



Developed design engagement report
**Golden Mile 2022 mid-year
engagement**

4 October 2022

Prepared by Futuregroup for Let's Get Wellington Moving

Contents

Contents.....	3
1 Executive summary	5
2 Purpose of this report	10
3 Project background.....	10
3.1 Programme context	10
3.2 Golden Mile project purpose.....	12
3.3 Partnership with Mana Whenua.....	12
3.4 Scope of the project.....	13
3.5 History of the project engagement and consultation	14
4 Engagement overview	17
4.1 Purpose.....	17
4.2 Strategic approach	17
4.3 Audiences	18
4.4 Feedback requested.....	19
4.5 Engagement methods	19
4.5.1 How the engagement opportunity was promoted.....	19
4.5.2 Range of ways people could provide feedback and ask questions	21
4.5.3 Capturing feedback – methodology	22
5 Who we heard from - summary of interactions.....	23
5.1 Number of submissions	23
5.2 Outside of the project scope	25
6 Feedback through the online interactive map, email and at events.....	26
6.1 Overall themes	26
6.1.1 Cycling	26
6.1.2 Pedestrians, paths, and crossings	27
6.1.3 Footpath surface	27
6.1.4 Facilities	28
6.1.5 Buses and bus stops	28
6.1.6 Accessibility.....	29
6.1.7 Vehicle access	29
6.1.8 Streetscape	30
6.1.9 Planting	30
6.2 Responses by themes and street	32
6.2.1 Lambton Quay.....	32
6.2.2 Ballance Street.....	37
6.2.3 Stout Street	37

6.2.4	Waring Taylor Street	38
6.2.5	Johnston Street	38
6.2.6	Brandon Street	39
6.2.7	Panama Street	39
6.2.8	Willis Street	41
6.2.9	Willeston Street	45
6.2.10	Mercer Street	45
6.2.11	Bond Street	45
6.2.12	Manners Street.....	47
6.2.13	Cuba Street	51
6.2.14	Taranaki Street.....	51
6.2.15	Courtenay Place.....	53
6.2.16	Tory Street	57
6.2.17	Allen Street.....	57
6.2.18	Blair Street	58
7	What we heard from businesses, organisations, and key stakeholders	60
7.1.1	Targeted engagement with Golden Mile/immediate side street building owners, businesses, and residents.....	60
7.1.2	One-on-one meeting snapshot	60
7.1.3	Summaries of one-on-one meetings' feedback.....	61
7.2	Groups and organisations	67
8	Design response	78
9	What happens next.....	78
10	Recommendation for future engagement.....	78
11	Appendix A: Who we've engaged with.....	81
11.1	Key stakeholder table	81
11.2	Stakeholder table - directly impacted premises invited to one-on-one meetings	82
11.3	Broader key stakeholder summaries (2019-2022)	83
12	Appendix B: Communications and engagement materials	88
12.1	Online interactive map Say hello to a revitalised Golden Mile Social Pinpoint (mysocialpinpoint.com)	88
12.2	Letters to building owners and occupiers.....	95
12.3	Media release issued on 11 July 2022.....	97
12.4	Campaign emails.....	99
12.5	Brochure and call to action card	101
12.6	Advertising examples	103
13	Appendix C: February 2022 targeted engagement with building owners, businesses, and residents.	104

1 Executive summary

Purpose of this report

This report has been produced by Futuregroup for Let's Get Wellington Moving (LGWM), as part of the **Developed Design (60%) Report**.

It presents feedback and findings of the engagement campaign carried out between July and August 2022, on the preliminary (30%) detailed design of the Golden Mile. It builds on ongoing engagement carried out since 2019.

Feedback received was assessed and analysed then categorised into key themes. Where possible, stakeholder and community perspectives were incorporated into the project designs and the wider LGWM programme (the Programme).

The report also provides recommendations to LGWM for future engagement activities while design is being finalised in late 2022 and early 2023.

Detailed design engagement

From 11 July until 15 August 2022 Wellingtonians were asked to provide feedback on details of the Golden Mile design.

A comprehensive and visible engagement campaign, with regional and local communities in Wellington as well as a broad range of key stakeholders, was carried out.

The engagement included building owners, businesses and residents along the Golden

Mile and its side streets as well as interest groups and the public.

Feedback on specific elements of the Golden Mile design was sought to inform and influence design details being finalised later this year (2022) and to provide decision makers with more granular insights.

The engagement objectives were to:

- seek feedback to help inform the developing designs
- capture and balance different perspectives and interests in the detailed design
- raise awareness and increase public knowledge about the project
- communicate how feedback has been/will be considered and/or addressed
- create excitement and build community ownership by seeking (and incorporating where possible) feedback
- make sure the design is developed with input from key stakeholders to provide access to emergency vehicles and to enable important services including security, deliveries, couriers, rideshare, and taxis.

Messaging was clear about key investment decisions that had already been made by the LGWM Partnership Board (Board), as described in the Single Stage Business Case.

While many of the big decisions had been made, it was important to gather more granular insights from Wellingtonians to ensure all points of view and insights on detailed design elements were considered.

History of engagement and consultation

This report builds on over three years of engagement.

Since 2019 LGWM has been engaging with Wellingtonians about the future of the Golden Mile and decisions reflect the kind of city people have said they want.

From setting the vision for the Golden Mile, to providing opportunity for feedback on three concepts, and most recently engagement on detailed designs, ongoing engagement with key stakeholders, including Golden Mile/immediate side street building owners, businesses, tenants and residents, emergency services, accessibility representatives and interest groups, has influenced outcomes.

These insights, combined with expert inputs and analysis, led to LGWM Board approval of the Single Stage Business Case in late 2021.

In 2022 Futuregroup progressed the design, continued targeted engagement with Golden Mile/immediate side street building owners, businesses, residents, and ran the mid-year detailed design public engagement which this report covers.

Engagement approach and methodology

A hybrid engagement approach was taken, combining:

- a two-week targeted information campaign before public engagement as it had been some time since LGWM had communicated with the public and stakeholders due to the ongoing COVID-19 pandemic
- targeted and ongoing engagement for Golden Mile/immediate side street building owners, businesses, and residents
- a broader campaign to capture public insights
- continuation of ongoing engagement with emergency services, couriers, delivery companies, taxi and rideshare companies, freight, and accessibility representatives.

Communications were honest and transparent about:

- why change needs to happen
- what had already been decided
- what feedback was being sought
- the ability to influence change
- next steps and what it would mean for Wellingtonians.

A range of channels were used to invite Wellingtonians to engage over five weeks. This flexible approach combined both in-person and digital options. We made sure it was easy for people to engage and to provide feedback and that there were no barriers to participation.

If the available ways of engaging didn't suit, people were encouraged to get in touch so their feedback could be collected in ways that best suited them.

Feedback requested included:

- streetscape designs, including suggestions for how the new spaces might be used, and planting in the new spaces
- proposed time restrictions for Golden Mile access for large commercial service deliveries and those vehicles that will be granted permits
- locations of the proposed loading zones for the Golden Mile and side streets
- walking and people spaces
- bus stops
- cycle lanes on Lambton Quay and Courtenay Place
- taxis, rideshares and food delivery – location of pickup/drop up spots on side roads, and proposed hours for the Courtenay Place service lane
- locations and number of mobility parks
- safety, in particular those locations in our designs that might need special lighting.

Number of submissions

In total 3043 pieces of feedback were received:

- 2520 comments on the online interactive map (Social Pinpoint)
- 398 emails/phone calls
- 17 submissions from key stakeholder groups and organisations
- feedback from 22 one-on-one meetings with building/business owners
- feedback from 86 attendees at drop-in sessions.

General feedback

At a high level, general feedback included:

A desire for **dedicated, continuous, and safe cycling facilities** that connect people to other parts of the city.

A city that **prioritises pedestrians**, using **safer crossings**, well timed traffic lights, convenient connections, and an accessible, non-slippery footpath surface.

A city that prioritises walking, cycling and lower emission options. People want facilities like **safe and convenient bike parking, bathrooms, EV chargers and plenty of shelter from the wind and the rain.**

People want **comfortable, accessible bus stops** where they are sheltered from the weather, out of the way of pedestrians and bikes, and can see **bus updates on electronic boards.**

Some supported the reduced number of **bus stops**, others said they didn't. Those that didn't want less stops often cited concerns over potential accessibility impacts.

Improving streetscape, furniture and planting was another area people gave valuable feedback on. It included a desire for **native planting**, daylighting the **Kumutoto Stream** and finer details like making sure the plants get the water they need through porous surfaces and no bird droppings or slippery leaves.

Feedback on reduced private and commercial **vehicle access** and **parking** was often positive through the online interactive map, however business, organisations and key stakeholders' feedback on this theme was **mixed**.

Business organisations and key stakeholders that are supportive of the project provided feedback focused on finer details like **making loading zones dual use**, increasing accessibility, outdoor seating, **improved streetscape** and locations for shoppers and diners to be dropped off.

Those that don't support the project vision or who still had concerns to be addressed, included in their feedback that they want **more car parking**, vehicle access to remain, commercial vehicles having **24/7 access** to the Golden Mile. They also mentioned the lack of **accessibility** and the potential impacts on business.

The ongoing **impacts and uncertainties of the COVID-19 pandemic** were a clear theme and

feedback included the desire for more work to be done to understand the combined impacts, like further robust economic assessment.

How the feedback has been used

Every piece of feedback received was considered by the Futuregroup design team to understand what opportunities existed to improve and influence design within the project scope.

Suggestions that are within the prescribed project scope and budget and wouldn't create unintended operational issues, have generally been adopted.

Others are still being investigated and will be considered within the next stages of the project design.

Suggestions that were out of scope, beyond budget and/or would cause operational issues, or negatively impact the main objectives of the project, haven't been progressed further.

Design responses to feedback can be found in the [Developed Design Report](#).

Next steps

Following approval of the Developed Design Report by LGWM programme partners, Futuregroup will:

- progress the final detailed design phase from late 2022 through to 2023. This will include construction planning and staging

- complete a traffic resolutions process. This will include formal consultation on the traffic resolutions in November 2022, and a report going to Wellington City Council (Council) for consideration and approval in February 2023 (dates indicative). Wellingtonians will be invited to comment on the traffic resolutions as part of the formal Council process
- begin the first stage of construction in 2023.

Recommendations for future engagement

This round of engagement provided insights about what would help add value to future LGWM engagements. We recommend the following approach and tactics be considered.

Continued targeted engagement

Engagement has highlighted a range of stakeholder relationships that will need to continue, as we near construction.

- **A dedicated, on the ground person to liaise face-to-face with key stakeholders** - Golden Mile/immediate side street building owners, businesses, and residents, particularly businesses, are eager to know more about next steps, including construction timing, phasing, and impact. During the next stage, strong relationships will need to be built and maintained, so those directly impacted know who to turn to with questions, issues, and/or concerns.
- **Broaden the channels used to support stakeholder involvement in**

planning and decision making around construction phasing, timing, issues, and opportunities. This could include Golden Mile business/community reference groups, and smaller, localised groups specific to construction activity.

- **Working closely alongside the Wellington City Council in the development response plan implementation,** to ensure projects rolling out are coordinated to reduce impact and inform Wellingtonians on what it means for them.

A visible storytelling campaign to keep the narrative alive, and linking to the bigger picture

Whether they supported the project or not, all the people who engaged, wanted to know more about how different aspects of the Golden Mile design will work, and what it will mean for them.

Moving towards construction, we recommend the use of journey and activity scenarios with personas to build a picture of what the changes mean for different people. People are keen to know more about the future of Wellington's transport system and what that means for them. Instead of seeing the narrative of about one project, they want to see how things fit together as a whole.

OVERVIEW

An aerial, high-angle view of a city street scene. The street is wide and paved, with a yellow bus driving in the right lane. A green-paved bike lane runs parallel to the street, with a bicycle icon on it. To the left of the bike lane, there are several cars parked. The street is lined with trees and modern, multi-story buildings. A 'ONLY BUS' sign is visible on the road. The overall scene is bright and clear, suggesting a sunny day.

2 Purpose of this report

A summary of what Wellingtonians have said about the Golden Mile revitalisation detailed designs mid-2022.

This report has been produced by Futuregroup for Let's Get Wellington Moving (LGWM), as part of the Developed Design (60%) Report.

It presents feedback and findings of the engagement campaign carried out between July and August 2022, on the preliminary (30%) detailed design of the Golden Mile. It builds on the ongoing engagement that has been carried out since 2019.

Feedback received was assessed and analysed by Futuregroup. It was then categorised into key themes to incorporate, where possible, stakeholder and community perspectives on certain topics into the project designs and, in some cases, into the wider LGWM programme (the Programme).

This report also makes recommendations to LGWM for future engagement activity as design progresses towards being finalised in late 2022.

3 Project background

3.1 Programme context

The Golden Mile Project is part of LGWM's Three-Year Programme – a collection of projects focused on making travel by bus to and through the central city faster and more reliable and creating a better environment for people walking and on bikes.

LGWM is a joint programme by Wellington City Council, Greater Wellington Regional Council and Waka Kotahi NZ Transport Agency, with the support of Mana Whenua partners Taranaki Whānui and Ngāti Toa. LGWM's role is to provide a way to work together, so the decisions they make are balanced and consider what else is going on in the city and region. They discuss each project, agree the best way forward and make sure it's delivered.

The Programme's focus is from Ngā Ūranga Gorge to Miramar, access to the port, and connections to the central city, Wellington Hospital, and the airport. It includes all the ways people get to and around the city, and how the city develops alongside its transport system.

LGWM's goal is to build a world-class, low-carbon capital to be proud of, where more people can get around more easily and reliably, with streets that are beautiful and safe so new housing and business will flourish.

New and improved ways of getting around means people won't need to depend on cars to access the central city as often, which will help make Wellington a more liveable city and cut back carbon emissions. It's about building a better future for the city, region, it's people and the planet.

Over the next 30 years, it's projected that 50,000 to 80,000 more people will call Wellington home. We need to start addressing current transport problems, grow our economy, and support our city's growing population. And we need to act now on climate change.



LIVABILITY



ACCESS



**REDUCED CAR
RELIANCE**



SAFETY



RESILIENCE

To help achieve this, LGWM has five programme objectives:

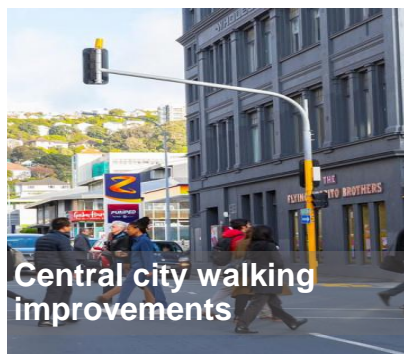
- greater liveability, including enhanced urban amenity and development
- more efficient and reliable transport access
- reduce carbon emissions by increasing mode shift away from reliance on private vehicles
- improved safety for all users, and
- resilience and adaptability to disruptions and unplanned events.

Wellington’s unique geography, compact city, and small number of road networks means we face unique transport challenges. LGWM must make decisions around how we use the space we have in Wellington, which means moving more people with fewer vehicles.

Work on next steps for the long-term wider Programme is ongoing. Some projects need to be delivered in the first three years to make the transformational projects - like Mass Rapid Transit, an extra Mt Victoria Tunnel, and the Basin Reserve – possible, and to make huge strides in achieving the overall Programme objectives.



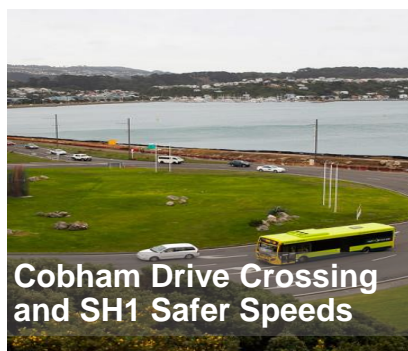
Thorndon Quay & Hutt Road



Central city walking improvements



Golden Mile revitalisation



Cobham Drive Crossing and SH1 Safer Speeds



Central city safer speeds

Figure 1: Three-Year Programme projects

The LGWM Three-Year Programme is made up of projects focused on making travel by bus to and through the central city faster and more reliable and creating a better environment for people walking and on bikes. All these projects are linked and aim to get Wellington moving with fewer vehicles.

3.2 Golden Mile project purpose

The vision for the Golden Mile Project is to connect large numbers of people to and through the central city with reliable and efficient public transport while providing safe, accessible, and attractive streets and spaces.

The 'Golden Mile' is the main retail and commercial strip from the Parliament end of Lambton Quay, along Willis and Manners Streets, to the entertainment hub of Courtenay Place. It's an asset for the city and region. It's our high street, where we meet, and it's the main route for buses bringing people into and through the city. It's the city's busiest pedestrian area and our prime employment, shopping, and entertainment destination.

The Golden Mile project is helping achieve LGWM's goals by improving bus reliability and providing opportunities for walking, cycling, and more attractive streets and shared spaces.

Revitalising areas of the Golden Mile will create a more vibrant and welcoming place to live, work and play as well as make it safer to get around. Fewer vehicles will mean wider footpaths, making it a safer and more pleasant place to walk, shop and dine. Fewer vehicles also mean bus services along the Golden Mile will be improved by having dedicated bus lanes. Bus stops will be consolidated to improve bus travel time and reliability.

Once the Golden Mile is revitalised, whether people walk, bus, cycle, scoot, skate, use a wheelchair, as it will be easier and safer to move around the city.

3.3 Partnership with Mana Whenua

With Mana Whenua partners, the project will enhance the Golden Mile through cultural taonga (expression), design of plantings, street furniture and place naming.

LGWM works in partnership with Mana Whenua to deliver great environmental, social and transport outcomes on all projects. Input from Treaty Partners is an important part of how they deliver high-quality projects.

Mana Whenua partners, Taranaki Whānui ki Te Upoko o Te Ika and Ngāti Toa Rangatira, are involved to make sure Mana Whenua rights and interests shape LGWM work. Mana Whenua are represented in the programme governance as members of the Governance Reference Group and in programme operations as members of the Iwi Partnerships Working Group.

Futuregroup, as part of the Golden Mile team, has been working closely with the Iwi Partnerships Working Group to design a Golden Mile that recognises our past, future and culture. Using Mana Whenua values, principles, and *Mana Whenua Aspirations Plan 2022 Stage One: Central City* to guide the work, the project will enrich Wellington city centre's unique identity, improve water quality, use sustainable materials and processes, and create accessible streets that optimise health and wellbeing.

The project improvements will enhance the Golden Mile through cultural taonga (expression), design of plantings, street furniture and place naming. The Mana Whenua design team is working alongside Futuregroup designers to bring to life cultural narratives and history within Taranaki Whānui ki Te Upoko o Te Ika and Ngāti Toa Rangatira's takiwa (area of guardianship).

3.4 Scope of the project

Approval of the Single Stage Business Case confirmed what's in scope, like removing private vehicles and closing side street ends, and what's out of scope, like changing bus fares, and building car parking buildings.

The approval of the [Single Stage Business Case](#) by LGWM partners in late 2021, confirmed the Golden Mile project scope. The following outlines the scope as listed in the business case.

What's in scope?

- Removing private motor vehicle access from Lambton Quay, Willis Street between Willeston and Boulcott, Manners Street and Courtenay Place, prioritising walking, cycling and customer-focused bus services.
- Reducing the Golden Mile to one lane in each direction, making it a safer and more pleasant to walk, shop and dine. At each end of the Golden Mile, buses will pull into bus bays. At other stops, buses will stop in traffic lanes, however other buses will have the ability to pass in the event of emergencies or breakdowns.
- Closing the following streets ends where they connect to the Golden Mile: Blair, Allen, Cuba, Mercer, Ballance, Stout, Waring Taylor, Johnston, Brandon, Panama.
 - Tory St north/south through traffic at the Courtenay Place intersection will be allowed.
- Giving electric/non-electric bikes, scooters, and skateboards better access on Lambton Quay and Courtenay Place.
- Relocating some loading zones/taxi stands to side streets (loading zones for large service vehicles will be provided on the Golden Mile on time-based arrangements).
- Removing on-street car parking from the Golden Mile (and modifying existing parking layout on side roads).
- Allowing emergency vehicle access 24/7.
- Consolidating bus stops to improve bus reliability, with a maximum five-minute walk to a bus stop (walking at an average speed).
- Including new shared spaces, plantings, and seating, to revitalise the city's retail, social, cultural and entertainment experience.

What's out of scope?

- Changes to bus and/or taxi fares and pricing structures.
- Changes to bus fleet (including high-capacity buses beyond those already in use).
- Adding new car parks outside of the Golden Mile, changes to parking pricing or strategies beyond the Golden Mile.
- Changes to bus routes, services, and timetables.
- Grade separation works and/or changes to roads/intersections beyond the Golden Mile.
- Connections to and from the future Mass Rapid Transit, and any future second public transport spine.
- Connections to and from the LGWM People-Friendly City Streets project.
- Significant changes to side streets outside of parking configuration and cul-de-sac ends.

3.5 History of the project engagement and consultation

Decisions reflect the kind of city people have said they want through engagement since 2019.

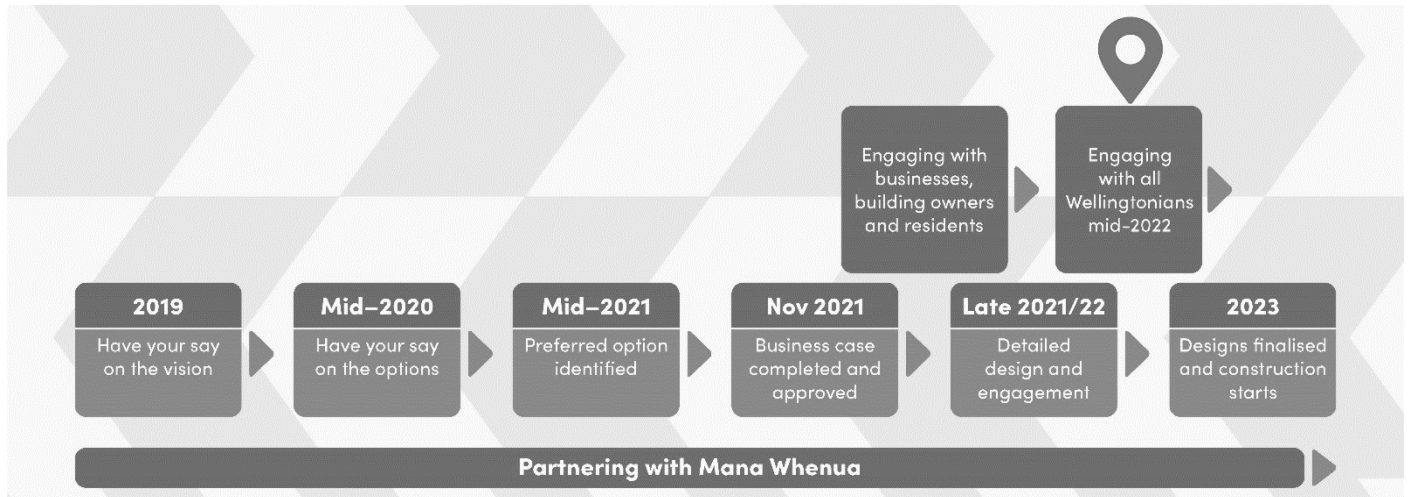


Figure 2: History of Golden Mile engagement

SETTING THE VISION TOGETHER

LGWM have been talking with Wellingtonians about the Golden Mile’s future since 2019.

