

Traffic & Parking Subcommittee
Hearing of Submissions on objections to Proposed Bus Shelters in Lake Hayes and Lake Hayes Estate 10 March 2022

Department: Property & Infrastructure

Title | Taitara: Hearing of Submissions on objections to Proposed Bus Shelters in Lake Hayes and Lake Hayes Estate.

PURPOSE OF THE REPORT | TE TAKE MŌ TE PŪRONGO

- 1 The purpose of this report is to present public submissions received by the Queenstown Lakes District Council (QLDC) on the proposed public transport bus shelters proposed in Lake Hayes and Lake Hayes Estate, to provide those members of the public the opportunity to be heard, and to assist the Traffic and Parking Sub Committee to hear oral submissions prior to making a decision.

RECOMMENDATION | NGĀ TŪOHUNGA

2. That the (Hearing Panel) Traffic & Parking Subcommittee
 - i. **Consider** the submissions by those that consider themselves to be affected by the proposal for public transport bus stop shelters, together with advice from officers.
 - ii. **Confirm and conclude the hearing of submissions to proceed to a decision.**

Prepared by:



Brandon Ducharme
Sr. Development Infrastructure
Engineer
3/03/2022

Reviewed by:



Peter Hansby
General Manager, Property &
Infrastructure
3/03/2022

CONTEXT | HOROPAKI

- 2 Under s 339 of the Local Government Act 1974, the Council has to give written notice to any owner or occupier of land the frontage of which is likely to be injuriously affected by the erection of a proposed bus shelter. The Council did this in early February to a number of properties where the shelters are proposed to sit in front, or adjacent to the front.

- 3 Council has received various feedback from adjacent residences that object to the proposed shelters. Concerns expressed include: increased noise, privacy and visual intrusion, interference with rubbish and recycling bins, and safe entry/access from their driveway. Some sites notices were conducted earlier in the second half of 2021.

SUBMISSIONS

- 4 The following table summarises the submissions received from adjacent properties that object to the proposal to erect a shelter for the relevant stops:

No.	Details	Interest	Address/property
	Arrowtown-Lake Hayes Rd (near Akarua Winery)		
1	Grant Adolph	Owner/Occupier	273a Arrowtown Lake Hayes Rd
	LHE - Sylvan St Reserve (between 37 and 39)		
2	Jo Stewart	Owner/Occupier	39 Sylvan St
	David Bonham	Owner/Occupier	39 Sylvan St
	Blair Devlin	Representative	Vivien+Espie
3	Mark Kelly	Owner/Occupier	37 Sylvan St
	Theresa Kelly		
	LHE - Sylvan St Opposite Reserve 32		
4	Ian Cook	Owner	32 Sylvan St
	Mary Cook	Owner	32 Sylvan St
5	Karon Read	Owner	34 Sylvan St
6	Ricci Pyroux	Occupier	34 Sylvan St
7	Abby Brumlikova	Owner/Occupier	36 Sylvan St
	LHE - 24 Erskine Street at Walnut Grove		
8	Denis Columb	Owner/Occupier	24 Erskine Street

- 5 A summary of relevant objections received from owners/occupiers of abutting land through consultation feedback and the mitigations offered by Council officers are tabulated below for each site. These include both the proposed changes in parking and the proposed infrastructure (bus shelters).

