



# Golden Mile Engagement Report:

## Consultation on proposed Traffic Resolutions April–May 2023

Prepared by Let's Get Wellington Moving for Wellington City Council  
June 2023



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# 1 Executive summary

Let's Get Wellington Moving (LGWM) is working with the people of Wellington to develop a city transport system that we'd be proud to leave our tamariki.

Wellington's unique geography as a compact and hilly harbour city with a small number of road networks, means we already face unique transport challenges. What's more, over the next 30 years, it's projected that **50,000 to 80,000 more people** will call Te Whanganui a Tara home. Together with our partners, we're addressing these transport challenges to support our growing city, grow our economy, protect our natural environment, and ensure climate resilience.

Our vision for Wellington is a great harbour city, accessible to all, with attractive places, shared streets, and efficient local and regional journeys. To realise our vision, we need to move more people with fewer vehicles. This is a key consideration for us when choosing projects and solutions to traffic problems.

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

The Golden Mile is the heart of Wellington and an asset for the city and region. It's the city's prime shopping, business, employment, and entertainment strip, and the main route for buses bringing people into and through the central city. It is also the busiest pedestrian area. The Golden Mile project, together with other transitional projects, will support and enable the long-term Transformational Programme to happen (including mass rapid transit, an extra Mt Victoria Tunnel, and Basin Reserve improvements).

Feedback from engagement with businesses and the public in early and mid 2022 informed and developed our designs for the Golden Mile, including loading zone and bus stop locations, side street layout, and ideas for shared spaces. This year, between 26 April and 23 May 2023, we consulted on five proposed Traffic Resolutions, which describe a range of traffic controls that aim to meet the objectives of the '**Transform**' concept in the Single Stage Business Case for the Golden Mile, agreed by LGWM partners in November 2021. This report summarises and sets out the key themes of feedback received on the proposed Traffic Resolutions during consultation.

The objective of consultation on the Traffic Resolutions was to seek feedback on the proposed traffic controls for Lambton Quay, Willis Street, Manners Street, and Courtenay Place, as well as the authorisation system for vehicle access along all four streets. This consultation was carried out on behalf of Wellington City Council (WCC).

All data and information in this document was collected during our consultation on the Golden Mile Traffic Resolutions in April/May this year.

## **We received:**

- 2,198 submissions to our survey, which asked respondents about the proposed changes
- 18 longform written submissions, predominantly from businesses and organisations (16)
- 78 submissions responding to a survey developed outside of the programme
- 111 requests to speak at an upcoming oral hearing (scheduled for 14-15 June 2023).

Some respondents provided written feedback in addition to their submissions. All written feedback, provided by email or at drop-in sessions or during the webinar, has been coded and themed and is displayed statistically in section 7. This feedback is explored in greater detail in section 10, based on 14 core themes that have emerged.

**In summary:**

- For all five proposed traffic resolutions, over 50% of respondents who answered a survey question about their level of support for the proposed changes were supportive or somewhat supportive.
- We asked people what their main relationship is to the Golden Mile. Of the 1,193 people who responded to this question: 34% (487 submissions) told us they work around the Golden Mile, 28% (404 submissions) come to shop, 15% (216 submissions) socialise and dine, and 9% (130 submissions) live in the area.
- 486 people (21%) told us they catch public transport to and around the Golden Mile. Of these, 244 submissions (50%) come to the area to work, 35% of people shop, and 22% dine. Those who come to the area to shop, dine, and socialise arrive by car 45% of the time and use public transport 45% of the time.
- 54% of those who completed the quick survey agreed it would improve bus travel on the Golden Mile (10.35% were neutral).
- 78 different suburbs and areas are represented in the consultation.
- 12% of respondents (137 submissions) overall indicated they live with an accessibility issue.

The proposed changes to the Golden Mile will impact people in a variety of different ways and circumstances. The engagement process sought to understand how people using different transport methods felt about the changes, and how the proposed layout was received for the various purposes which the Golden Mile serves.

**The Golden Mile project prioritises people on buses, foot, bikes, and e-scooters, which enables:**

- Special vehicle lanes to improve bus reliability
- Wider footpaths to prioritise walking
- Dedicated lanes for bikes and e-scooters on parts of the route
- New shared spaces, planting, seating, and other improvements to revitalise the city's retail, social, cultural, and entertainment experience.

**Following public and business feedback, LGWM is recommending to WCC that three key changes to the proposed traffic resolutions are considered:**

- to retain current vehicle access on Manners Street between Taranaki and Cuba Street, at this stage, until parallel projects looking to reconfigure Lower Cuba Street and consider improved cycle connection from Dixon Street to Lower Cuba Street are resolved.
- to increase the hours of access on Courtenay Place to 7pm–7am instead of 9pm–7am. This will enable taxis and rideshare to access Courtenay place during these hours without needing to seek an authorisation, and make drop-offs and pickups easier for theatre patrons.
- to remove lower Cuba Street, from Manners to Wakefield Street, from the scope of any changes being made through the traffic resolutions.



## Overall levels of support by TR

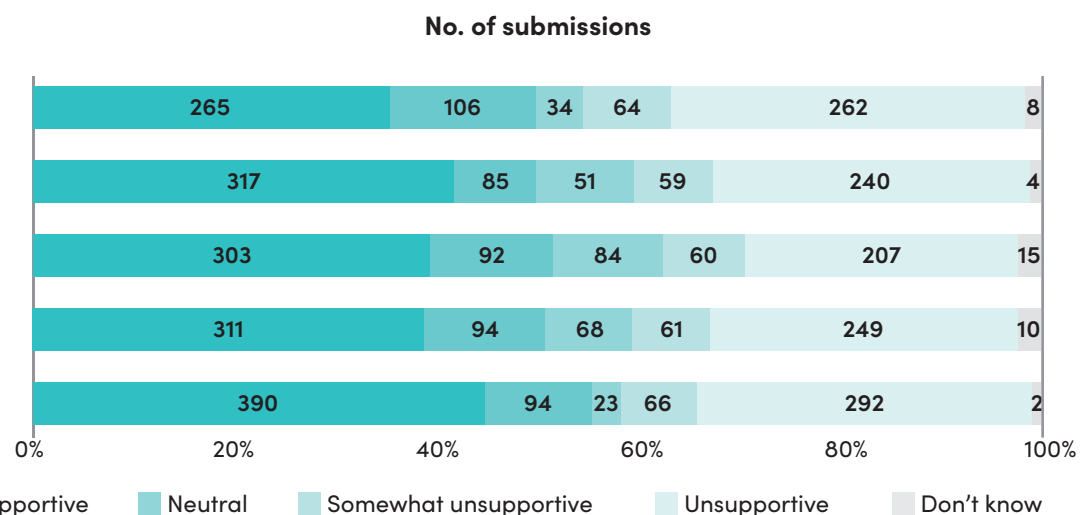
Do you support the proposed authorisation system to restrict private vehicle access to the Golden Mile?

Do you support the proposed changes to the road on Courtenay Place?

Do you support the proposed changes to the road on Manners Street?

Do you support the proposed changes to the road on Willis Street?

Do you support the proposed changes to the road on Lambton Quay?



## Next steps

Oral hearings on the proposed traffic resolutions for the Golden Mile will be held on 14 and 15 June 2023. 111 people have asked to speak to their submission on the proposed resolutions.

The proposed traffic resolutions will be considered by Wellington City Councillors on 29 June 2023. This report, as well as copies of all submissions made, will be provided to Councillors as part of this process, along with an Officers' Report.

The LGWM project team and Wellington City Council will consider all the feedback received and use it to finalise the detailed design. Any feedback that falls outside the Golden Mile Project has been passed onto the appropriate LGWM project or the appropriate organisation.

If the proposed traffic resolutions are approved, early works will commence in late 2023, and construction in 2024.

## 2 Purpose of this report

This report has been produced by LGWM on behalf of Wellington City Council (WCC), to assist WCC to make its decisions on the changes to the Golden Mile revitalisation as set out in the proposed traffic resolutions. It presents feedback and findings of the consultation carried out between April and May 2023, and incorporates and builds on the ongoing public engagement which started in 2019.

Feedback received has been assessed, analysed, and categorised into key themes. Stakeholder and community perspectives will be taken into account by WCC when making a decision on the proposed traffic resolutions. In some cases, feedback received will also inform the wider LGWM programme (the Programme).

Any new or additional feedback received at oral hearings will be recorded and added to the WCC Officers' Report, which will also be provided to Wellington City Council to assist it make decisions on the proposed traffic resolutions.

Over the consultation period we received feedback in a variety of formats. This report analyses submissions to the consultation survey and longform written submissions from businesses, organisations, and individuals. This report also notes additional feedback received verbally in briefing sessions held by LGWM for businesses and the public, and additional feedback received through LGWM public enquiry channels.

This consultation and reporting process helps Wellington City Councillors to make informed, evidence-based decisions for the future of Wellington.

# 3 LGWM Programme background

LGWM is a joint initiative between Wellington City Council, Greater Wellington Regional Council, and Waka Kotahi NZ Transport Agency, in partnership with Mana Whenua Taranaki Whānui and Ngāti Toa Rangatira. Our role is to provide a way to work together, so decisions are balanced, consider what else is going on in the city and region, and respond to and balance different peoples' needs.

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

**To help achieve this, LGWM's programme objectives are:**

- Great liveability, including enhancing urban amenity and development
- More efficient and reliable transport network
- Reduced 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.

For more information about our principles and projects, visit our [website](#).

# 4 Golden Mile project background

## Timelines and proposed milestones

- Late 2019 – Public engagement on project vision
- Mid 2020 – Public consultation on options: Streamline, Prioritise, and Transform
- June 2021 – **Preferred option chosen** (Transform)
- November 2021 – Single Stage Business Case approved by LGWM partners
- Late 2021 – Mana whenua engagement commences, to develop the Mana Whenua Engagement Framework
- Late 2021 – Streetscape, civil, and traffic design commences
- February/ March 2022 – Early engagement with business owners/ managers, and residents about how they use the space
- July/ August 2022 – Stakeholder and public engagement on the 30% detailed design
- August/ September 2022 – Audits and reviews: Road Safety Audit; Accessibility Audit; Safety in Design (SiD); Crime Prevention Through Environmental Design (CPTED)
- Late 2022 – Developed (60%) design report written
- March 2023 – Site investigation work carried out on Manners and Willis Streets
- **26 April/ 23 May 2023 – Stakeholder and public consultation on proposed traffic resolutions, which included:**
  - Media release, advertising, and social media
  - Email to over 9,000 stakeholders
  - Letter to all building owners, businesses, and residents on the Golden Mile and side streets
  - Survey available online and in hardcopy
  - Information on website including FAQs, flythrough and maps, details of changes to each street
  - Brochure available in all public libraries
  - 2022 Developed Design Report released and on website
  - 2022 Developed Design Engagement Report released and on website
  - Phone and email contact information provided



- Briefing sessions held for peak bodies
- Business briefings held
- Public drop-in sessions
- Public webinar.
- **29 June 2023 – Council Meeting on proposed traffic resolutions**
- July 2023 – Proposed work on site investigations continues (Lambton Quay and Courtenay Place)
- August 2023 – Road Safety Audit, Crime prevention through environmental design Audit, and Accessibility Audit
- August 2023 – LGWM Communications and Engagement Implementation begins
- Sept 2023 – Proposed enabling works commence
- March/April 2024 – Proposed major work commences
- 2027 – Proposed construction finishes.

NB Key documents are on our [website](#).

The Golden Mile Project is part of Let's Get Wellington Moving's (LGWM) Transitional 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.

Since 2019 LGWM has been engaging with Wellingtonians about the future of the Golden Mile, a key corridor extending from Lambton Quay, along Willis and Manners Streets, and running the length of Courtenay Place. The Golden Mile is the heart of Wellington and an asset for the city and region. It's the prime employment, shopping, and entertainment destination. It's also the city's busiest pedestrian area and the main bus corridor, with close to 63,000 people travelling through this area each day.

**Following public consultation in 2020, the “Transform” option was chosen. The LGWM partners approved the [Single Stage Business Case \(SSBC\)](#) for the Golden Mile in November 2021, recommending a combination of bus, pedestrian, cycling, and public realm improvements. The investment objectives for the SSBC are:**

- Improved bus travel times and travel time reliability along the Golden Mile (40%)
- Improved convenience and comfort of people waiting for, boarding, and alighting buses along the Golden Mile (15%)
- Reduced number of crashes within the Golden Mile that result in pedestrian injury (15%)
- Increased capacity for pedestrians to move through the corridor by improving walking level of service along and across Golden Mile (15%), and
- Improved place quality of the Golden Mile (15%).

Revitalising this area 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 will also mean more reliable bus services, with dedicated bus lanes along the Golden Mile.

# 5 Design development

Since the approval of the **SSBC** by LGWM partners in 2021, work has been underway to develop the design of the Golden Mile, from the initial approved concept through to the detailed designs required for construction. The business case established a bold transportation strategy, unlocking a streetscape project that will transform Wellington's central city.

Public engagement began in 2019, with feedback and insights from the community and other stakeholders serving several important functions. First, by providing local knowledge and insights about the area that directly influence the technical design process. It also supports the LGWM's leadership to make more informed, evidence-based decisions and ensures those affected and interested know what's going on and how to get involved.

Input from the public and other stakeholders ensures the developing design responds to the different needs and aspirations of the people who use the area. This means the space will be functional for people who live, work and run businesses here but is also attuned to the needs of emergency services as well as security, delivery, courier, rideshare and taxi services.

Our 2022 engagement on the Developed Design provided valuable feedback from businesses, building owners, residents and the wider community which helped refine the design. The Developed Design Report and the Engagement Report from this consultation can be found on our [website](#).

This year, between 26 April and 23 May 2023, we consulted on Traffic Resolution proposals which describe a range of traffic controls that aim to meet the objectives of the 'Transform' concept in the business case.

The Traffic Resolutions, if adopted, will implement the proposed access and use of the Golden Mile and enable the design to be finalised and construction to begin. The findings from this consultation are detailed in this report.

# 6 The Traffic Resolutions

Consultation sought feedback on the proposed traffic management mechanisms for Lambton Quay, Willis Street, Manners Street, and Courtenay Place. It also sought feedback on the proposed authorisation system for vehicle access along all four streets. These mechanisms would be implemented by the Wellington City Council passing resolutions under the Traffic and Parking Bylaw 2021.

The proposed traffic resolutions would introduce an authorisation system to support the objective of the Golden Mile revitalisation to reduce cars and improve bus reliability, and options for walking and cycling, as well as improve amenity. The proposed traffic resolutions would establish new special vehicle lanes on all four streets. Other than buses, only authorised vehicles would be able to access the Golden Mile special vehicle lanes, and only at certain times of the day (generally, only off-peak access would be permitted).

In the proposed traffic resolutions that were the subject of consultation, it was proposed that the authorisation system would apply to: Lambton Quay, Willis Street northbound between Manners Street and Lambton Quay, and Courtenay Place. Following feedback, LGWM is proposing to recommend to Wellington City Council to retain current vehicle access on Manners Street between Taranaki and Cuba Street, at this stage.

Copies of the survey questionnaire, FAQs and brochure are available on our website <https://lgwm.nz/all-projects/golden-mile-improvements/related-documents/>

Feedback was not specifically sought on the overall design for the Golden Mile Revitalisation Project, or on the broader work of the Let's Get Wellington Moving programme. Feedback received during this consultation on the design for the Golden Mile has been passed on to the appropriate teams within LGWM or partner organisation for their review.

Respondents were asked to indicate their level of support for each of the proposed traffic resolutions and were also given the opportunity to comment more broadly, via open text boxes.

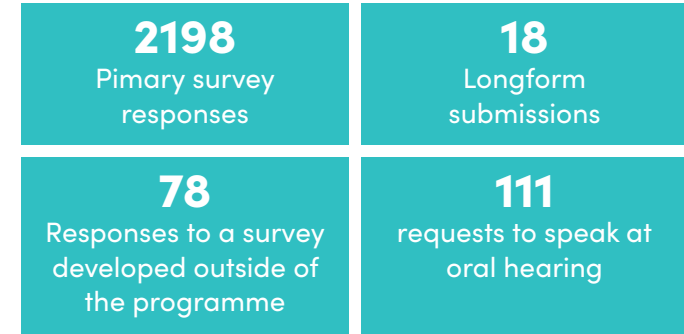
Respondents were not required to answer all questions. The responses to each proposed traffic resolution have been analysed separately so that the levels of support and key themes can be shown for each.