CONSULTING THE COMMUNITY ON THREE CONCEPTS

In 2020 LGWM consulted on three different concepts for improving the Golden Mile (Streamline, Prioritise and Transform).

UNDERSTANDING HOW RETAILERS AND HOSPITALITY BUSINESSES WOULD BE IMPACTED

As a result of feedback from businesses LGWM commissioned research, including the Ernst & Young Retail Impact Assessment, and the MRCagney Impacts of Parking on Retail Activity Report, to help inform technical assessments and understand retail and parking impact.

The reports projected that:

- widened footpaths, with more space for bikes and scooters will increase access and lead more customers to the Golden Mile, and
- overall, the positive impacts to businesses are expected to be highest in the Transform concept.

GETTING TO WORK

Guided by what Wellingtonians said they liked or didn’t like about the three concepts and further technical refinement, ‘Transform’ was announced as the preferred concept in June 2021.

A Single Stage Business Case was then developed that outlined:

- the case for change
- the plan and preferred way forward for the Golden Mile
- the preferred concept, and costs of making the change
- how LGWM would progress the detailed design.

**THE PLAN TO REVITALISE
THE GOLDEN MILE WAS
APPROVED**

The LGWM Board approved the Golden Mile Single Stage Business Case in late 2021.

ONGOING ENGAGEMENT

Since the business case was approved, Futuregroup have been progressing the design. This has included ongoing, targeted engagement with Golden Mile/immediate side street building owners, businesses, and residents, and key stakeholders.

The purpose of early 2022 targeted engagement was to talk directly with Golden Mile/immediate side street building owners, businesses, and residents, to gain insights into how people use the Golden Mile, and their future access needs. From 31 January to 4 March 2022, directly affected people were invited to provide input on:

- Deliveries and access – what, when, size
- Loading zones – proposed layout, size, location
- Side street layout – ideas on how we could design side street layout for efficiency and multi-use purposes
- General street layout opportunities
- Personal safety – what areas make people feel unsafe and why?

Just under 500 people interacted or engaged during this period.

- Over 430 people visited the online interactive map a total of 1197 times with 143 comments and 26 survey responses.
- Thirteen one-on-one meetings were held.
- Four online information sessions were hosted.
- Nine directly related emails were received in the Golden Mile inbox.

This information helped refine areas of the design and was also used to inform the wider mid-year engagement.

2022 MID-YEAR ENGAGEMENT

...y Positively
...on City Council
...eke


WELLINGTON
REGIONAL COUNCIL
Te Pane Matua-Tairāroa

4 Engagement overview

4.1 Purpose

Stakeholders, Golden Mile/immediate side street building owners, businesses, and residents, and the community help shape detailed designs for the Golden Mile.

From 11 July until 15 August 2022 Wellingtonians were asked to provide feedback on details of the Golden Mile design.

A comprehensive and visible engagement campaign, with regional and local communities in Wellington as well as a broad range of key stakeholders, was carried out.

The engagement included Golden Mile/immediate side street building owners, businesses, and residents as well as interest groups and the public.

Purpose:

Feedback on specific elements of the Golden Mile design was sought to inform and influence design details and to provide decision makers with more granular insights.

The engagement objectives were to:

- seek feedback to help inform the developing designs
- capture and balance different perspectives and interests in the detailed design
- raise awareness and increase public knowledge about the project
- communicate how feedback has been/will be considered and/or addressed
- create excitement and build community ownership by seeking (and incorporating where possible) feedback
- make sure the design is developed with input from key stakeholders to provide access to emergency vehicles and enable important services including security, deliveries, couriers, rideshare, and taxis.

Messaging was clear about key investment decisions that had already been made by the LGWM Partnership Board (Board), as described in the Single Stage Business Case (*see section 3.4*).

While many of the big decisions had been made, it was important to gather more granular insights from Wellingtonians to ensure all points of view and insights on detailed design elements were considered.

4.2 Strategic approach

Combining targeted and broader engagement to ensure as many people as possible knew how to have their say, and importantly, what was in scope for change.

The strategic approach to public participation reflected the core values of the International Association for Public Participation (IAP2). Extensive engagement had already informed design development between 2019 and 2022, so a combination of 'inform' and 'consult' was the appropriate level of engagement at this stage (see figure 3).

A hybrid engagement approach was taken, combining:

- targeted, agile, and ongoing engagement for Golden Mile/immediate side street building owners, businesses, and residents
- a broader campaign to capture public insights

- continuation of ongoing engagement with emergency services, couriers, delivery companies, taxi and rideshare companies, freight, and accessibility representatives. These engagement findings have been core to informing key design decisions. NB: this has been ongoing since 2019 and is summarised in section 10.3.

Communications were honest and transparent about:

- why change needs to happen
- what had already been decided
- what feedback was being sought
- the ability to influence change
- next steps and what it would mean for Wellingtonians.

A range of channels were used to invite Wellingtonians to engage over five weeks. This flexible approach combined both in-person and digital options. This approach made sure it was easy for people to engage and to provide feedback and that there were no barriers to participation.

If the available ways of engaging didn't suit, people were encouraged to get in touch so their feedback could be collected in ways that best suited them.

		INCREASING IMPACT ON THE DECISION				
		INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL		To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
	PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Figure 3: IAP2 Spectrum of Public Participation

4.3 Audiences

Key stakeholders

Key stakeholders included Golden Mile/immediate side street building owners, businesses, and residents, emergency services, accessibility groups, sector peak bodies, advocacy, and interest groups such as Cycle Wellington and Living Streets, and more (see appendix A for full table).

Targeted engagement made sure we reached these critical audiences, recognising the importance of opening direct channels for them to engage with our designers, particularly where there was an opportunity to have input on design features directly outside their premises.










All Wellington communities

All local and regional Wellingtonians were encouraged to provide feedback, through a visible and multi-faceted engagement campaign.

Partners, local and central government representatives

Regular briefings were held to keep LGWM partners, GWRC and city councillors, and local and central government representatives in the loop. Responding to councillor's queries regularly ensured they always had access to the correct information to share with the public.

4.4 Feedback requested

- | | | | |
|---|--|--|---|
|  | Streetscape designs, including suggestions for how the new spaces might be used, and planting in the new spaces. |  | Cycle lanes on Lambton Quay and Courtenay Place. |
|  | Locations and number of mobility parks. |  | Safety, in particular those locations in our designs that might need special lighting. |
|  | Locations of the proposed loading zones for the Golden Mile and side streets. |  | Bus stops. |
|  | Taxis, rideshares and food delivery—location of pickup/drop up spots on side roads, and proposed hours for the Courtenay Place Service Lane. |  | Proposed time restrictions for Golden Mile access for large commercial service deliveries and those vehicles to be granted permits. |
|  | Walking and people spaces. | | |

4.5 Engagement methods

Using a broad range of channels including digital and in-person options, people knew how to have their say.

4.5.1 How the engagement opportunity was promoted

	10,000+ letters		Advertising – newspaper, digital, radio, street posters, bus backs
	Website		Social media
	Brochure and call to action card		Emails

Letters

In June/July Golden Mile/immediate side street building owners, businesses, and residents, were contacted by visiting every ground/first floor building along the Golden Mile and side streets. A letter that requested manager/business owner contact details (phone or email), was hand delivered so they could be followed up efficiently with email.

On behalf of LGWM the Council mailed a letter to 2600+ building owners along and near the Golden Mile. The same letter was distributed via ReachMedia to 5600+ Golden Mile and immediate site street occupiers.

The letter provided information about the 2022 detailed design engagement, asking people to reach out if they'd like to talk with us directly.

Personalised email/phone calls

The Futuregroup design team identified 81 Golden Mile buildings where opportunities were available to input on design features on the street outside their building. We reached out via letter, phone and in person to invite these building owners, businesses and/or residents to one-on-one design meetings. These people were given a mobile number for the engagement team so they could book their meetings.

We've also sent personalised emails to key stakeholders, interest groups, and key businesses we'd previously met with. This let them know about the engagement, outlining all the ways they could provide input, including emailing us to request a one-on-one meeting.

Website

Communication and advertising drove everyone to the LGWM website. Depending on how people wanted to have their say, people were directed to an online interactive map, email, or phone.

The website gave people the big picture, project history and showed how progress before people landed on the detailed interactive map.

Email

Using the Golden Mile project stakeholder database of 10,000+ people, collected during the life of the Golden Mile project, two campaign emails were sent outlining and reminding people how to have their say.



Wellingtonians jump at chance to have their say on Golden Mile transformation

Piers Fuller and Kate Green · 05:00, Aug 22 2022



Brochure and call to action cards

A brochure and call-to-action cards were distributed to 14 Council libraries, LGWM partner offices, service centres and receptions, and at in-person drop-in sessions.

Advertising

Advertising was used to reach many people quickly, promoting the engagement and explaining where and how people could provide feedback.

Following the success of the 'Hello' campaign (used to promote the 2021 Mass Rapid Transit engagement), the same creative concept was used to encourage familiarity. The call to action drove people to the website. A combination of digital, social, and traditional media channels ensured wide coverage across audiences.

Digital and social



- Google Search
- Social media – paid and organic
- Web banners

Media channels



- Out-of-home advertising: bus backs, billboards, office digital displays, street posters, bus shelters
- Regional and community newspaper adverts
- Radio ads and announcer commentary to capture commuters

Earned media



- Opinion pieces
- Media release
- Social media opportunities

Refer to appendix B for copies of communications materials including online interactive map, letters, EDMs, brochure, and call to action card.

4.5.2 Range of ways people could provide feedback and ask questions



Online interactive map
(Social PinPoint)



Phone



One-on-one meetings



One online Facebook Live



Two drop-in sessions



Email

Online interactive map (Social Pinpoint)

The interactive map hosted the latest versions of the Golden Mile design drawings and artists impressions. It provided a simple, online, easy-to-use platform for people to share their ideas, while making it clear what people were/weren't being asked for feedback on.

Events - face-to-face and virtual

Three events were held during the engagement to cater to different needs:

- two in-person drop-in sessions

- one online Facebook Live session.

For the in-person drop-in sessions, one was held on Lambton Quay in the evening to cater for people who work during the day, and one on Courtenay Place between 10am-2pm to cater to the hospitality industry who tend to start their busier periods later in the day.

Wednesday 20 July, 7pm	Online	Facebook Live
Thursday 28 July 2022 4.30 – 7pm	In-person	Public Trust Hall 131-135 Lambton Quay
Wednesday 3 August 10am – 2pm	In-person	Courtenay Creative 49 Courtenay Place

One-on-one meetings

Where offered and/or requested, meetings were held one-on-one with stakeholders, Golden Mile/immediate side street building owners, businesses, and residents to discuss design opportunities and/or requirements outside their premises.

Email and phone number

The email goldenmile@lqwm.nz and number 0800 110 130 provided a direct channel for people to contact the team. Contact details were included on all communications to encourage people to ask questions and provide feedback.

4.5.3 Capturing feedback – methodology

Gathering and theming specific, qualitative feedback and suggestions on a select range of detailed design features.

The purpose of this engagement was to gather primarily qualitative feedback on specific design topics that people could influence. Granular detail was being sought, so the feedback received was varied and intricate.

The Golden Mile design team read and considered all comments and submissions, then feedback was summarised and themed (see section 6) to give a high-level picture of what was said.

Submissions from key stakeholders/organisations, and comments from one-on-one meetings were individually reviewed/summarised (refer to section 6.4 and 6.5).

A few key things to note.

- Design themes have been captured. Sentiment hasn't been applied - while some feedback clearly defined/implied feelings (both positive and negative), for the most part people gave design suggestions, which is what was requested.
- Where feedback was received about things that can't be addressed through this project, the comments have been passed on to the appropriate people/projects.

5 Who we heard from - summary of interactions

5.1 Number of submissions

In total 3043 pieces of feedback were received and informed the 2022 mid-year engagement insights. These include:

- 2520 comments on the online interactive map - Social Pinpoint
- 398 emails/phone calls
- 17 key stakeholder group and organisation submissions
- 22 one-on-one meetings with 30 building/business owners
- 86 attendees at drop-in sessions.

- ✓ **7303** people visited Social Pinpoint a total of **18,550** times
- ✓ **623** people left comments
- ✓ **2520** comments were left in total
- ✓ **4.26** minutes was the average amount of time people spent on the map

- ✓ **398** people emailed or called with their feedback
- ✓ **17** submissions from key stakeholder organisations/interest groups
- ✓ **22** one-on-one meetings were held with **30** building owners and business representatives
- ✓ **86** people visited our in-person drop-in events

- ✓ **422** people viewed the Facebook Live video
- ✓ **2** direct emails were sent to over 10,000 people
- ✓ **10,958** people viewed the website since 11 July
- ✓ Over **5.75** million impressions and over **17,000** click throughs via the promotion and advertising campaign

WHAT WE HEARD



5.2 Outside of the project scope

Some feedback related to things outside of the Golden Mile project scope – this has been passed on to other projects for consideration.

This engagement focused on getting specific feedback on detailed elements of the Golden Mile design.

What was in and out of the engagement scope was clearly defined, and decisions that had already been made were outlined (see section 3.4 and part one of the table below).

Many of the comments received related to streets outside of the project area or broader suggestions for the city in general. This feedback has been shared with the Council, GWRC and other LGWM projects for consideration. The table below includes a reminder of the SSBC out of scope elements, and additional ones highlighted in the recent engagement.

Out of scope

Part one – SSBC out of scope

- Changes to bus and/or taxi fares and pricing structures.
- Changes to bus fleet (including use of high-capacity buses beyond those already in use).
- Adding new car parks/parking buildings outside of the Golden Mile, changes to car park pricing or parking strategies beyond the Golden Mile.
- Changes to bus routes, services, and timetables.
- Major grade separation works and/or changes to roads or intersections beyond the extent of the Golden Mile.
- Connections to and from the future Mass Rapid Transit, and any future second public transport spine.
- Cycle path connections to and from the LGWM People-Friendly City Streets project (e.g., on Featherston Street).
- Significant changes to side streets outside of parking configuration and cul-de-sac ends.

Part two – out of scope from recent engagement

- Removing buses from the Golden Mile.
- Improving connections to the Railway station, waterfront, Te Papa, Civic Square.
- Free city bus loop
- Walking and cycling improvements in nearby streets (Thorndon Quay, Featherston Street).
- Fixing water infrastructure.
- Street cleaning.
- Enforcement.
- Smart parking management tools.
- Changes to buildings like Readings Building.
- Pedestrian bridges/subways.
- Improvements and suggestions for Dixon Street/Te Aro Park.

6 Feedback through the online interactive map, email and at events

6.1 Overall themes

Every piece of feedback was considered by the design team. Each comment was read to understand what opportunities there were to improve and influence the design within the defined scope of influence.

Below are the main themes in the feedback.

6.1.1 Cycling

What people want

- A dedicated, continuous cycleway that connects both within the Golden Mile and side streets, as well as to the railway station, Thorndon, the Terrace, and the waterfront.
- To cycle on or around Willis Street using a dedicated path or lane.
- Dedicated, safe and convenient places to park bikes and scooters.
- To feel safer cycling on Tory and Taranaki Streets.
- Clear definition between cycle path and pedestrian areas, including markings and signage between modes.

What people don't want

- Breaks in the cycleway.
- Unnecessary bends or curves in cycleways.
- The right turning cyclist bay in the Taranaki Street intersection.
- E-scooters in pedestrian areas.
- A centred cycle lane down the middle of Willis Street, between buses.



Figure 4: Heat map indicating where comments were left about cycling and mixing modes.

6.1.2 Pedestrians, paths, and crossings

What people want

- Pedestrians to be separated from bikes and scooters.
- Traffic lights programmed to allow enough time for pedestrians to cross.
- Raised, paved crossings. They like that they:
 - are accessible
 - are safe
 - slow vehicles down
 - create a more pedestrian friendly look and feel.
- Improved connections to the railway station.
- Intersections at Willis/Boulcott/Manners and Willis/Lambton/Willeston Streets improved, suggesting all-pedestrian phase (Barnes dance) crossings.
- A safe pedestrian crossing from the Opera House to Te Aro Park.
- The Taranaki and Tory Street intersections improved for pedestrians, suggesting all-pedestrian phase (Barnes dance style) or raised crossings.

What people don't want

- Pedestrian crossings in cycle or shared paths.

6.1.3 Footpath surface

What people want

- The footpath surface replaced on Manners and Willis Streets in addition to Lambton Quay and Courtenay Place.
- The footpath surface to be accessible for everyone including wheelchair users and skateboards e.g., no lumps and bumps.
- Raised, paved crossings. They like that they:
 - are accessible
 - are safe
 - slow vehicles down
 - create a more pedestrian friendly look and feel.
- For the new footpath paving to tie in with the facade of St James Theatre.
- Footpath surfaces that are safe, even, clean, and not slippery.

What people don't want



Figure 5: Heat map indicating where comments were left about pedestrians, paths, and crossing.

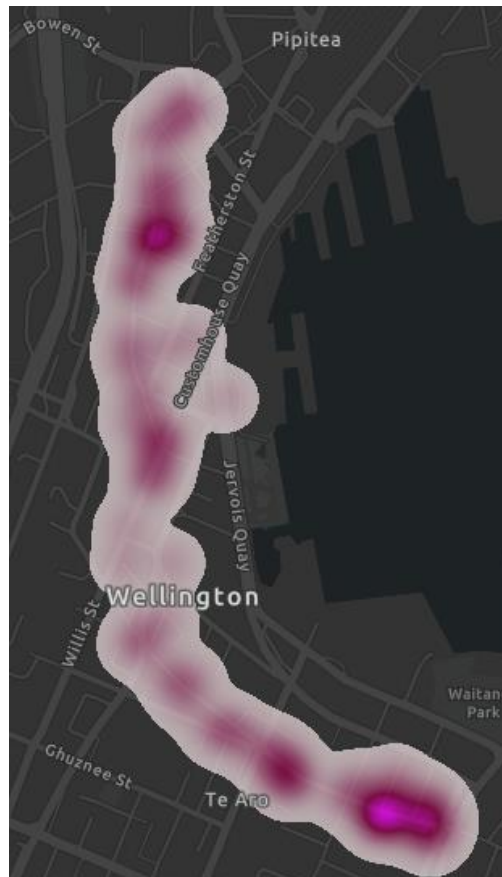


Figure 6: Heat map indicating where comments were left about the footpath surface.

Slippery, inaccessible tiles like the current ones.

6.1.4 Facilities

What people want

- Secure and convenient bike parking.
- Bathrooms.
- EV chargers on side streets.
- Parking for lower emission travel options (motor bikes, mopeds and EVs).
- Shelter from the rain and wind.
- More CCTV.
- Electronic signs displaying bus information.

What people don't want

- There were no clear themes on the types of facilities that people don't want to see.

6.1.5 Buses and bus stops

What people want

- Shelter from sun, wind, and rain, including walls for diagonal rain.
- Some people like the reduced number of stops, while others wanted the stops to remain where they are, particularly on Lambton Quay and Courtenay Place.
- Electronic signs displaying bus information visible from both sides.
- Parking for lower emission travel options (motor bikes, mopeds and EVs).

What people don't want

- Glass bus shelter roofs that don't protect people from the sun.
- The Manners Street bus stop (nearest Willis Street) removed.
- Inline bus stops that prevent buses from passing each other.
- The physical distance between stops too long, especially for elderly or those with mobility issues.



Figure 7: Heat map indicating where comments were left about facilities.



Figure 8: Heat map indicating where comments were left about buses and bus stops.

6.1.6 Accessibility

What people want

- Mobility parking on every side street.
- The new footpath surface to be accessible (smooth, flat, and safe).
- Raised crossings.
- Provision for drop offs and pick-ups on the Golden Mile for disabled and elderly, particularly near St James Theatre and other popular venues.

What people don't want

- Missing the opportunity to make the city more accessible.

6.1.7 Vehicle access

What people want

- Some want Willeston Street closed. Others want it open to manage traffic flow.
- Some want Tory Street thoroughfare removed. Others recognise its importance for traffic flow.
- Lower Cuba Street closed to traffic and pedestrianised.

What people don't want

- Businesses to be impacted by the loss of access and parking. Particularly how tradespeople, couriers will service their premises.



Figure 9: Heat map indicating where comments were left about accessibility.



Figure 10: Heat map indicating where comments were left about vehicle access.

6.1.8 Streetscape

What people want

- The Kumutoto Stream daylighted and education around it.
- Wayfinding, history, and educational signage.
- Art and cultural expressions.
- Outdoor dining opportunities.

What people don't want

- There were no clear themes on the types of streetscaping that people don't want to see.

6.1.9 Planting

What people want

- Increased planting that includes natives and fruit trees.
- Plants with roots which won't lift the road/footpath surface.
- Plants to get enough water with porous surfacing around them.

What people don't want

- To have the ground and people covered in bird droppings from tree overhang.
- Slippery leaves on the ground.

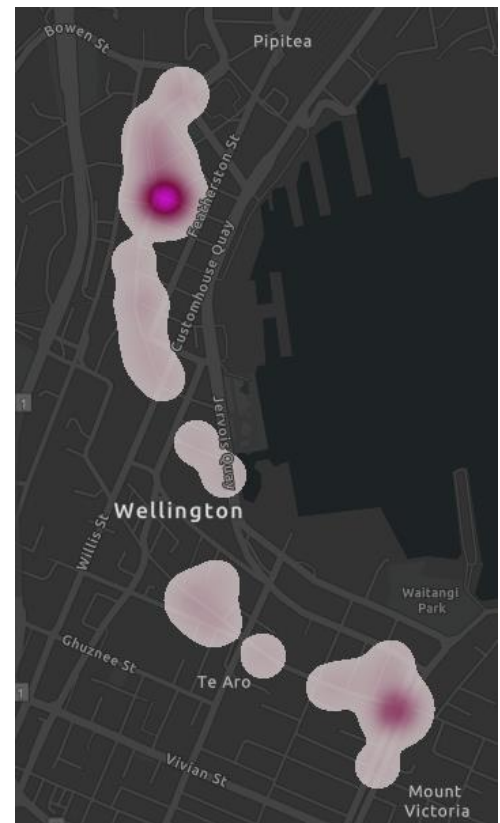


Figure 11: Heat map indicating where comments were left about streetscape.