Road or Location	Specific Description																		
Arrowtown-Lakes Hayes Area																			
Arrowtown-Lake Hayes Rd Akarua Winery	<p>Summary of feedback received from submissions</p> <p>Submission 1 (Support) from Akarua Winery</p> <table border="1" data-bbox="512 443 1433 696"> <thead> <tr> <th data-bbox="512 443 991 479"><u>Issues</u></th> <th data-bbox="991 443 1433 479"><u>Support</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="512 479 991 589">Parking</td> <td data-bbox="991 479 1433 589">Parking is an issue at this site and having alternate modes of transport will assist</td> </tr> <tr> <td data-bbox="512 589 991 696">Mode Choice</td> <td data-bbox="991 589 1433 696">Options for public transport complement the liquor license and site activity.</td> </tr> </tbody> </table> <p>Submission 2 (objection) – 273a Arrowtown-Lakes Hayes Rd</p> <table border="1" data-bbox="512 792 1433 1444"> <thead> <tr> <th data-bbox="512 792 991 828"><u>Issues</u></th> <th data-bbox="991 792 1433 828"><u>QLDC Proposed Mitigation</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="512 828 991 1153">Suitability of the proposed infrastructure in a rural environment</td> <td data-bbox="991 828 1433 1153"> To adopt a low impact design of minimizing (but not eliminating) concrete for sensitivity to rural design. *Excludes shelter which is specified to be a consistent stock standard and not proposed to change specification. </td> </tr> <tr> <td data-bbox="512 1153 991 1227">Wayfinding/pedestrian conveyance</td> <td data-bbox="991 1153 1433 1227">Position signage with cooperation from commercial operators</td> </tr> <tr> <td data-bbox="512 1227 991 1301">Shelter intrudes on Sightlines for ingress/egress from driveway</td> <td data-bbox="991 1227 1433 1301">The shelter design is set back to allow safe operations.</td> </tr> <tr> <td data-bbox="512 1301 991 1375">Hawthorne Hedge Maintenance</td> <td data-bbox="991 1301 1433 1375">Arborist report to pre-clip and QLDC maintain behind shelter.</td> </tr> <tr> <td data-bbox="512 1375 991 1444">Shelter</td> <td data-bbox="991 1375 1433 1444">Objection and submissions made for hearing.</td> </tr> </tbody> </table>	<u>Issues</u>	<u>Support</u>	Parking	Parking is an issue at this site and having alternate modes of transport will assist	Mode Choice	Options for public transport complement the liquor license and site activity.	<u>Issues</u>	<u>QLDC Proposed Mitigation</u>	Suitability of the proposed infrastructure in a rural environment	To adopt a low impact design of minimizing (but not eliminating) concrete for sensitivity to rural design. *Excludes shelter which is specified to be a consistent stock standard and not proposed to change specification.	Wayfinding/pedestrian conveyance	Position signage with cooperation from commercial operators	Shelter intrudes on Sightlines for ingress/egress from driveway	The shelter design is set back to allow safe operations.	Hawthorne Hedge Maintenance	Arborist report to pre-clip and QLDC maintain behind shelter.	Shelter	Objection and submissions made for hearing.
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Lake Hayes Estate																			
Sylvan Street (WB) at the existing pedestrian crossing near the reserve land along Sylvan Street	<p>Summary of feedback received from submissions</p> <p>Submission 1 and 2 (objections) From Owners and Occupiers of 32 Sylvan Street - Lake Hayes Estate</p> <p>Submissions 3 and 4 (objections) from neighbours' (owners and occupiers) at 34 Sylvan Street – Lake Hayes Estate</p> <p>Submissions 5 (objections) from extended neighbours' (owner/occupier) at 36 Sylvan Street – Lake Hayes Estate</p> <p>Submissions 4 (objections) from opposite property at 37 Sylvan Street – Lake Hayes Estate</p> <table border="1" data-bbox="512 1933 1433 2036"> <thead> <tr> <th data-bbox="512 1933 991 1968"><u>Issues</u></th> <th data-bbox="991 1933 1433 1968"><u>QLDC Proposed Mitigation</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="512 1968 991 2036">Negative Impact on Value</td> <td data-bbox="991 1968 1433 2036">Value of property is linked to amenity, and public transport</td> </tr> </tbody> </table>	<u>Issues</u>	<u>QLDC Proposed Mitigation</u>	Negative Impact on Value	Value of property is linked to amenity, and public transport														
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		increases amenities in the area. Council are not aware of any evidence of bus stops decreasing property value.	
	Privacy/Visual Intrusion	Plant Pittosporum tenuifolia or Olearia paniculate hedges (advised by QLDC arborist) behind the shelter to screen the shelter from the property. Also of note is the bunding and existing screening and planting on the private property which already provides some screening.	
	Noise from vehicles and loitering public	Pick up drop-off location only, not a terminus or waiting location, which mitigates bus noises. Above Screening proposed to aid in mitigating noise/sound.	
	Rubbish	Council will provide adequate space to retrofit rubbish bins should this become a problem through monitoring of the site operations.	
	Vandalism/Security/indecent behaviors	Council will monitor the ongoing operations and consider approaches should these matters materialize.	
	Disruptive to plans for future addition on property and access driveway.	Council can mitigate in design with alternate geometrics of proposal on site to allow for future gates that open/close, or an access track.	
	Safety of drive-way operations due to visibility	Shelters are designed with transparency to mitigate these risks. Caution of road use still applies.	
Sylvan Street (EB) opposite of the reserve land along Sylvan Street near the existing pedestrian crossing near	Summary of feedback received from submissions		
	Submission 1, 2, and 3 (objection) Owners/Occupiers, and representative of 39 Sylvan Street – Lake Hayes Estate		
	Submission 4 (objection) Neighbour across reserve land – 37 Sylvan Street – Lake Hayes Estate		
	Issues	QLDC Proposed Mitigation	
	Privacy/Visual Intrusion	Plant Pittosporum tenuifolium or Olearia paniculate hedges (advised by QLDC arborist) behind shelter to provide screening to property.	

		The proposal has sought to mitigate these effects by utilizing the Council Reserve land for the shelter. Due to the pedestrian crossing, the bus box and hard stand will still front the house while in use, but all within road reserve.
	Noise	Pick up drop-off location only, not a terminus or waiting location.
	Potential for future use of the reserve as a road	This proposal does not affect any use of the reserve, nor does it limit or prejudice its future use. Bus Stop can be amended and relocated when or if future plans progress.
	Bus stop is unnecessary with good proximity to stop proposed on Walnut Grove on Erskine Street.	QLDC level of service is to provide bus stops every 350-400m of walking distance or less. This need is endorsed by CCS Disability Action.
Erskine Street (WB) at Walnut Grove Park	Summary of feedback received from submissions	
	Submission 1 (objection) Owner/Occupier of 24 Erskine Street – Lake Hayes Estate	
	Issues	QLDC Proposed Mitigation
	Privacy/Visual Intrusion and Obstruction to view outside of property.	Plant Pittosporum tenuifolium or Olearia paniculate hedges (advised by QLDC arborist) behind shelter to provide screening.
Noise	Pick up drop-off location only, not a terminus or waiting location.	
Rubbish	Council will provide adequate space to retrofit rubbish bins should this become a problem through monitoring of the site operations.	