# 7 Consultation summary

## 7.1 Response rates overall

Consultation on the Golden Mile Traffic Resolutions was open from 26 April – 23 May 2023. During this time 2,198 responses were received to a survey which asked respondents about their level of support for the proposed changes. In addition:

- 18 longform written submissions were received, predominantly from businesses and organisations (16),
- 78 submissions responded to a survey developed outside of the programme, and
- 111 requests were made to be heard at an upcoming oral hearing (scheduled for 14 -15 June 2023).



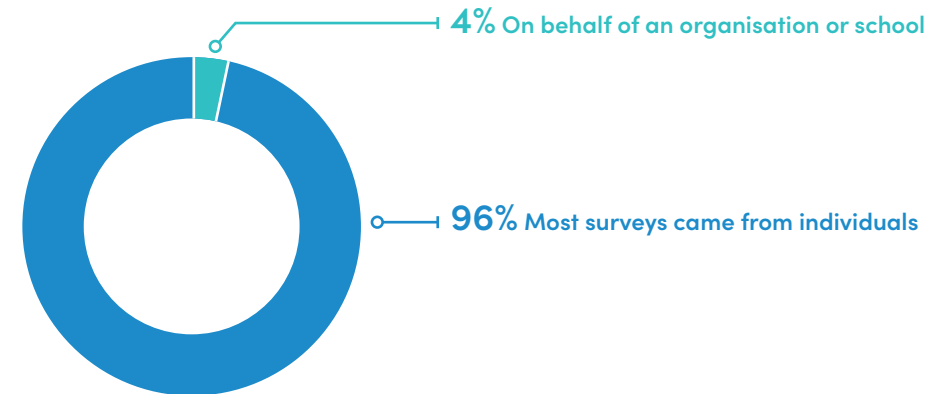
## 7.2 Consultation survey findings

The following sections 6.2 – 8.1 contain findings specifically from the consultation survey. Longform submission summaries and discussion of the key themes can be found in sections 8.2 and 10, respectively.

Survey responses were received from all ages, with those aged 26-39 being the highest represented (26.15%). 57% of the respondents identified as male, 34% female, and 3% non-binary.

78 different suburbs and areas were represented in the consultation, with most responses by percentile coming from central: Te Aro (9%), Karori (6%), and Wellington Central (5%).

Most responses came from individuals (96%).



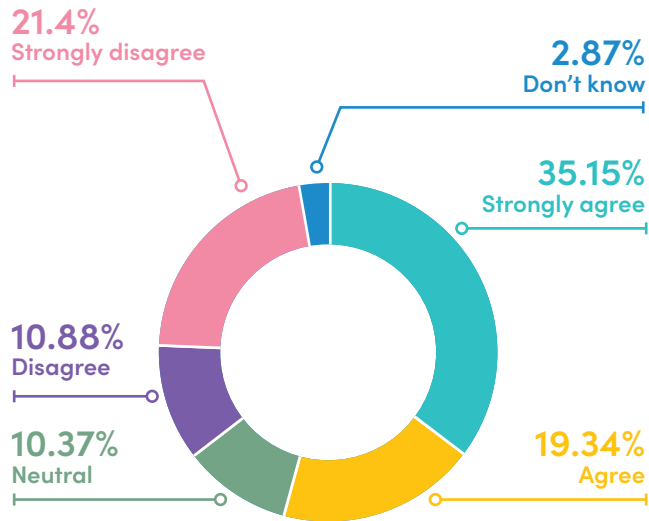
### 7.3 Quick feedback

Respondents could complete either a quick version of the survey or a more detailed option.

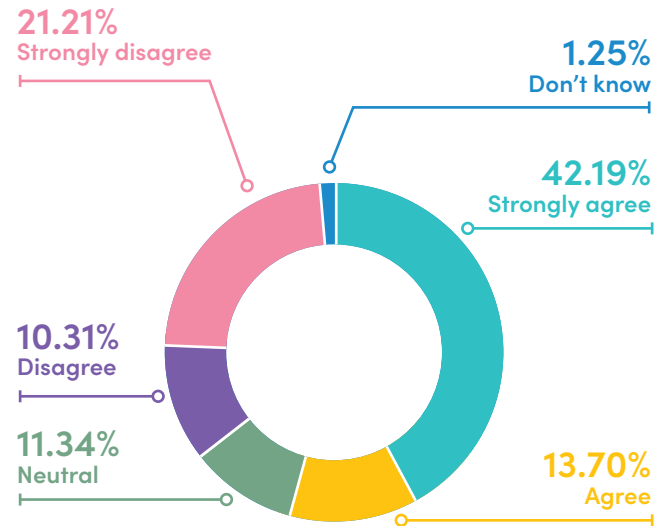
- 1,052 respondents chose the 'quick' pathway (47% of respondents)
- It included two questions to gauge levels of support for the project and to give the opportunity to provide written feedback.

The written feedback identified 21 themes. These are displayed below and discussed in greater detail in section 10.

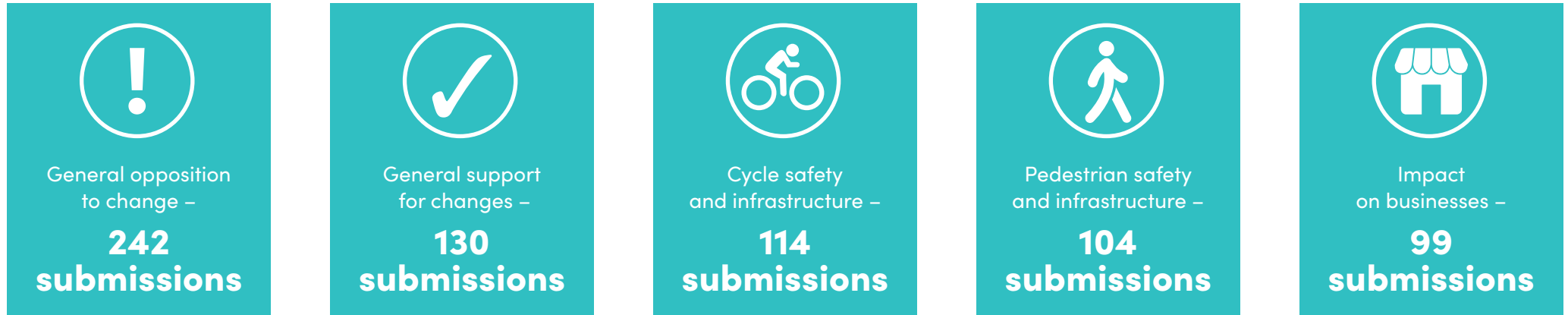
**Do you agree that the proposed changes will improve bus travel on the Golden Mile?**



**Do you agree that the proposed changes will make the area more attractive?**



The top five themes captured in other feedback are displayed below. More details about the themes identified through the quick survey pathway can be found in section 10.



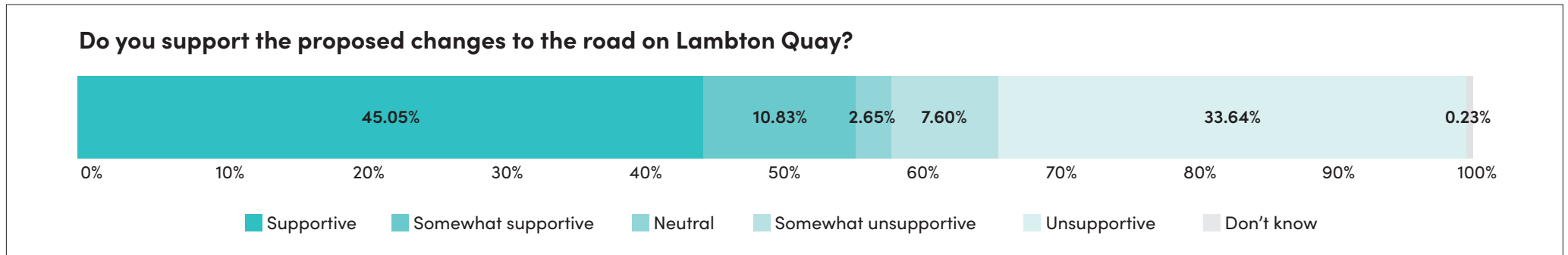
Other themes:	No. of submissions
Parking concerns	98
Mobility and accessibility	60
Public transport reliability	55
Congestion / Traffic flow / access	53
Consultation process	42
Mixing modes	40
Out of scope	37
Sustainability and/or liveability	34
Bus infrastructure	34
Access for taxis, Ubers, emergency service and/or service vehicles	34
Weather considerations	31
Affordability and cost of living	25
Motorbike and/ e-scooter infrastructure	25
Support changes to some streets	10
Enforcement and policing	9
Fully pedestrianise	8



## 7.4 TR22-23-GM1 Lambton Quay

TR22-23-GM1- Golden Mile Revitalisation, Lambton Quay corridor from Bowen Street to Willis Street (including side streets).

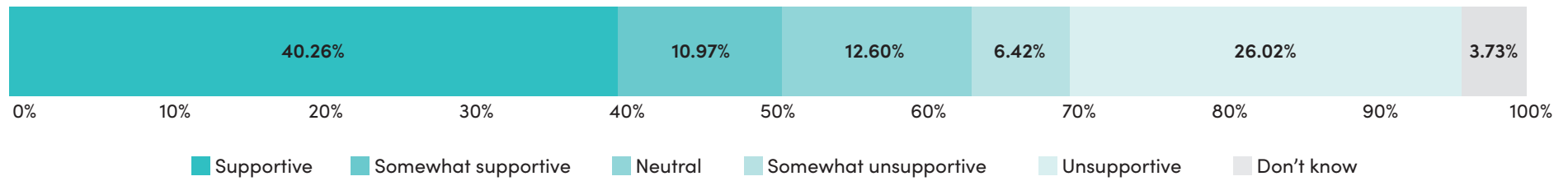
- A total of 868 submitters indicated their level of support for the changes to Lambton Quay overall, shown in the graph below.



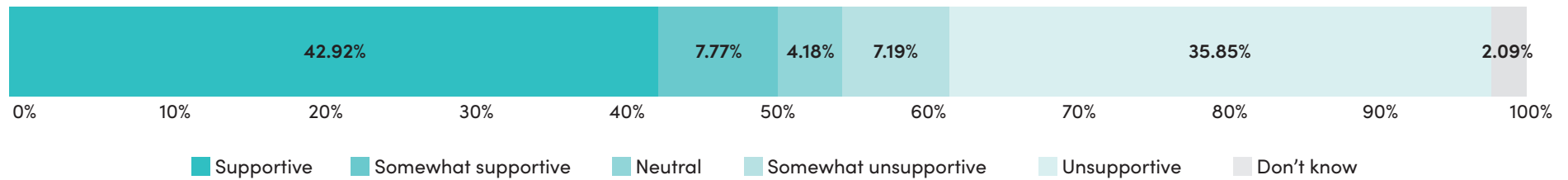
A total of 556 submitters gave written feedback with their submissions. The top five themes in this feedback were:



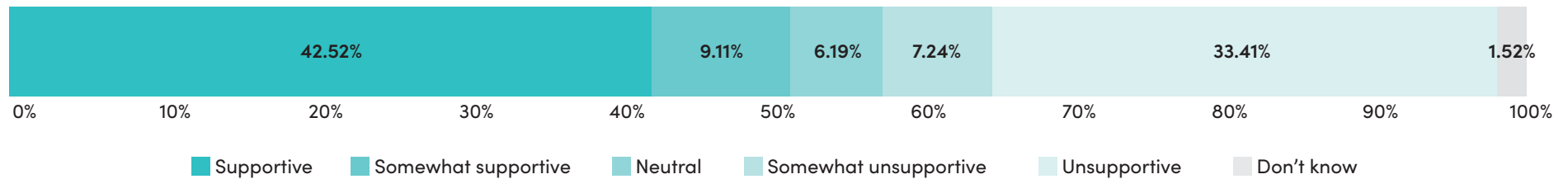
### Do you support the proposed changes to the location of bus stops and pedestrian crossings on Lambton Quay?



### Do you support the proposed plans for managing vehicle access to Lambton Quay?



### Do you support the proposed changes to side streets connected to Lambton Quay?



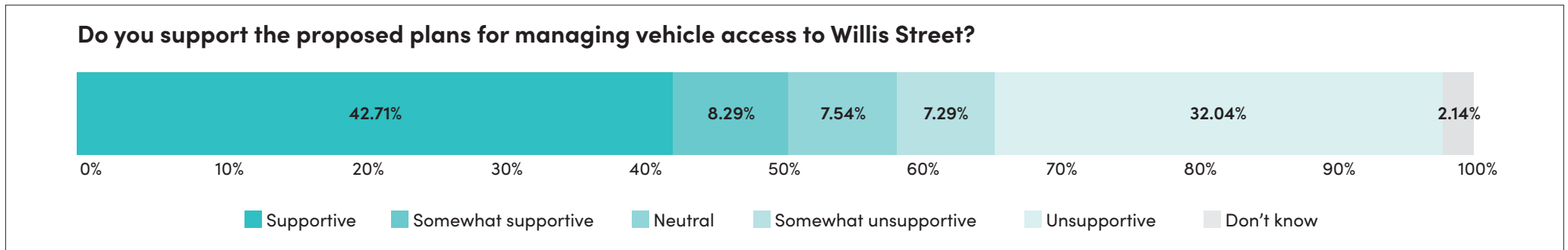
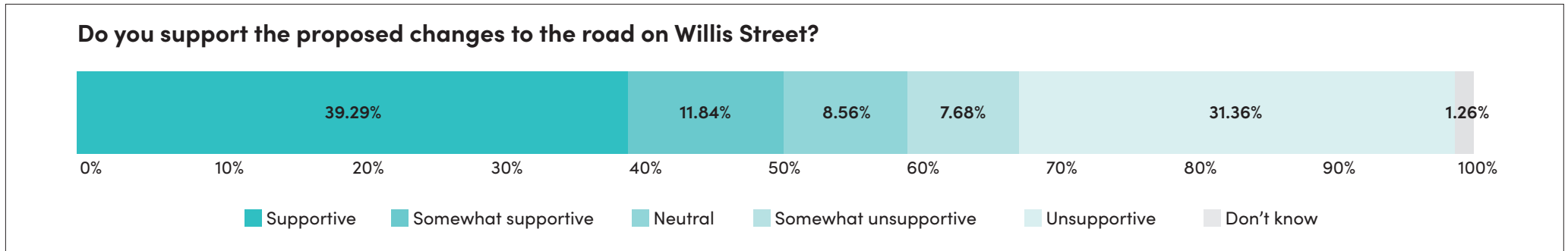
Across all written feedback on changes to Lambton Quay, 32 themes were identified. These themes are discussed in greater detail in section 10.

Theme	No. of submissions	% of total (556)
General opposition to change	141	25.4%
Concern that changes may harm/make retail inaccessible and unattractive	95	17.1%
Changes must provide access for families, those with accessibility issues, and the elderly	79	14.2%
General support for mode shift and public transport investment	78	14.0%
Does not support removal of parking	72	12.9%
Additional cycle facilities	50	9.0%
Does not support restricted vehicle access	48	8.6%
Additional bus facilities/road space allocation	42	7.6%
Maintain access for trades and goods delivery to shops in this area	41	7.4%
Cycle lane connectivity	41	7.4%
Public transport is not reliable enough to support removal of vehicle access	36	6.5%
Supports pedestrianisation	29	5.2%
Supports restricted vehicle access	26	4.7%
Need to further prioritise pedestrian safety	25	4.5%
Engagement collateral lacks clarity	23	4.1%
Design comment	23	4.1%
Additional pedestrian facilities	21	3.8%
Wellington conditions are not suitable for cycling/walking	20	3.6%
Need more taxi and/or Uber facilities	20	3.6%
Supports more greenery	17	3.1%
Question/enquiry	10	1.8%
Supports removal of parking	9	1.6%
Out of scope	6	1.1%
Provisions for scooters	4	0.7%
Crime	4	0.7%
Supports Lambton Quay pedestrianisation	2	0.4%
Pedestrianise Willeston Street	2	0.4%
Even with changes, cyclist behaviour will not change	2	0.4%
Bus-cable car transfer	2	0.4%
Maintain vehicle access to District Court	1	0.2%
Re-route the cycling facilities to retain parking	1	0.2%
Enforcement	1	0.2%

## 7.5 TR23-23-GM1 Willis Street

TR23-23-GM1 – Golden Mile Revitalisation, Willis Street corridor – from Lambton Quay to Manners Street (including side streets).