Figure 12: Heat map indicating where comments were left about planting.

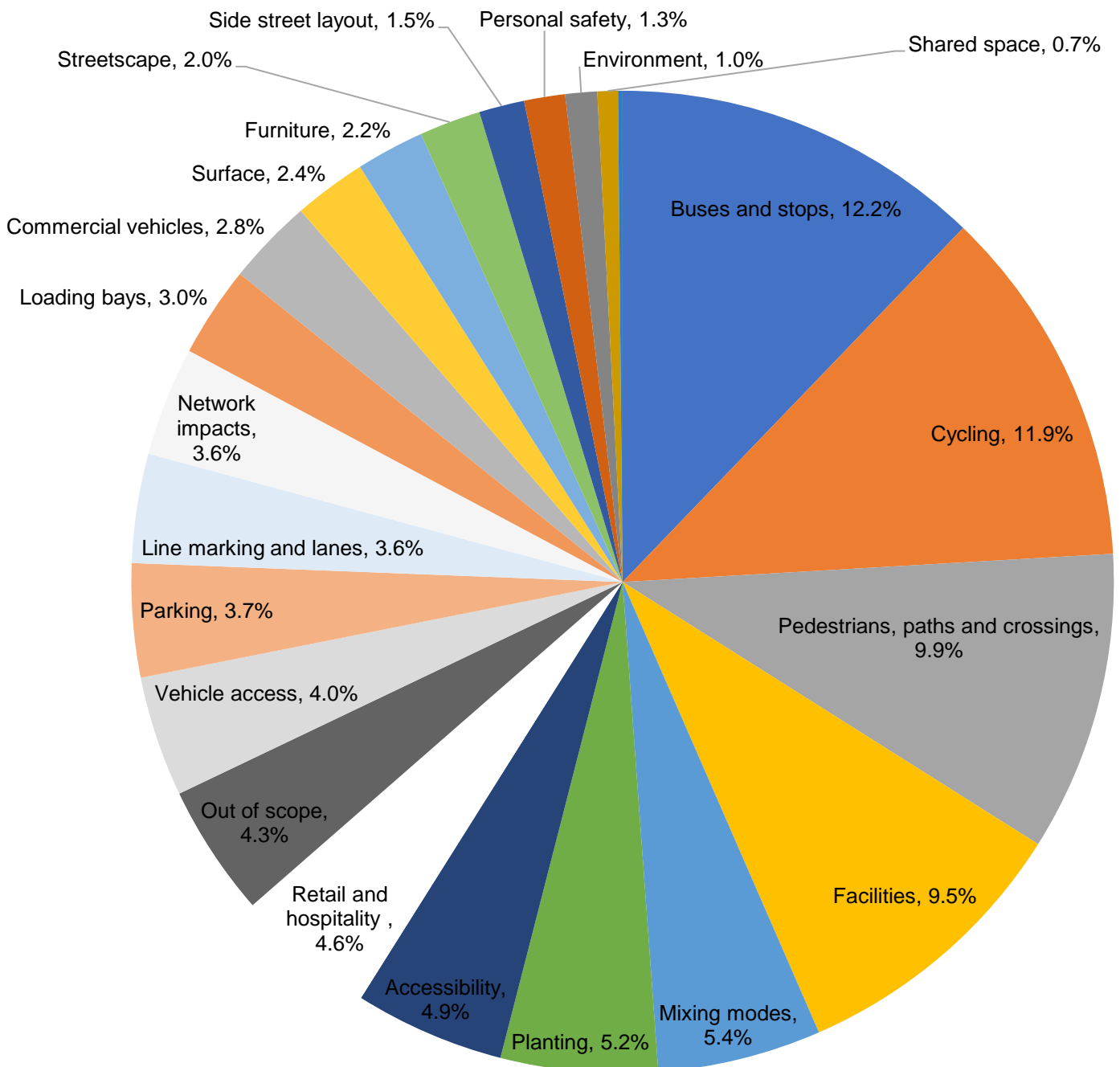
DELVING DEEPER

6.2 Responses by themes and street

This section delves deeper into what people were saying on the **online interactive map**, by **email** and at **LGWM events**.

6.2.1 Lambton Quay

What people were talking about



BUSES AND STOPS

Themes

People are...

- not keen on the reduced numbers of bus stops and how it could affect those less mobile
- keen to have large shelters given the increased number of patrons that will use each stop
- keen on improved bus services, like reliability, number of services and alternative routes
- keen for buses to be able to pass each other
- not keen on having a bus stop in or near a shared space with cyclists and pedestrians.

"Bus stop here must allow buses to overtake stopped buses where possible. Making this 'inline' will slow down buses unnecessarily as light rail/bus rapid transit is highly unlikely to be completed in the next two decades."

"Bus stops on Lambton Quay are too far apart for people with mobility impairments."

"Cycle path needs to be further away from the bus stop to avoid conflict with bus users."

"The bus stops shown in the graphics aren't large enough, nor provide enough shelter. If this isn't rectified people will wait under shop verandas, then move en masse to the bus stops."



Figure 13: Heat map indicating comments left on Lambton Quay about buses and bust stops

Themes

People are...

- keen on a continuous and dedicated cycleway
- keen on cycling connections to commuter routes
- keen on the design resulting in cyclists being safe from other users and other users being safe from cyclists
- not keen on pedestrian crossings through cycle lanes and cycle crossings entering pedestrian areas
- keen on cyclist safety e.g., rules that are followed, lanes, signage and infrastructure that separates cyclists from other users including pedestrians and buses.

“Why not just put the cycle lane in the middle of the road, protected with rubber bump barriers. It will be used by “fast” commuters if you do.”

“Worried about safety for bikers and peds on this cycle way, needs some way to keep both safe and still allow bikers to travel at reasonable pace.”

“Signage (or ground markings) need to confirm that cyclists have right of way over traffic turning in and out of Stout Street (similarly for other side roads with access).”



“How will this cycle path be connected to Thorndon Quay and the train station?”

“How will this cycle path be connected to Thorndon Quay and the train station?”

PEDESTRIANS, PATHS, AND CROSSINGS

Themes People are...

- not keen on being mixed in with cyclists
- keen on raised, conveniently placed, safe, well timed, and pedestrian prioritised crossings
- keen on pedestrian connections to the Railway Station
- not keen on pedestrian crossings through cycle lanes and cycle crossings entering pedestrian areas.

“Great to see the road is nice and narrow as this will encourage drivers to slow down and make it safer to cross.”

“Can we lengthen the time for pedestrian crossing. It should be 30-60 seconds not the current 15. Auckland has it right Wellington doesn’t.”

“This shouldn’t be considered a Pedestrian Crossing. “This shouldn’t be considered a pedestrian crossing. It should be considered as a vehicle crossing.”

Themes People are...

- keen on bike, scooter, and motorbike parking
- keen on shelter from the rain and wind
- keen on signage for wayfinding and about the Kumutoto Stream
- keen on bathrooms
- keen on Midland Park being used to its full potential.

“Is there able to be a bike lock up space somewhere around here (potentially just off Lambton) to give people who don’t have a secure spot to store their bike?”

“Making this area more family friendly would-be a plus. Midland Park is currently not being well utilised at the moment.”

“Please separate bike routes from pedestrian routes for the length of the golden mile. Shared bike & pedestrian routes are unsafe for the pedestrians. Especially those with mobility, hearing or sight issues.”

MIXING MODES

Themes People are...

- not keen on cyclists and pedestrians sharing the same space.



6.2.2 Ballance Street

Feedback themes

- Increase mobility parking and parking for families.

Topic	Feedback	How many people gave this feedback
Commercial Vehicles	<ul style="list-style-type: none"> • Having police vehicles only able to exit one way is a security issue when Police are taking prisoners to the District Court. 	1
Parking	<ul style="list-style-type: none"> • Add more parking for electric vehicles with charging station. • Use parallel parking rather than angled parking. • Don't use parallel parking. • Add family parking. 	1 1 1 2
Facilities	<ul style="list-style-type: none"> • Add more mobility parking. • Add secure bike parking. • Loading zones could be used as general parking on the weekends. 	4 1 1
Other	<ul style="list-style-type: none"> • The speed limit on side streets should be 20km or less. 	1

6.2.3 Stout Street

Feedback themes

- Ensure cyclists can travel down Stout Street and provide bike parking.
- Use parallel parking rather than angled parking.
- Make sure there's enough space for large delivery vehicles to turn around.

Topic	Feedback	How many people gave this feedback
Street layout	<ul style="list-style-type: none"> • Make the footpath wide. 	1
Commercial Vehicles	<ul style="list-style-type: none"> • Taxi stands should also be used for rideshare vehicles. • Add rideshare pick up zones. • Make sure there's enough space for large delivery vehicles to turn around. • Don't allow large delivery vehicles on Stout Street during peak pedestrian times. 	1 1 2 1
Parking	<ul style="list-style-type: none"> • Loading zones could be used as general parking on the weekends. • Use parallel parking rather than angled parking. 	1 2
Facilities	<ul style="list-style-type: none"> • Add wind and rain shelter. • Include bike parking. 	1 2
Other	<ul style="list-style-type: none"> • Ensure cyclists can still travel on Stout Street. • Stout Street may become very busy due to cars and trucks going to Waring Taylor and Ballance Streets. 	2 1

6.2.4 Waring Taylor Street

Feedback themes

- Clear support for daylighting the Kumutoto Stream and include educational signage.
- Increase mobility parking.

Topic	Feedback	How many people gave this feedback
Street layout	• Uncovering Kumutoto Stream will be a good/awesome/great addition to the Golden Mile.	17
	• Use native plant species around the Kumutoto Stream.	2
Commercial Vehicles	• Taxi stands should also be used for rideshare vehicles.	3
	• Strict loading vehicle times don't work for shops on Waring Taylor Street that deliver goods along the Golden Mile.	1
Parking	• Increase parking time to three hours for customers of services such as hairdressers.	1
	• Add more mobility parks.	5
	• Remove motorbike parks and put them on Featherston or Maginnity Street.	1
	• Add more motorbike parking.	2
Retail and Hospitality	• Allow space for restaurants and cafes to have outdoor seating.	1
	• Waring Taylor Street could be a food truck street since it's right next to Midland Park.	1
Facilities	• Include signs with history, catchment, and origin of the Kumamoto Stream.	4
	• Add public toilets.	2
	• Add rain and wind shelter.	2
Other	• Make space for cyclists to use Waring Taylor Street to get to and from the waterfront.	4
	• Footpath surface needs to be slip resistant particularly with a water feature potentially splashing onto the sidewalk.	1

6.2.5 Johnston Street

Feedback themes

- Add bollards or planter boxes to the Lambton Quay end of Johnston Street.
- Some want increased general parking and some decreased.
- Add facilities including shelter from the weather and bike parking.
- Increase facilities with shelter for pedestrians and bike parking.

Topic	Feedback	How many people gave this feedback
Street layout	• Add bollards or planter boxes to the Lambton Quay end of Johnston Street.	3
	• Plant trees on Johnston Street as a wind break.	1
Commercial Vehicles	• There needs to be more space for delivery vehicles to turn around.	1

Parking	• Could a loading zone become extra private vehicle parking on weekends?	1
	• Use parallel parking rather than angle parking.	1
	• Add more mobility parking.	8
	• Remove parking.	2
	• Add more parking.	3
Cycleway	• Johnston Street is a key route for cyclists to get from Lambton Quay to the waterfront.	1
Facilities	• Make sure any pedestrian spaces are sheltered.	2
	• Add bike parking.	2
Other	• The expansion of Midland Park is a great addition to the Golden Mile.	1

6.2.6 Brandon Street

Feedback themes

- Don't put the cycleway on the footpaths. Pedestrians could walk on it without realising.

Topic	Feedback	How many people gave this feedback
Street layout	• Make the footpaths wider.	1
Commercial Vehicles	• Taxi ranks should also be available for rideshare vehicles to use.	2
Parking	• One of the loading zones could be used as private vehicle parking on the weekends.	1
	• Add more on-street carparking.	1
	• Add more mobility parks.	2
	• Add a dedicated cycle lane.	2
Cycleway	• Don't put the cycleway on the footpath. Pedestrians could walk on it without realising.	5
Facilities	• Add secure bike parking.	2
Other	• Make the new shared space a raised garden rather than lawn.	2
	• Create more space for pedestrians. Public seating as well as space for restaurants and cafes.	1
	• Many peak hour buses depart from Brandon Street.	2

6.2.7 Panama Street

Feedback themes

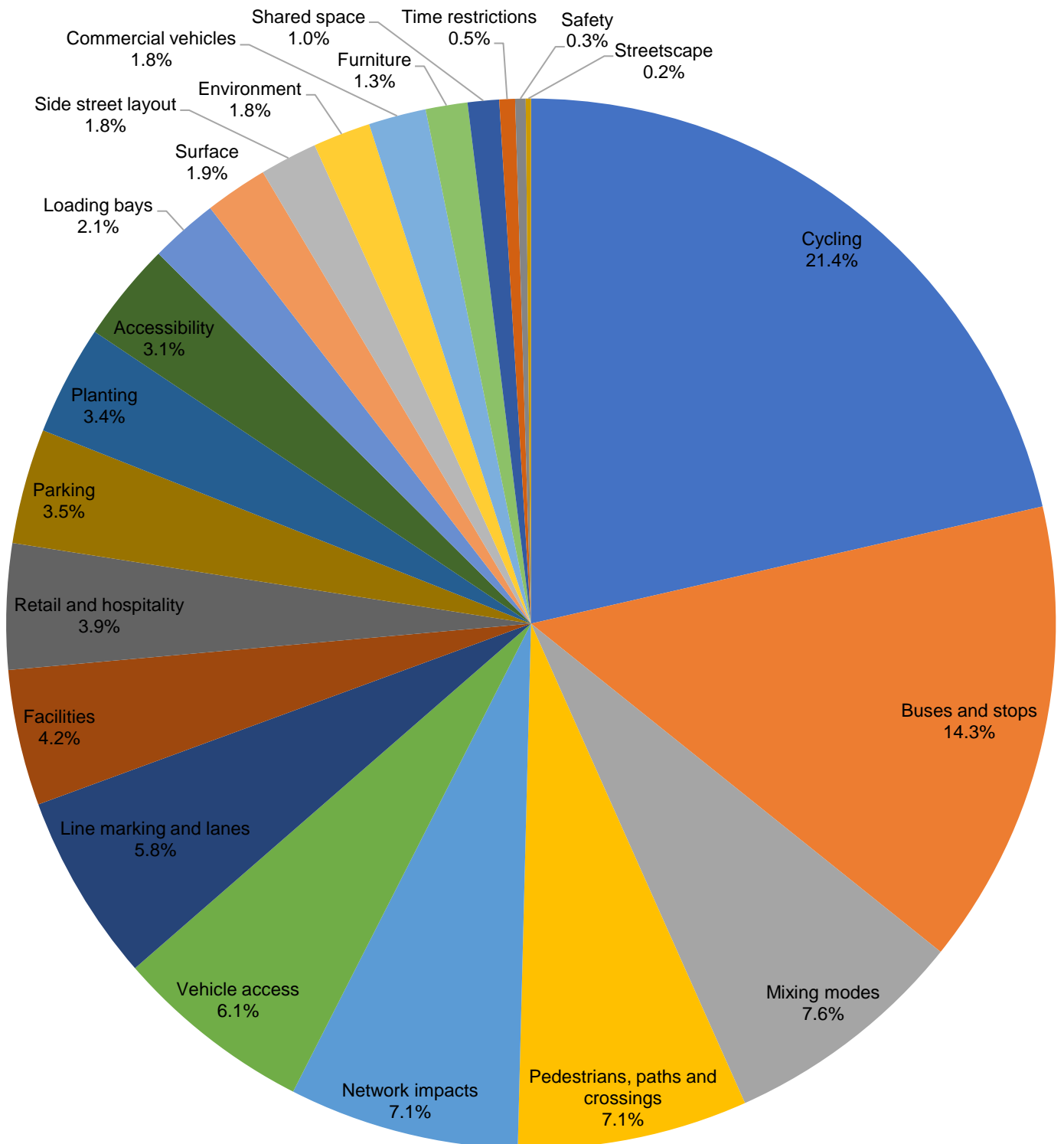
- Add a dedicated cycleway.
- People are unclear on why the cycleway stops at Panama Street and doesn't keep going.
- Add bike parking.

Topic	Feedback	How many people gave this feedback
Street layout	• Would be nice to have a wider footpath.	1

Commercial Vehicles	• Pedestrianise Panama Street.	1
	• Add spaces for rideshare vehicles.	1
Parking	• Add another mobility park.	2
	• Add more private vehicle parking.	2
Cycleway	• People want to know how the cycleway links up to the wider network.	6
	• People want to know why the cycle way ends at the top of Panama and where people would go.	3
	• Add a dedicated cycleway.	7
Facilities	• Keep the motorbike parking.	1
	• Add bike parking.	3
	• Move the bus stop on Lambton Quay in front of Panama Street.	1

6.2.8 Willis Street

What people were talking about



Themes
People are...

- keen for a dedicated cycleway on Willis Street. If it's not possible on Willis Street, then on the closest side street
- keen on cycle facilities being two way, wide enough, safe, and protected from buses
- not keen on the centred cycle lane on Willis Street, between bus bay and lane
- keen on safe right turnings facilities, like a dedicated traffic light.

"Bike lanes should be safe enough for a primary school age child to navigate. There is no way I would allow my children to ride their bikes between two bus lanes. This is a death trap. Keep cyclists and buses separated."

"Why is there a lack of cycling infrastructure on Willis Street? If there isn't enough room on Willis Street, at least add a two-way bike lane on Hunter/Victoria Street!"

"Willis Street should be a one-way street, with southbound traffic taking a detour. That way, a safe two-way cycle lane can be realised. Buses can drive up Victoria Street turning left into Manners."

"If there is going to be a right turn for bicycles, this is where they should stop and wait with a dedicated light in a protected bay, with a protected bicycle lane on the left of the carriageway - not in the middle of it."



**Themes
People are...**

- keen on two lanes being dedicated to buses and then a two-lane cycleway
- keen on southbound buses being diverted down Victoria Street to allow more space for a two-way cycleway
- not keen on the distance between stops being too far for those less able. Others are keen on the reduced numbers
- not keen on in-line bus stops that prevent buses from being able to pass each other
- keen on bus stops not impacting on retailers. Some suggested shifting the southbound stop further towards Mercer Street to make room for dedicated shelter.

"I like how the number of bus stops have been reduced. They are close enough for people to get to. It speeds up bus travel through the GM and allows for other pedestrian-related features to be put in. Well done WCC!"

"Southbound buses should run down Victoria Street as Willis Street is too narrow for both two-way bus and cycle ways."

"Concerned about building entrance visibility and bus stop restricting sightlines for retail."

"Move bus stop south slightly, as this would allow room on the corner of Mercer Street for a good bus shelter. At present it gets crowded at this bus stop during rush hour."

"There needs to be another bus stop here. Many people who use the buses regularly are elderly. They don't want to have to walk from Stewart Dawson's corner to Manners Street to get a bus if they, for example, stop at New World to pick up groceries."

**Themes
People are...**

- not keen on cyclists, pedestrians or buses sharing the same space.

"Not a fan of this solution either. I'm a confident cyclist and would hesitate using this space between all the buses. Perhaps if this was a mountable curb it might feel delineated from the buses enough?"

Themes
People are...

- keen on the Willis/Boulcott/Manners Street intersection being improved. Suggestions include improving the traffic light sequencing, making it an all-pedestrian phase (Barnes dance) style crossing, and shortening the diagonal distance.

"This intersection needs work. It isn't feasible to get diagonally across it in a pedestrian cycle. Square up the corners where buses aren't turning. Shorten the distances. Add seating in the created pedestrian spaces, including by the St George."

"Make this intersection into a "Barnes dance" style pedestrian crossing only."



6.2.9 Willeston Street

Feedback themes

- Close the street to private vehicles.
- Add a loading zone.

Topic	Feedback	How many people gave this feedback
Street layout	• Widen the footpaths.	1
	• Add a raised crossing on Willeston Street.	1
	• Closing off Willeston Street would create a better connection to Frank Kitts Park.	2
Commercial Vehicles	• Willeston Street traffic should be limited to emergency services and delivery vehicles.	3
Facilities	• Could include a loading zone on Willeston Street.	3
	• Remove the power pole on Willeston Street.	1
Other	• Close general private vehicle access to private vehicles.	13

6.2.10 Mercer Street

Feedback themes

- Add a cycleway.
- Increase mobility parking.