ATTACHMENTS | NGĀ TĀPIRIHANGA

A	Attachment A – Proposed Designs A.1 Arrowtown-Lake Hayes Rd (NB/SB) at Akarua Winery A.2 LHE – Sylvan St (EB/WB) A.3 LHE – Erskine Street at Walnut Grove (EB/WB)
B	Attachment B – Consultation Summary as provided via Let’s Talk, promoted via social media and direct email to the Lake Hayes Estate/Shotover Country Community association. source: https://letstalk.qldc.govt.nz/bus-stops-lake-hayes-estate

C	Relevant Site	Public Submissions	Interest
C.1	Arrowtown-Lake Hayes Rd (Near Akarua Winery)	Submission from Grant and Jane Adolph.	Owner/Occupiers of 273a Arrowtown-Lake Hayes Rd
C.2.1 C.2.2 C.2.3 C.2.4	LHE – Sylvan Street (East Bound)	Submissions from Jo Stewart, David Bonham and Blair Devlin of Vivian+Espie.	Owners/Occupiers of 39 Sylvan Street, and their representatives.
C.3.1 C.3.2	LHE – Sylvan Street (East Bound)	Email submissions from Mark and Theresa Kelly.	Owners/Occupiers of 37 Sylvan Street
C.4.1 C.4.2	LHE – Sylvan Street (West Bound)	Email submissions from Ian and Mary Cook	Owners of 32 Sylvan Street
C.5	LHE – Sylvan Street (West Bound)	Email submission from Karon Reid	Owner of 34 Sylvan Street
C.6	LHE – Sylvan Street (West Bound)	Email submission from Ricci Pyroux	Occupier of 34 Sylvan Street
C.7	LHE – Sylvan Street (West Bound)	Email submission from Abby Brumlikova	Owners/Occupiers of 36 Sylvan Street
C.8.1 C.8.2	LHE – Erskine Street opposite Walnut Grove	Submissions from online and email from Denis Columb	Owners/Occupiers of 24 Erskine Street
D		Notification Documents	
D.1	ARLH Rd (Near Akarua Winery)	Letter to 273a Arrowtown-Lake Hayes Rd	Owner/Occupier of 273a Arrowtown-Lake Hayes Rd
D.2	LHE – Sylvan Street (East Bound)	Letter to 39 sylvan street	Owners/Occupiers of 39 Sylvan Street, and their representatives.

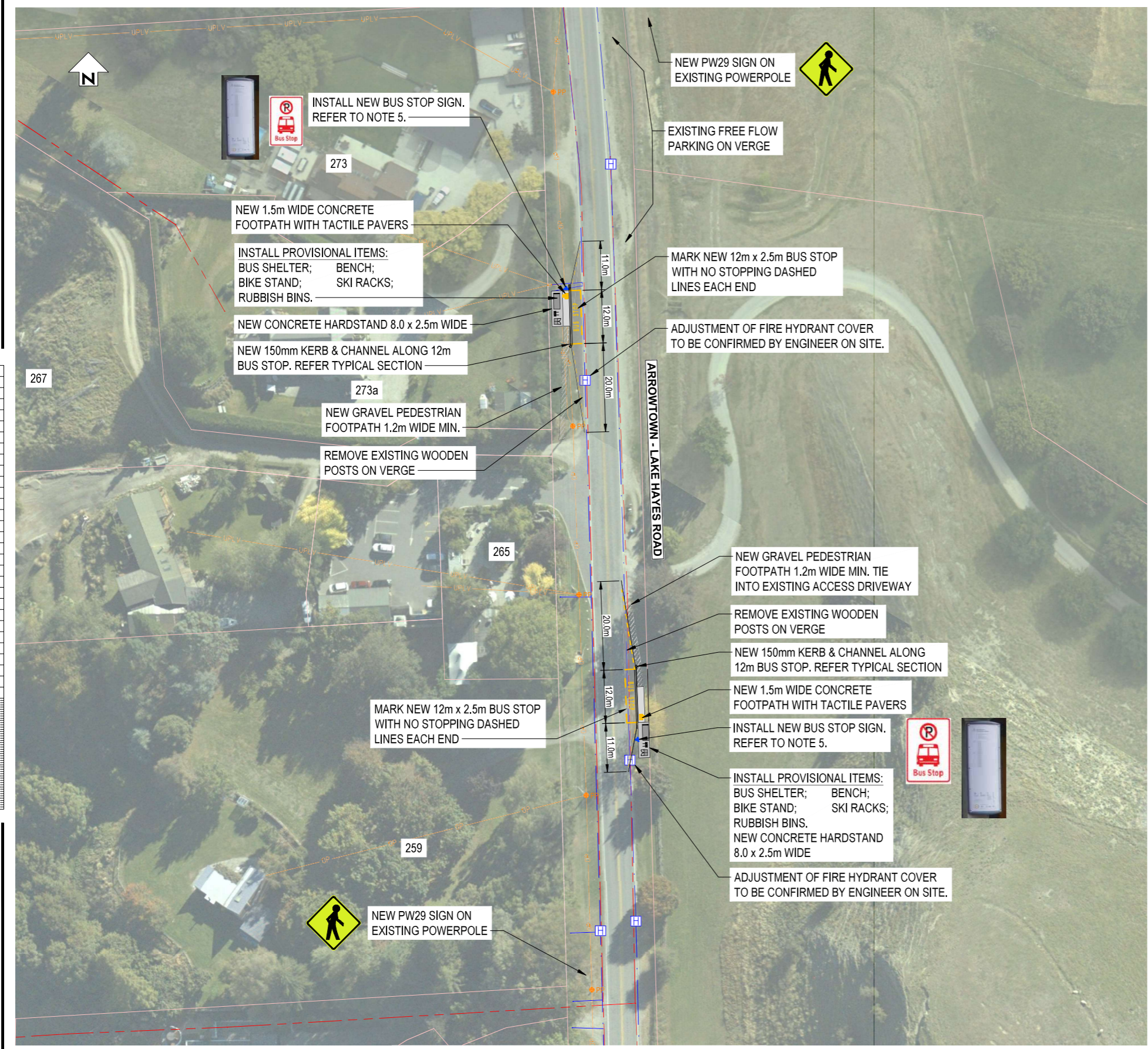
D.3	LHE – Sylvan Street (East Bound)	Letter to 37 sylvan street	Owners/Occupiers of 37 Sylvan Street
D.4	LHE – Sylvan Street (West Bound)	Letter to 32 sylvan Street	Owners of 32 Sylvan Street
D.5 and D.6	LHE – Sylvan Street (West Bound)	Letters to 34 Sylvan Street	Owner of 34 Sylvan Street
D.7	LHE – Sylvan Street (West Bound)	Letters to 36 sylvan street	Owners/Occupiers of 36 Sylvan Street
D.8	LHE – Erskine Street opposite Walnut Grove	LHE Walnut Grove Park Erskine - Consultation Letter - 24 Erskine Street	Owners/Occupiers of 24 Erskine Street