- A total of 794 submitters indicated their level of support for the changes to Willis Street overall, shown in the graph below.



A total of 409 submitters gave written feedback with their submissions. The top five themes are shown below.



Across all written feedback on changes to Willis Street 23 themes were identified. Themes are discussed in greater detail in section 10.

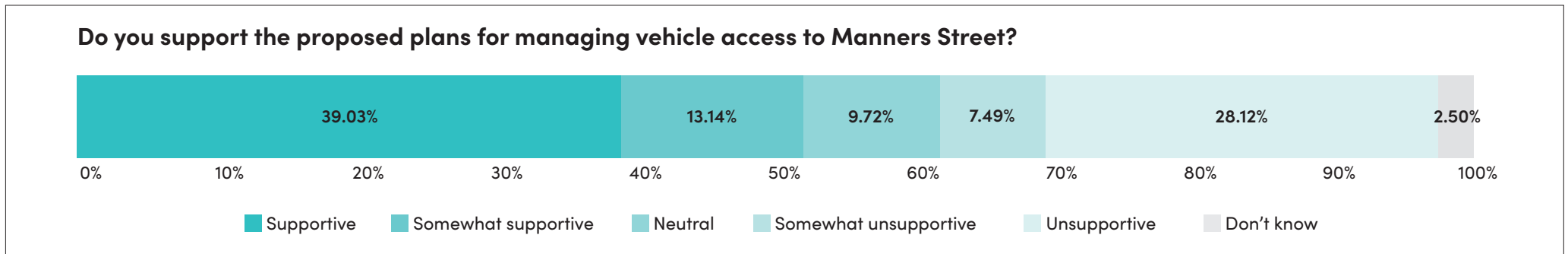
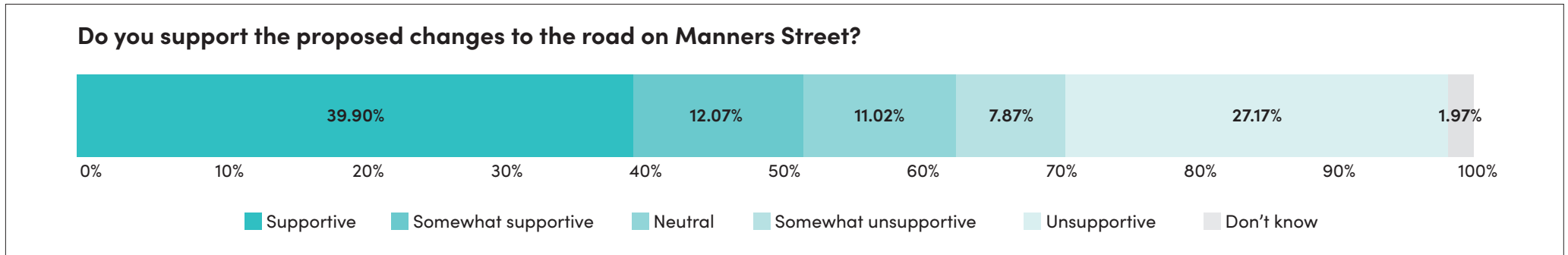
Theme	No. of submissions	% of total (409)
General opposition to change	97	23.7%
General support for mode shift and public transport investment	44	10.8%
More cyclist facilities	33	8.1%
Concern that changes may harm/make retail inaccessible and unattractive	27	6.6%
Cycleway connectivity	27	6.6%
Changes must provide access for families, those with accessibility issues, and the elderly	24	5.9%
General suggestions	24	5.9%
Loading zone arrangements	17	4.2%
Public transportation issues	17	4.2%
Out of scope suggestions	17	4.2%
Supports pedestrianisation	15	3.7%
Safety concerns with mode sharing	15	3.7%
More pedestrian facilities	15	3.7%
Congestion	14	3.4%
Parking	13	3.2%
More bus stops	11	2.7%
Space for dedicated bike lanes	10	2.4%
Confusing collateral	8	2.0%
Access for Uber/taxis/rideshare	7	1.7%
More greenery	7	1.7%
Access for trade/services/emergency	5	1.2%
Access to side streets	4	1.0%
Close side street	2	0.5%



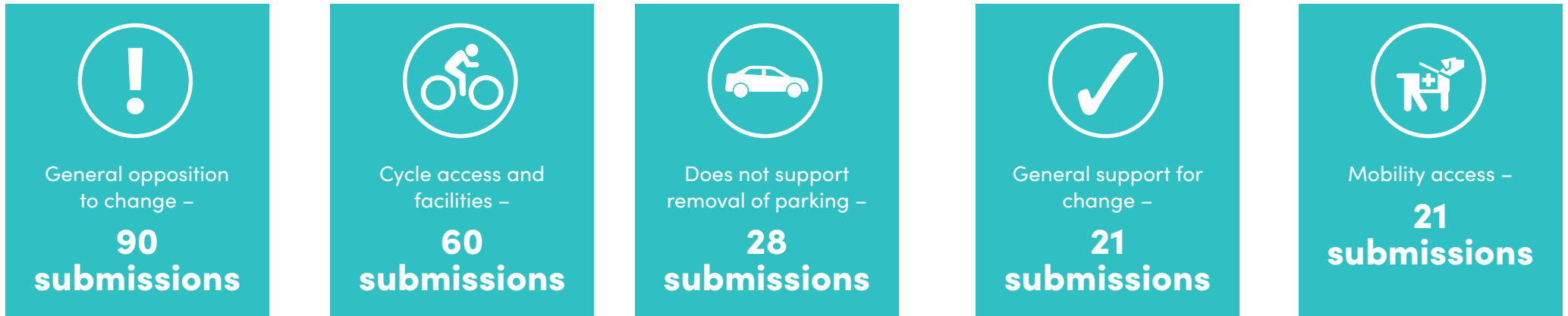
## 7.6 TR24-23-GM1 Manners Street

TR24-23-GM1- Golden Mile Revitalisation, Manners Street corridor – from Taranaki Street to Willis Street (including side streets).

- A total of 762 Submitters indicated their level of support for the changes to Manners Street, shown in the graph below.



A total of 337 submitters gave written feedback with their submissions. The top five themes are shown below.



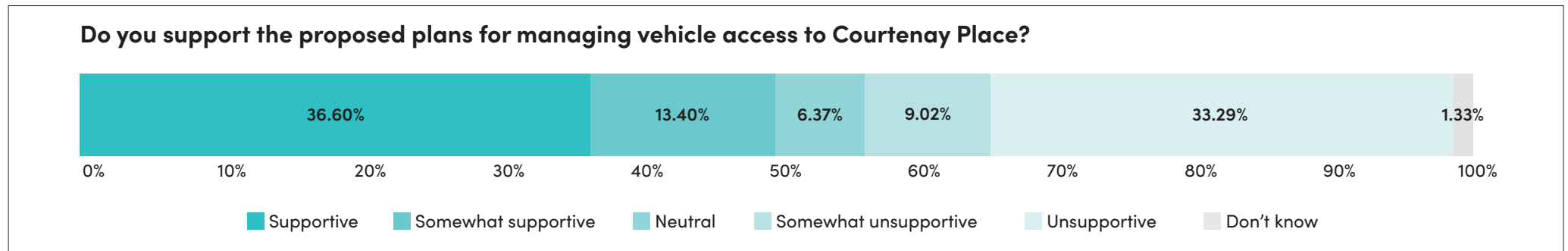
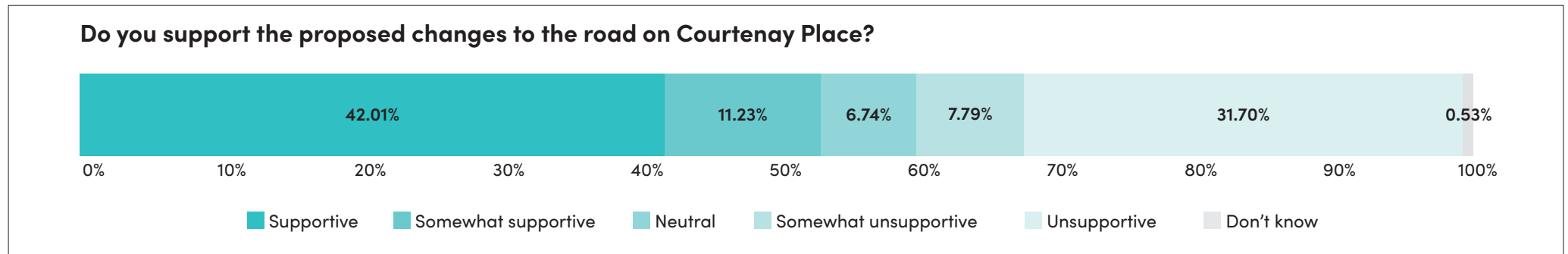
Across all written feedback on changes to Manners Street 21 themes were identified. Themes are discussed in greater detail in section 10.

Theme	No. of submissions	% of total (337)
General opposition to change	90	26.7%
Cycleways/scooters	60	17.8%
Loss of car parking	28	8.3%
General support for change	21	6.2%
Mobility access	21	6.2%
Bus stops/access	20	5.9%
Comments on homeless/condition of streets	20	5.9%
Out of scope suggestions	19	5.6%
Urban design	17	5.0%
Pedestrian safety	15	4.5%
Courier/delivery/taxis/ Uber access	15	4.5%
Road use/traffic effects	11	3.3%
Pedestrianise Lower Cuba/Manners	11	3.3%
Related to engagement process	10	3.0%
General support of mode shift with investment in public transport	9	2.7%
Authorisation system	8	2.4%
Public transport service	7	2.1%
Support for improved bike safety	3	0.9%
Effects on businesses	3	0.9%
Signage	1	0.3%
Motorcycle parking	1	0.3%

## 7.7 TR25-23-GM1 Courtenay Place

TR25-23-GM1 – Golden Mile Revitalisation, Courtenay Place corridor from Taranaki Street to Cambridge Terrace (including side streets).

- A total of 757 submitters indicated their level of support for the changes to Courtenay Place, shown in the graph below.



A total of 385 submitters gave written feedback with their submissions. The top five themes are shown below.



General opposition to change –

**79**  
**submissions**



Concern that changes may harm / make retail inaccessible and unattractive –

**53**  
**submissions**



General support for mode-shift facilities and public transport investment –

**48**  
**submissions**



Concerns around traffic access at night –

**48**  
**submissions**



Changes must provide access for families, mobility impaired, and the elderly –

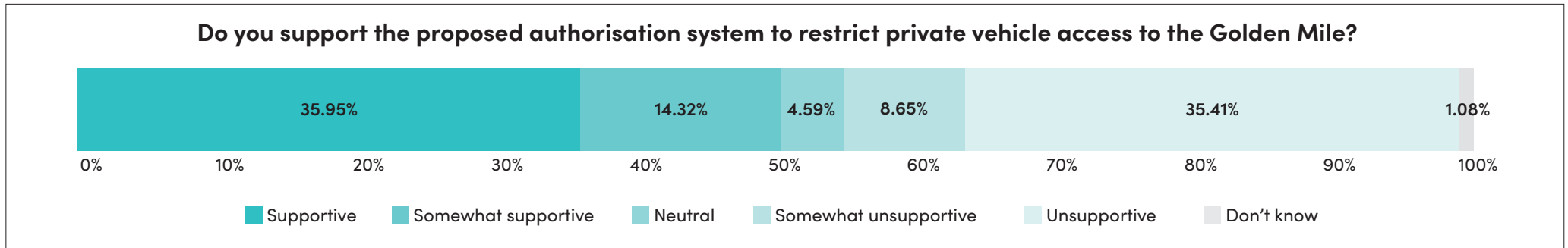
**31**  
**submissions**

Across all written feedback on changes to Courtenay Place, 30 themes were identified. These themes are discussed in greater detail in section 10.

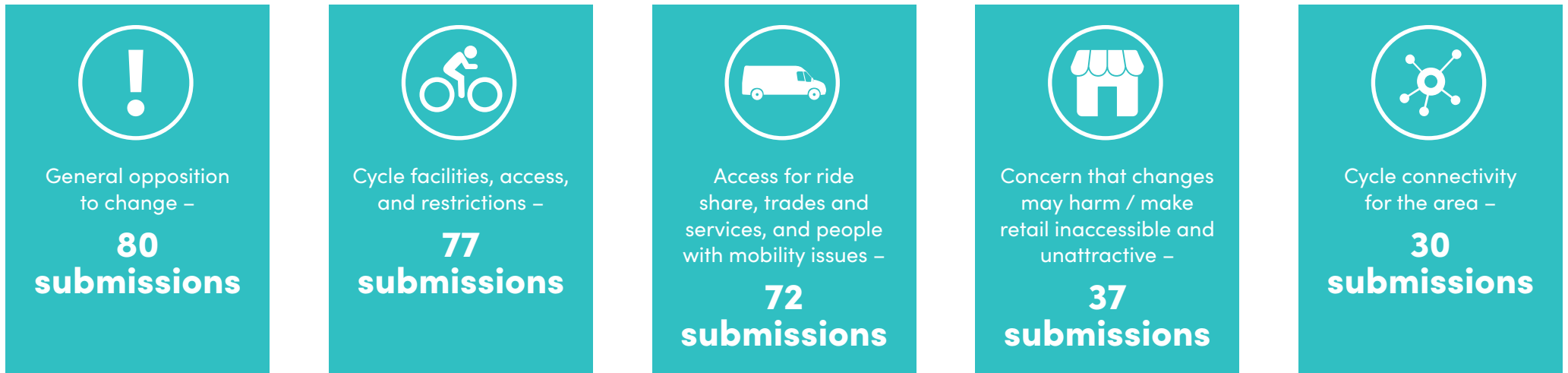
Theme	No. of submissions	% of total (385)
General opposition to change	79	20.5%
Concern that changes may harm/make retail inaccessible and unattractive	53	13.8%
General support for mode shift and public transport investment	48	12.5%
Concern about traffic access at night	48	12.5%
Changes must provide access for families, those with accessibility issues, and the elderly	31	8.1%
Supports restricted vehicle access	29	7.5%
Maintain access for trades and goods delivery to shops in this area	23	6.0%
Additional bus facilities/road space allocation	22	5.7%
Design comment	22	5.7%
Supports pedestrianisation	21	5.5%
Does not support removal of parking	21	5.5%
Additional cycle facilities	18	4.7%
Cycle lane connectivity	17	4.4%
Does not support restricted vehicle access	16	4.2%
Question/enquiry	16	4.2%
Public transport is not reliable enough to support removal of vehicle access	14	3.6%
Need more taxi and/or Uber facilities	13	3.4%
Additional pedestrian facilities	12	3.1%
Supports more greenery	7	1.8%
Crime	7	1.8%
Engagement collateral lacks clarity	6	1.6%
Need to further prioritise pedestrian safety	5	1.3%
Wellington conditions are not appropriate for cycling/walking	4	1.0%
Supports removal of parking	3	0.8%
Provisions for scooters	3	0.8%
Enforcement	2	0.5%
Maintenance of facilities	1	0.3%
Re-route the cycling facilities to retain parking	1	0.3%
Signage	1	0.3%
Out of scope	1	0.3%

## 7.8 TR28-23 Authorisation system

TR28-23 – Golden Mile Revitalisation, implementation of an Authorisation System to manage access to the proposed Special Vehicle Lanes for A total of 739 submitters indicated their level of support for the proposed authorisation system, shown in the graph below.



402 submitters gave written feedback on the proposed authorisation system. The top five themes were:





Across all written feedback on the proposed authorisation system, 24 themes were identified. Themes are discussed in greater detail in section 10.