Topic	Feedback	How many people gave this feedback
Street layout	• Add a raised area to make this street more pedestrian priority.	1
	• Protesters and parades often run through Mercer Street. Any furniture might be a hazard due to those large crowds.	1
	• This space gets plenty of sun throughout the day. Car parking could be removed from this area to create a pedestrian-only space.	2
Retail and Hospitality	• The loading zone should also be available for customers picking up heavy purchases.	1
Parking	• Add more mobility parking.	7
	• Use 5–10-minute parking spaces.	2
Cycleway	• The cut-off bit of cycleway doesn't serve a purpose.	1
	• Add a full cycleway.	7
Other	• Add a bus stop and shelter on the corner of Mercer.	2
	• Remove the loading bay from Mercer Street.	3
	• Closing off private vehicle access to Mercer Street would limit easy access to the waterfront. This would cause congestion on upper Willis, Ghuznee and the Basin.	3

6.2.11 Bond Street

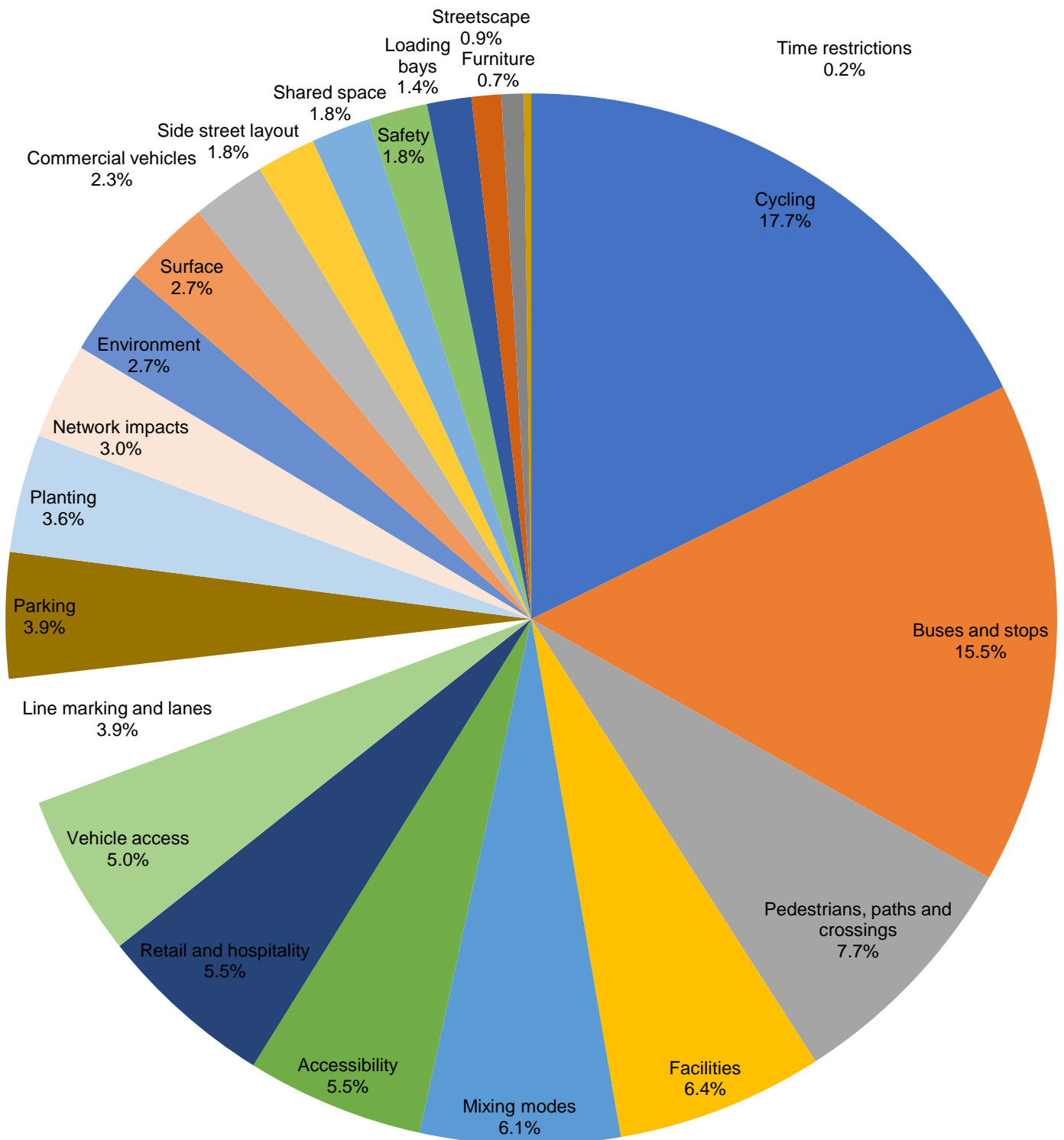
Feedback themes

- Include seating for people eating.
- Increase mobility parking.
- Direct cyclists down Bond Street.

Topic	Feedback	How many people gave this feedback
Street layout	<ul style="list-style-type: none"> • Willis Street end of Bond Street could have a flush rather than raised kerb. 	1
Parking	<ul style="list-style-type: none"> • Increase mobility parking. 	3
Facilities	<ul style="list-style-type: none"> • Include seating for people to have lunch. • Add lighting. • Add more trees. 	5 2 2
Commercial Vehicles	<ul style="list-style-type: none"> • Leave the loading zone parking the way it currently is. 	1
Other	<ul style="list-style-type: none"> • The revamped street may attract homeless and antisocial behaviour. • The cycle path could be directed down Bond Street. • Install a kerb cut at the Willis side of Bond Street to let cyclists use Bond Street as an alternative to Manners Street. 	1 3 1

6.2.12 Manners Street

What people were talking about



CYCLING

Themes People are...

- keen for a dedicated cycleway on Manners Street or a close side street so cyclists have a connection between Lambton Quay and Courtenay Place. Suggestions include Dixon Street (by removing cars) or Mercer or Bond Streets to go around the back of Manners Street and access Courtenay Place via Cuba Street.

*"Have bikes go up Dixon Street.
Remove the cars."*

"There needs to be a dedicated cycle facility here or parallel (both sides, e.g., Dixon and Wakefield)."

"Cyclists should be able to use Mercer St. It provides a direct connection from Boulcott St to Victoria St with its cycle lane. My work on Willis St has 140 bike spaces accessed from Boulcott, and many of these people use the Victoria St route but are having difficulty getting to it without using Mercer."

BUSES AND STOPS

Themes People are...

- not keen on the Manners Street/Willis Street corner bus stop being removed. People use this stop to access The Terrace, Boulcott Street, and the University.
- keen on the Manners Street stops being designed to improve safety and shelter. Suggestions included increased lighting.

"This stop can feel unsafe at night or afternoon after peak periods. This is due to the location of the bottle store and then drunk or homeless people in the park. Perhaps lightning or other options could be considered?"

PEDESTRIANS, PATHS, AND CROSSINGS

Themes

People are...

- keen on a safe pedestrian crossing that connects pedestrians with the Opera House.

"I would love to see a pedestrian crossing outside the Opera House like the one proposed for outside the St James. It always seems that people are running a gauntlet trying to cross from the park to the theatre."

FACILITIES

Themes People are...

- keen on more bins with all the takeaways in the area
- keen on improved lighting to help with safety and the overall vibe
- keen on safe, secure, and convenient bike parking facilities
- keen on convenient, clean, and tidy toilets.

“Given the presence of McDonalds and Night n Day here, there needs to be many more bins to ensure no litter on our streets.”

“Light up the laneways. Pringle, and opera house, have epic potential to link Wakefield, Manners, and lower Cuba with decent lighting and artworks.”

“Can we upgrade these toilets? They look atrocious and having these such ugly amenities really brings the area down.”

MIXING MODES

Feedback on mixing modes on Manners Street was varied.

Some people are happy for bus, walking, cycling and scooter modes to share space and others don't want these modes mixed at all.

“Again, where are the cyclists and scooters supposed to go? Sharing streets with buses is unacceptable. Cycle lanes are needed or an alternate route.”

“Shared lanes with buses are not a problem as buses are moving slowly between stops anyway (and due to high pedestrian flows).”

6.2.13 Cuba Street

Feedback themes

- Make lower Cuba Street for pedestrians only.
- Reduce general parking and increase mobility parking.
- Add lighting, seating, plants, and bike parking.

Topic	Feedback	How many people gave this feedback
Street layout	• Vehicles may struggle to turn around on Cuba Street.	1
	• Add trees or green space.	5
Parking	• Pedestrianise lower Cuba.	13
	• Don't pedestrianise the end of lower Cuba Street.	1
	• Add more accessible parking.	6
Facilities	• Remove the private vehicle parking.	6
	• Add better lighting and seating.	6
Commercial Vehicles	• Add bike parking.	4
	• Add a loading zone.	3
	• Lower Cuba Street should be a backup bus route.	1
Retail and Hospitality	• The Manners/Cuba Street bus stop needs better shelter.	1
	• Allow space for outdoor seating.	2
Other	• Allow space for food trucks.	2
	• Add more cycling infrastructure along Cuba Street.	4

6.2.14 Taranaki Street

Feedback themes

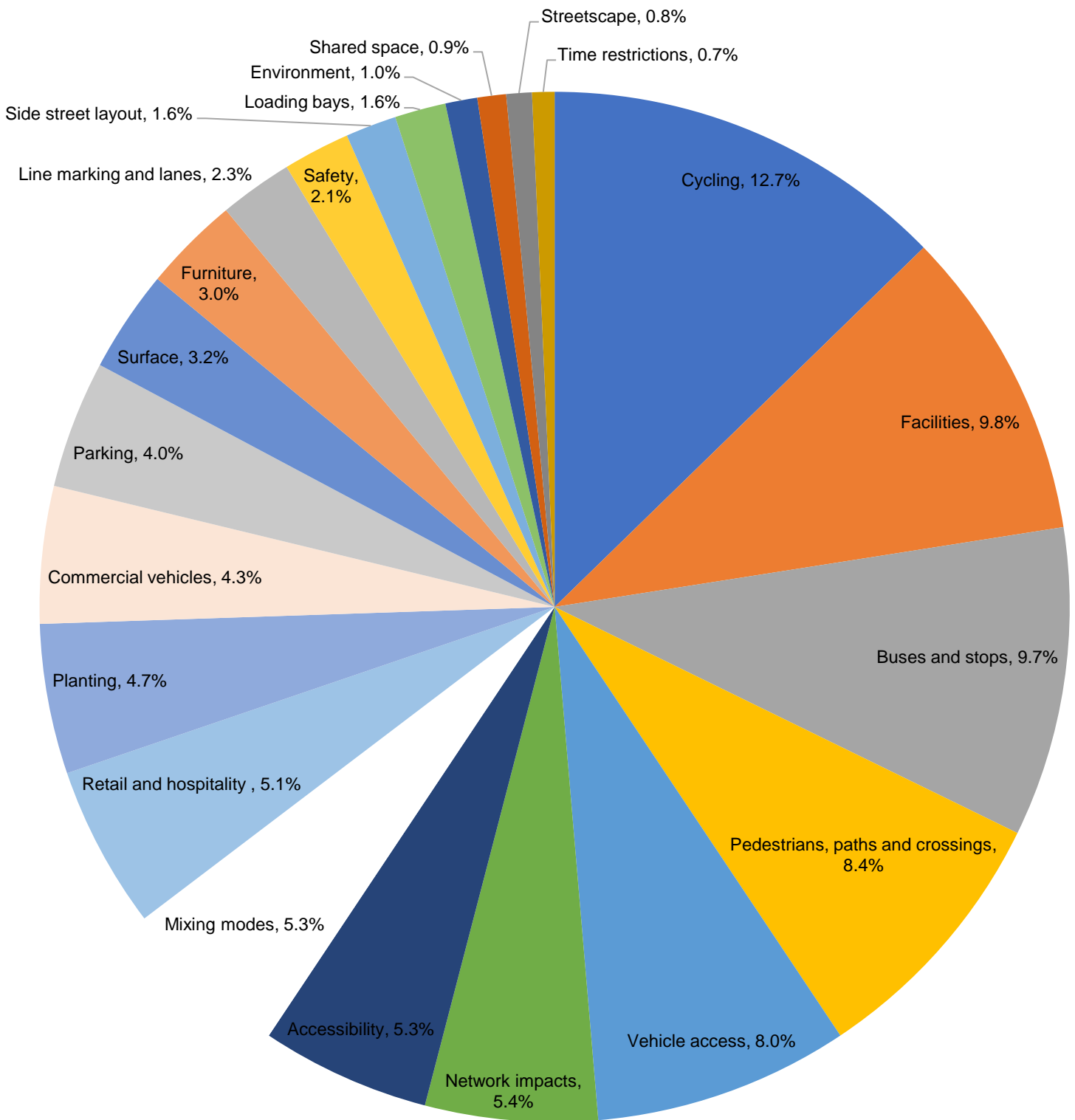
- Improve the crossings.
- Close Tory Street to through traffic.
- Add bike parking.

Topic	Feedback	How many people gave this feedback
Street layout	• Add a pedestrian island on the Manners/Dixon to Courtenay Place crossing.	3
	• Consider adding a raised pedestrian crossing between Manners/Dixon to Courtenay Place.	5
Commercial Vehicles	• Include taxi and rideshare pick up spots on Taranaki Street next to Courtenay Place.	1
Cycleway	• How do cyclists get to Lambton Quay from Taranaki Street?	3
	• The right turn box for cyclists could be very dangerous. Cyclists will avoid it if it's too dangerous.	14

Facilities	• Add a cycleway.	11
	• Add two-way separated cycleway.	4
	• Include some form of barrier between road and cycleway.	3
	• Include bike parking on Taranaki Street.	2
	• Plant trees on Taranaki Street.	10
	• Add rain and wind shelters on either side of Manners/Dixon to Courtenay Place crossings.	4
Other	• Improve the ease and safety of the Manners/Dixon to Courtenay Place crossing.	9
	• Taranaki Street could become congested due to no private vehicle access on the Golden Mile.	4
	• Make diagonal crossing available and increase crossing time at Manners/Dixon to Courtenay Place crossing.	9

6.2.15 Courtenay Place

What people were talking about



CYCLING

Themes People are...

- keen on a continuous and dedicated cycleway
- keen on cycling connections to commuter routes
- keen on the design resulting in cyclists being safe from other users and other users being safe from cyclists
- keen on a design that recognises the different needs between commuter and leisure cyclists
- keen on cyclist safety. Suggestions include using barriers, paint, and signage to separate them and improving intersections to consider cyclist safety
- not keen on the right turning cyclist bay in the Taranaki Street intersection.

"I am a regular cycle commuter to my work at the top of Courtenay place. The golden mile would be great if connected effectively with the Thorndon cycleway. Currently, heading towards Thorndon there are very few effective options.

In general commuters want to get from A to B as quickly and efficiently as possible.

Please ensure the new Golden Mile cycle way achieves this by ensuring proper separation between cyclists and footpaths."

"There needs to be a continuous, safe, separated cycleway here - paint it green."

"This plan seriously lacks in the cycling department. One continuous, dedicated, bi-directional bike path will ensure safety and truly prepare this city for the future."



FACILITIES

Themes

People are...

- keen on shelter from the rain and wind at bus stops, seating areas and pedestrian crossings
- keen on safe, secure, and convenient bike parking facilities
- keen on convenient, clean, and tidy toilets
- keen on safety being addressed through design. Suggestions include lighting, CCTV and elements that encourage improved social behaviours.

"Please add a larger rain and wind shelter here for people waiting to cross the road."

"There is huge potential for bike storage in this area"

"Security cameras and regular maintenance will be needed in this area as the planting we already have are used as garbage bins and toilets."

BUSES AND STOPS

Themes

People are...

- keen on shelter from sun, wind, and rain, including walls for diagonal rain
- not keen on the reduced numbers of bus stops and how it could affect those less mobile
- not keen on losing the stop outside Readings which people use to transfer to and from buses outside Regent Theatre and access Te Papa.

"Agree with other comments that there needs to be bus stops along this part of Courtenay place. It would also be good to know what plans for the Reading complex are to see how Golden Mile changes can be integrated to make this a much more vibrant space! So much potential here to create a 'hub' that you're missing!"

"Shared lanes with buses are not a problem as buses are moving slowly between stops anyway (and due to high pedestrian flows)."

PEDESTRIANS, PATHS
AND CROSSINGS

Themes
People are...

- keen on the Taranaki and Tory Street intersections improved for pedestrians, suggesting an all-pedestrian phase (Barnes dance style) crossing, or raised crossings
- keen on sheltered and large area to wait at pedestrian crossings
- not keen on pedestrians mixing with cyclists

"Agree with many of the other comments here. If the idea is to make the Golden Mile a pedestrian centric area, this intersection should be raised with pedestrian priority."

"There is nowhere near enough room for pedestrians waiting here. Extend the pedestrian area and make the road much narrower. Make it obvious that cars are entering a pedestrian area, not pedestrians deferring to cars."

VEHICLE ACCESS

Themes
People are...

- keen to see Tory Street closed to through traffic. Often people said they feel the other major arterial routes are sufficient and they find the intersection unsafe and undesirable
- keen on vehicles being removed from Courtenay Place.

*"Love the idea of turning these side streets into cul-de-sacs but was disappointed to see Tory **Street** isn't one of them. Could this be changed? Perhaps making Tory Street into a cycles and pedestrian only street with car as guests in parts. Cheers and great work"*

NETWORK
IMPACTS

Feedback on wider network impacts were around the impacts that could happen if Tory and Taranaki Streets were or weren't closed to through traffic. Some feel the alternative routes are sufficient and some feel they wouldn't be.

"It really is time to close off Tory St to traffic. All the cars that presently go up and down Tory can easily access their destinations via Lorne, Alpha, Jessie, College, Tennyson, etc. Tory is too narrow for cars - so make it into a route for cycles (safely and easily accommodated all the way from the Basin) and for pedestrians. No cars, and restaurant tables opening out onto a wonderful pedestrian street with some shelters and windbreaks and trees - what's not to like about that? Win win! "

6.2.16 Tory Street

Feedback themes

- Improve the streetscape.
- Improve the layout, timing and waiting facilities of the crossings.
- Some say close Tory Street to through traffic. Some close it entirely. Some keep it open.
- Cater for cyclists.
- Improve facilities.
- Add bike parking.

Topic	Feedback	How many people gave this feedback
Street layout	• Crossings on Tory Street are very dangerous. The crossing time should be longer.	5
	• The crossings on Tory Street should be raised crossings or all-pedestrian phase (Barnes dance style).	12
	• Close Tory Street to private vehicles.	11
	• Don't close Tory Street to traffic.	6
Commercial vehicles	• Include taxi ranks on the corner on Tory Street and Courtenay Place.	2
Parking	• Remove parking on both sides of Tory Street.	2
Cycleway	• Add a cycleway south on Tory Street from Courtenay Place.	11
Facilities	• There should be rain and wind shelter either side of Tory Streets crossings.	6
	• Tory Street is the main route to the waterfront from Courtenay Place, add more seating and greenery since the street is so utilised.	12
	• Add bicycle parking to Tory Street.	12
Other	• Reopen parking buildings.	6
	• Reduce traffic down Tory Street.	8
	• With Blair and Allen Street closing, Tory will likely become congested.	4

6.2.17 Allen Street

Feedback themes

- Make the parking angled.
- Reduce the number of carparks.
- Make it for pedestrians only.

Topic	Feedback	How many people gave this feedback
Street layout	• Pedestrianise the street.	7
Parking	• Angle parking would make more space for pedestrians.	3
	• Reduce carparks on the street.	7

Facilities	Include information about parking availability on Wakefield before entrance to Blair Street. This could ease congestion from vehicles needing to turn around.	2
	Include electric vehicle charging facilities.	2
Commercial Vehicles	Create more space for taxis and other pick up and drop off services.	2
Retail and hospitality	Create space for cafes and restaurants to have outdoor seating.	2

6.2.18 Blair Street

Feedback themes

- Add more trees and plants.
- Include space for restaurants to have outdoor seating.
- Increase mobility parking.

Topic	Feedback	How many people gave this feedback
Street layout	• Make the space more friendly with more trees and planter boxes, which could shelter wind.	8
	• Loading zone should be closer to Golden Mile.	2
	• Increase mobility parking.	5
Parking	• Pedestrianise the street.	6
	• Reducing carparks could be detrimental to businesses on Blair Street.	5
	• Further reduce parking to create a more pedestrianised friendly space.	5
Facilities	• Include information about parking availability on Wakefield Street before entrance to Blair Street. This could ease congestion from vehicles needing to turn around.	2
Commercial Vehicles	• Increase the number of secure cycle and motorcycle parking.	4
	• Include allocated parking space for trades people and food delivery services.	5
Retail and hospitality	• Create space for restaurants to have outdoors seating.	9
	• Restaurants and cafes couldn't have outdoor seating due to the wind.	6
Other	• Better lighting given it's one of the main areas people get transport late at night	1
	• Make Blair Street one-way.	2
	• Closing Blair Street could make Tory Street congested.	2
	• Roots of trees could damage pipes and footpath surface and cause birds to leave droppings.	2
	• Don't make the street one way.	2
	• Allen Street's turning circle could be replicated on Blair Street.	5



GOLDEN MILE BUILDING OWNERS, BUSINESSES, RESIDENTS, ORGANISATIONS

7 What we heard from businesses, organisations, and key stakeholders

Targeted engagement helps provide detailed business and organisation insights into the Golden Mile revitalisation.

7.1.1 Targeted engagement with Golden Mile/immediate side street building owners, businesses, and residents

Following targeted engagement with Golden Mile/immediate side street building owners, businesses, and residents in February 2022, continued engagement was carried out with this group as part of the 2022 mid-year engagement.

These stakeholders have a direct connection with the proposals, so it was essential to ensure they had the opportunity to meet with the project team to discuss design details in more depth.

The design team also identified and reached out to 81 premises on the Golden Mile to have conversations about design impacts or opportunities specific to those buildings or businesses.

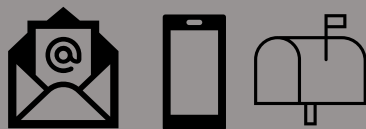
Both building owners and businesses/residents for these premises were contacted and invited to meet one-on-one with the design team.

7.1.2 One-on-one meeting snapshot

Multiple contact attempts were made, including phone, email, post and in person. Some didn't respond to the contact attempts.

Of the 81 contacted, 30 building owner and occupier representatives met with the design team, providing valuable feedback.

81 premises contacted



22 one-on-one meetings with
30 building owner, business and/or resident representations



7.1.3 Summaries of one-on-one meetings' feedback

Following the one-on-one meetings, feedback was summarised, read, and considered verbatim by the design team.

NB: for neutrality and privacy reasons, names of stakeholders have been replaced with general descriptors.

Stakeholder	Summary of meeting feedback
Courtenay Place hospitality business	<ul style="list-style-type: none">• Concerns over business impacts because of reduced car parking and access.• OK with nearest loading zone location but recognised others could struggle with it.• Concerned about potential construction impacts. Stage it in small chunks and do it in winter to avoid busy summer months.• Keen on toilets and showers to help encourage cycling.• Keen on more, accessible outdoor space.• Keen on ambient lighting for bars and eateries.• Design needs to recognise separation between venues is a legal requirement.• Keen on increased rubbish bins.
Courtenay Place hospitality businesses (two separate businesses met with us together)	<ul style="list-style-type: none">• Both supportive of project and keen for implementation asap.• Keen to see a loading bay on east side of street between Taranaki and Tory Streets. Keen to know if it could be flexi-use to allow day deliveries and space for evening dining.• Keen for new outdoor dining/hospitality spaces.• Would like to see trees moved from directly outside bars if possible.• Asked for us to come back and test ideas with them - would love to have input as things develop.
Courtenay Place hospitality business	<ul style="list-style-type: none">• Buses park and use public toilets, but keen to see the toilets go.• Concerned a new government might drop the project.• Happy with shared space for taxis and Uber Eats.• Believes buses are being held up at different places, not Courtenay Place.• Doesn't support removal of car parks. Keen to see more statistics and reasoning behind carpark removal. Parking buildings are too expensive.• Keen to know what's happening with Reading Building.• Outdoor seating only useful in summer.• Keen to know more about construction timing, phasing. Do construction in early mornings to mitigate disruption.• Not much lunch trade around Courtenay, picks up after 5.30pm.• Doesn't get morning deliveries. Concerned with time restrictions as deliveries are late. Doesn't want restrictions as delivery times are diverse. 7pm-7am is busiest period so doesn't work for unloading.• Keen to see easy drop off spaces for wet weather.