DO NOT SCALE - IF IN DOUBT, ASK

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ORIGINAL SIZE A1

Last modified: Feb 2 2021 By Phillip Cook



SITE 1
AKARUA WINERY



NOTES

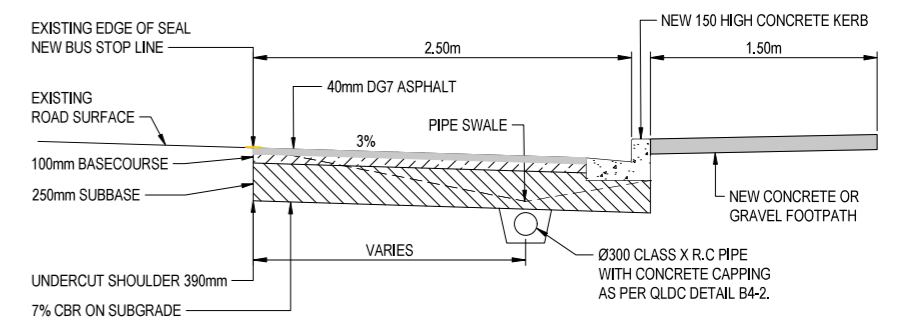
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QLDC INFRASTRUCTURE CODE PART 4
STANDARD DRAWINGS REFERENCED :

- B5-8 KERB AND DISH CHANNEL (PROFILES)
- B5-22 HEAVY DUTY FOOTPATH (CONCRETE)
- B5-23 FOOTPATH - ASPHALT AND GRITTED DETAILS



TYPICAL SWALE CROSS SECTION
SCALE 1 : 25

NOT FOR CONSTRUCTION

REV	DESCRIPTION	DRN	CHK	APP	DATE
O	FOR TENDER	PJC	IB		11/21
C	DETAILED DESIGN	PJC	IB		05/21
B	CLIENT REVIEW	PJC	WB		03/21
A	PRELIMINARY DESIGN	PJC	WB		01/21

STATUS	BY	DATE
SURVEYED		
DESIGNED		
DRAWN	Phillip J Cook	12/20
CAD REVIEW	Phillip Cook	11.11.21
DESIGN CHECK	Wendy Banks	11.11.21
DESIGN REVIEW	Iain Banks	
APPROVED	All Siddiqui	09.12.21