Theme	No. of submissions	% of total (402)
General opposition to change	80	19.9%
Cycle facilities, access, and restrictions	77	19.2%
Access for ride share, trades and services, and people with mobility issues	72	17.9%
Concern that changes may harm/make retail inaccessible and unattractive	37	9.2%
Cycle connectivity	30	7.5%
Questions around access rights/times	29	7.2%
Support for change	23	5.7%
Does not want vehicle access to Courtenay Place at night	23	5.7%
Opposes restriction of private vehicles	19	4.7%
Public transport reliability must be increased	16	4.0%
Effective enforcement required	15	3.7%
Supports restricting private vehicles	15	3.7%
Wayfinding and signage	15	3.7%
Restrict access for all vehicles	13	3.2%
Access for/effects on local residents	9	2.2%
Opposes removal of parking	9	2.2%
Design suggestions	6	1.5%
Prioritise pedestrian access and safety	5	1.2%
Ban e-scooters from footpaths	3	0.7%
Buses should be removed	3	0.7%
No restrictions for bikes and e-scooters	2	0.5%
No private parking	2	0.5%
Alternative traffic routes	2	0.5%
Busses produce a lot of pollution. Why retain them?	1	0.2%

# 8 A closer look

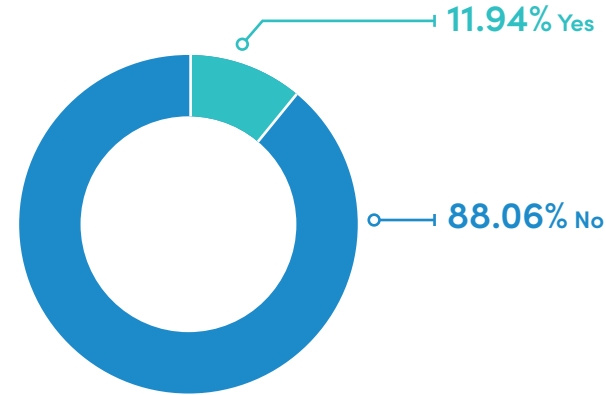
## 8.1 Accessibility status

- 12% of respondents (137 submissions) overall indicated they live with an accessibility issue.
- Of this group, 50% identified as female, 33% as male, and 8% gender diverse.

This section reports the indicated levels of support for each of the five traffic resolutions for those who have indicated they live with an accessibility issue.

Details of the themes identified in feedback relating to accessibility issues can be found in section 10.

We asked people if they live with any disability issues. Nearly 12% responded 'Yes'!



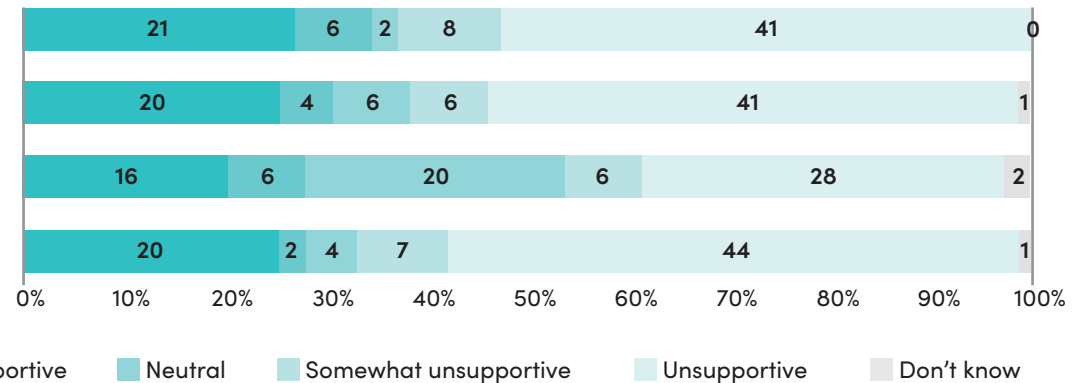
### Level of support for changes to Lambton Quay

Do you support the proposed changes to the road on Lambton Quay?

Do you support the proposed changes to side streets connected to Lambton Quay?

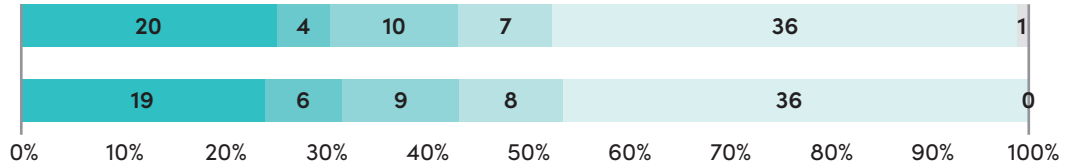
Do you support the proposed changes to the location of bus stops and pedestrian crossings on Lambton Quay?

Do you support the proposed plans for managing vehicle access to Lambton Quay?

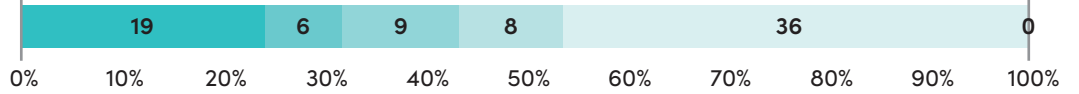


### Level of support for changes to Willis Street

Do you support the proposed plans for managing vehicle access to Willis Street?



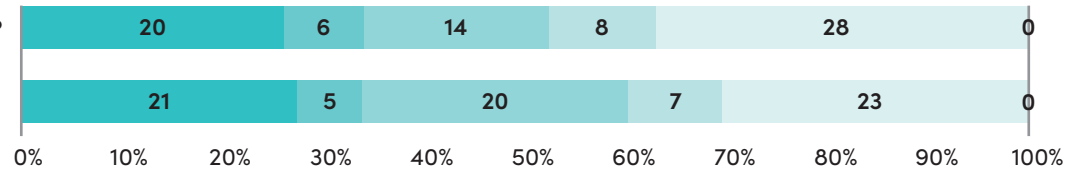
Do you support the proposed changes to the road on Willis Street?



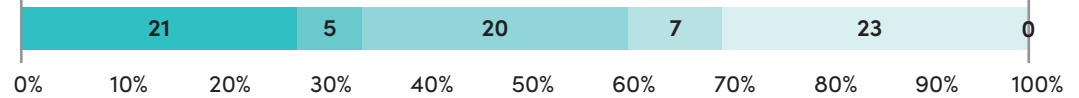
Supportive Somewhat supportive Neutral Somewhat unsupportive Unsupportive Don't know

### Level of support for changes to Manners Street

Do you support the proposed plans for managing vehicle access to Manners Street?



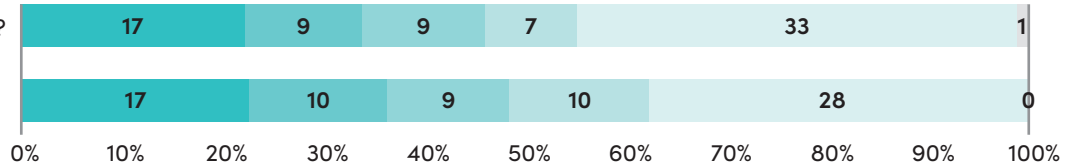
Do you support the proposed changes to the road on Manners Street?



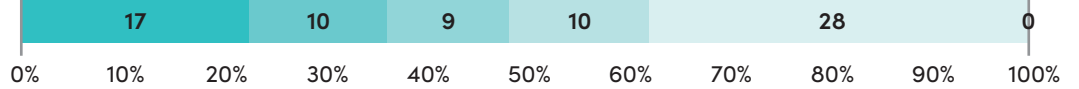
Supportive Somewhat supportive Neutral Somewhat unsupportive Unsupportive Don't know

## Level of support for changes to Courtenay Place

Do you support the proposed plans for managing vehicle access to Courtenay Place?



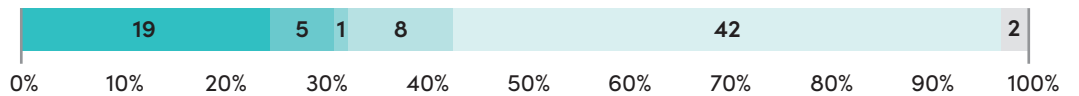
Do you support the proposed changes to the road on Courtenay Place?



Supportive Somewhat supportive Neutral Somewhat unsupportive Unsupportive Don't know

## Do you support the proposed authorisation system to restrict private vehicle access to the Golden Mile?

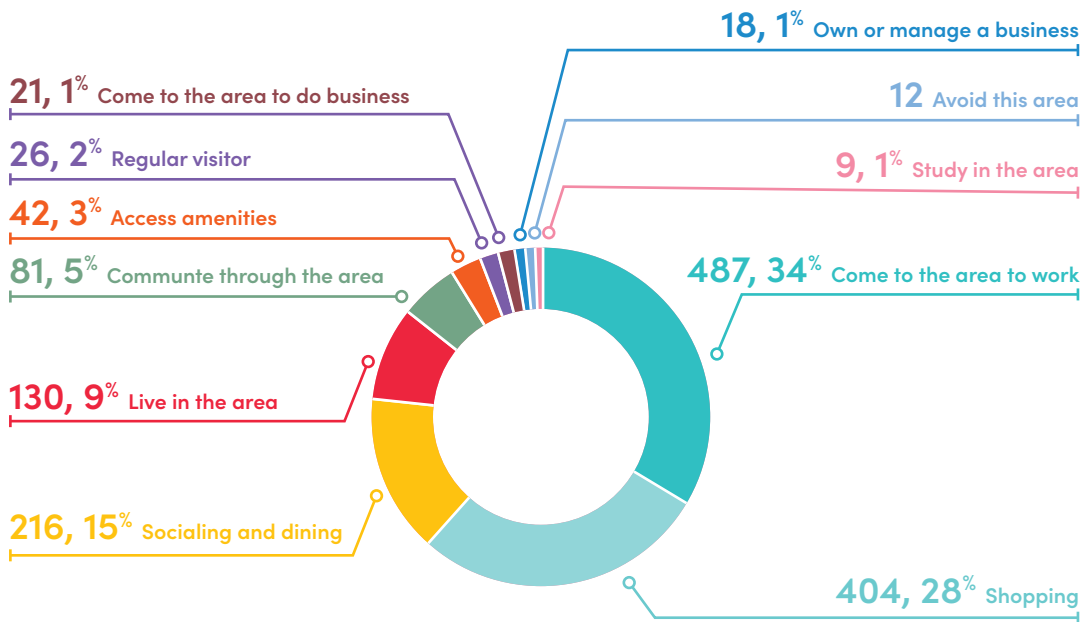
Do you support the proposed authorisation system to restrict private vehicle access to the Golden Mile?



Supportive Somewhat supportive Neutral Somewhat unsupportive Unsupportive Don't know

## 8.2 Relationship to area

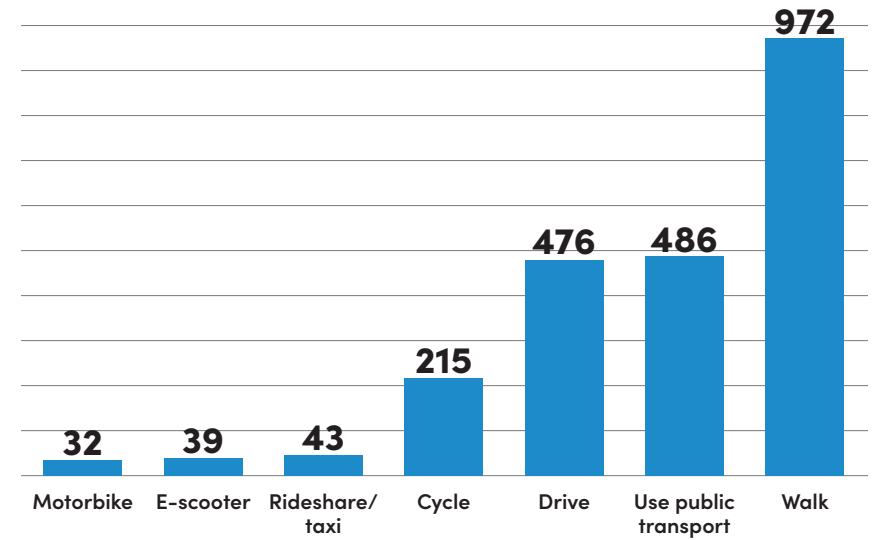
Relationship to the Golden Mile



A total of 1,193 survey submitters told us about their relationship to the Golden Mile. In their responses, respondents identified multiple ways in which they relate to the area. Of these:

- 34% (487 submissions) told us they work in the area
- 28% (404 submissions) come to shop
- 15% (216 submissions) socialise and dine
- 9% (130 submissions) live in the area
- 1% own a business
- 1% come to the area to do business.

Getting to and around the Golden Mile



486 people (21%) told us they use public transport to travel to and around the Golden Mile. Of these people:

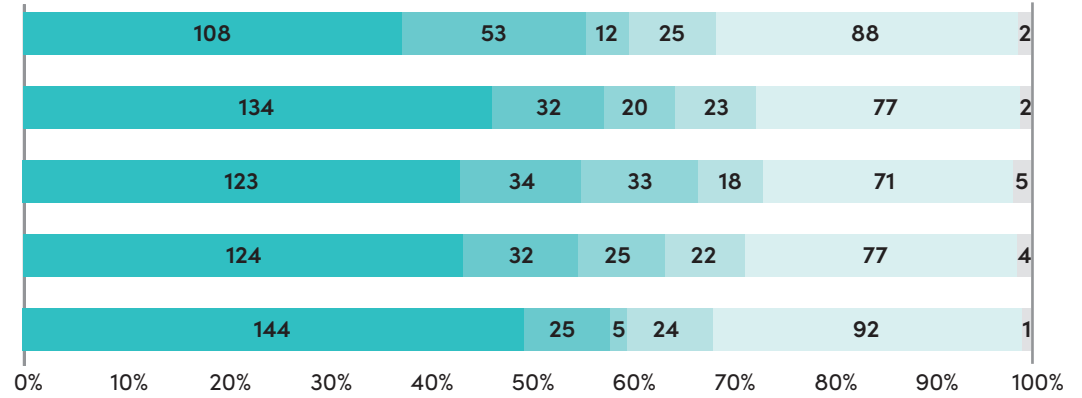
- 50% (244 submissions) come to the area to work
- 35% (172 submissions) of people shop
- 22% (107 submissions) dine and socialise.

216 people (15%) told us they come to the area to shop, dine, and socialise. Of these people:

- 45% arrive by car
- 45% use public transport.

## Level of support for people who work on and around the Golden Mile

Do you support the proposed authorisation system to restrict private vehicle access to the Golden Mile?



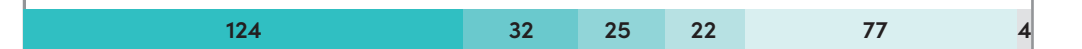
Do you support the proposed changes to the road on Courtenay Place?



Do you support the proposed changes to the road on Manners Street?



Do you support the proposed changes to the road on Willis Street?



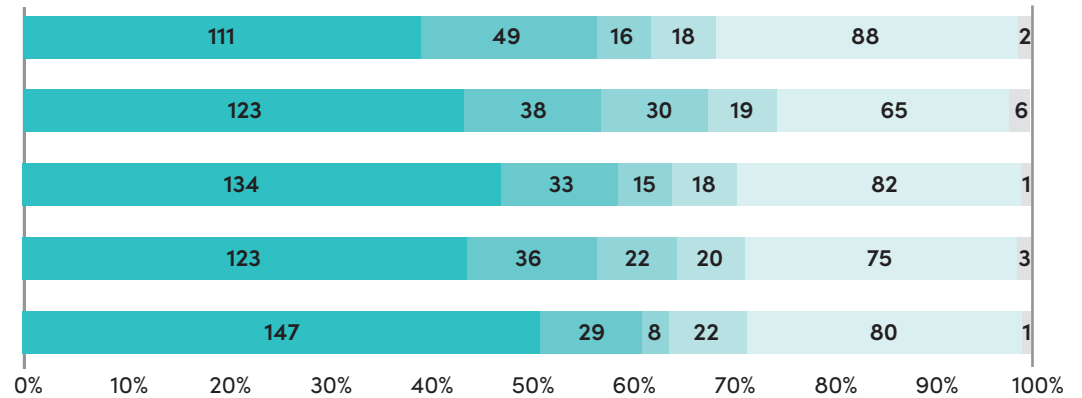
Do you support the proposed changes to the road on Lambton Quay?



Supportive Somewhat supportive Neutral Somewhat unsupportive Unsupportive Don't know

## Level of support for people who shop, dine, and socialise around the Golden Mile

Do you support the proposed authorisation system to restrict private vehicle access to the Golden Mile?



Do you support the proposed changes to the road on Manners Street?



Do you support the proposed changes to the road on Courtenay Place?



Do you support the proposed changes to the road on Willis Street?



Do you support the proposed changes to the road on Lambton Quay?



