to access it and get around. Provide plenty of drop off and pick up zones on side streets and the Terrace for public transport, including taxi and uber-type options."
- "Rideshare pickup points all along Courtenay for after hours, uber, its clogged with taxis all night, even better if you remove all parks, and make taxis and ubers park on Wakefield street, even bus drivers get annoyed at taxis blocking the bus lane at night."







MASS RAPID TRANSIT

Introduce light rail or rapid transit on the Golden Mile

Some respondents like the idea of mass rapid transit solutions in the city, particularly as an alternative to cars and buses.

It was noted that it may be expensive, and there could be resilience issues from earthquakes.

Various modes of mass transit were suggested.

Some respondents asked for more rideshare pickup and drop off points on the Golden Mile.



MASS RAPID TRANSIT

Introduce light rail or rapid transit on the Golden Mile

- "If you wish to reduce buses, invest in heavy rail from the station to the airport. Don't invest in light rail. People don't like multimodal public transport. Do it once, do it right."
- "I want to see light rail started quickly on the quays to take much of the bus traffic away from the Golden Mile. At present the platooning of buses is a major polluting problem and slows down public transport on this vital through-way in the CBD business area."
- "The Golden Mile should be pedestrian only, BUT ONLY if we install a monorail from the train station to the airport via the hospital first. Having it being mixed pedestrian with buses or on ground light rail is a recipe for disaster."
- "The Golden Mile should be completely pedestrianised (including cycles) and light rail should run along its complete length. Light rail is ideally suited for pedestrian zones, whereas buses are not. The light rail should run from Johnsonville to the airport/eastern suburbs."





STAKEHOLDERS' FEEDBACK

What organisations told us





STAKEHOLDERS' FEEDBACK

Architectural Centre

The Architectural Centre supports removing private cars and carparks from the Golden Mile, and suggests using the space to create areas for seating, plantings and squares for street vendors and performers.

They also support measure to deflect taxis from using the route, rerouting buses away from Willis and Manners Streets, a free or cheap tram service along the route, and introduce spatial coding (eg. bumpiness of terrain) to separate transport modes – particularly pedestrians, scooters and cyclists.

Automobile Association

The AA suggested that Lambton Quay should be prioritised for bus during weekday morning and evening peak times, with no other vehicles allowed. AA did not support any changes to vehicle access to Willis, Manners and Courtenay, stating that Willis St is an important route from Willis/Boulcott to the waterfront.

Disabled Persons Assembly

The DPA had a number of suggestions for Golden Mile Improvements, including:

- Banning e-scooters from all footpaths along the Golden Mile, as they present significant safety risks for deaf and disabled footpath users, both when moving and parked. The speed of e-scooters makes it very difficult for anyone with limited mobility or hearing to move out of the path of the vehicle safely. Scooters left in the path of pedestrians present a tripping risk and can significantly impede the safe access of anyone with vision impairment.
- Designing bus stops to pull up parallel to the curb for safe access for people using wheelchairs and other mobility devices, ensuring obstacle-free passage around bus-stops, bus shelters with space for wheelchair users, and bus information provided in visual and audio formats.
- Pedestrian crossings are designed to provide access to all users.
 This includes (but is not limited to) tactile markings, audio signals and accessible curb cuts.
- Improve footpath quality and ensure curb-cuts are not too steep for users of wheelchairs and other mobility devices to navigate.
- Car access is maintained for mobility parking users along any carfree routes.



Generation Zero

Generation Zero supports removing private vehicles from the Golden Mile, and creating vibrant, people-friendly spaces which allow communities to thrive. To encourage Wellington to become a carbonneutral city, they advocate the use of walking and cycling, low-carbon public transport and ridesharing, and removing unnecessary car parks.

Living Streets Aotearoa

Living Streets had many suggestions to improve the Golden Mile in terms of usability for pedestrians, including prioritising footpaths for pedestrians, not e-scooters, bicycles or other motorised vehicles for safety reasons, and improving footpath surfacing to improve wayfinding and manage use of footpaths. They also had specific improvements for Lambton Quay and nearby streets such as removing parking and clutter, and restricting service vehicles to non-peak times.

Mt Victoria Residents Association

The Mt Victoria Residents Association noted that Courtenay Place is unattractive to pedestrians as the few public places are cluttered with business advertising and furniture, and sometimes motorcycles. They suggest removing the slip lane and car parking so the area can prioritise public transport, improving visibility of electronic signs at bus stops, closing Blair and Allen Streets to through traffic, and prioritising parking for accessibility parks on Allen and Blair Streets. They also suggest reducing or removing turning options for private vehicles.

Wellington Cable Car

Wellington Cable Car would like to see a public transport hub at the top of the Cable Car in Kelburn. This would provide a connection for buses, bikes and pedestrians to the Wellington Cable Car, and secure bike storage to encourage cycling. They suggest this could reduce the number of buses needed on the Golden Mile, making it a safer and more pleasant place to walk, shop and dine.

Wellington Chamber of Commerce

The Wellington Chamber of Commerce supports fewer vehicles in the CBD, but not restricting or banning car access altogether. It believes there is scope to beautify the city and increase public spaces without pedestrianising the Golden Mile. It does not think Wellington has a large enough population to sustain the vitality of a pedestrian road as long as the Golden Mile. They note feedback from their members of the difficulty of finding parks in the city, which is a deterrent to doing business in the central city. The Chamber supports more parking designated for mobility, parents with babies or click and collect shoppers.



STAKEHOLDERS' FEEDBACK

Bus Driver Engagement

Bus drivers were invited to give map-based feedback on what improvements they'd like to see on the Golden Mile. 66 comments were received from 10 drivers.

Concerns included:

- Bus lane width
- Car parking obstructing the road/bus lanes
- Other vehicles/bikes using bus-only lanes
- Bus stops being used by private vehicles
- Bus stop locations, bus stops being too close together

- "Uber/Ola/other non-taxi hire cars regularly stop on bus stops and/or no-stopping zones (broken yellow lines) in order to pick up/drop off passengers. Picking up, in particular, causes delays as passengers often are not waiting when the car arrives. I (and other drivers) have been abused by Uber/Ola/other drivers when trying to get them to get out of the way."
- "Widen bus lane by about 2-3' so that bus can fit in the lane, as bus lane too narrow."
- "Willis Street becomes too congested during the PM Peak, This should become a BUS ONLY ZONE between Mercer and Lambton Quay from 4pm-7pm."





OUT OF SCOPE

This engagement was focused on the Golden Mile Improvements, but many comments related to streets outside this area or suggestions for the city in general.

Feedback not focused on the Golden Mile will be passed on to the relevant project teams for consideration.

Some recurring out of scope themes include:

- Improving crossing access to waterfront especially from the Railway station
- Increasing cycle lanes/dedicated bike routes around the city, including the waterfront
- Increasing push bike and motorbike parking across the city
- Various suggestions about vehicle movements, crossings and footpaths around the city.



NEXT STEPS

The results of this engagement will inform the development of options to make the Golden Mile a safer and more attractive place and make a start on moving more people with fewer vehicles.

Some of these may be things that can be trialled in mid-2020, or may be part of the permanent changes Let's Get Wellington Moving will consult on later in 2020.













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