Client

QUEENSTOWN LAKES DISTRICT COUNCIL
MODE SHIFT PT MINOR IMPROVEMENTS TRANCHE 2

AKARUA WINERY
SITE LAYOUT PLAN

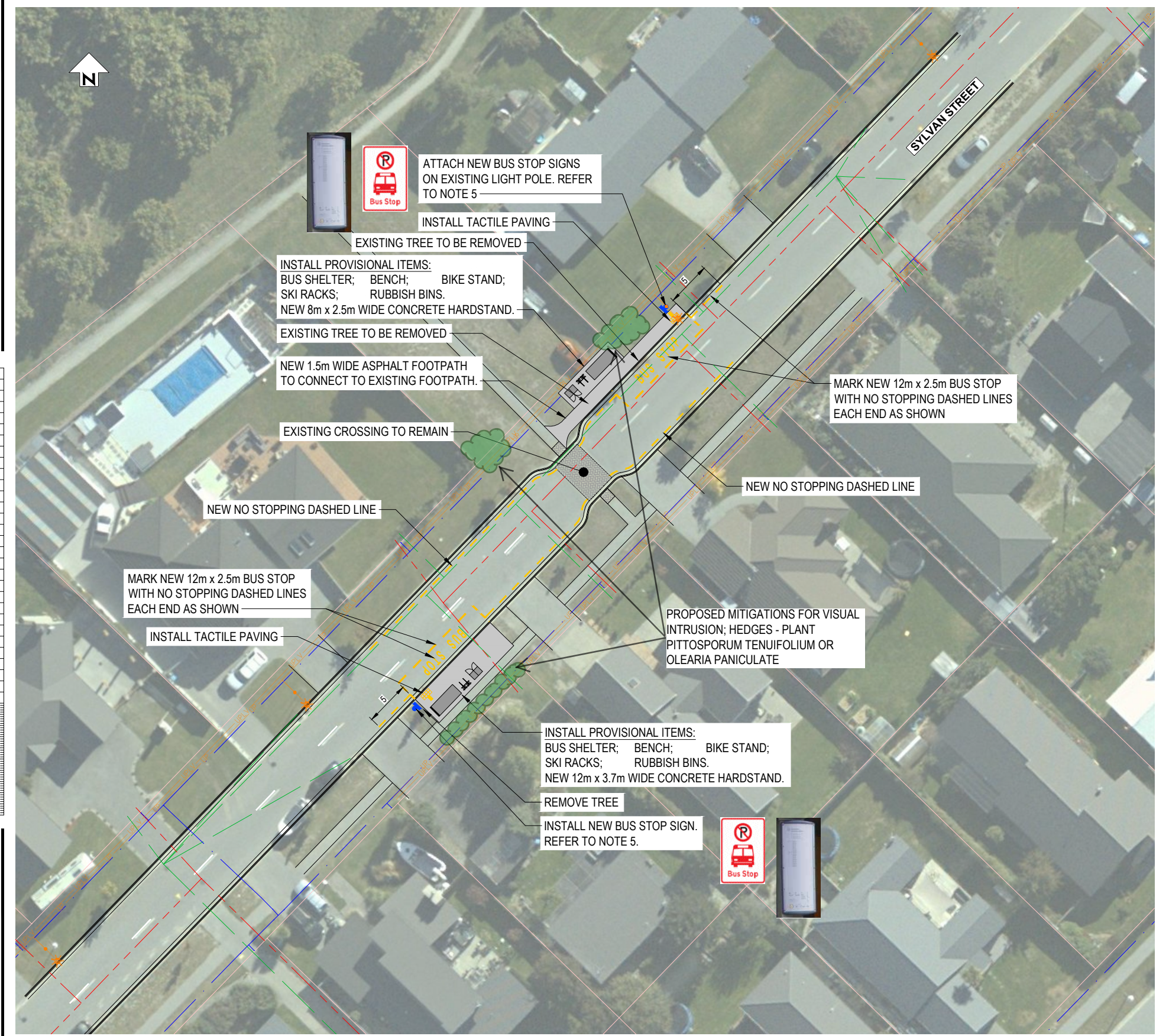
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Rev.	0

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ORIGINAL SIZE A1

Last modified: Jan 19 2021 By Phillip Cook



NOTES

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 - RP-5 BUS STOP AND POST TO BE SUPPLIED BY CONTRACTOR.
 - TIMETABLE TO BE SUPPLIED BY ORC.
 - SWIVEL BOARD TO BE SUPPLIED BY QLDC.
- TREES TO BE TRIMMED TO ALLOW FOOTPATH CONSTRUCTION.

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QLDC INFRASTRUCTURE CODE PART 4
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SITE 3
LAKE HAYES ESTATE - SYLVAN STREET

NOT FOR CONSTRUCTION

REV	DESCRIPTION	DRN	CHK	APP	DATE
C	DETAILED DESIGN	PJC	IB		05/21
B	CLIENT REVIEW	PJC	WB		03/21
A	PRELIMINARY DESIGN	PJC	WB		01/21

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DESIGNED		
DRAWN	Phillip J Cook	01/21
CAD REVIEW		
DESIGN CHECK		
DESIGN REVIEW		
APPROVED	NOT APPROVED	
PROF REGISTRATION:		