Supportive Somewhat supportive Neutral Somewhat unsupportive Unsupportive Don't know



# 9 Feedback from businesses and organisations

During consultation, numerous businesses were engaged with who operate in and around the Golden Mile. We received 31 survey submissions and 16 longform written submissions were received from businesses and organisations. This section provides a summary of what was heard from this group. Detailed discussion of the themes that are present in the written feedback given can be found in section 10.

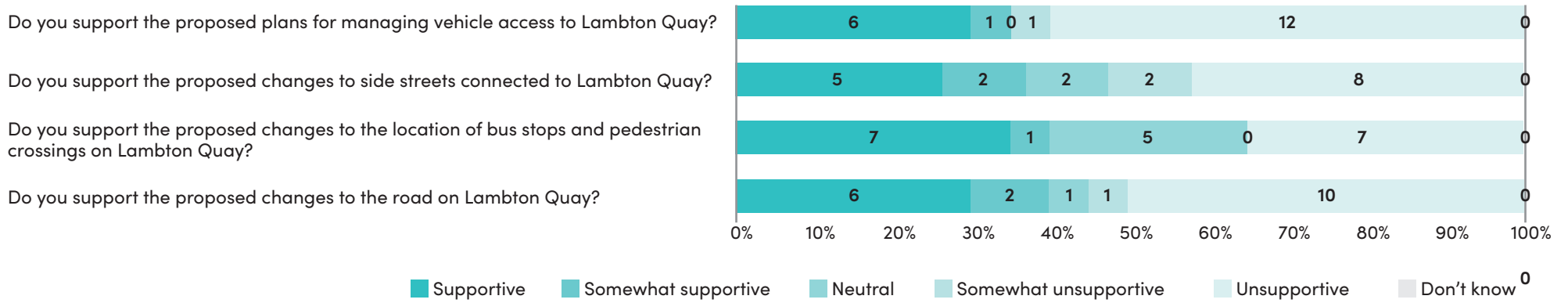
## Additional feedback received during two business briefings included:

- There has been no consultation about the construction timeline and how it will affect businesses, even though works are due to start in five months. As soon as the sequencing and dates are known, the project needs to involve all businesses.
- Frustration surrounding a lack of confirmation of the exact location of carparking scheduled for removal on Featherston Street, as part of LGWM's City Streets project.
- Concern around access to businesses for urgent trade work or repairs.
- Request for access restrictions on Courtenay Place to be changed to 7am-7pm.
- Request for support and compensation for businesses disrupted during construction.
- Question regarding removal of right-hand turn on Taranaki Street – request to instead adapt traffic light timings to prioritise buses.

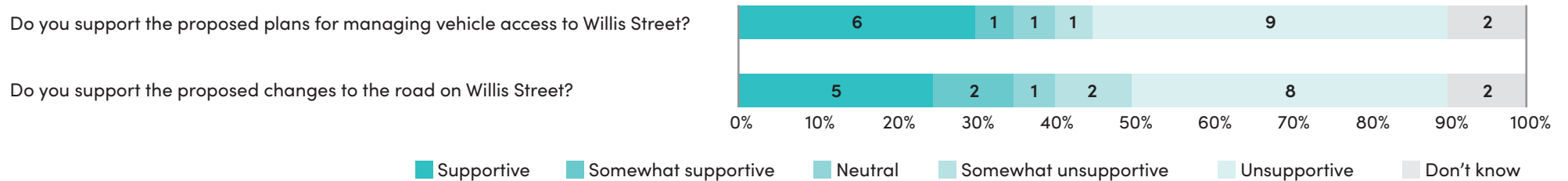
## 9.1 Survey submissions

31 submissions were made via the online survey from representatives of businesses and organisations. This section displays the levels of support for each traffic resolution within this group. Detailed discussion of the themes raised in written feedback can be found in section 10.

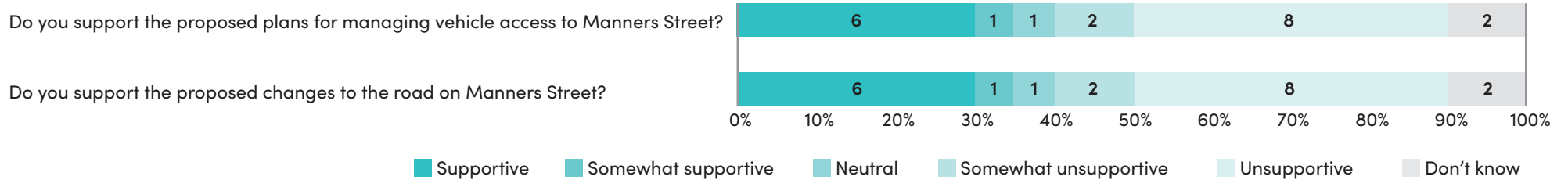
### Level of support for changes to Lambton Quay among businesses and organisations



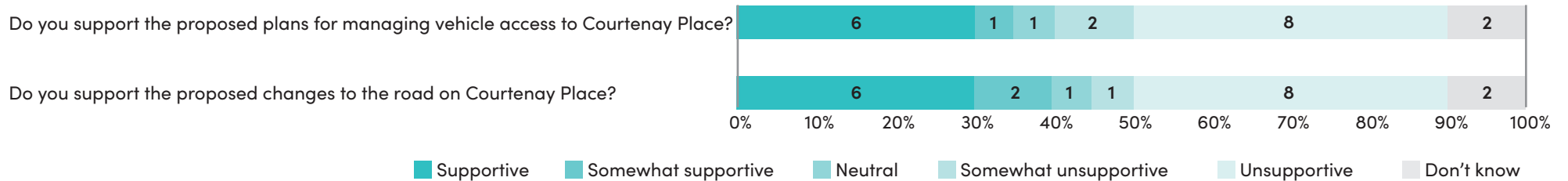
### Level of support for changes to Willis Street among businesses and organisations



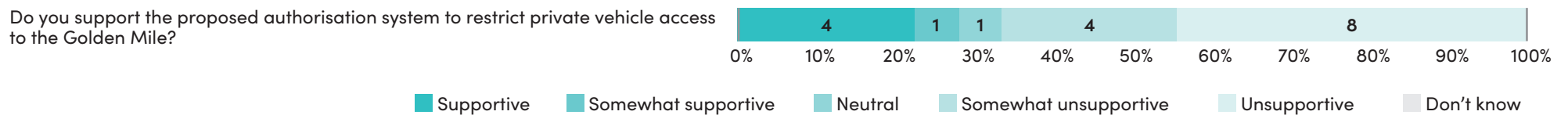
### Level of support for changes to Manners Street among businesses and organisations



### Level of support for changes to Courtenay Place among businesses and organisations



### Level of support for Authorisation System among businesses and organisations



## 9.2 Written submissions

Stakeholder organisations made longform written submissions on the Golden Mile Traffic Resolutions consultation, the key themes of which can be found below. The submissions have been provided to Wellington City Council.

### Longform written submissions were received from:

- Wellington District Council of AA
- Registered Master Builders Association of New Zealand Incorporated
- Trams-Action
- Retail New Zealand
- Arty-Bees Books
- Small Passenger Service Association
- Cycle Wellington
- Victoria University of Wellington Students' Association
- Driving Miss Daisy
- Wellington Chamber of Commerce
- Hospitality New Zealand
- Wellington Combined Taxis
- Living Streets Aotearoa
- SOS Courtenay Place
- Property Council of New Zealand
- Tranzurban Wellington Ltd

### Some submitters:

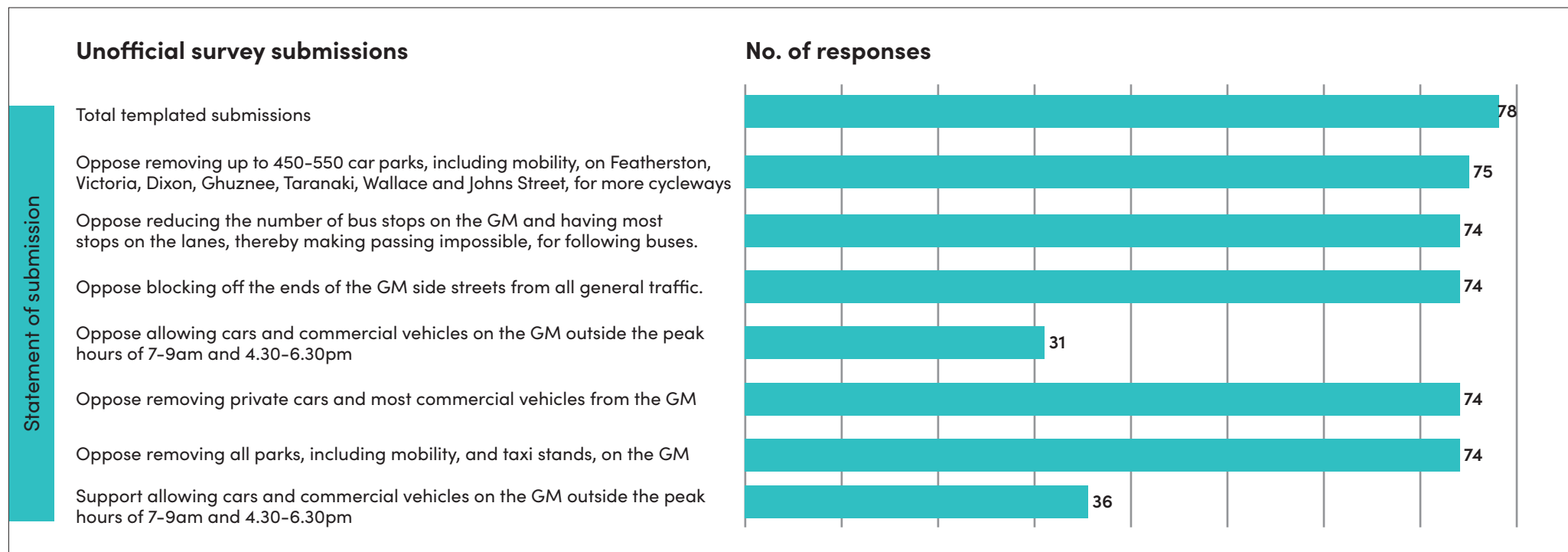
- Were in support of the proposals, and others opposed, while some thought the proposals did not go far enough to achieve the objectives
- Raised concerns that the proposed changes would disadvantage people with mobility and access limitations
- Raised concerns about the consultation process, and the materials available
- Raised concerns that there had been insufficient evidence to support the proposals
- Raised concerns about the impact of the proposals on businesses
- Raised concerns about the impact of the proposals on jobs and investment in/on the Golden Mile
- Raised concerns about the design of the authorisation system, including the types of vehicle that will be “authorised vehicles” and the timeframes for seeking an authorisation
- Sought guidance about how the authorisation system would work in practice
- Suggested changes to pedestrian areas, shared cycle and pedestrian areas, and cycle areas
- Made suggestions relating to the location and frequency of bus stops along the Golden Mile
- Raised concerns regarding the hours of operation of the proposed special vehicle lane for Courtenay Place
- Sought confirmation that the project would carry out education about any changes made
- Sought clarity about how e-scooters would use the Golden Mile under the proposed changes
- Suggested having the same restrictions on each of the roads on the Golden Mile, rather than different restrictions on each road
- Opposed the changes to parking spaces along, and on the side streets adjoining, the Golden Mile, while others thought further parking should be removed
- Raised concerns that the proposals would negatively impact pedestrian safety
- Raised concerns about how the project would be funded
- Raised concerns that if taxis were not permitted to access the Golden Mile, this would be detrimental for customers, and taxi businesses
- Raised concerns that the design for the Golden Mile would not be fit for purpose.

### Additional feedback:

- In addition to responses to the online survey, feedback was also received from members of the public via other channels. Their feedback has been coded and incorporated into the themes summarised in section 10.
- Two individuals made long form written submissions in lieu of a survey response, which have been incorporated into the themes summarised in section 10.

## 9.3 Survey responses

Let's Get Wellington Moving received 78 submissions based on a survey developed outside of the programme, which set out questions relevant to the Golden Mile and City Streets project. Those questions, and the responses received, are set out below. Feedback on the latter project has been shared with that project team to be included in their consultation analysis.



There are 6 key themes arising from written feedback provided with these submissions (not all submissions included written feedback).

Theme	No. of submissions
Changes will harm businesses / make retail inaccessible and unattractive	11
General opposition to change	9
Changes must provide access for families, those with accessibility issues, and the elderly	5
Public transport is not reliable enough to support removal of vehicle access	2
Wellington conditions are not suitable for cycling/ walking	2
Concern that changes may exacerbate crime in central city	2

# 10 Key themes

This section describes the 14 key themes identified during consultation and arising from submissions. These themes were recurring throughout feedback on all five proposed traffic resolutions, and in comments received in longform submissions.

This section also includes some information on the rationale for the changes that the proposed traffic resolutions would implement, in relation to each of the key themes. Further information on the proposed traffic resolutions, and the rationale for the changes that would be made by the proposed resolution, will be set out in the WCC Officers' Report.

## 10.1 Access for those with accessibility issues and the elderly

Submissions relating to this theme express concerns about the impact that the proposed changes may have on accessibility for individuals with limited mobility, accessibility issues or the elderly. They state that public transport may not be a viable option for everyone and that there should be provisions for car access and parking. They also raise concerns about the safety of busways for pedestrians, the need for proper shelter and seating, and the importance of considering the needs of those with health issues or small children.

Feedback	Rationale for proposed changes
<p>There need to be <b>more convenient disabled parking options</b>. All on-street parking should be placed between side streets and be mobility-only, with limited non-mobility parking available on side streets. It's great to recentre walking and cycling space, but <b>we should also consider people who can't walk medium to long distances</b> from a vehicle easily, and those who struggle with walks but don't yet have a mobility card. The options shouldn't be wheelchair or don't go out, there is a spectrum of mobility challenges, and some people can walk but not far, so rely on their vehicles and available parking to even reach certain areas of Lambton Quay.</p>	<p>The design proposes to slightly increase the number of mobility parks available. Most mobility parks will be on side streets and will be the closest parks to the Golden Mile. Where alternative access is impracticable, people may be able to apply for a special circumstances authorisation for drop offs and pickups using loading zones along the Golden Mile.</p> <p>Further information on this aspect of the proposed traffic resolutions is set out in the WCC Officers' Report.</p>
<p>The proposed period of restricted access to Courtenay Place is too restricted. It should be limited to 6.30pm to 7am to enable private <b>vehicle access to drop off people at the St James Theatre for events there</b>. Otherwise, you are restricting access for elderly and those with mobility issues. For the same reason, vehicles need to be able to <b>drop off concertgoers at the Opera House and St James</b> before going to a parking building in Tory Street. So, vehicles need to move freely along Courtenay Place for that purpose; and up and down Tory Street.</p>	<p>In response to feedback, LGWM will recommend that Wellington City Council considers making the times of operation for the Courtenay Place special vehicle lanes 7am – 7pm daily (instead of 7am-9pm daily). This would also enable passenger drop off and pick up for theatre, movie and dinner patrons including at the St James Theatre.</p> <p>Further information on this aspect of the proposed traffic resolutions is set out in the WCC Officers' Report.</p>



## 10.2 Access for services and loading zones

Submissions related to this theme express concern about the impact that the proposed changes may have on service vehicles. There is concern that delivery trucks and couriers bringing goods to and from businesses would be negatively affected and the importance of this access was emphasised. There is also concern that trade services such as builders and plumbers need to retain access, including for urgent issues. Taxi and rideshare services like Uber are mentioned as being important services for the area, especially at night.