- Likes the improvements to bus efficiency and wastewater management.

**Courtenay Place
hospitality business**

- Businesses are struggling and believes changes will destroy many businesses. Doesn't support the project and wants to see an economic assessment.
- Doesn't believe taxis will be used from side streets.
- Doesn't support removal of carparks. Half of customers aren't local and believes takeaway businesses need parking. Keen to see 15min free parks for quick pick up.
- Uses personal vehicle for food deliveries to shop, keen to know more about permits.
- Keen to know what's happening with Reading Building.
- Wants to see drop off on the Golden Mile for elderly and disabled peoples.
- Doesn't support the cycle path.
- Would support more public seating but concerned about homeless.

**Courtenay Place
hospitality business**

- Doesn't support reduction of on-street carparks.
- Struggling after COVID, understaffed and doesn't feel listened to. Wellington CBD needs 12 months of full recovery before construction starts.
- Worried about increased homelessness and graffiti.
- Keen to know about parking alternatives for workers, food pickups.
- Keen to see flexi parking time frames – 15/30 min during the day, 1 hour + at night.
- Heaving loading requirements during the day.
- Likes, but doesn't currently need outdoor space.

**Courtenay Place,
three hospitality
venues**

- Supports and excited by the project.
- Business has been down following COVID, Readings and St James closure, doing discounts to draw in trade during the week.
- Happy with new outdoor space, branding and seating, keen to explore opportunities more.
- Keen to see taxi and rideshare drivers have access with permits and supports food delivery during certain hours.
- Keen to see people with accessibility needs having drop off access on Golden Mile.
- Will use loading zones and areas outside of the GM.
- Concerned landlords could use improvements as driver to increase rents.

**Courtenay Place
hospitality venue**

- Keen to see Golden Mile renamed to have a more Wellington focus.
- Keen to see more outdoor seating, COVID has increased people wanting to sit outside.
- People don't use the public toilets, tend to go into businesses to use theirs.
- Keen to see more native trees.
- Likes the idea of revamped bus stops and shelters.
- Keen to see project promote behaviour change for Wellingtonians. More car parks for tourists since Wellingtonians will be using alternatives.

- Keen to see more to drive families and activity during daytime on Courtenay Place.

**Courtenay Place
food business**

- Outdoor seating doesn't work for them - people buy food and take away to sit, but keen to see more public seating and bins.
- Volume and speed of buses isn't an issue, but they're often too full to pick people up.
- Large numbers of pedestrians gathering at crossings disrupt pedestrian flow.
- People are bottle necking at top of Courtenay in front businesses. People traffic is right through the middle of Commonwealth Walkway.

**Courtenay Place,
hospitality business**

- Keen to explore outdoor seating options, concerned it wouldn't be used due to lack of sun.
- Keen to know more about the permit system and who will be able to use loading zones.
- Currently close earlier than they'd like to due to safety concerns at night.
- Currently get deliveries between 8am and 4pm.
- Food delivery accounts for 30% sales so keen to see access for these services.
- Happy that loading zone is near, would prefer it not to be directly outside premises.

**Courtenay Place,
hospitality business**

- Not worried about parking removal.
- Keen to explore outdoor seating and space opportunities.
- Keen to see beautification of Courtenay Place.
- Would like construction to avoid Friday and Saturday nights.
- Keen to see design help with queues that form from bars, lines mix and cause blockage.

**Courtenay Place,
hospitality business**

- Likes the idea of more lighting, extra space outdoors with power and wind/rain shelter.
- Keen to see changes to the public toilets.
- Keen to explore outdoor dining opportunities and understand how personalised it could be for tenants.
- Keen to know more about permit system and how rubbish collection would work.
- Keen to know what's happening with Reading Building and if other parking buildings are planned.
- Wants to see more parking and less pedestrianisation, concerned about homeless taking up pedestrian spaces.
- Believes bus efficiency is only an issue at peak times.
- Wants construction to avoid summer.

**Courtenay Place,
food business**

- Supportive and positive about project.
- Most deliveries arrive early from 6am but some come in the evening – will use shared space with flexible timing.
- Keen to ensure leaves don't drop everywhere and blow into shops.
- Keen to have outdoor dining and seating with power – BBQs on the weekend.

**Courtenay Place,
building owner**

- Based outside of Wellington but after explanation, positive about the work (K Road came up as a good example).
 - Keen to see kerb moved away from building (currently lots of damage to veranda from high vehicles).
 - Happy with side street loading in general.
- Encouraged meeting up with tenants to discuss outdoor seating and space opportunities.

**Courtenay Place,
building owner**

- Generally supportive of project.
- Keen to know more about how occupiers would access and load equipment in and out.
- Concerned about accessibility for chemist customers – need to pull up and run in.
- Keen to see native trees that don't drop leaves.
- Concerned about traffic backlog around Oriental Parade.
- Keen to see secure bike parking and places to park scooters.
- Keen to have fit-for-purpose outdoor spaces with power.

**Building and
business owner
group, Courtenay
Place, hospitality
and retail venues**

- Doesn't support restrictions of private vehicle access and removal of carparks.
- Concerned that taxis can't access Manners side of Courtenay Place.
- Keen to see a trial of closures and carparking removal before making it final.
- Believe side streets will clog with people looking for parks, issues for delivery vehicles.
- Believes wider footpaths are only needed at night and will be wasted during the day.
- People working from home has decreased business, and concerns this will make it worse.
- Believes pedestrianisation only benefits those on the sunny side.
- Keen to see Blair and Allen Streets treated the same, with bollards for large vehicle access.
- Keen to see more lighting around Courtenay Place for safety.
- Keen to see flexibility to accommodate the day/night differences – flexible loading zones for taxis (night) and deliveries (day).
- Keen to know what's happening with Reading Cinema building.
- Doesn't support locations of loading zones, need to be on same side as businesses.
- Deliveries generally come from 8am then throughout the day.

**Courtenay Place
café**

- Doesn't support the project and believes removing the cars will kill businesses.
- Observations include heavy traffic in mornings and lots of people stopping for coffee, no issues during the week but need more carparking on weekends.
- Doesn't see the point in more outdoor seating as it gets messy, and more customers means increased staff needs.
- Doesn't support the project overall, but does like beautification, new paving, and better maintenance, loading zones and shared space.
- Doesn't see the need to change the toilets.
- Doesn't support loading restrictions - keen to know more about the permit system with private vehicles doing deliveries early morning, believes 7am-9am is ideal time.
- Believes a trial should be implemented.
- Concerned trades won't have enough access.
- Concerned the reduction of cars will equal lower safety.
- Believes the project disadvantages elderly, businesses, and residents.
- Wants to know more about construction compensation.

- Believes public transport should be prioritised over pedestrians and cyclists.

**Lambton Quay,
government
organisation**

- Outlined key safety, access and security requirements and concerns.
- Supportive of engagement and project.
- Keen to see more rubbish and recycling bins next to bus stops.
- Supportive of new paving.
- Iconic building so keen to ensure bus stops, trees and clutter don't have a negative impact.
- Observes lower pedestrian traffic towards Parliament end of Lambton Quay.
- Concerned about cleanliness, graffiti, keen to see more Council maintenance of gardens.
- Keen to know more about cycle path speeds and enforcement.
- Keen to see more rain/wind shelter/cover.
- Concerned about daylighting the stream due to flooding.
- Keen to know more about the side street logistics.

Lambton Quay café

- Business is down more than 30% post COVID. Has long term lease.
- Likes the rain garden, keen to see more green space, umbrella fixtures, make the greenspace easy to navigate and clear paths to business doorways.
- Keen to use new open space and seating opportunities.
- Traffic dies down north of Midland Park and is very quiet on weekends.
- Supports activation like cycle paths as it brings activity and vibrance.
- Only loading challenge is some deliveries come early. Milk is 6:30/7am. Happy with side street loading zones.
- Getting the green space landscaping right is crucial for the success of the cafes.

**Lambton Quay
attraction**

- Keen to support project and promote use of Golden Mile to attract people during off-peak.
- Keen to see improved, more accessible paving on the streets, and have it extended.
- Keen to see signage and wayfinding across the Golden Mile to promote destinations and attractions – could name bus stops to support this.

**Building owner,
Willis Street,
Lambton Quay,
Courtenay Place,
and side streets,
approx. 50 buildings**

- Keen to know more about bigger picture and other projects.
- Most buildings would appreciate more outdoor space. Needs to be usable by occupiers.
- Keen to see some uniformity across furniture to make sure it looks good.
- Believes because Courtenay Place isn't a retail area, private vehicles shouldn't matter as much.
- Concerned about lack of loading zone servicing at the bottom of LQ (Panama Street to Farmers Lane. Needs to be a loading zone in that area.

**Business, Lambton
Quay/Willis Street,
food business
outlet owner**

- Believes all business owners are against this and it will kill businesses.
- Uses private vehicle to deliver goods and transfer between stores, keen to know more about permit system.
- Since COVID, more people are using food delivery services, these need access - Uber Eats drivers often can't get parks so they drop orders.

- Delivery times need to avoid after 3pm due to traffic increase.
- Keen for outdoor seating hub to help with overflow, public seating so it can be shared with other businesses.
- Keen to ensure leaves don't drop everywhere and blow into shops.
- Highlighted flooding issues near BNZ.
- Doesn't open weekends due to low traffic down Lambton Quay.
- Supports new green space on Ballance Street.
- Keen to see more crossings so people don't jay walk on blind corner.

**Building owner
representative,
multiple
buildings/occupiers,
Lambton Quay, and
Courtenay Place**

- Believes things could stay how they currently are.
- Likes the idea of additional outdoor spaces, but keen to ensure existing outdoor spaces aren't lost or changed.
- Would like to know more about functionality of new shared spaces, licensing, shelter, permitting.
- Keen to see art/street furniture moved to improve building accessibility and pedestrian flow.

7.2 Groups and organisations

Written submissions were received from 17 key stakeholder groups and organisations. These submissions were read and considered verbatim by the design team, and summarised.

Organisation/group	Summary of written submission
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AA Wellington	<ul style="list-style-type: none">• Recognises and supports LGWM vision of creating an integrated package of transport improvements for all road users.• Recognises the intent to encourage greater pedestrianisation of the Golden Mile, but in many areas, AA noted the footpaths have already been widened to improve pedestrian capacity and experience.• Recognises that removing up to 300 car parks is to encourage mode shift to either active modes or passenger transport, however, have concerns about accessibility for those who are dependent on using their car or public transport.• Recommends providing/building more car parks at rail stations and bus hubs. Park and ride at stations are generally full, which will cause increased difficulty for travellers coming into the CBD. If LGWM isn't prepared to do this, the Golden Mile business case must be altered to allow for the economic and environmental disbenefit of those motorists who choose to visit Lower Hutt or Porirua if parks aren't available in the Golden Mile.• Recommends against removing the bus stop outside David Jones due to its popularity and proximity to key shops.• Remain concerned (raised in 2020) about Mercer Street closure to traffic – can't see how Ghuznee Street will be able to cope with additional traffic.• Raises concern about the removal of 'front door' drop off capability for accessibility reasons. Suggests that vehicles with mobility stickers be allowed access in the evenings alongside rideshare and taxis.
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Barker and Associates – Foodstuffs North Island (FSNI) regarding Willis St New World	<ul style="list-style-type: none">• Overall, FSNI supports the goals of Let's Get Wellington Moving. FSNI is generally supportive of the Golden Mile Detailed Design to transform the area.• Supports retaining the location of the southbound Willis Street bus stop outside 65 – 69 Willis Street - their analysis shows Metro is different from most supermarkets as there's no carparks nearby for shoppers which means most shoppers live/work in CBD. Access to this bus stop is key.• Recommends relocating the northbound Willis Street bus stop approximately 20m south to align with ANZ at 22 Willis Street and BNZ at 38 Willis Street - the suggested location is considered to provide for a more convenient connection for users and more accurately acknowledges the critical role that transit plays in connecting people to amenities.• Recommends incorporating suitable 'laybys' for customers using taxi/rideshare options near the New World Metro Willis Street store.
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Blind Citizens NZ	<ul style="list-style-type: none">• Submission represents views of both the blind and broader disabled community, as its feedback raised has similar impacts.• Comments on difficulty engaging with the interactive map due to accessibility.
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- Advocates for clear separation between any new or modified areas. Outdoor areas used for dining need to be clearly distinct (by colour/surface/separation) from regular footpaths, and any shop outfits/displays shouldn't impede pedestrians. Street furniture shouldn't become another obstacle to navigate. Provides accessibility suggestions on streetscape furniture design.
- Reiterates (earlier suggestions) there must be enough loading zones so vehicles aren't tempted to park on footpaths, and zones can't encroach access to mobility parking spaces.
- Believes that e-scooters, bikes, and other forms of micro mobility should be restricted from using pedestrian zones on the Golden Mile, as many older and/or disabled people can't get out of the way fast enough. Use of these transportation forms need a separate lane or to use other streets parallel to the Golden Mile.
- Regarding the cycle lane, comments outlined uncertainty as to how it's separated and how it's distinct from the pedestrian area.
- Argues against the removal of bus stops along the Golden Mile and the design of bus shelters in concept drawings due to accessibility issues, with alternative suggestions provided.
- Suggests a minimum of two mobility parks at the end of each side street.
- Opposes the removal of private vehicles on the Golden Mile, due to the distance some people might have to travel to their intended destination, and without dedicated pick-up areas on side streets creates difficulties for those getting picked up.
- Recommends that taxis/rideshare and other shared services should be able to drop people off along the Golden Mile.
- Recommends that more consistent levels of lighting are needed to improve safety, remove dead zones, and to help vision impaired and deaf users to comprehend their surroundings.
- Suggests improvements to street layout, such as wider footpaths, kerb cuts, tactile indicators, and the installation of leading tactile indicators at the head of all bus stops and leading to all crossings.

Bus and Coach Association NZ

- Supports the removal of private vehicle access from as much of the central city as possible, believes this in addition to introducing bus priority will improve bus reliability.
- Believes on-street parking is an antiquated and inefficient use of space that should be used to move people. If people wish to drive into the city, there are ample parking buildings in the area.
- Against raised pedestrian crossings, citing the slower bus speeds, extra wear on bus suspension and how some bus users who have accessibility requirements might not see them coming.
- Want to see a two-way cycleway on Willis Street for safety reasons.
- Provides examples of shorter term 'quick wins':
 - Adding bus lanes or removing parking amounts to little more than changing some paint on the road but would have huge positive impact on urban travel. These could be turned around in 6-18 months.
 - Remove perpendicular parking on Stout Street, Ballance Street and Johnston Street – retaining loading zones and disability parks.
 - Stop private vehicle access from Willeston and Bunny Street, and the bottom of Cuba Street.
 - Remove on-street parking from Tory, Whitmore, Featherston and Dixon Street – retaining loading zones and disability parks.
 - Central city traffic light timings are anti-pedestrian, prioritising getting cars moving. In combination with wide, high-speed roads the central city is inhospitable to those on foot. This has negative flow-on effects to PT-users, as they are more

likely to need to walk the last-mile to their destination. These could be changed overnight at the following locations, with sensors installed in the future to still change quickly for buses:

- Whitmore Street - Lambton Quay and Featherston Street
- Tory Street – Courtenay Place
- Taranaki Street– Manners Street/Courtenay Place
- Cuba Street – Dixon Street.

Chamber of Commerce (Wellington)

- Supports Retail NZ’s submission, believes that the impact of proposed improvements will affect retail businesses most.
- Economic impacts and business considerations aren’t considered enough in weighting, extraordinary given the commercial ratepayer base and potential impact on the city.
- Wellington businesses are operating in tough conditions, any proposed improvements should make it more accessible for those working in the CBD.
- Highlights the scale of carpark removal and believes that the trade-off for gains for pedestrians and other modes of transportation result in a net loss.
- Inconsistencies with the consultation process, with the ‘transform’ concept not including dedicated cycle paths.
- Recommends:
 - compensation for businesses whose operations will suffer due to the disruption of the changes
 - a robust economic analysis that considers the experiences of businesses, and how the changes will impact their customer base and business model
 - further modelling of the impact on public transport numbers, courier, and freight access
 - a full city car parking plan, that outlines how many CBD carparks will be removed between LGWM and intersecting Council initiatives
 - that bus accessibility is prioritised, and parking access is considered in the planning, so the changes help get Wellington moving and benefit commuters and businesses in the CBD.

Cycle Wellington

- Supports the plans to transform Wellington’s Golden Mile due to improved liveability, reduction in carbon emissions, increase safety and standard of living.
- Outlines concerns about:
 - incomplete cycling route,
 - lack of connectivity with side streets,
 - ambiguous separation from pedestrian areas, and
 - frequent switches between bike lanes and shared spaces.
- If continuous, protected bike lanes cannot fit along all the Golden Mile, there needs to be a high-quality, convenient nearby alternative, for example on Featherston, Hunter, Dixon, and Willis or Victoria Streets.

- Without any confidence about the design or delivery of new bike lanes on Victoria St, Featherston St, and the Quays, it is hard to judge how well the Golden Mile project delivers for people cycling. Especially through the middle section where there is no dedicated space for cycling.
- Until quality separated routes for cycling are delivered on the Golden Mile or nearby streets, people on bikes shouldn't be excluded from any of the bus lanes – including current bus-only lanes.
- Bike parking and other end-of-trip facilities will support the Golden Mile's role as a key destination in Wellington.

**Disabled Persons
Assembly NZ**

- Supports greater pedestrianisation, decarbonisation, prioritisation of public transport especially since some of their members feel that the capability and reliability of the bus service is currently wanting.
- Having access to reliable, frequent bus services both to and from the Golden Mile will be important for both disabled and non-disabled people in enjoying the many benefits that the new development will offer.
- Main submission recommendations cover some further improvements to ensure full accessibility by everyone, including disabled people, to this development.
- Recommendations:
 - Include two mobility parks along every Golden Mile side street.
 - Design bus shelters to be safe, covered, and well-lit. Have tactile indicators at both the crossing and heads of stops to enable safe mobilisation and wayfinding by blind and low-vision people. Be large enough to accommodate wheelchairs and mobility scooters.
 - Council and GWRC plus Metlink work collaboratively to address bus reliability issues.
 - Clearly define footpath walking areas, wide enough to enable at least two wheelchair or mobility scooter users to pass each other safely.
 - Remove street-based obstacles - bins, signage, and seating – and position well away from the footpath area.
 - Use colour contrast at pedestrian crossings, and place tactile differences between the footpath area and any seating, eating, or entertainment spaces so blind and low-vision people can safely use these spaces.
 - Insert level crossing points along the side streets and entire Golden Mile.
 - Install improved lighting across the Golden Mile to improve safety for everyone. Improved lighting should be at a level which assists Deaf and hard of hearing people to see sign language and people's lip movements. Improved lighting would also assist blind and low-vision people and anyone who has difficulty seeing at night.

**Exchange Holdings
Limited
Partnership:
Owners of The
Exchange on 7
Allen Street
(complete)**

- Property has multiple entry points on Allen and Blair Streets and has been recently upgraded with improvements made of a new shopfront, cafe, and green wall on Allen St. Another recent improvement is the public throughfare via the atrium that starts on Allen St, giving access to Blair St.
- Suggests that an appropriate number of public parking spaces are maintained on Allen and Blair Streets, however no parking outside the front of the main door/cafe as the cafe wants to use the outdoor space directly out the front. Suggests further examples such as installing urban furniture, planting trees, facilities like bike parking or ground cover planting to separate pedestrians and vehicles.

- Notes their concern about the southern ends of Allen and Blair Streets becoming cul-de-sacs with turning circles and limiting the size of the vehicles that can service local retailers. To mitigate this, suggests larger sized commercial vehicles have ability to use a loading bay on Blair Str and on exit, allow for a left turn out to Courtenay Place where they could then link back onto Cambridge Terrace.
- Suggests several loading zones on both sides of Allen and Blair Streets.
- Notes that majority of seating provided is located on the northern end but because they sit adjacent to Wakefield Street, a high-capacity road busy with traffic they're not often used.
- Advocates for better lighting regarding safety, with suggested catenary street lighting/festival or event lighting/mast lighting and/or building facade lighting.

Living Streets

- Strongly supports the Golden Mile as the key public transport spine route and the main central city walking route. Any option approved must improve the current situation and support increased use of both walking and bus use.
- Strongly supports removal of general traffic from the entire Golden Mile for 24 hours a day. Believes freight deliveries can and should be managed in a similar manner as those on Cuba Mall, access at specific times that are off peak for both for walking and public transport.
- Believes private vehicle use around the Golden Mile should support access to it, but not travel along it. This means that for all other vehicles access should be via adjacent side streets, with accessible parking, pick up and drop off areas, bike and micro mobility parking and loading zones.
- Recommendations:
 - Improve the bus service along the Golden Mile and futureproof it to allow Light Rail in the future.
 - Improve the pedestrian experience along the entire Golden Mile, including reducing crowding and improving connections to other places.
 - Improve public space so that it is attractive to a wider range of people including children and elderly, and suitable for people living in this area. 50% of all the new space created should be public spaces.
 - Clearly identify routes for car and private vehicle users from one side of town to the other.
- Concerns:
 - Capacity of bus stops – means that buses are waiting for buses to leave the bus stop before stopping at the bus stop.
 - Bus stop distancing.
 - Bike network – only on fully separated routes, not footpaths or shared spaces.
- Provided detailed Golden Mile street-by-street recommendation.

National Council of Women of New Zealand, Te Kaunihera Wahine

- Largely and generally supports the revitalisation of the Golden Mile. Members are excited to see a future that supports and facilitates greener methods of transport such as cycling or buses.
- Believes it's important that a gender lens and an accessibility lens is applied to all parts of this project. A city that supports the lifestyles and needs of women, young people, children, and people with disabilities is a city that is inclusive and encourages all types of people to use it.