QUEENSTOWN LAKES DISTRICT COUNCIL
MODE SHIFT PT MINOR IMPROVEMENTS TRANCHE 2

LAKE HAYES ESTATE - SITE C SYLVAN STREET
LAYOUT PLAN

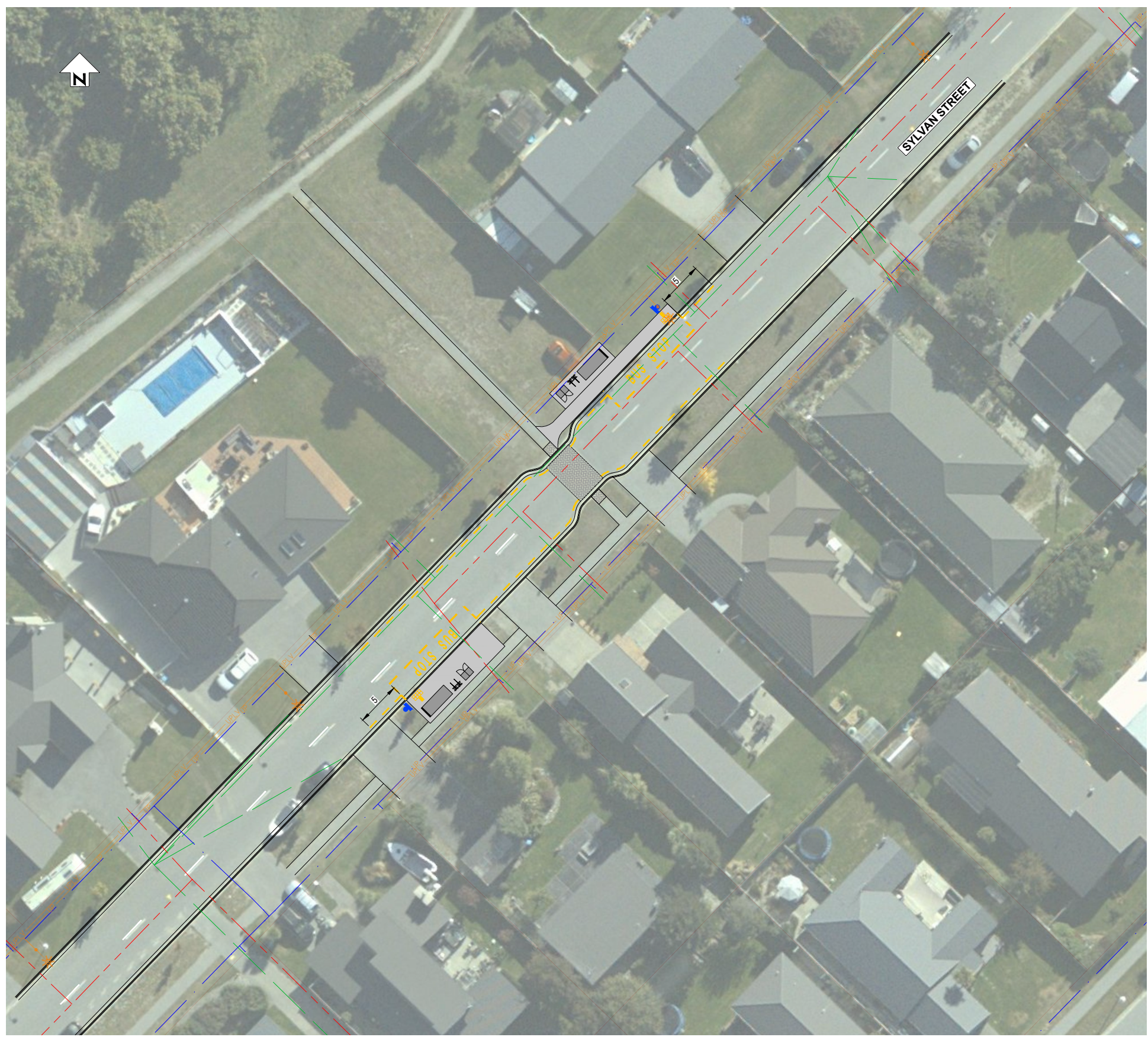
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Rev.	C

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ORIGINAL SIZE A1

Last modified: Jan 19 2021 By Phillip Cook



LEGEND	
	STORMWATER
	SANITARY SEWER
	WATER
	FIRE HYDRANT
	COMMUNICATION
	POWER - HV
	POWER - LV
	POWER - LV
	POWERPOLE
	STREET LIGHT
	TRANSFORMER / SWITCH
	POWER PILLAR

WARNING
BEWARE OF UNDERGROUND SERVICES
THE LOCATIONS OF UNDERGROUND SERVICES ARE APPROXIMATE ONLY AND THEIR EXACT POSITION SHOULD BE PROVEN ON SITE NO GUARANTEE IS GIVEN THAT ALL EXISTING SERVICES ARE SHOWN.

DIAL BEFORE YOU DIG

SITE 3
LAKE HAYES ESTATE - SYLVAN STREET



NOT FOR CONSTRUCTION

REV	DESCRIPTION	DATE	APP	CHK	DRN
C	DETAILED DESIGN	05/21	PJC	IB	
B	CLIENT REVIEW	03/21	PJC	WB	
A	PRELIMINARY DESIGN	01/21	PJC	WB	
	REVISIONS				

SURVEYED		
DESIGNED		
DRAWN	Phillip J Cook	01/21
CAD REVIEW		
DESIGN CHECK		
DESIGN REVIEW		
APPROVED	NOT APPROVED	
PROF REGISTRATION:		



QUEENSTOWN LAKES DISTRICT COUNCIL
MODE SHIFT PT MINOR IMPROVEMENTS TRANCHE 2
LAKE HAYES ESTATE - SITE C SYLVAN STREET
SERVICES PLAN