Feedback	Rationale for proposed changes
<p><b>Couriers and delivery vehicles</b> – How will delivery trucks service the retail spaces and hospitality venues? What will the access be for food delivery providers and couriers?</p>	<p>Goods delivery vehicles supplying hospitality and retail businesses along the Golden Mile would have the option of using the designated loading zones proposed on all surrounding side streets. Alternatively, a person who requires access to the Golden Mile, for example for a specific equipment delivery to a Golden Mile business, could apply for an authorisation.</p> <p>Further information on this aspect of the proposed traffic resolutions is set out in the WCC Officers' Report.</p>
<p><b>District nurses</b> – District nurses have never been issued with access from the council before. Will this be considered an essential vehicle?</p>	<p>Vehicles used by district nurses would require authorisation to access the Golden Mile, in the same way as other private vehicles. In emergency circumstances, where prior access cannot be obtained, anyone receiving a ticket will have the opportunity to appeal any associated fines.</p>
<p><b>Rubbish Collection</b> – My main concern is access for rubbish collection along the Golden Mile.</p>	<p>Refuse collection companies would be able to apply for long-term authorisations for each vehicle that is used for collection within the Golden Mile. Existing restrictions on the times when rubbish may be collected will remain.</p>
<p><b>Taxi and rideshare</b> – Please create an exemption for Ubers and taxis who are picking people up or dropping people off within the pedestrianised area. Safety for women and other vulnerable people at night-time in the absence of cars.</p>	<p>In response to feedback, LGWM will recommend that Wellington City Council considers making the times of operation for the Courtenay Place special vehicle lanes 7am – 7pm daily (instead of 7am-9pm). This will enable taxis and rideshare to access Courtenay place between 7pm and 7am.</p>

<p><b>Taxi and rideshare</b> – There is no authorisation for taxis such as pre-booked premium services being considered yet they are the most convenient transport system that only need a drop off and pickup area close to hotels, restaurants, shops and office buildings. Pre-booked taxi operators do not need a taxi rank but just need the ability to drop off and pick up passengers with luggage, disabled people and groups of people.</p>	<p>For all other sections of the Golden Mile, surrounding side streets would have designated spaces for convenient pick-up and drop-off of passengers. The designs have provided for 19 taxi spaces on side streets surrounding the Golden Mile.</p> <p>Further information on this aspect of the proposed traffic resolutions is set out in the WCC Officers' Report.</p>
<p><b>Tradespeople</b> – As a retailer in the city we regularly require different tradies coming in to service our equipment with specialist tooling. What kind of access and regulations will be in place for tradespeople and how will this be managed?</p>	<p>Access for tradespeople would be managed through the authorisation system. Tradespeople could apply for authorisation to access the Golden Mile and stop in loading zones to load and unload vehicles.</p> <p>Wellington City Council Parking services would work to ensure the application and approval process is as streamlined as possible, with a standard application turnaround within 5 working days. Urgent authorisation applications may be applied for, and staff will make best efforts to process these authorisations within 1 working day of application.</p>
<p><b>Tradespeople</b> – Some trades require access to their vehicle to complete a call-out, often without knowing in advance or for how long. How will vehicle access be managed in situations where it is not possible to gain authorisation to access the Golden Mile ahead of time?</p>	<p>There may be occasional circumstances when a person requires access to the Golden Mile special vehicle lanes using a motor vehicle for unforeseeable and/or exceptional reasons, and it is not possible for that person to apply for, and be granted, an authorisation in time. Anyone who received an infringement notice in such circumstances could appeal the infringement notice to Council in the first instance, who would consider whether the unforeseen and/or exceptional circumstances justified waiving the notice.</p> <p>Alternatively, tradespeople would need to use the parking available in side streets.</p> <p>Further information on this aspect of the proposed traffic resolutions is set out in the WCC Officers' Report.</p>
<p>Businesses require loading zones throughout this area for deliveries.</p>	<p>The proposed design provides additional loading bays in side streets adjacent to the Golden Mile. P10 Loading zones are proposed within the Golden Mile for use by large commercial vehicles that cannot safely turn within adjacent side roads. These loading bays could also be used by other authorised vehicles for loading and unloading.</p>
<p>Need to ensure that loading bays are big enough for trucks to pull in badly and buses to still pass.</p>	<p>In the proposed design for loading bays, a width of 2.4m has been allocated to ensure there is appropriate space for wider trucks and vehicles to park without obstructing the movement of buses in the special vehicle lanes.</p>

## 10.3 Authorisation process and enforcement

Submissions related to this theme state that the authorisation process will need to be enforced strictly. There are questions about how this enforcement would work in practice, with suggestions that cameras and fines should be used.

There is some concern that authorisation would only be successful if the rules were understood and followed by everyone. A few submitters suggest they found the proposed authorisation process confusing and said that it would need to be clear to drivers.

Feedback	Rationale for proposed changes
<p>What are the expected turnaround times for an application to authorise access? And can you make a smart phone app to apply for access?</p>	<p>People would be able to use their smartphones to access the WCC website and apply for access. The approval turnaround time would be a maximum of 5 days for standard applications, and 24 hours for urgent access. In an emergency, where a vehicle must access the Golden Mile without prior approval, a person who received a ticket would have the opportunity to appeal any associated fines.</p>
<p>How will this authorisation process work for car-sharing schemes?</p>	<p>Vehicles associated with car-sharing schemes would be treated as any other privately owned vehicle and require authorisation to access the Golden Mile.</p>
<p>What measures and review process will be in place to ensure only justified applications will be approved? What enforcement will be in place to ensure the vehicles are only using the road during their approved time spans? Will the vehicle be approved or the driver?</p>	<p>The purpose of the proposed authorisation system is to reduce the number of vehicles that have access to the Golden Mile. This means there is a robust process for approvals to ensure no more vehicles than necessary are accessing the area.</p> <p>Camera systems which scan number plates would be used to check that vehicles accessing the Golden Mile had been granted an authorisation and identify those that had not. Stationary infringements would be enforced by on the ground parking officers.</p> <p>Additional CCTV cameras would be installed in loading bays.</p> <p>To ensure the authorisation system was functioning as intended, an audit of this process would be carried out 12 months after being instated.</p>

<p>I think it's great limiting traffic during the day, but I am concerned about allowing traffic through Courtenay Place in the evening. While it's important that people can get home safely, how will vehicle speeds and pedestrian safety be managed?</p>	<p>Our traffic data for monitoring speed in the roading network does not indicate that there would be a problem with speeding in this location. The width and design of the road would also discourage higher speeds.</p>
<p>Having buses in what looks like a pedestrian zone will still be dangerous unless vehicle speeds are markedly reduced.</p>	<p>Within the CBD, vehicle speeds are limited to 30km, apart from certain arterial routes. Current recorded speeds for buses are averaging at 18-20km.</p>

## 10.4 Change management

Some submitters suggested that it will be important for people to understand the road changes and access rules and questioned how those will be taught. A few people were concerned the changes would be too confusing and complicated for drivers to learn.

Feedback	Rationale for proposed changes
<p>How will people know about the access and road changes?</p>	<p>LGWM would engage with the public and Metlink bus driver trainers ahead of implementation, to raise awareness of the changes to road layouts and vehicle access controls. The road layout design including road markings, traffic signs and coloured surfacing would also be used to communicate the proposed traffic controls.</p>

## 10.5 Bus facilities

Many submitters express dissatisfaction with the current state of public transport, citing issues such as late or non-existent buses. They state that before implementing changes, the reliability and frequency of public transport need to be improved.

Some submitters raise concerns about Wellington's weather conditions, particularly wind and rain, and the lack of shelter for pedestrians. They state that any changes should consider the need for adequate sheltered spaces for people to rest and wait for public transport.

Some submitters oppose the proposed changes because of their personal circumstances, such as relying on cars for mobility reasons or concerns about the impact on their ability to access certain areas of the city. Some submitters worry that the proposed changes will lead to increased congestion on certain streets and negatively impact small businesses. They are concerned that, without addressing the underlying issue of public transport reliability, reducing car access may discourage people from visiting the city centre and harm local businesses.

Feedback	Rationale for proposed changes
<p>The public transport system needs to be up to speed first before Golden Mile goes ahead so that people can come into town. Will there also be more public transport put on to support the changes?</p>	<p>Bus driver shortages are a nationwide issue and are also impacting urban networks overseas. To operate the full Metlink bus network timetable, nearly 675 bus drivers are required. Currently, Metlinks' operators are approximately 87 bus drivers short of a full establishment. This shortfall in frontline staff has hindered Metlink's operators' ability to deliver the regular timetable without unplanned cancellations and capacity issues.</p> <p>Metlink is concentrating on reducing the driver shortfall with operating partners as quickly as possible to restore stability to the network as a whole. NZ Bus has recruited nearly 100 drivers from overseas and locally to exceed their shortfall of drivers and have successfully minimised their cancellations – they are now within expected performance targets. Tranzurban is actively building their driver numbers, and Metlink are expecting significant improvement to their performance by September 2023. Once Metlink's operators achieve full establishment, Metlink will look for two months of stability before working towards a return to the full timetable by re-implementing temporarily suspended services.</p>
<p>All bus stops should include an adjacent travel lane, to allow buses to overtake one another. The northern bus stops in this section are good but changing the layout to allow this at the ones near the Cable Car should be considered – especially if there are large numbers of passengers entering/exiting double deck buses which takes even longer.</p>	<p>Options that retained two lanes reserved for buses were considered and consulted on during 2021. The LGWM partners decided to adopt the "Transform" option that allows boarding and alighting in bus lanes.</p> <p>The capacity and reliability of the bus services through the Golden Mile is currently controlled by the two-lane section on Willis and Manners Street. Changing the numbers of lanes in Lambton Quay and Courtenay Place will not reduce the capacity or reliability of the corridor.</p> <p>The design would allow for buses that may be running ahead of schedule to wait at either end of the corridor where other services can pass.</p>

Removing bus stops may mean more people waiting at already busy bus stops. The bus stop outside David Jones is currently well used but has been designated for removal. Additionally, another bus stop around Midland Park would be useful.

Reducing the number of stops means that remaining bus stops will need to accommodate more people boarding and alighting. The design would increase the amount of footpath space at stops to cater for more people during busy commute times. The design also includes increasing the size of the shelters for the busier bus stops, to provide more weather protection and seating.

There are only 2 bus stops in Willis Street in the proposed design. One on each side. There is a long walk from both stops to the next bus stop, particularly the one from Willis then in Manners Street. The increased distance between bus stops is a challenge to those with impacted mobility and walking issues.

There are currently only two bus stops in Willis Street. The removal of the westbound Manners Street bus stop on the Willis Street approach would rationalise the stopping pattern so that every bus stop has a corresponding twin for the opposite direction. Bus stop rationalisation is proposed to improve the reliability of bus services throughout the network.

## 10.6 Cycle provisions

Submissions related to this theme stress the importance of improving cycling infrastructure to prioritise cyclist safety. Suggestions include allowing bikes in bus lanes, wider bus stops, and physical barriers. Additionally, there is a call for the creation of continuous cycling routes and the establishment of connections between existing routes, to ensure a cohesive and comprehensive cycling network.

Submitters strongly advocated for a well-designed and integrated cycling network, with calls for separated bike lanes along major routes like the Golden Mile. Specific feedback addresses design elements such as using safer materials and clearly marking cycle paths at pedestrian crossings. Additionally, commenters emphasise the need for curbs to separate cycleways from footpaths and stress the importance of clearly displaying separation of cycle paths at pedestrian crossings, to avoid potential collisions.

Members of roller skating and small wheels communities expressed concerns about the use of brick pavers on cycle lanes, citing safety issues for their activities. They advocate for the implementation of smooth-sealed surfaces instead, which would ensure a safer environment for all users. The project will look to provide cycle way facilities, similar to those in Evans Bay and Cobham Drive.

Overall, support exists for prioritising active transport, but concerns remain about shared pedestrian/bike areas, rainwater management, pedestrian safety, and markings. Other topics include impacts on retailers, more public toilets, accessibility, bike parking, connectivity, and shelter for pedestrians. Some suggest restrictions on buses and bicycles to support the initiative of prioritising pedestrians.

Feedback	Rationale for proposed changes
<p>There needs to be continuity for biking across the entire Golden Mile, and not have abrupt endings to the cycleway. There should be a clear route for cyclists from Lambton Quay along to Courtenay Place.</p> <p>Making cyclists swap and change from fully protected to back on the road is dangerous. It is not useful for any road user to make cyclists have to juggle these changing conditions, you'll find most will choose to ride on the road the whole way or stay on the footpath depending on their confidence level.</p>	<p>The proposed design of cycle provisions has sought, wherever possible, to provide off-road facilities where there is space. The off-road paths on Lambton Quay and Courtenay Place have been designed to connect with other parts of the Wellington Bike network. Other projects are being progressed in parallel with the Golden Mile to improve facilities in streets adjacent to Manners and Willis Streets providing improved cycle connectivity within the central city.</p> <p>All side streets will have bike ramps for access to Golden Mile.</p>
<p>At the Beehive end of Lambton, the dedicated cycle lane should continue and connect to the new Bowen Street path instead of having a shared space past a busy bus stop. On the other end at Panama Street, the dedicated cycle lane should continue along one side of Panama Street to connect to the future Featherston Street cycle lane instead of ending in a street with heavy vehicles and loading zones on both sides.</p>	<p>Separate projects are being progressed to improve conditions for cycling outside the Golden Mile project area.</p>
<p>Restricting bikes from some sections around Manners Street and Willis Street should be counter-balanced by dedicated, grade separated bike lanes on parallel streets.</p>	<p>Separate projects are being progressed to improve conditions for cycling outside the Golden Mile project area.</p>
<p>The lack of cycling connections in the area between Taranaki Street and Willis Street make trips connecting to the improved Lambton Quay infrastructure difficult. Improvements on cycling should be made in the area, possibly on Wakefield Street.</p>	<p>Separate projects are investigating ways to improve conditions for cycling in both directions on Dixon Street, and/or on Victoria Street.</p> <p>In response to feedback, LGWM will recommend to Council that changes to the operation of Manners Street are paused until parallel projects, looking to reconfigure Lower Cuba Street and consider improved cycle connection from Dixon Street to Lower Cuba Street, are better resolved.</p>
<p>Clear wayfinding signage is required for the entire cycling network throughout the CBD.</p>	<p>Noted.</p>
<p>Much more bike parking will be required if the project achieves its aims. The big bike rack on Grey Street already fills up quite regularly. Side streets should include bike parking for dozens of bikes in place of just a few car parking spaces.</p>	<p>The project proposed the provision of additional bike racks within the Golden Mile. Wellington City Council are progressing a programme to increase the number of more secure bike parking facilities within the central city. Some of the proposed locations are very close to the Golden Mile.</p>

## 10.7 Futureproofing

Submissions related to this theme raise concerns that the design is not future proofed in terms of climate change and related events, such as flooding and sea level rise. There is support for a mode shift towards active and public transport because of climate change and its effects.

Many submitters state there is no need for any changes and the project would be a waste of money and resources. It is suggested that the streets and systems are functional as they are, and nothing needs to be done.

Feedback	Rationale for proposed changes
<p>Please consider in the detailed design what doesn't need to be changed. It appears you are replacing everything, repaving everything and replacing all curbing and it seems very wasteful considering the embedded carbon in this approach and the cost. It also appears you may be removing existing mature trees.</p>	<p>This project will help revitalise of the Golden Mile. A key consideration during the detailed design process has been the longevity of asset life – both in the existing and the proposed new streetscape. The design incorporates feedback from engagement and responds to the needs and aspirations identified by mana whenua, accessibility advisory groups, Waka Kotahi, Wellington City Council and Greater Wellington City Council. Where possible, salvageable materials will be reused, such as pavers. Efforts are being made to retain all possible vegetation and existing trees. During construction, Wellington City Council would also use the opportunity to work with Wellington Water to upgrade pipes and infrastructure while the inroad infrastructure is easily accessible.</p>
<p>What has been considered and done to take on board the future where climate change is (and will continue to) impact how we live? What has been done to ensure we have helped people the best way we can to survive an emergency?</p>	<p>The project aims to encourage mode shift from private motor vehicles to more sustainable transport modes.</p> <p>During the development of the Single Stage Business Case, a climate adaptation assessment was completed. This identified how our climate and environment may change and recommendations for how the design could mitigate the negative effects of climate change.</p> <p>Emergency vehicles would have 24/7 access to the area. In addition, the design incorporates civil defence equipment.</p>



## 10.8 Impact on businesses

Submissions relating to this theme express strong opposition to the proposed changes to the central city area in Wellington, particularly the pedestrianisation of streets and the reduction of car parking spaces. They believe that the plan will negatively economically impact businesses – that fewer available car parks will mean fewer customers coming into the city, and that this could mean the closure of shops, and harm the city's overall economy. Concerns are also raised about the lack of shelter, the unsuitability of the climate for cycling and outdoor activities, and the potential for increased pedestrian accidents.

Some submitters feel that the Wellington City Council is not hearing the concerns of the community and is pushing forward with the plan regardless of public opinion. Overall, the comments reflect a strong belief that the proposed changes will have a detrimental effect on the city, its businesses, and its residents.