**o Aotearoa
(NCWNZ)**

- Like the increased greenery and space where people can meet and spend their time.
- Support more walking and people spaces. Footpath surfaces need to be redesigned – currently they are slippery, uneven, and not conducive to those pushing prams or in wheelchairs.
- Wants to see more people using buses, which requires more suitable timetables, and affordability. Concerned about reduction of bus stops and impact on people with disabilities. Believes bus stops should be on every block.
- Rubbish and recycling bins should be installed everywhere to keep things clean and tidy and make the spaces safer for people with disabilities.
- Public toilet facilities that are clean and clearly marked, especially near large amounts of foot traffic such as Lambton Quay.
- Lighting at night and in dark areas with a focus around pickup/drop-off zones where young people, especially women may be stationary for periods of time.
- Design changes should be implemented in sections/phases so there is an adjustment period and evaluation carried out.
- Enforcement and clear instruction for the safe riding and parking of e-scooters and e-bikes
- NCWNZ Wellington Branch members have a strong interest in ensuring that elderly women and women with disabilities and reduced mobility will be able to access these spaces with ease. While they may not necessarily be eligible for a mobility park, there will still be people who are not comfortable walking often or for long distances or taking public transport. If not considered in this planning process, they may be less encouraged to come into the city and instead opt for shopping malls with easier parking outside the central city.
- Concerned for safety if service vehicles are active during lunch peak, when large amounts of pedestrians are about.
- Would like permitted vehicles to include private vehicles for people with disabilities.

Property Council

- Concerns that the business impact hasn't been properly analysed. Businesses need to have a clear picture of the impact, particularly given the increased number of carparks being removed (up to 300).
- Concerned that day-to-day running of businesses will be detrimentally impacted by the limited access of commercial service vehicles to the Golden Mile.
- Concerned about direct and indirect costs to Wellington's commercial sector from predicted costs apportioned by 12 extra buses on Golden Mile.
- Recommendations:
 - Publish an in-depth economic assessment or business impact analysis to clarify the impact to business on the Golden Mile and in the surrounding area.
 - Reassess the restrictions around commercial vehicle access on the Golden Mile.
 - Businesses will need loading zones near their shops, if moved to side streets, it's time consuming and less productive.
 - Provide more clarity on how traffic flows and vehicle paths will be managed.
 - Incorporate more EV charging points into the design to allow for more lower carbon transport options; and
 - Continue to work with the private sector on any further design proposals.

Retail NZ

- The project isn't business/economic driven and will significantly impact courier and e-commerce viability.
- Businesses are stressed, under financial strain and unsure how they can continue operating. Several smaller/independent retailers feel there's been a lack of engagement, with some feeling these changes will force them out of Wellington CBD.
- Original consultation didn't include dedicated cycle paths.
- Initial consultation didn't have the weightings and objectives currently being used by LGWM. Concerned by the lack of natural justice by not allowing the public to comment after they were changed.
- Lacking a plan to better support freight from the airport to CBD and further north.
- Loss of 300 carparks without alternative options will significantly impact businesses. No EV charging options for the remaining carparks. Low number of mobility parks.
- The best design to enable thriving retail interactions hasn't been properly considered, particularly around widening of the Terrace side of Lambton Quay.
- The project no longer has the intention of increasing bus capacity – now a focus on improving bus travel times and reliability.
- Lack of modelling around impact on delivery timeframes to the central city.
- Lack of certainty around who will fund the project.

Recommendations:

- Mass Rapid Transit (Option 2) should be prioritised and other projects like Golden Mile, Cobham Drive and Thorndon Quay/Hutt Road stopped until MRT is implemented.
- Costing, reports, and projections are outdated and don't reflect post-COVID environment. Carry out more research and analysis:
 - An urgent review to update people movement figures, to be incorporated into LGWM projects.
 - A genuine economic impact study for all projects – include retail, hospitality and close contact businesses views and partner for genuine consultation.
 - A study to understand the impact on delivery timeframes for freight and courier deliveries in the city.
- Supporting businesses - Golden Mile focus is misplaced, should be on encouraging consumers to shop in CBD.
 - Provide a plan for construction phasing for businesses to understand what parts of the city will be impacted through construction.
 - Design compensation for businesses impacted by construction and incorporate into project costs.
- Move investment into existing public transport infrastructure that requires urgent investment.
- Explain bigger picture and broader plans to increase bus capacity.
- Consider crime prevention through environmental design, to mitigate risk of ram raids and other criminal activity.

Sustainability Trust

- Supports the project and looks forward to it going ahead.
- Supports restricting access to private vehicle access and commercial vehicles as much as possible. Timings for permit holders reasonable, and hope they'll be limited as far as possible.
- Supports interactive map engagement process but encourages further engagement with local groups and that the design should align with the Green Network plan and incorporate extensive nature-based solutions. Wants full opportunity to be realised, maximising green space, and integrating public art and opportunities for play, learning and education, including options in Waitangi Park and the West Courtenay areas.

- Emphasises the need of sustainable construction techniques and adoption of circular economy principles.
- Suggests further consideration on how waste will be collected from retail and hospitality businesses, such as designated spots to leave recycling/waste.
- Supports Cycle Wellington's submission regarding high quality, continuous and protected cycle paths and wants to know more about the broader plans for cycle paths in the central city.
- Supports Tory Street being open to vehicle access.

Tranzurban Wellington

- Tranzurban Wellington is not opposed to the Golden Mile project but feels it's important their recommendations are adopted to ensure ease of service delivery and the safety of staff, passengers, and road users.
- Ensure all lanes are a minimum of 4.5 metres wide.
- Streetscape planting of trees should account for growth patterns. Needs to be constantly maintained to avoid damage to vehicles and trees.
- Consider keeping some key side streets open to ensure there are suitable places to escape from the main route if needed.
- Courtenay Place: Cambridge Terrace to Tory Street - Keep public toilets, install dedicated bus/commercial vehicle lane from Cambridge Terrace to Courtenay Place, advises against kerb build out at Tory/Courtenay due to the turning issues it will create.
- Courtenay Place: Tory Street to Taranaki Street - Reinstate St James inbound and McDonalds outbound to allow ease of use for passengers, ensure taxi stands and loading zones are wide enough to avoid impeding bus traffic, bus only markings for Taranaki right turn into Courtenay.
- Manners Street: Victoria Street to Willis Street - Reinstate northbound bus stop.
- Willis Street: Manners Street to Willeston Street - Keep Mercer St open for emergency diversion purposes.
- Lambton Quay: Willeston Street to Panama Street - One larger crossing instead of two smaller, to avoid vehicles being trapped between the two, and more space at the rear of the bus stop to avoid back end being caught in crossing.
- Lambton Quay: Panama Street to Stout Street – Keen Brandon St open for bus services and emergency diversion.

Urban Nerds - Isabella Cawthorn

- Great to see things already consulted on aren't being re-litigated.
- Supports Cycle Wellington's submission regarding the cycleway and wants to see a connected, consistently safe bike and scooting route through the central city through all stages of LGWM.
- Fairly supportive of most proposals but remains reserved regarding the delivery of proposals, maintaining momentum.
- Supports proposals around light commercial vehicle access restrictions.
- Make the construction process bearable due to its length and effect on local businesses.
- Concept bus shelters aren't fit for purpose.
- Enforcement must mean something – otherwise it will continue to be used like it is currently.
- Supports removal of private parking, and of increased mobility parking.

- Essential accessibility for people living with impairments should be the only private vehicle access to the Golden Mile that's permitted by default. There should be strict limits on the numbers of permits handed out to private car owners without mobility passes.
- Concerns about large truck access during pedestrian peak. Create 'freight consolidation hubs' where trucks deliver to a site on the edge of city centre and the last mile delivery to the customer is done by cargo bike or foot via trolley. Access for large vehicles for delivering to the Golden Mile by default is totally inappropriate as it will suppress the street experience and hold back innovation. Deliveries with large vehicles (>1 tonne) should be done at night only, with special permits for electric vehicles between ~500kg and 1 tonne, and no restriction on access (but dedicated parking spaces) for delivery vehicles under ~500kg. Accelerate freight consolidation hubs and smart delivery hubs.

Venues Wellington - St James Theatre and Opera House

- Equipment is not stored on site, and is a 24/7 operation, so need to be able to bring commercial vehicles to pack in/out equipment at all hours via the front doors. The permit system won't work for them due to the range of suppliers across NZ and most of them managed by the client.
- Concerned about the boundary line in the proposal stopping in the middle of the Counties building as part of St James when it should be included entirely. In warmer climate, the venue would open its doors and do outside seating for guests to eat/drink.
- For the Opera House, larger commercial vehicles can't access Wakefield Street due to the link bridge from St James carpark. The bollard opposite the Opera House Lane on Manners Street is under the venues control. This allows us to remove and provides that extra space needed for trucks to turn down the lane.
- Recommends:
 - Having a pedestrian crossing outside of the Opera House.
 - Venues be contacted well in advance the schedule of works.
 - A communication plan to be submitted as part of the works to be sent to clients.
 - Consideration of keeping the main entrance aesthetically pleasing.
 - Access to the venue is paramount and needs to meet minimum safety requirements of getting 1500 people in and out of the venue.
 - Approval to be given of days/times for work to occur to coincide with the St James Theatre Events Schedule by Venues Wellington.
 - Consideration of noise, vibration works, traffic management etc to be provided to venues to fully understand the work. Noise and vibrations can impact shows at all stages including set ups, rehearsals, matinee and show delivery day.
- Requirements for continuation of operations:
 - Dedicated drop-off/pick-up area outside the building with space for emergency services to pull in as required.
 - Outside space to offer outdoor dining/drinking.
 - No limitations on time to access zones due to show delivery expectations.
 - No impact to digital signage that faces onto the street.
 - Safety is paramount, allows ingress and egress from the venue.
 - Venue operations truck is not limited on routes to the venue and being able to unload into the front of the venue.
 - All customers can access the venue and get to the box office to buy tickets.

- Main entrances are not obstructed so larger items can get into/out of the venue.

**VUW Climate Clinic
Golden Mile
Submission**

- Largely supports the changes to the Golden Mile based on the reduction of fossil fuel emissions from transportation.
- Supports removing private vehicles but concerned about the permit system for private vehicles and enforcement.
- Believes time restrictions should extend to the weekend due to the influx of pedestrians.
- Reduction of parking spaces isn't a large concern. Improvement of public transport infrastructure can enable more Wellingtonians to travel to the city without private vehicles, creating less need for parking.
- Recognises need for commercial vehicle access to the Golden Mile. Supports restrictions to light commercial vehicles and that large commercial vehicles won't have access at peak.
- Time restrictions should be extended for commercial vehicles. Commercial vehicles shouldn't be allowed access between 10am on Saturday to 7pm on Saturday for all areas bar Courtenay Place and then from 10am to 6pm on Sunday. Courtenay Place should also have a restriction between 9pm and 6am on Saturday due to higher volume of taxis and rideshare as well as issues around public safety.
- Supports tradespeople being allowed permits, supports increased mobility parking, supports taxi/rideshare access to service lane during those hours.
- Suggests lower public transport fares to help commuters transition out of private vehicles. Notes the infrastructure must be resilient to handle increased demand. Supports less bus stops if it improves reliability and still within short walking distance.
- Calls for an integrated and connected bike network, separation from the road, cycle safety from buses, and secure bike storage. Willis Street is a safety concern.
- Pedestrianisation of side streets should be prioritised over car parking – including Allen, Blair, and Bond.
- More durable and stronger climate resistant materials, porous footpath surfaces, environment requirements and factors like more green space that native trees need to grow in if planted on the footpath.
- Supports daylighting Kumutoto, disappointed that daylighting Waitangi Stream between Kent/Cambridge Terrace wasn't considered.
- Suggests improving the waste strategy including more bins and recycling signage.
- Other suggestions include removing car parks on Dixon Street and making a shared space, urban planning in line with the Poneke Promise to reduce violence in towns by widening sidewalks and better lighting.

WHAT HAPPENS NEXT



8 Design response

Futuregroup's feedback design response is included in the Developed Design Report, outlining how feedback has been considered in the Golden Mile designs.

The Futuregroup design team has reviewed and considered all feedback on the emerging designs as part of finalising the Developed Design Report (60% design complete).

Every piece of feedback received is important and has been read and considered by the design team to understand what opportunities exist to improve and influence design within the parameters of project scope.

Suggestions that are within the prescribed project scope and budget and wouldn't create unintended operational issues, have generally been adopted where possible.

Others are still being considered and investigated within the next stages of the project design.

Suggestions that were out of scope, beyond budget and/or would cause operational issues, or negatively impact the main objectives of the project, haven't been progressed further.

The design response to engagement feedback is included in the **Developed Design Report**, outlining how feedback has been considered in the Golden Mile designs, noting that a range of factors impact whether a change can move forward or not.

9 What happens next

2022-2023 - Final design stage, traffic resolution consultation, and construction

Following approval of the Developed Design Report by LGWM programme partners, the Golden Mile design team will:

- progress the final detailed design phase (60% to 100%) - October 2022 through to 2023. This will include construction planning and staging.
- complete a traffic resolutions process. This will include formal consultation on the traffic resolutions in November 2022, and a report going to Council for consideration and approval in February 2023 (dates indicative). Wellingtonians will be invited to comment on the traffic resolutions as part of the formal Council process.
- begin the first stage of construction in early 2023. It's likely that construction will be phased to start in certain precincts, while designs of other areas are finalised.

10 Recommendation for future engagement

Combine continued targeted engagement with the most impacted people. Keep the story alive and connected to the big picture.

Recommendations for future engagement

This round of engagement provided insights about what would help add value to future LGWM engagements. Futuregroup recommends the following approach and tactics to be considered.

Continued targeted engagement

Engagement has highlighted a range of stakeholder relationships that will need to continue, as construction nears.

- **A dedicated, on the ground person to liaise face-to-face with key stakeholders** - Golden Mile/immediate side street building owners, businesses, and residents, particularly businesses, are eager to know more about next steps, including construction timing, phasing, and impact. During the next stage, strong relationships will need to be built and maintained, so those directly impacted know who to turn to with questions, issues, and/or concerns.
- **Broaden the channels used to support stakeholder involvement in planning and decision making around construction phasing, timing, issues, and opportunities.** This could include Golden Mile business/community reference groups, and smaller, localised groups specific to construction activity.
- **Working closely alongside the Wellington City Council in the development response plan implementation,** to ensure projects rolling out are coordinated to reduce impact and inform Wellingtonians on what it means for them.

A visible storytelling campaign to keep the narrative alive, and linking to the bigger picture

Whether they supported the project or not, all the people who engaged, wanted to know more about how different aspects of the Golden Mile design will work, and what it will mean for them.

Moving towards construction, we recommend the use of journey and activity scenarios with personas to build a picture of what the changes mean for different people. People are keen to know more about the future of Wellington's transport system and what that means for them. Instead of seeing the narrative of about one project, they want to see how things fit together as a whole.

APPENDICES

11 Appendix A: Who we've engaged with

11.1 Key stakeholder table

Affected Wellingtonians	Project partners
<ul style="list-style-type: none">• All Golden Mile/immediate side street building owners, businesses, and residents• Interested parties• 81 directly impacted one-on-one premises - building owners and occupiers (see 11.2)• General public	<ul style="list-style-type: none">• Waka Kotahi NZ Transport Agency• Wellington City Council• Greater Wellington Regional Council• Mana Whenua - Taranaki Whānui ki Te Upoko o Te Ika and Ngāti Toa Rangatira• LGWM Board• Wellington City Council internal subject matter experts• LGWM staff

Governance

- Minister of Transport
- Council Mayor and councillors
- GWRC Chair and councillors GWRC

Key stakeholders, interest groups, representative bodies, and organisations

- | | |
|--|--|
| <ul style="list-style-type: none">• AA Wellington• Accessibility stakeholders - Disabled Persons Assembly,• Age Concern• Bus and Coach Association• Businesses who service the Golden Mile• Capital and Regional Public Health• Chamber of Commerce• Connect Wellington• Courier companies: NZ Couriers, Fastaway etc• Cycle Wellington• Downer• Emergency services – FENZ, NZ Police, Wellington Free Ambulance• Food delivery organisations - Uber Eats, DeliverEasy• First Retail• Generation Zero• Heritage NZ• Hospitality NZ• Ia Ara Aotearoa• Inner City Residents Association• Lambton Quay business interest group• Living Streets Aotearoa• Massey University• Metlink | <ul style="list-style-type: none">• Mt Victoria Residents Association• NZ Bus, Tranzurban, Tranzit, Fair Intelligent Transport• Property Council NZ• Restaurant Association• Retail NZ• RJ Holdings• SOS Courtenay• Taxi and rideshare companies inc Uber, Ola, CityHop, Hitch, Mevo• Taxi Federation• Thrive Wellington• Titans Cranes• Urban Nerds• Victoria University• WellingtonNZ (WREDA)• Wellington Sculpture Trust• Wellington City Council Accessibility Advisory Group• Wellington City Council Museums Trust• Wellington City Council Pacific Advisory Group• Wellington City Council Youth Council• Wellington Company• Wellington Traffic Operations Centre (WTOC) Women in Urbanism |
|--|--|

11.2 Stakeholder table - directly impacted premises invited to one-on-one meetings

Directly impacted premises invited to meet one-on-one to discuss design opportunities or impacts

- Pita Pit
- Supreme Court of New Zealand
- Tank
- Concorde Café
- Wishbone
- The Old Bailey
- Mojo Cafe
- Where's Charlie
- Yoshi Sushi
- Cafe Priva
- Seize
- Vacant (Previously The Churchhill)
- Wishbone
- Sir Breadwins Cafe
- Wellington Sea Market
- Butlers Chocolate Cafe
- Vacant
- Alatuka
- Cafe
- Midland Sushi Bowl
- Mrs Higgins Cookies
- Wellington Cable Car
- Vacant (previously Molly Malones)
- Moustache Dive Bar
- Enigma
- The Residence
- Nandos
- McDonalds
- Dakota
- Dragon Fly
- Shady Lady
- Vinyl Bar
- KFC
- Lucky Chicken
- St James Theatre
- The Grand
- The Garden Hotel
- Sen
- Zambrero
- Spice Trader
- The Little Waffle Shop
- FJ
- Arashi Kushiyaki
- KC Cafe
- Sahara Cafe
- Cha
- Kiki Bar
- Lulu Bar
- Kaffee Eis
- Kera-la-cafe
- Midnight Munchies
- Charlie Charlie
- Courtenay Kebab
- JM
- CP Bakery
- Noodle Canteen
- Subway
- Cha Time
- Hideout
- Majestic Cuisine
- TJ Katsu
- Mr Circle
- Dear Noodle
- Kebab Plus
- Magic Kitchen
- Sweet Mothers Kitchen
- Pizzeria
- Under Lease (Previously Bar)
- Malthouse
- The Catch Sushi Bar
- Winner Winner
- Mish Mosh
- El Horno
- Pizzeria Napoli
- Siglo
- Nicollini
- Mini Bar
- Vacant (Previously Hummingbird)
- Previously The Establishment
- Mockingbird
- The Tasting Room
- Embassy Theatre
- Deluxe Cafe

11.3 Broader key stakeholder summaries (2019-2022)

Throughout design we've carried out tailored, continuous engagement with a range of broader key stakeholder groups to ensure the design reflects their needs.

Stakeholder	Summary
Emergency services	<p>We've engaged with the primary emergency services (fire, ambulance, and police) throughout the life of the project. Most recently this has focused on fire services – they have the largest vehicles to accommodate, and requirements to access specific infrastructure (hydrants). We've also engaged with police specifically regarding the Courtenay Place precinct, as well as other related operators (Māori wardens etc.). We've also had recent engagement with WREMO regarding tsunami evacuation requirements.</p> <p>Key points from engagement:</p> <ul style="list-style-type: none">• All emergency vehicles need 24/7 unrestricted access.• Their vehicles need access to the front of buildings, mainly to use ladder trucks in emergencies. Ambulances might need to mount kerbs to access to the injured, with low profile kerbs preferred to reduce pain and further injury to patients.• Police have specific requirements at the Wellington Courts and at Courtenay Place:<ul style="list-style-type: none">○ Courtenay Place requires active police presence at night, so police need locations to park○ Police need access to the Courts from Ballance Street for court related duties, and police parking on Ballance Street.• Fire emergency responses depend on the type of alert. Fire alarms require a three-vehicle response, however usually a single vehicle attends to determine if it's an emergency, with remaining vehicles staging in a nearby side street. If a fire alarm is backed up by a report of fire, or if an emergency is called in, all vehicles will attend the frontage.• Fire response requires access to hydrants, which must be clearly indicated by kerbside markings, as well as clearly visible and not obscured by planting/furniture etc.• The Golden Mile is within a tsunami zone, with all occupants expected to evacuate after a prolonged earthquake (long and strong):<ul style="list-style-type: none">○ Modelling indicates that alleys and lifts have insufficient capacity to accommodate expected movements, with occupants instead directed to seek higher ground via main roads.○ We may also need to provide emergency tools storage, to clear the area after an event.
Courier and delivery companies	<p>We've engaged with three different courier/delivery companies early in the development process as part of Single Stage Business Case and with several courier/delivery companies and couriers in the lead up to the 2022 mid-year engagement.</p> <p>Key points from engagement:</p> <ul style="list-style-type: none">• Couriers report a general increase in the frequency and volume of courier deliveries, with couriers increasingly resorting to hand carts and delivering to multiple premises (rather than single package delivery which was previously the norm).• This change has meant couriers are increasingly consolidating deliveries and serving multiple premises from a single stop.

- Walking accessibility and vehicle accessibility were both of primary importance to couriers – with couriers finding parks central to their delivery catchment and walking for the ‘last mile’ (or last metre in this case).
- Clear access paths and level access was a point of particular concern – with couriers currently needing to navigate congested pedestrian areas and over uneven surfaces.
- Courier deliveries occur throughout the day and are not limited to a particular time or window for delivery – although they tend to avoid peak hour deliveries due to the volume of congestion on the surrounding road networks.

Taxi and rideshare companies

Compared to other stakeholder groups, we’ve had relatively low uptake on offered engagement from taxi and ridesharing companies, possibly due to decentralised business models. We had limited early engagement with taxi companies during the Single Stage Business Case development and have received no representation from taxis during more recent engagement phases. Rideshare has been challenging, as many responsibilities are often delegated to individual drivers.