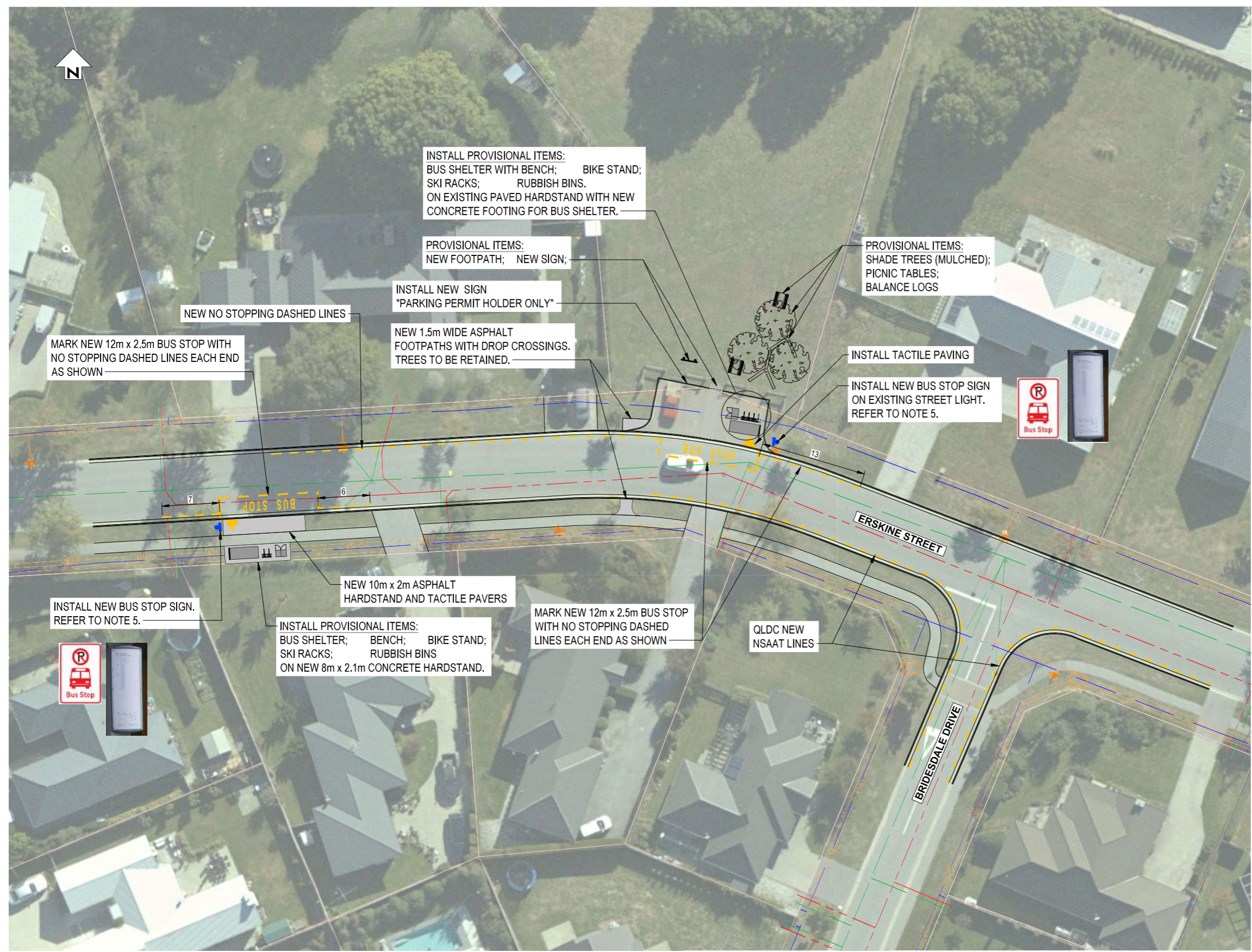
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Rev.	C

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ORIGINAL SIZE A1

Last modified: Feb 5 2021 By Phillip Cook



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QLDC INFRASTRUCTURE CODE PART 4

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SITE 4
LAKE HAYES ESTATE - ERSKINE STREET

NOT FOR CONSTRUCTION

REV	DESCRIPTION	DATE	APP	CHK	DRN
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D	DETAILED DESIGN - LAYOUT AMENDED	07/21	PJC	IB	
C	DETAILED DESIGN	05/21	PJC	IB	
B	CLIENT REVIEW	03/21	PJC	WB	
A	PRELIMINARY DESIGN	01/21	PJC	WB	

SURVEYED	DESIGNED	DRAWN	CAD REVIEW	DESIGN CHECK	DESIGN REVIEW	APPROVED	PROF REGISTRATION
		Phillip J Cook	Phillip Cook	Wendy Banks	Iain Banks	All Siddiqui	



QUEENSTOWN LAKES DISTRICT COUNCIL
MODE SHIFT PT MINOR IMPROVEMENTS TRANCHE 2
LAKE HAYES ESTATE - SITE F ERSKINE STREET
LAYOUT PLAN

Status Stamp	FOR TENDER
Date Stamp	09.12.21
Scale	1 : 250
Drawing No.	310204458-T2-004-C033
Rev.	0

Lake Hayes Estate proposed bus route – consultation summary

In October 2021 we asked for feedback on a proposed new bus route and associated infrastructure to service Lake Hayes Estate.

Over the one month feedback period there were 315 visits to the Let’s Talk page and we received 58 submissions.

This document summarises the feedback received and how we proposed to respond to the points raised.