Feedback	Rationale for proposed changes
<p>I think this will restrict access to Wellington central for those who want to visit the city to shop/dine. This could harm Wellington businesses. Have the effects on businesses been assessed?</p>	<p>LGWM will continue to work with the WCC, peak bodies, and businesses and to listen to their feedback.</p> <p>In 2020 LGWM commissioned a retail impact assessment for the Golden Mile as a part of the multi-criteria analysis (MCA). This retail assessment provided findings on how the proposed improvement options might impact retailers along the Golden Mile. This assessment specifically highlights positive expectations for landlords and tenants because of the proposed changes.</p> <p>While the changes to travel habits may cause some concern around customer levels in the short term, it is expected that the Golden Mile transformation will have a very positive effect for Wellington central retail and hospitality in the long term. The proposed changes will create a more vibrant central city which supports multiple methods of travel and moves more people within the tight geographic constraints of our Capital.</p> <p>To view <b>the full retail impact assessment</b>, <b>click here</b> or visit <a href="https://lgwm-prod-public.s3.ap-southeast-2.amazonaws.com/public/Documents/Golden-Mile/App-I-Retail-Impact-Assessmetn-Report-UPDATED-FINAL-June-V2.pdf">https://lgwm-prod-public.s3.ap-southeast-2.amazonaws.com/public/Documents/Golden-Mile/App-I-Retail-Impact-Assessmetn-Report-UPDATED-FINAL-June-V2.pdf</a>.</p>

## 10.9 Increasing congestion

Submissions relating to this theme express concern that congestion will be increased and that restricting vehicle access will restrict the flow of traffic. Some suggest said that congestion is already bad in the Wellington CBD, and this will make it worse.

Commenters worry that further congestion will occur on the side streets, as more cars will go down them in search of parking. It is suggested that existing congestion will just be moved from the main streets to the side streets, which will be clogged up by the increased traffic.

Feedback	Rationale for proposed changes
<p>This is generally fine, there is a big issue East to West from Tory to Taranaki. The only East-West Street between Courtenay Place and Newtown is Haining Street. Which is a narrow single lane road, turning into and out of Haining is very difficult and traffic backs up. If Courtenay is restricted, then even more traffic will be forced down Haining, which is already insufficient. Changes to traffic flow around Courtenay place must look at the one-way system from Tory to Taranaki.</p>	<p>It is expected that the changes to vehicle access for the Golden Mile would result in changes to preferred traffic routes through and around central Wellington. Impacts on traffic flows and points of potential congestion have been assessed and considered by Councillors in 2021 as part of the business case approval process.</p> <p>The Council's ongoing development of the network is intended to encourage the use of public transport, walking, and cycling, rather than the use of private cars, thereby reducing greenhouse gas emissions.</p> <p>Further information regarding traffic impact and the assessments that have been undertaken can be found in the <b>Golden Mile Traffic Assessment Report 2021 available here.</b></p>
<p>Willis Street is the only north bound downtown road apart from Jervois Quay. Anyone in the south part of the city will be forced to detour to either The Terrace or the Quays. Wellington is only three roads wide at this point - Willis, Victoria, and Jervois. This is potentially going to mean a lot more traffic diverted onto The Terrace. It may also make lower Taranaki Street much busier as any traffic from the south wanting to access Thorndon is going to have to head down that way. Likewise, the congestion on Tinakori Road will increase as people take the short hop on the urban motorway.</p>	
<p>Traffic from Brooklyn/Vogeltown wanting to access northern parts of the city needs to be able to use Willis Street going north towards Customhouse Quay. Otherwise, they will clog up Ghuznee Street, Boulcott Street and The Terrace which already carry heavy traffic. Therefore, Willis Street should remain as normal, except for blocking off Mercer and Willeston Streets.</p>	
<p>I am worried cutting off access from Courtenay Place to Blair and Allen Street will cause a build-up of traffic to Wakefield St.</p>	
<p>It appears Lower Cuba St has been designated as a service lane given the priority given to loading zones. However, even with smaller delivery vehicles being mandated, the design does not even suit a service lane. This section of Lower Cuba will simply become clogged in the same way as St Hill St is today.</p>	<p>Following business and public feedback, LGWM will recommend to Council that changes to the operation of Manners Street are paused until parallel projects, looking to reconfigure Lower Cuba Street and consider improved cycle connection from Dixon Street to Lower Cuba Street, are better resolved.</p>

## 10.10 Micro-mobility

Submissions relating to this theme express concern that there will be safety issues around bikes and scooters on the pedestrian areas of the road. Scooters are cited as a hazard and fear for pedestrians as they can reach high speeds and get left in the middle of the footpath.

Submitters emphasise that bikes and scooters should have their own dedicated space, which is clearly marked and signposted, so they don't have to share with vehicles or pedestrians. A few people say they think that bikes and scooters should also be restricted and included as vehicles.

Feedback	Rationale for proposed changes
Keeping bikes and scooters off the pedestrian parts of the road will be critical. Who will enforce compliance to ensure bikes and scooters do not use pedestrian-only parts of the proposed changes? What will change in the new layout to ensure this does happen.	It is intended that E-scooters will use the allocated active mode space (cycleways). This means they will be separated from pedestrians. There would also be information campaigns to ensure users understood the road rules.

## 10.11 Parking

There is strong opposition to the removal of parking by submitters, with some saying that parking should be increased, rather than removed.

Many people suggest that the removal of parking will make the city inaccessible to those who need to drive in to attend appointments, shows, and hospitality venues. Some commenters say that they have no option other than to drive into the city, so parking is essential in the area.

People that commute into the CBD state lack of parking would make it hard for them to access their workplaces and could lead them to work from home more.

Shopping is considered hard to do without adequate street parking, as people would struggle with their bags and on the bus with young children. A few commenters say they would instead start shopping at malls in the suburbs, where parking is not a concern.

Feedback	Rationale for proposed changes
Once parking is removed on the Golden Mile, where will people who need to drive into the city park?	There are around 30,000 private parking spaces available in the Wellington CBD. The removal of on-street parking would represent a small amount of the available car parking throughout the area. Removing street parking allows the space to be better utilised and serve more people. Instead of storing a vehicle, the space can be used for active mode lanes, outdoor dining, landscaped greenspace, and wider pedestrian paths.
I can't see any allowance for any parking for normal cars on side streets - I know that is partly the point, but will there be any parking?	Some parking will be retained on side streets. This will be balanced with allocating space for loading zones, mobility parking, and rideshare.
Many side streets have 90-degree parking which will make them highly hazardous for cycling as vehicles reversing out of parks will be unable to see people approaching on bikes. Providing separated cycle lanes or using parallel parking would be safer.	90-degree parking is the preferred option to optimise the available space. The other option would be to designate parallel parking, but this would result in a further reduction in parking allocation.
What parking facilities are being provided for motorcycles along the Golden Mile?	The project has sought to retain motorcycle parking, wherever possible. Motorcycle parking will be available in Waring Taylor, Panama, and Mercer Streets. There will be a loss of motorcycle parking from Lambton Quay and on Stout Street.

## 10.12 Pedestrian safety

Concerns are raised about pedestrian safety, including the potential danger of busways and the need for better barriers and delineation. Many commenters also express a desire for improvements to reduce overnight noise and antisocial behaviour in the area, as well as requesting measures to address vagrancy, crime, and the management of waste and rubbish.

Some submitters express scepticism about the project, suggesting that it may not benefit pedestrians and instead prioritise cyclists and e-scooters. Concerns about poor bus services, increased pedestrian accidents, and the impact on access to restaurants in the CBD are raised. The need for covered walkways and shelter is emphasised, particularly considering Wellington's weather conditions and the potential for extreme weather as a result of climate change. The possibility of people avoiding the Golden Mile in favour of warmer and sheltered areas like malls is mentioned.

Several submitters express strong support for increasing pedestrian access, limiting traffic, improving public transport, and minimising cars. Suggestions for better delineation between cycle ways and footpaths to improve pedestrian safety are offered, such as the use of short pillars or arches.

The need for proper shelter, non-slip footpaths, and public toilets is mentioned. Seating at bus stops, provision for farmers markets and performance spaces, and consideration of past design mistakes are also mentioned.

Feedback	Rationale for proposed changes
<p>I would like to see pedestrians safe and prioritised. There seems to be a lot of streamlined access for bicycles that reduces pedestrian access and safety. Pedestrians should be the top priority for this area as it is a key walking thoroughfare for Wellington's urban retail hospitality and office hubs. There should be a high level of contrast/separation between the footpath and cycleway to prevent potential conflict between users.</p>	<p>The proposals include wider pedestrian footpaths, designed to meet Waka Kotahi's design hierarchy. Different surface types would be used to highlight parts of the cycle path where there will be interactions between cyclists and pedestrians. We would take measures to signal to people on bikes and foot that they would need to take care when they approach these areas.</p>
<p>There are too many pedestrian crossings and not enough bus stops. With less traffic, pedestrians will increasingly cross where-ever they are and not move to a crossing point. All crossings should have sensor pads to avoid ghosts, and the buses should trigger a green light for traffic.</p>	<p>The number of crossings would not increase, but changes to vehicle access would mean there would be less traffic and it would be easier for buses to move down the corridor.</p>
<p>The crossing across Taranaki is still hugely wide with a half dozen lanes to cross at best. This will need to be watched closely to improve pedestrian permeability through the Golden Mile.</p>	<p>Noted.</p>

It looks like contrast is decreased near Midland Park, where a higher level of conflict would be expected.

Higher levels of conflict between pedestrians and cyclists are expected close to Midland Park. The surface texture will indicate to cyclists that they are entering a pedestrian area and must slow down and be ready to give way.

Please remove the “shared access” of Cuba street off Manners Street. Just make it pedestrian area.

A separate project being progressed in parallel by WCC is considering options for reconfiguring Lower Cuba Street. LGWM will recommend to Council that changes to the operation of Manners Street are paused until parallel projects, looking to reconfigure Lower Cuba Street and consider improved cycle connection from Dixon Street to Lower Cuba Street, are better resolved.

Keep all of Manners St bus and pedestrian only with no general traffic at any time - it is confusing and there are too many cars/bikes/e-scooters using the bus-only parts now.

Following business and public feedback, LGWM will recommend to Council that changes to the operation of Manners Street are paused until parallel projects, looking to reconfigure Lower Cuba Street and consider improved cycle connection from Dixon Street to Lower Cuba Street, are better resolved.

## 10.13 Surrounding streets

Some submitters give comments about proposed and potential changes to the streets surrounding the Golden Mile. Many of these comments fall out of the scope of this project. Where appropriate and applicable, this feedback will be provided to other programmes of work for central Wellington.

Feedback	Rationale for proposed changes
Will you have turning bays at the end of each street that abuts Lambton Quay? As these streets will now be dead ends, this will make it harder for cars to turn around.	We have performed tests and checks to ensure vehicles up to 6m can turn safely on closed side streets. This helps to ensure access for service and delivery vehicles supplying retail and hospitality venues.
How do you access Mercer street? Victoria street is one way, the corner of Mercer and Victoria Street will need redesigning.	The intersection between Mercer and Victoria Street would be adjusted as part of this project, to make it easier to turn from Victoria into and from Mercer Street.
Blair and Allan Streets require more work.	Other extensive changes to Blair and Allen Streets are out of scope for the Golden Mile revitalisation project.
Pedestrianise the area between Taranaki and Cambridge.	This would be contrary to the objective of enabling an efficient public transport network for Wellington.
Close off Willeston Street as well, it should be fully pedestrian.	Willeston Street will remain open to enable access to several loading bays on Customhouse Quay. Closing Willeston Street would also mean there would be no way for authorised vehicles to access Customhouse Quay.

## 10.14 Vehicle access

Some submitters raised concerns about vehicle access to Courtenay place at night. Some submitters suggest it is a safety concern with the high number of pedestrians in the area who are going to clubs and restaurants. A few people suggest that vehicle access should be restricted all hours of the day to achieve increased pedestrian and public transport use. Some local residents express concern about vehicle access issues to their apartments, especially when needing to do things like receive furniture deliveries and carry out household removals.

Concerns raised in feedback	Rationale for proposed changes
<p>It seems silly to me to increase the size of walkways and areas for pedestrians when Lambton Quay rarely has a problem with overpopulated footpaths other than during peak travel times. Lambton Quay is a business area; it makes more sense to me to have it open for all sorts of traffic to be able to move in and out of the side streets.</p>	<p>Removing general traffic is necessary to give priority to the bus network. Wellington's population is forecast to increase significantly over the coming years and changes to our transport infrastructure now will ensure our city is equipped for the years to come. Changes to the use of this space are intended to encourage greater use of public transport and more active modes of transport - transforming the area and how people move through it.</p>
<p>If vehicle access is to be restricted to Courtenay Place, allowing vehicles at night seems counterproductive because this is when traffic volume seems at its worst and most dangerous due to all the taxis and ride share companies. It would be far better if Courtenay Place was blocked to vehicles entirely from Taranaki St to Cambridge Terrace, if the intention is to create a public space that feels safe and vibrant.</p>	<p>The rationale for the proposal to allow vehicles to access Courtenay Place after 9pm was to enable taxis and rideshares to collect passengers directly and safely.</p> <p>Following public and business feedback, LGWM will recommend to Council that the times of operation for the Courtenay Place special vehicle lanes be 7am – 7pm daily. This will enable passenger drop off and pick up to most evening shows at the St James Theatre.</p>



I am strongly against allowing general traffic onto Courtney place on Friday and Saturday nights. There are no places to stop private vehicles so that will encourage either illegal parking to pick up passengers, or it will be useless to get people home. The slip lane on the eastern end of Courtney place is currently one of the major reasons for over crowdedness in that area which contributes to anti-social behaviour. If this space continues to be taken up by cars on the busy nights, instead of being available for people, it will continue to be a problem.

**There are many competing demands on space in Courtenay Place, including to:**

- minimise traffic in the corridor at peak times for buses;
- minimise motorised traffic in Courtenay Place service road to minimise conflicts with people riding bikes or e-scooters (the off-road cycle path connects with Kent / Cambridge Terrace via the service road which is proposed will operate as a shared space)
- allow taxis, rideshare vehicles and private vehicles to access the corridor so they can take people home from bars and restaurants;
- allow food delivery vehicles to access Courtenay Place (particularly the service road) to collect from fast food restaurants; and
- allow private motor vehicle access to enable elderly or less mobile passengers to be dropped off and picked up close to the entrance of the St James Theatre.

The proposals have sought to balance these needs and to design the controls so that the use of the space changes throughout the day.

LGWM will recommend to Council that the times of operation for the Courtenay Place special vehicle lanes will be reduced to 7am – 7pm daily. This will enable passenger drop off and pick up to most evening shows at the St James Theatre.

I would like to see Lambton closed 24 hours a day to all traffic other than buses (or trams I hope one day!) and emergency vehicles. Businesses must find alternative ways to receive deliveries along here (e.g., bicycle courier, using smaller vehicles on side streets where necessary) rather than mixing heavy, dangerous vehicles with cyclists and pedestrians at any time of day.

Noted.

I think given the number of restaurants etc in the area – 9pm is too late to lift the access restrictions. It should be earlier (say 7pm) so as not to impact people coming into town for dinner.

LGWM will recommend to Council that the times of operation for the Courtenay Place special vehicle lanes will be reduced to 7am – 7pm daily. This will enable passenger drop off and pick up to evening shows at the St James Theatre and those eating out or going to movies.

You need to maintain vehicle access to the District Court.

Vehicle access is maintained to the District Court via Ballance Street.

I'm unclear on what an approved vehicle would be. If it's just emergency vehicles and buses then I'm happy with that, but goods vehicles and taxis/Ubbers should not be allowed down Lambton as this would defeat the purpose of the changes.

**Under the proposed traffic resolutions, the special vehicle lanes can be used only by:**

- Buses
- Vehicles used for specified purposes that are authorised by Wellington City Council.

**WCC authorisation may be issued for the following:**

- Goods or service vehicles over six metres in length being used to service an adjacent property or undertake public works;
- Trades vehicles being used as part of contracted trade services to a property, or to undertake public works where not having direct access to the Golden Mile would make providing the service, or undertaking the works, impracticable;
- Vehicles that are eligible to park in off-street car parks that can only be accessed via the Golden Mile;
- Cash collection vehicles;
- Specialist motor vehicles undertaking waste collection and street cleaning activities;
- Local government enforcement vehicles undertaking compliance activities at any time.
- Light vehicles in special circumstances where applicants can demonstrate that it is impracticable to undertake activities requiring a vehicle using the side streets for loading or unloading.