Key points from engagement:

- Business models are different – taxis can stand and carry out ‘pick up/drop off’ fares. Uber must be pre-booked and can’t legally accept ‘drop in’ fares.
- There’s competition between the services and between individual drivers, sometimes resulting in poor behaviour and compliance.
- Courtenay Place is main area for high volume taxi and rideshare access, with these modes providing a critical function in clearing the night-time precinct.
- Observations and reports from the public show that taxis and rideshare have a history of poor regulatory adherence in Courtenay Place, obstructing the road and bus bays. This has resulted in camera enforcement of bus bays, and the introduction of the taxi trial using the Courtenay Place Service Road as a dedicated area to store taxis and rideshare.
- There’s also an issue with antisocial behaviour of patrons seeking access to taxis and rideshare, with inebriated customers starting fights while waiting, as well as ‘stealing’ cab services or rideshare.
- Beyond Courtenay Place, taxis and rideshare also cite demand for services along Lambton Quay, where they’re often used by business workers during peaks.
- Feedback from accessibility representatives and the community received since 2019 shows that taxis and rideshare are key services in the support of disability and mobility impaired access.

Freight companies and businesses with loading and access requirements

We have engaged with several freight companies throughout the life of the project, primarily with companies that routinely service the Golden Mile – companies like Bidfoods or Mainfreight, which have regular delivery schedules to Golden Mile premises.

We’ve had limited response from companies that infrequently service the Golden Mile but have sought and received some feedback from occupiers regarding specific delivery requirements.

One of our key objectives of the February 2022 targeted engagement was to seek information regarding individual premises loading and servicing requirements, but response on this topic was relatively low. We haven’t had any engagement response from freight companies

that carry out specific/occasional deliveries (i.e., Armourguard, or freight companies that infrequently attend (for fit outs, occasional deliveries) but have received feedback on specific loading and servicing requirements from some businesses.

Key points from engagement:

- The largest vehicle was an 8.8m or smaller rigid vehicle, with tailgate loading. Vehicles any larger don't use the Golden Mile routinely.
- Delivery schedules are determined by the goods transported and number of premises serviced. Freight companies seek to consolidate deliveries, to reduce time and expenses, and deliver to multiple premises.
- Food deliveries are typically early in the morning (often include refrigerated/perishable goods) to allow for food prep for lunch or dinner service. Food delivery companies also reported a secondary delivery requirement later in the morning, typically smaller in volume and responding to missed/expired food items.
- Food deliveries are frequent (up to daily). Most food premises are in Courtenay Place, which suit morning deliveries, but also a requirement for nearby access to Cuba Street and Lambton Quay.
- Service and stock delivery schedules varied according to the business, with low volume, high price goods only requiring one service attendance a year. Goods turnover typically dictates delivery schedules with high volume, high turnover goods requiring frequent delivery.
- Furniture and bulk goods delivery was often identified as being distance sensitive for delivery, as the requirement to transport large, bulky goods by foot was considered infeasible.
- Specific goods that don't travel well – i.e., kegs, cash, and volatile medical supplies, were cited as difficult to transport by foot.
- Some specific loading activities occur only occasionally, with deliveries scheduled from outside Wellington, such as theatre stage/show fit outs a few times a year, with vehicles traveling from Auckland.
- Rented trucks need to be able to deliver furniture to residences.
- Offices and businesses carry out regular fit-outs, which may require use of loading zones for extended time periods.
- Extended construction works require the use of specialised vehicles for extended periods of time. Major construction activities or replacement of roof top air conditioning units was cited, which require cranes and articulated vehicles.
- There are a large range of smaller commercial vehicles, including trade and specialist delivery services, that routinely attend Golden Mile premises.
- In general, freight companies schedule services outside peak, but isn't always possible, due to the number of premises served on a particular route.
- Freight companies cited the potential delivery cost impact if required to reschedule deliveries to limited times.
- Most premises were resistant to overnight delivery due to staffing requirements.
- A frequent issue raised was the level and position of loading zones relative to the road camber and pedestrian path, with the risk of large trollies toppling when access wasn't level.
- Frequent access to loading bays was cited, with a requirement for these bays to be located regularly along the Golden Mile.
- Access to loading bays was also cited as problematic, due to loading bays frequently being illegally occupied and poorly enforced.

Accessibility representatives

The LGWM Golden Mile project team arranged an Accessibility Advisory Workshop with accessibility representatives ahead of the 2022 mid-year engagement. This workshop was a follow-up to previous meetings with accessibility representatives as part of ongoing engagement with the sector as part of the Golden Mile project and design development.

The workshop was designed to:

- help LGWM understand perspectives about the Golden Mile (particularly Lambton Quay) from the visually impaired and accessibility representatives
- explain LGWM's 30% designs for the Golden Mile to accessibility representatives
- gather initial feedback from accessibility representatives on the 30% designs
- encourage accessibility representatives to ask questions and provide further feedback as part of the public engagement.

Format of workshop

Date	Activity	Description	Attendees
6 July 2022	Walk-over	Walk along Lambton Quay (4 blocks, 3 crossings) looking at eye movements and using a think-aloud technique to understand positive and negative design elements from a visually-impaired perspective	<ul style="list-style-type: none">• CCS Disability (1)• Lived experience advisors (2)• LGWM project team (1)
7 July 2022	Accessibility in design workshop	Desktop review of LGWM Lambton Quay and Courtenay Place 30% designs. Described in print and verbally (for visually impaired attendees)	<ul style="list-style-type: none">• CCS Disability (1)• Living Streets Aotearoa (1)• Lived experience advisors (2)• LGWM project team (4)
7 July 2022	Accessibility in design street review	Paired walkthrough with 4 accessibility representatives and 4 design team members to gain feedback on the 30% designs in an immersive street setting on Lambton Quay	

Key themes

Following the workshop, the project team summarised the key themes:

- Consistency and predictability of the design
 - Positive feedback on the proposed obstacle-free accessible path
 - Minimising clutter

- The need for consistent wayfinding cues.
- Ensuring better access to the Golden Mile
 - Recognising that people have differing abilities
 - Optimising parking and drop-off opportunities near the Golden Mile.
- Safer journeys for all
 - Street crossing identification
 - Crossing times
 - Improving interactions and comfort between walking and faster mobility modes such as cycling
 - Personal security.
- Optimising green spaces and places to rest, enjoy and play.

Next steps

The project team gathered further detailed feedback on specific elements of the 30% design. This valuable information is being considered alongside feedback from other stakeholders and the community as the designs are developed further.

The project team anticipates further engagement opportunities with accessibility representatives as the Golden Mile designs progress towards 100% completion.

12 Appendix B: Communications and engagement materials

12.1 Online interactive map [Say hello to a revitalised Golden Mile | Social Pinpoint \(mysocialpinpoint.com\)](https://mysocialpinpoint.com)

i
About the project

What we want your feedback on

Private vehicle access and parking

Commercial vehicle access

Buses and bus stops

Cycle paths for people who bike, scoot or skate

Side street layout

Streetscape

socialpinpoint

What we want your feedback on

Check out the information markers along the map (red i icon) to find out more about the key features and changes on each street.

The improvements will change the way the Golden Mile will look, feel, and work for Wellingtonians, so it's important you understand the plan.

We have already made some big design decisions through the business case process last year. Since then, we've been progressing our detailed designs for the Golden Mile. This is your chance to influence some of the finer details of the designs before they are finalised later this year.

Use this map to see where we're at with the Golden Mile design.

Some of the big decisions that have already been made include:

- Private motor vehicle access will be removed from the Golden Mile
- Existing on-street parking on the Golden Mile will be removed
- Access to the Golden Mile will be closed at side streets making them cul-de-sacs. This includes the 'Golden Mile ends' of Blair Street, Allen Street, Cuba Street, Mercer Street, Ballance Street, Stout Street, Waring Taylor Street, Johnston Street, Brandon Street, Panama Street
- Parking layouts on the side streets will change, this will include a reduction in the number of on-street car parks.

This is your chance to provide feedback on the emerging detailed designs.

-  About the project
-  What we want your feedback on
-  Private vehicle access and parking
-  Commercial vehicle access
-  Buses and bus stops
-  Cycle paths for people who bike, scoot or skate
-  Side street layout
-  Streetscape
-  socialinpoint

Commercial vehicle access

Small commercial vehicles and taxis/ rideshares

For the most part, smaller commercial vehicles, like couriers and trade vehicles will no longer be able to access the Golden Mile and will use near-by loading zones on side streets instead. Taxis and rideshares (including Uber/Ola) will use the side streets too.

Courtenay Place

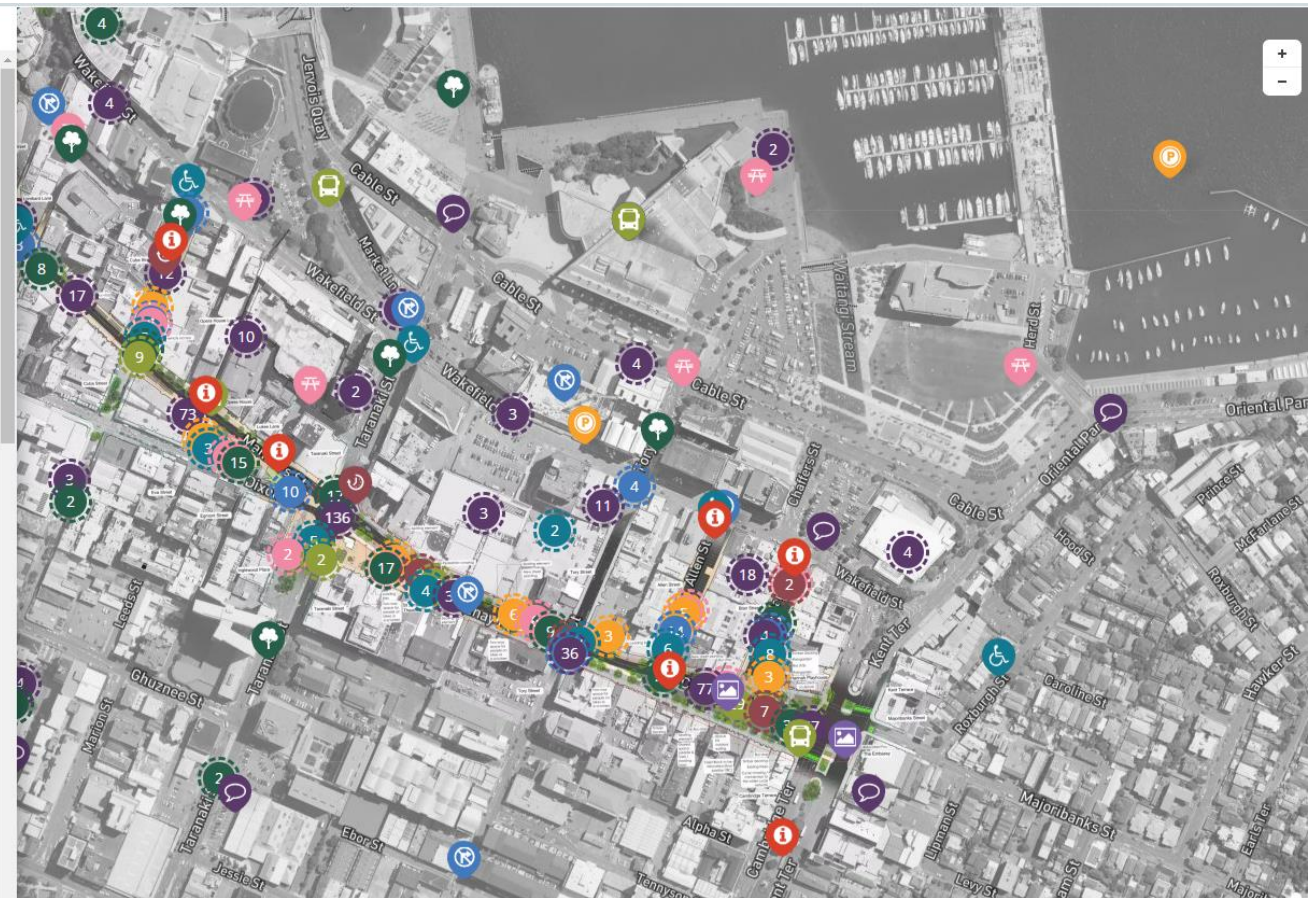
To ensure people's safety late at night on Courtenay Place, we're proposing that taxis and rideshares will be able to use a redesigned Courtenay Place service lane between 9pm and 6am.

We also recognise the key role played by food delivery services in supporting local businesses on Courtenay Place. So, we're proposing that motor-scooters will be able to use the Courtenay Place service lane for food delivery daily, between 4pm and 6am.

Large commercial vehicle access

We recognise that some commercial vehicles will be too large manoeuvre around the turnaround facilities that will be provided on the side streets.

To make sure businesses, retail, hospitality, and residents can still receive deliveries that can only be transported by large and heavy vehicles (8m+), we're proposing that these vehicles will be permitted to access Courtenay Place, Willis Street and Lambton Quay from 10am to 3pm and 7pm to 7am on weekdays, as well as all weekend.



-  About the project
-  What we want your feedback on
-  Private vehicle access and parking
-  Commercial vehicle access
-  Buses and bus stops
-  Cycle paths for people who bike, scoot or skate
-  Side street layout
-  Streetscape
-  socialpoint

Buses and bus stops

Bus services will be improved by having dedicated bus lanes, improved signals, and very few private vehicles, making it easier for buses to get where they need to be.

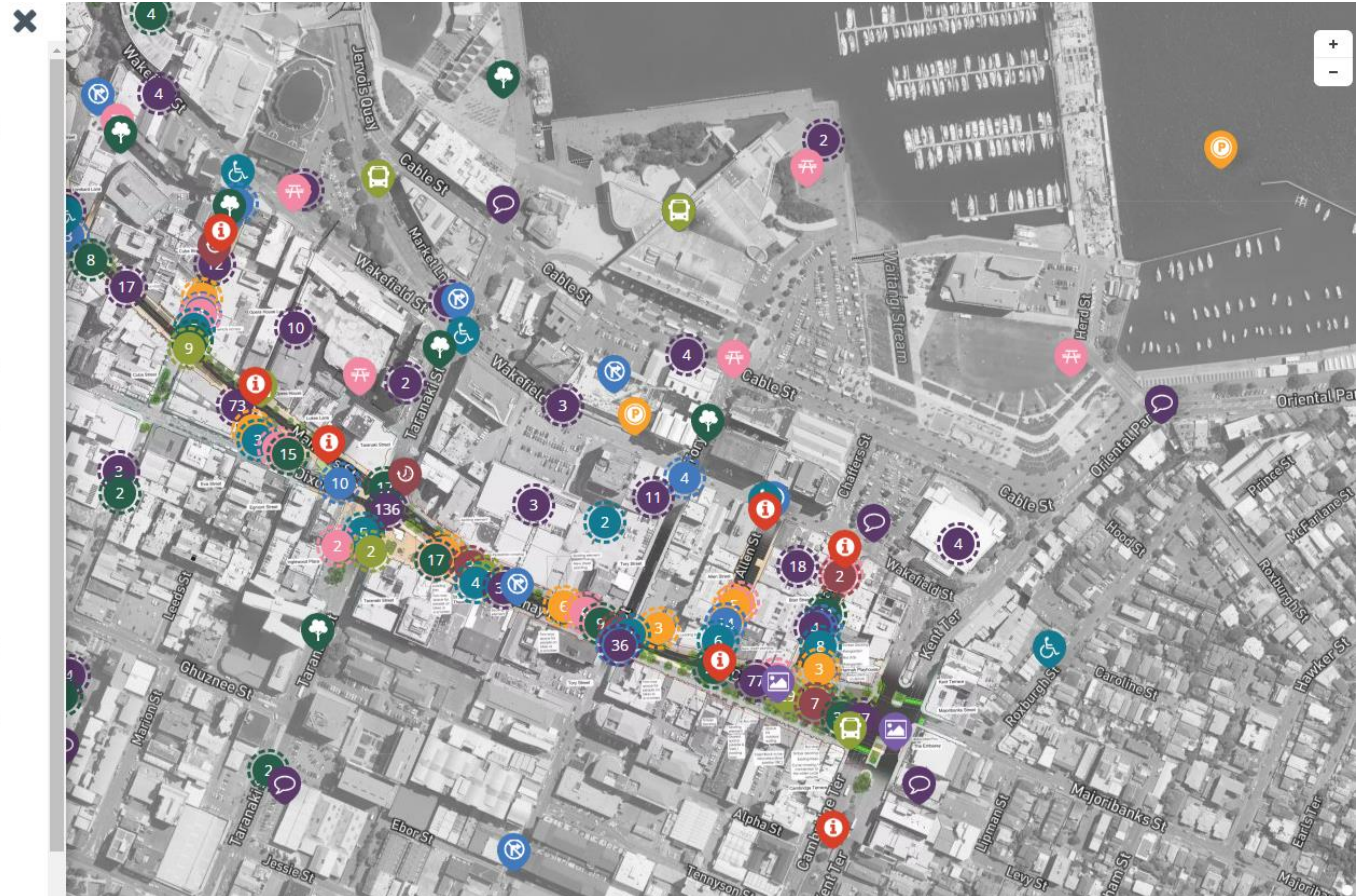
There will be five pairs of bus stops strategically spaced to ensure they're just a short walk for everyone, as well as providing better shelter and waiting facilities.

Two pairs of stops will be on Lambton Quay, one pair on Willis Street, one pair on Manners Street and one pair on Courtenay Place. The new bus stop locations have been designed to achieve a balance between bus reliability and local access needs, with the bus stops positioned so you'll never be more than a five-minute walk from a bus stop on the Golden Mile.

The bus stop locations on Manners Street, Willis Street and southern Lambton Quay will be 'in line'. This means buses will stop in the left lane when dropping off or picking up passengers. The bus stop locations at northern Lambton Quay and Courtenay Place will be in bus bays. This means buses will stop in the bus bay when dropping off or picking up passengers.

Before all these changes come into effect, we'll be considering changes to the Golden Mile's existing rules for bus lanes. We'll be considering who can travel in bus lanes and bus only lanes and where cyclists/e-scooters can or can't go.

Think something could be better? Leave a comment to let us know.



-  About the project
-  What we want your feedback on
-  Private vehicle access and parking
-  Commercial vehicle access
-  Buses and bus stops
-  Cycle paths for people who bike, scoot or skate
-  Side street layout
-  Streetscape
-  socialpinpoint

Cycle paths for people who bike, scoot or skate

Both Lambton Quay and Courtenay Place will have a dedicated cycle path in both directions for people who use electric and non-electric bikes, skateboards, and scooters.

On Lambton Quay, the pathway will run between Parliament and Panama Street. Let's Get Wellington Moving will be carrying out further investigations into future connections from Lambton Quay.

On Courtenay Place it'll run between Cambridge Terrace and Taranaki Street. Let's Get Wellington Moving will be carrying out further investigations into future connections from Taranaki Street to Dixon Street.

There will be a shared space along the Courtenay Place service lane. This means that people who use electric and non-electric bikes, scooters, skateboards will be able to always use it, but will need to share it with taxis and food delivery services at night.

Before all these changes come into effect, we'll be considering changes to the Golden Mile rules about where bikes can or can't go in the future (see the [Map of cycleways | Bike There](#) that sets out the current arrangements for the Golden Mile).

At this stage, there will be no change to how cyclists access Willis Street. The northbound lane will remain open for cyclists (but not private vehicles).

Some connections for active modes to and from the Golden Mile are





Side street layout

Check out each side street's new proposed layout.

Access to the Golden Mile will be closed at side streets making them culs-de-sac. This includes the 'Golden Mile ends' of Blair Street, Allen Street, Cuba Street, Mercer Street, Ballance Street, Stout Street, Waring Taylor Street, Johnston Street, Brandon Street, Panama Street.

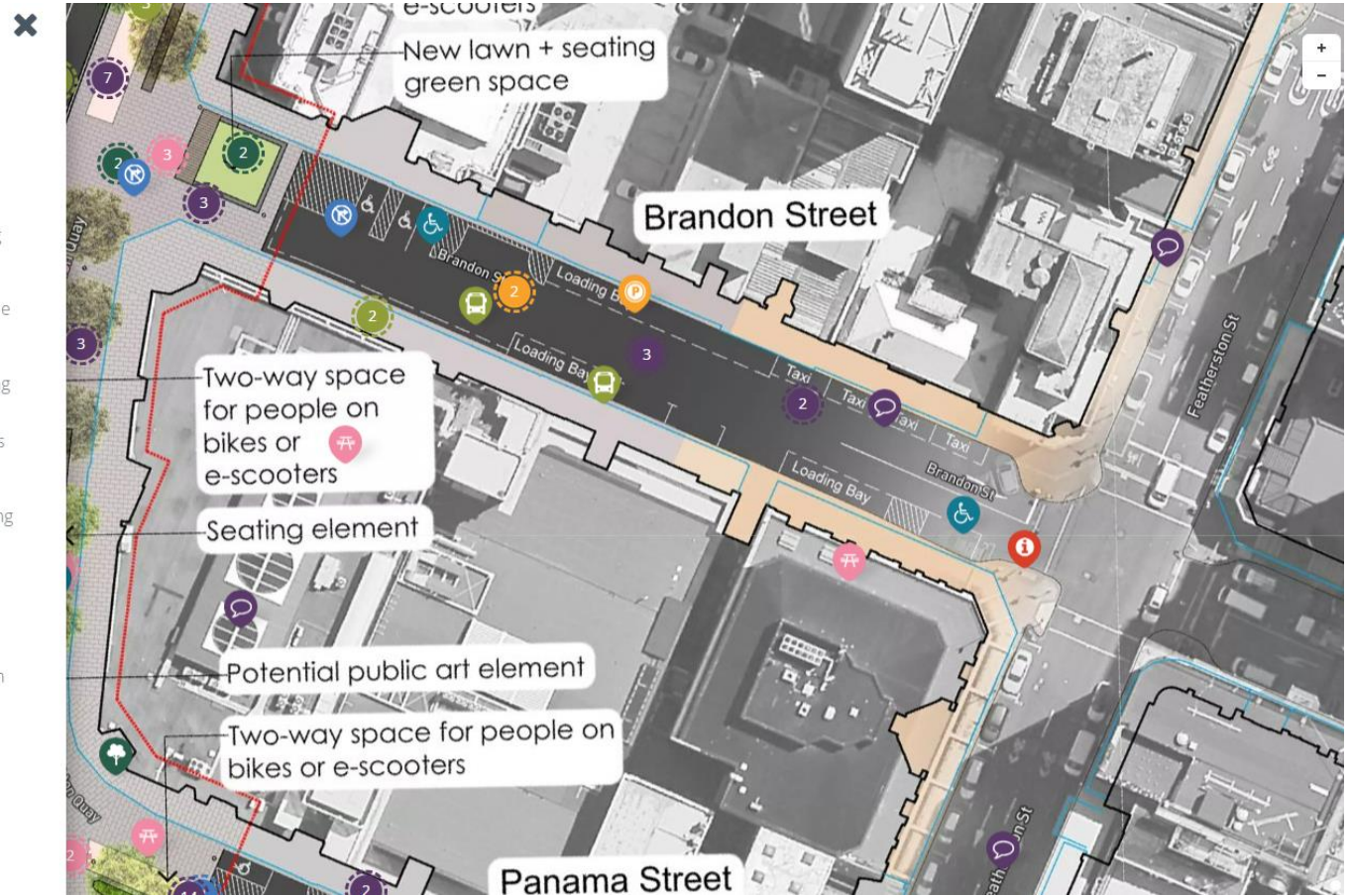
Based on earlier feedback, Tory Street will still be open to private vehicle access for north/south movements.

Each side street that's being closed will need a turning circle and loading zone/s for deliveries and servicing. We also need to consider providing mobility parks, car-share parks, bicycle/micro-mobility parks, taxi stands and short stay parking where appropriate.

The proposed side street parking layouts have been developed following conversations with stakeholders, including delivery and freight companies.

We recognise the importance of maintaining access for couriers and other small delivery vehicles that service the Golden Mile. We are proposing to position loading zones (with no time access limitations) on side roads close to the Golden Mile to ensure couriers can continue to access premises along the Golden Mile.

We'll continue to talk with local businesses, residents, building owners and community members about their localised access needs.



- Private vehicle access and parking
- Commercial vehicle access
- Buses and bus stops
- Cycle paths for people who bike, scoot or skate
- Side street layout
- Streetscape – furniture, paving and planting
- Map key
- Got a question?
- socialpinpoint

Streetscape – furniture, paving and planting

With more space available, the Golden Mile streets will have more to offer! The Golden Mile is where Wellington's public life plays out. It's the backbone of the city centre, representing the heart of Wellington's retail and entertainment district with thriving daytime and night-time economies. Because the Golden Mile is a place where people move slowly and dwell, local identity will strongly influence experience. We're working closely with Mana Whenua to explore opportunities to reveal and reinforce the rich cultural heritage and identity of Wellington's city centre for future generations to enjoy.

Street furniture

We've started to design what this looks like, but we need your help to iron out the details.

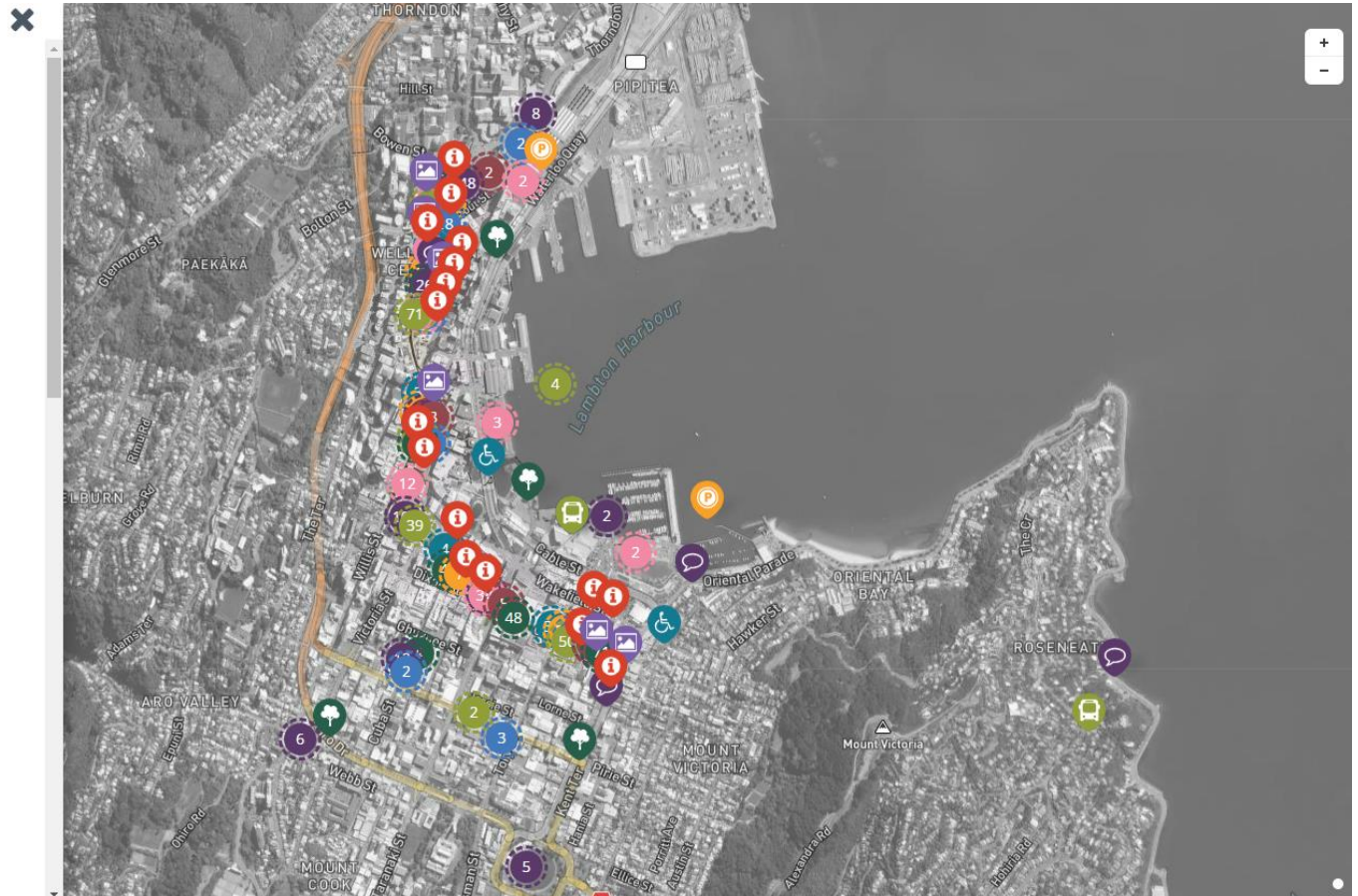
We'll remove any unnecessary street furniture that can clutter the Golden Mile footpaths. This can get in the way sometimes when you're trying to get around.

We'll be considering clusters of seating, durable materials, all ages and abilities, shelter, water, rubbish bins, and sun when it comes to street furniture.

Think something could be better? Leave a comment to let us know.

Paving

We're replacing the old paving tiles along large sections of Lambton



Private vehicle access and parking

We know that some people will still need to access the Golden Mile for specific reasons. Some private vehicles will still be able to access the Golden Mile by permit*.

We're proposing that those with permits will be able to access the Golden Mile between 10am and 3pm and at night between 7pm and 7am. Why these hours? So we can prioritise bus travel for commuters. 7am to 10am and 3pm to 7pm on weekdays are the peak hours for buses, so the Golden Mile will be for buses only during those times.

Do you think we've got these times right? Let us know.

During weekends, we're proposing that permit holders (and large commercial vehicles 8m+) will be able to access the Golden Mile at all times (i.e., there will be no time restrictions)

Pictures make more sense to you? Check out our proposed vehicle access image below!

**We're still working through the details with Wellington City Council on how the permit system and policy will work. We'll let you know more details once it has been developed.*

Carparking

With the removal of private vehicle access from the Golden Mile, approximately 100 on street car parks will be removed directly from the Golden Mile (Lambton Quay, Willis Street, Manners Street and Courtenay Place). Fewer vehicles and space taken up on the Golden Mile roads by on-street car parks will mean wider footpaths, making the Golden Mile a safer and more pleasant place to

12.2 Letters to building owners and occupiers



21 June 2022

FROM 11 JULY, WE'LL BE SEEKING YOUR FEEDBACK ON GOLDEN MILE DESIGN DETAILS

Kia ora,

A big thank you to businesses and building owners, tenants, interest groups and locals who have shared ideas and views on the future of the Golden Mile since 2019. We're using your comments to create a detailed design for the heart of our city from Lambton Quay to Willis Street, Manners Street and Courtenay Place.

Shortly we'll ask you for feedback on the details of the design

Improvements will change the way the Golden Mile looks, feels, and works for people. Your feedback on the plan is important so we're keen to hear what you think.

Between 11 July and 14 August there will be several ways you can give feedback

You will be very welcome at public drop-in sessions – dates and times below so you can save the date! There will be a Facebook live event that you can attend online. You will also be able to share your thoughts at www.lqwm.nz/goldenmile.

In-person drop-in sessions

- Public Trust Hall: 4pm - 7.30pm, Thursday 28 July 2022
- Courtenay Creative: 10am - 2pm, Wednesday 3 August 2022



If you'd like us to contact you directly about feedback opportunities, please:

- Complete your details at www.surveymonkey.com/r/goldenmileproject,
- Scan the QR code and complete the details, or
- Call us on 0800 110 130.

Why are we making changes to the Golden Mile?

In 2020, we announced a preferred option for the Golden Mile. This outlined changes that will help give us the kind of city people told us they want – compact, liveable, safe, and easy to get around. In 2023, construction will start to revitalise the Golden Mile, transforming it into a vibrant and welcoming place to live, work and play.

What will this mean?

Some big decisions have already been made. Private vehicles and on-street parking will be removed from Lambton Quay, Willis Street (Lambton to Manners), Manners Street, and Courtenay Place. Some street ends that intersect the Golden Mile will be closed to vehicles. Fewer vehicles will mean wider footpaths and more space for people. The Golden Mile will be a safer, more pleasant place to walk, shop and dine. Buses will have dedicated lanes. Bus stops will be placed to improve bus travel time and reliability, while making sure distances between stops are reasonable.

We look forward to sharing our design in July and August and hearing your thoughts. Until then, find out more about the project at www.lqwm.nz/goldenmile.

If you'd like to talk with us or arrange an opportunity to connect, call 0800 110 130 or email goldenmile@lqwm.nz

Ngā mihi nui

Veronica Byrne
Golden Mile Project Manager

21 June 2022



INVITATION TO MEET WITH THE GOLDEN MILE DESIGN TEAM

Kia ora,

We'd like to thank all building owners and tenants who have engaged with us so far on proposed changes to the Golden Mile (Lambton Quay to Willis Street, Manners Street and Courtenay Place) and its side streets.

As part of our work, we've identified a number of buildings on or near the Golden Mile that have design opportunities on the street nearby. Your building is one of these and we'd like to get your input and thoughts.

Designs for the Golden Mile improvements are progressing well, but we'd like to talk with you about your building before we go any further.

We'd appreciate the chance to meet with you in person, online or however you'd feel most comfortable. We'd like to explain the design opportunities near your building and get your insights as the tenant or building owner.

PLEASE HELP US ARRANGE A MEETING FOR YOU

Please call us on 027 395 9352 so we can arrange a 30-minute meeting with our design team at a time that suits you best.

Suggested meeting dates:

- Monday 11 July 2022, 9am – 5pm
- Tuesday 12 July 2022, 10am – 6pm
- Wednesday 13 July 2022, 12pm – 8pm

If these dates don't work for you or if this letter reaches you after these dates, please don't worry. We can organise a time that suits you.

If you'd like to bring your tenant, landlord or a support person to this meeting, please let us know.

If you'd prefer not to meet with us, there is no obligation to do so. You'll still be able to share your thoughts on the Golden Mile design after 11 July. We're sending the enclosed letter to all building owners and tenants on or near the Golden Mile. It outlines the upcoming public engagement and describes how you will be able to provide feedback on the Golden Mile design details.

We look forward to hearing from you and arranging a meeting.

Ngā mihi nui
Veronica Byrne
Golden Mile Project Manager

**Need an interpreter?
Please call 027 395 9352**

12.3 Media release issued on 11 July 2022

Wellingtonians invited to have their say on the Golden Mile



Let's Get Wellington Moving is asking Wellingtonians to have their say on the detailed design of the Golden Mile to help revitalise areas of the city.

Public engagement on the Golden Mile, which includes the main retail and commercial strip from the Parliament end of Lambton Quay, along Willis and Manners Streets, to the entertainment hub of Courtenay Place, brings the project a step closer to revitalising the area.

Feedback opens today on the detailed design of the Golden Mile project and runs until 14 August.

Project Manager, Veronica Byrne, says that revitalising the Golden Mile is about ensuring that the Capital is a great place to live, work and play. Key to the project is creating people-focused spaces and changing the way we move around the city centre.

“With public engagement on the project now open, we are looking for feedback on various elements on how to bring in more vibrant and attractive spaces, improve public transport access and reliability, while reducing our reliance on private vehicles to get around the city centre,” says Veronica.

Feedback is being sought on:

- Streetscape designs
- Walking and people spaces
- Service and delivery vehicles – location of parking, proposed hours and permitted access
- Bus stops
- Cycle paths on Lambton Quay and Courtenay Place
- Taxis, rideshares and food delivery – location of pickup/ drop up spots on side roads, and proposed hours for the Courtenay Place service lane
- Location and number of mobility parks
- Safety, in particular those locations in our designs that might need special lighting.

“This is a change that Wellingtonians have told us they want – a more compact, liveable city that’s safe and easy to get around.

“Some key decisions have already been made, including removing private vehicle access and existing on-street parking, closing side street ends, and creating lanes for buses as well as for cycles and scooters.

“We’re now asking Wellingtonians to help us shape the details of the Golden Mile of the future,” she says.


The public is invited to have their say through a number of public events or to comment on our online interactive map, or to call or send an email so we can hear people’s views on this important city-shaping project. We’re also meeting one-to-one with a range of building owners, businesses and interest groups to get input on opportunities and changes that impact them.

Let’s Get Wellington Moving is also working closely with Mana Whenua on incorporating local culture and history into the Golden Mile.

For more information, or to have your say, go to www.lgwm.nz/goldenmile

12.4 Campaign emails

Monday 11 July 2022



Let's GET Wellington MOVING

Work in progress illustration

Courtenay Place aerial view from above

Golden Mile:

Detailed design open for feedback

From today we're asking for your feedback on our detailed designs for the Golden Mile

We've worked with experts, businesses, residents and building owners to develop these and now we're ready to share more about where we've got to and get your feedback on the details.

Detailed design, developed with the community

Over the [past few months](#), we've worked closely with stakeholders, businesses, residents and building owners on the Golden Mile and its side streets to make sure things like access, deliveries, loading zones, street layout, side street layout, mobility parking and personal safety are all considered in the improvements.

The improvements will change the way the Golden Mile will look, feel, and work for Wellingtonians, so it's important you understand the plan.

We have already made some big design decisions through the business case process last year. Since then, we've been progressing our detailed designs for the Golden Mile. This is your chance to influence some of the finer details of the designs before they are finalised later this year.

[Find out more about the project](#)

Choose how to have your say

There are a few ways you can tell us what you think:

- Via [our website](#)
- At one of our events - check out the schedule [here](#)
- Send us an [email](#)

Feedback closes **14th August 10pm**

What's next?

Once we have a complete design in 2023, we'll update you with where things land.

We'll also be working through details on how construction will be phased, construction timing and what to expect throughout construction.

We're expecting to start detailed planning for construction later this year, with construction due to start in the first half of 2023.

We'll be phasing construction over time to minimise impact on existing businesses and everyone who uses the Golden Mile.

Monday 8 August 2022

Let's GET Wellington MOVING



Final week to have your say on changes to the Golden Mile

This is your chance to influence some of the finer details of the designs for the Golden Mile before they are finalised later this year. Have your say by 10pm, Sunday 14 August 2022.

We're revitalising the Golden Mile to move more people with fewer vehicles, creating space for thriving and attractive streets in the heart of Wellington.

We want to hear from you about:

- Streetscape designs, including suggestions for how the new spaces might be used, and planting in the new spaces
- Proposed time restrictions for Golden Mile access for large commercial service deliveries and those vehicles that will be granted permits
- Locations of the proposed loading zones for the Golden Mile and side streets
- Walking and people spaces
- Bus stop locations
- Locations and number of mobility parks
- Cycle lanes on Lambton Quay and Courtenay Place
- Taxis, rideshares and food delivery – location of pickup/drop up spots on side roads, and proposed hours for the Courtenay Place service lane
- Safety, in particular locations that might need special lighting
- Any other comments on the detailed design.

Please note: The Golden Mile runs from the Parliament end of Lambton Quay, along Willis and Manners Street, and down the length of Courtenay Place.



Some big decisions have already been made:

- Private motor vehicle access will be removed from the Golden Mile
- Existing on-street parking on the Golden Mile will be removed
- Access to the Golden Mile will be closed at side streets making them cul-de-sacs. This includes the 'Golden Mile ends' of Blair Street, Allen Street, Cuba Street, Mercer Street, Ballance Street, Stout Street, Waring Taylor Street, Johnston Street, Brandon Street, Panama Street
- Parking layouts on the side streets will change, this will include a reduction in the number of on-street car parks.

[Find out more about the project](#)

Tell us what you think – by 10pm Sunday 14 August

- Make comments on our [interactive map](#)
- Check out our [website](#)
- [See what it looks like](#)
- Read our [FAQs](#)
- Email us goldenmile@lgwm.nz
- Call us 0800 110 130
- If you own a business or building or live along the Golden Mile or side streets and want to discuss the details, let us know.

12.5 Brochure and call to action card

HELLO

to a revitalised Golden Mile

Check out the proposed design and have your say until 14 August 2022
lgwm.nz/goldenmile




Golden Mile detailed design – have your say

Did you know?

- These images represent the proposed design for Lambton Quay and Courtenay Place.
- There are more images for the other Golden Mile streets at lgwm.nz/goldenmile
- Some key decisions have already been made, including removing private vehicle access, closing side street ends, and creating lanes for buses as well as for cycles and scooters. Find out more at lgwm.nz/goldenmile
- We are working with Mana Whenua to incorporate local culture and history into what the Golden Mile will look like.

Tell us what you think about the designs, including:

- Streetscape designs
- Walking and people spaces
- Service and delivery vehicles – location of parking, proposed hours and permitted access
- Bus stops
- Cycle lanes on Lambton Quay and Courtenay Place
- Taxis, rideshares and food delivery – location of pickup/drop off spots on side roads, and proposed hours for the Courtenay Place service lane
- Location and number of mobility parks
- Safety, in particular those locations in our designs that might need special lighting
- Any other comments on the detailed design

What is Let's Get Wellington Moving?

We're a partnership between Wellington City Council, Greater Wellington Regional Council, and Waka Kotahi.



Artists impressions – these illustrations represent work in progress



Lambton Quay looking towards Midland Park



Courtenay Place looking towards Embassy Theatre



Johnston Street looking towards Lambton Quay



Courtenay Place aerial view from above



HELLO

to a revitalised Golden Mile

Check out the design
and have your say
by 15 August at

lgwm.nz/goldenmile

0800 110 130

goldenmile@lgwm.nz



We want to hear your feedback on the detailed design of the Golden Mile.

Options include:

Pop into one of our drop-in sessions

- **Public Trust Hall**
131-135 Lambton Quay
Thursday 28 July 2022
4.30 – 7pm
- **Courtenay Creative**
49 Courtenay Place
Wednesday 3 August
10am – 2pm

Join our Facebook Live Q&A session

Wednesday 20 July 2022
7pm – facebook.com/getwellymoving

OR

 Comment on our online interactive map at: lgwm.nz/goldenmile

 goldenmile@lgwm.nz

 0800 110 130

When can I have my say?

11 July – 14 August 2022

The Golden Mile – Wellington's key shopping, work, eating and entertainment strip – stretches from the Parliament end of Lambton Quay, along Willis and Manners Street, and down the length of Courtenay Place to the Embassy Theatre.

Revitalising the Golden Mile will make it a more attractive, vibrant and welcoming place to live, work and play, as well as easier and safer to get around.

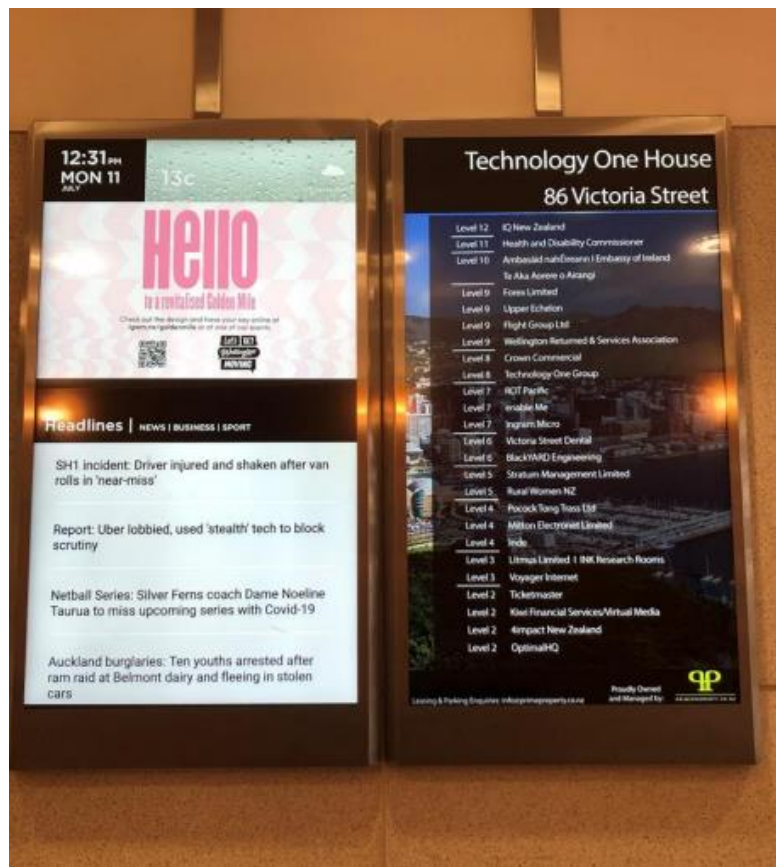
To do this, we're changing how we move along this route:

- Private car access (without special permission) and on-street carparks will be removed from the Golden Mile.
- Large service vehicle deliveries are proposed to be allowed on the Golden Mile at certain times.
- New loading bays for small service vehicle deliveries will be provided on side roads.
- Many of the ends of side streets that connect with the Golden Mile will also be closed.
- Dedicated bus lanes along all of the Golden Mile will help buses move better through the city centre.
- Improved bus stops with more space for waiting customers.
- Dedicated lanes for cycles and scooters on Lambton Quay and Courtenay Place.

The project will create space for attractive landscaping, shared outdoor spaces and seating, wider footpaths, outdoor dining opportunities and more for people to enjoy.



12.6 Advertising examples



13 Appendix C: February 2022 targeted engagement with building owners, businesses, and residents

The engagement report from the February 2022 targeted engagement with Golden Mile building owners, businesses and residents can be found [here](#) (internal link). LGWM decided at the time not to publish, with the intention that it would be incorporated into the final reporting for Developed Design.