Emergency vehicles and marked police vehicles on non-emergency enquires would be able to access the Golden Mile at any time, without an authorisation.

The authorisation process discriminates against residents living in Willis Street where the only access to our properties is from Willis Street. We have no other option to move goods, and household furniture, whiteware, etc into and out of the building. Delays and restrictions on the approval of an authority will have a major negative affect on the quality of life for residents.

During the design process, several apartment builders were identified as not having side street access. As with all other vehicle access to Golden Mile, residents will be required to apply for authorisation, as needed. Companies making deliveries within the Golden Mile will also be required to apply for authorisation if they are unable to use the surrounding side streets to make their deliveries.

There should be no vehicle access from side streets onto or off Lambton Quay. After the cycle lane ends at Panama Street, where are cyclists meant to ride? There needs to be a safe and marked transition onto the road until that connects with another cycle way.

The proposals will see connections for people on bikes between side roads and Lambton Quay retained.

The only motor vehicles that would be permitted to move between side roads and Lambton Quay are emergency services vehicles in an emergency.

A connection from Lambton Quay to Stout Street has been retained for use by buses at times when they are diverted (as was the case for the demonstrations around Parliament during 2022).

# 11 Consultation and engagement methods

LGWM consulted with stakeholders and the public on the proposed Traffic Resolutions between 26 April and 23 May 2023.

To ensure people were aware of the consultation and knew how to participate and have their say, LGWM shared information in the following ways and through the following channels:

- An awareness campaign, including bus backs and posters, to create awareness of the simultaneous engagement on both the Golden Mile and People-friendly City Streets projects
- Information shared with our partners – WCC, GWRC and Waka Kotahi NZ Transport Agency
- Media release – also posted on LGWM’s website which included <https://lgwm.nz/all-projects/golden-mile-improvements/related-documents/>
- Newspaper advertising in the DomPost
- Letters posted to 4,731 building owners, business and ratepayers on the Golden Mile and its side streets
- An email sent to 9,786 stakeholder groups and individuals on our databases at the start of consultation, and a reminder before it closed
- Consultation brochure available in all WCC libraries and on [our website](#)
- 12 Social media posts on Twitter and Facebook with a reach\* of 91,323
- LGWM newsletter
- **LGWM’s website which included:**
  - Online survey
  - Printable version (pdf) of the survey (including how to access support to complete it)
  - Summary of proposed Traffic Resolutions with location maps, drawings and flythroughs (in plain English)
  - **FAQS**
  - Information on WCC’s Let’s talk website.
- At this time, the Golden Mile Developed Design Report 2022 and the Golden Mile Developed Design Engagement Report 2022 were also made available on the LGWM website.



## LGWM also engaged in-person:

- Held briefings for Joint Councillors
- Briefing for Te Piringa, our Mana Whenua advisory Group
- Briefings for peak bodies (Business, Property, Retail, Hospitality, AA)
- Briefings for business owners respectively on the Golden Mile (Spark, 42-52 Willis Street, and WCC's Te Pokau Hapori, 105 Manners Street)
- Held 2x drop-in sessions for the public at public WCC venues with technical and engagement team members to answer questions, and share maps and key information (at WCC's Te Pokau Hapori, 105 Manners Street; Te Awe Library, Brandon Street)
- Held a webinar for the public and other key stakeholders
- Received 11 phone calls
- Received 99 emails
- Shared our contact details for public enquiries (phone, email).

## Website and social media

### Website

- Acquisition to the website by social media was up 297% from 810 to 3220
- The Golden Mile page had 5,861 views compared to 646 in the previous period (26 March – April 24)
- The Have Your Say page had 23,217 views compared to 490 in the previous period (26 March – April 24).

### Social media

- **Facebook:** During this time, there were posts on both the Golden Mile consultation and the engagement on the People-friendly City Streets project. These posts did not differentiate between Golden Mile and City Streets. There were eight Facebook posts in total, six of which were boosted. These eight posts had a total reach of 90,334, 1083 clicks, 18 shares, 802 comments, and 396 reactions.

- **Instagram:** Five of our Facebook posts were cross-posted and boosted onto Instagram, though we don't have an account on the platform. These had a total reach of 32,908, 227 clicks, 16 saves, and 72 reactions.

- **Twitter:** there was one post specific to Golden Mile and three non-specific. These four posts had a total reach of 989, and 53 engagements. We also posted a generic announcement of engagement on Neighbourly which had 48,889 impressions, 149 clicks, and 3 reactions.

**Courtenay Place corridor from Taranaki Street to Cambridge Terrace (including side streets) (TR25-23)**  
The existing changes on Courtenay Place are designed to create more space for people to enjoy the area with less general traffic during peak times. At night times (between 8pm-7am), general traffic is allowed on Courtenay Place to ensure people can safely get to and from the area.

**What else is happening at Let's Get Wellington Moving?**  
Working in partnership with mana whenua, Wellington City Council, Greater Wellington Regional Council, and Mike Sabin's NZ Transport Agency, Let's Get Wellington Moving provides a unique opportunity to deliver wider and more substantial benefits than we could ever hope to achieve alone.  
This month we're seeking feedback on several projects to improve connections for people on bikes, bikes or walking on key routes between the central city and Hatake, Kilwinie, Mt Victoria and Miramar; from John Street to Taranaki Street and Featherston Street and some side streets.

**Golden Mile revitalisation**  
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.  
Have your say on proposed traffic resolutions for Wellington's Golden Mile  
Wednesday 26 April to midnight Tuesday 23 May 2023

**An Authorisation System to manage access to the proposed Special Vehicle Lanes for the Golden Mile (TR28-23)**  
Authorisations will allow for some vehicles that are not buses to access the Golden Mile for specified purposes – such as trade vehicles, for access to some private parking, conducting cash collection, and other specialist activities. Together with special vehicle lanes, the authorisation system will reduce the number of private vehicles on the Golden Mile and enable buses to travel more reliably.

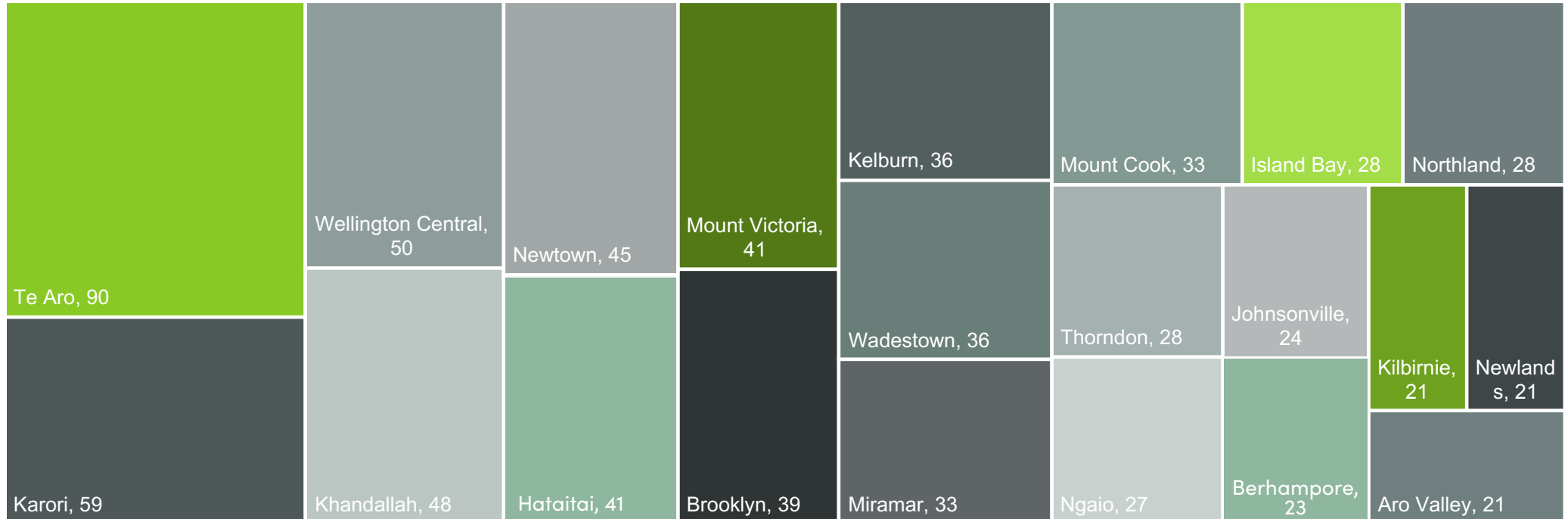
For more information about this or our other projects, visit our website at [www.lgwm.nz/Have-Your-Say](http://www.lgwm.nz/Have-Your-Say) or scan the QR code below.  
These projects will help build towards the vibrant, safe, and well-loved capital city that Wellingtonians have called for and will draw more people into the city, creating opportunities for business and growth.

For more information and to provide feedback:  
Check out our website - [lgwmnz/home/have-your-say](http://lgwmnz/home/have-your-say)  
Email us [GoldenMile@lgwm.nz](mailto:GoldenMile@lgwm.nz)  
Call us 0800 110 130

\* Reach is measured as the first time someone sees a post of ours. If one person sees 10 posts, this is counted as 10. It does not count subsequent views by the same person.

# 12 Survey demographics

956 submitters told us their of residence. A total of 78 different suburbs and area were represented. A visual summary and full list are shown in the table below.

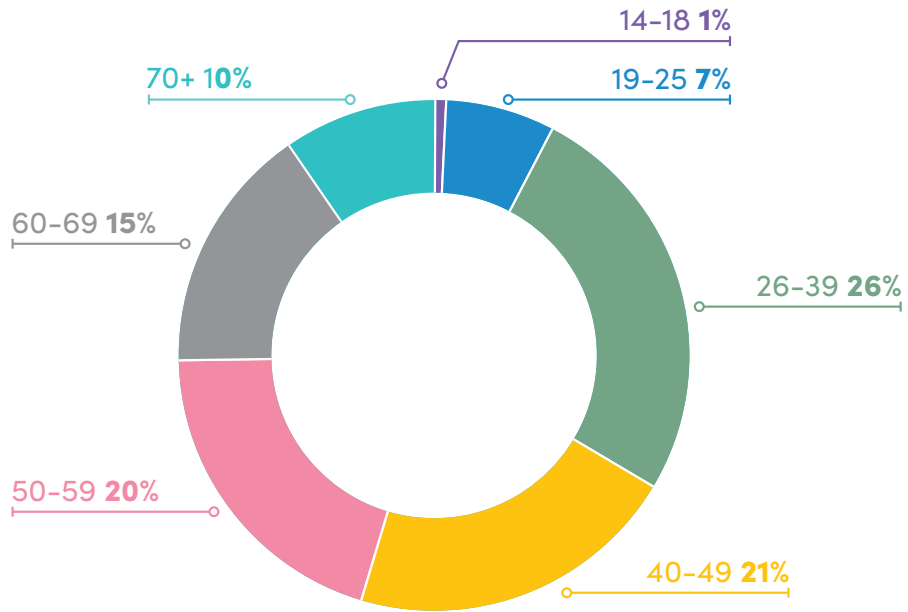


Suburb	No.	%
Te Aro	90	7.3%
Karori	59	4.8%
Wellington Central	50	4.0%
Khandallah	48	3.9%
Newtown	45	3.6%
Hataitai	41	3.3%
Mount Victoria	41	3.3%
Brooklyn	39	3.1%
Kelburn	36	2.9%
Wadestown	36	2.9%
Miramar	33	2.7%
Mount Cook	33	2.7%
Island Bay	28	2.3%
Northland	28	2.3%
Thorndon	28	2.3%
Ngaio	27	2.2%
Johnsonville	24	1.9%
Berhampore	23	1.9%
Kilbirnie	21	1.7%
Newlands	21	1.7%
Aro Valley	21	1.7%
Tawa	18	1.5%
Oriental Bay	16	1.3%
Wilton	13	1.0%
Strathmore Park	13	1.0%
Lyall Bay	12	1.0%

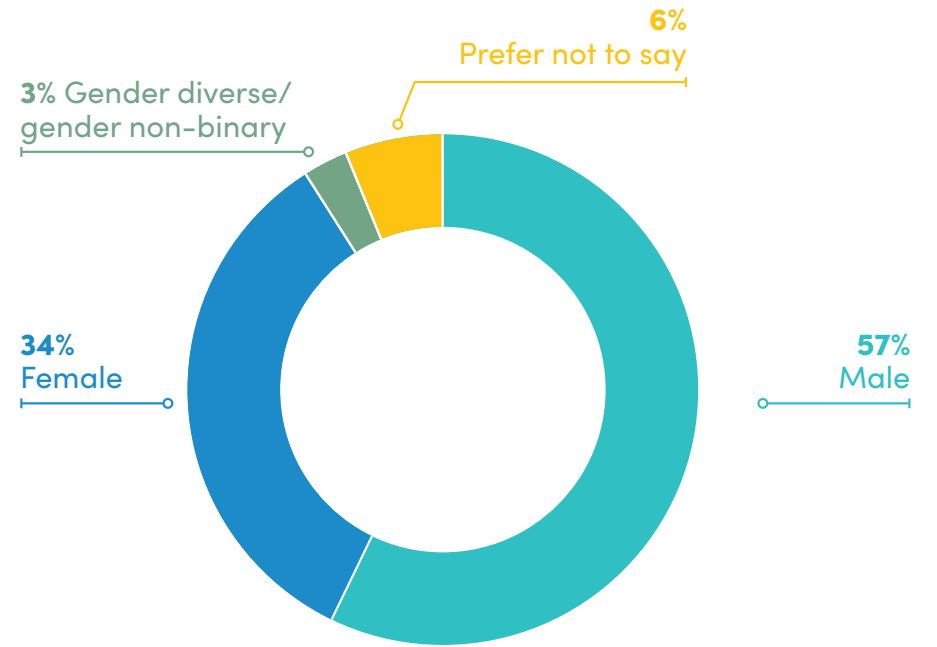
Suburb	No.	%
Seatoun	12	1.0%
Lower Hutt	11	0.9%
Roseneath	10	0.8%
Churton Park	9	0.7%
Crofton Downs	8	0.6%
Paparangi	7	0.6%
Kapiti Coast	7	0.6%
Houghton Bay	7	0.6%
Melrose	6	0.5%
Vogeltown	6	0.5%
Kingston	6	0.5%
Southgate	5	0.4%
Kaiwharawhara	5	0.4%
Mornington	4	0.3%
Pipitea	4	0.3%
Porirua	4	0.3%
Highbury	4	0.3%
Petone	4	0.3%
Waikanae	3	0.2%
Upper Hutt	3	0.2%
Grenada North	3	0.2%
Maupuia	3	0.2%
Whitby	3	0.2%
Paraparaumu	2	0.2%
Stokes Valley	2	0.2%
Rongotai	2	0.2%

Suburb	No.	%
Raumati South	2	0.2%
Owhiro Bay	2	0.2%
Avalon	2	0.2%
Titahi Bay	2	0.2%
Redwood	2	0.2%
Alicetown	2	0.2%
Woodridge	2	0.2%
Tirohanga	2	0.2%
Ohariu	2	0.2%
Broadmeadows	1	0.1%
Breaker Bay	1	0.1%
Aotea	1	0.1%
Clouston Park	1	0.1%
Eastbourne	1	0.1%
Glenside	1	0.1%
Korokoro	1	0.1%
Martinborough	1	0.1%
Paremata	1	0.1%
Pinehaven	1	0.1%
Plimmerton	1	0.1%
Pukerua Bay	1	0.1%
Wainuiomata	1	0.1%
Wairarapa	1	0.1%
Waiwhetu	1	0.1%
Wallaceville	1	0.1%
Worser Bay	1	0.1%

1109 respondents told us their age group



1175 respondents told us their gender





# 13 What happens next?

We are following WCC's traffic resolution process.

An oral hearing is scheduled for 14-15 June.

Wellington City Councillors are scheduled to hear and decide on the proposed traffic resolution on 29 June 2023.



Let's GET  
Wellington  
MOVING

WAKA KOTAHI  
NZ TRANSPORT  
AGENCY

Greater  
Wellington  
Te Pane Matua Taiao

Absolutely Positively  
Wellington City Council  
Me Heke Ki Pōneke