If you’d like to read the information that was available during the consultation period, please head to <https://letstalk.qldc.govt.nz/bus-stops-lake-hayes-estate>

Summary of submissions and response:

The following key themes were raised via the online survey form.

	Theme raised	Response
1	End-to-end route vs. Circular Route Why has the proposed route been based on an end-to-end-route rather than a circular route?	The Otago Regional Council (ORC) operates the public transport service using an end-to-end routing approach – this allows them to be able to balance timetables and provide a consistent level of service to all users in both directions.
2	Hail and Ride seems to work and offer flexibility – why can’t this continue?	The ORC operates the public transport service and requires designated bus stops to support safe and reliable operations and a consistent level of service across the network.
3	Why has the route shifted to Erskine Street as opposed to along Hope Avenue?	The route has better co-location with Council Community Services and links to the walking and cycling routes through Lake Hayes Estate.
4	The Bus service should be more frequent and extend to later hours after 10.00pm including weekends.	The ORC operates the public transport service and continuously monitors the levels of service. With improved facilities and uptake of service use there may be further opportunities to optimise the level of service in the future.
5	The proposed roads are too narrow, or challenged by sightlines and are unsafe.	Changes in any road environment will require extra care as users get used to the change. QLDC will use a variety of ways to communicate changes and educate users. There will be opportunity to monitor performance and address operational issues with further adjustments as needed to ensure safety for all road users.

6	What is the long term plan for the terminus at Nerin Square?	QLDC and ORC are working together on a plan to revise the Queenstown to Lake Hayes Estate Route No. 5 so the layover (the time during which the bus waits at the end of each service) will be relocated from Nerin Square to central Queenstown.
7	What about lower Shotover Country? Level of service improvements require more stops over there.	This will be evaluated and considered for future planning.
8	The current proposal in Lake Hayes Estate unevenly services the eastern side of the subdivision resulting in poor level of service along Sylvan Street.	An additional stop has been added to the proposal along Sylvan Street. An updated map can be found in the 'next steps' section below.
9	Lake Hayes Estate to Arrowtown needs a better level of service plan.	This will be evaluated and considered for future planning.
10	Will Kawarau Park Medical Centre have a bus stop nearby?	Yes. Bus stops at Kawarau Park Medical Centre are included as a resource consent condition – they will be located along Jones Ave at the neck to Howards Drive. These stops will be integrated into the transport service in both directions between Shotover Country and Lake Hayes Estate.
11	CCS Disability in Action submission: strongly supports the proposal with the following caveats: <ul style="list-style-type: none"> a. Support for more, not less bus-stops to meet the 350-400m apart level of service b. Deliver with the proposed accessibility features and appropriate lighting c. QLDC identifies the reasons for low bus patronage in the area and works with the ORC and the community to increase this. 	Acknowledged and considered for future planning. New bus stop infrastructure will be built to include accessibility features

Separate to the community consultation process, Council undertakes formal consultation with property owners directly adjacent to the proposed bus stops, as per the requirements of s339 of the Local Government Act 1974.

We will be in direct contact with individual property owners who may object to the proposal to work through the reasons for their objection and any mitigation measures. Any unresolved objections through this process will be heard and considered by the Traffic and Parking Subcommittee alongside the recommendation to the Council Traffic and Parking Subcommittee to amend parking restrictions.

Next steps

All feedback has been considered and a slightly revised proposal is expected to be presented to the Traffic and Parking Subcommittee for approval on 10 March 2022. On this date, a hearings panel will also consider the issues raised by any neighbouring landowner objections. We will update this page if there are any changes to these timings.

If approved, construction of the new bus shelters is expected to start in April- May 2022 and be ready for use in time for Winter 2022.

A plan showing the revised proposal can be found below.



Grant & Jane Adolph

15/08/2021

New Bus stop on Arrowtown-Lake Hayes Rd. Objection

As owner and occupier of 273a Arrowtown-Lake Hayes Rd we are objecting to the proposed positioning of a new bus stop and associated street furniture on the road reserve bordering our eastern boundary.

Our concerns are around safety, access, and efficiency along with retaining the rural character and aesthetics of Lake Hayes Rd from Speargrass Rd through to Akarua Winery.

The rural nature of this section of road has been eroded by the parking sprawl from the commercial enterprise of Akarua Winery on the road reserve identified as existing free flow parking on the map. This parking is a traffic hazard as drivers back out onto the highway and turn across the traffic in an area with double yellow lines. This sprawl of parking on the road reserve is evident to the North and South of Akarua Wines.

This safety hazard and negative impact on the rural setting is not apparent at Amisfield Winery who have provided enough parking for staff and patrons.

We believe any future infrastructure development must address all of these issues and Akarua need to provide enough parking for staff and patrons.

Akarua staff are free parking on the road reserve in a dangerous area of the road which is on a high point with double yellow no passing lines opposite 273 Lake Hayes Rd. This staff angle parking which occurs prior to 8.00am leads Akarua Customers to park there also and or mistake our driveway entrance to be the Akarua entry. This intrusion is a regular occurrence for the owners of 273 and 273a Lake Hayes Rd.

Resource consent for subdivision of 273 Arrowtown-Lake Hayes Rd.

Application was made to QLDC in 2013 for a new driveway entrance into 273a to access the property where the new Bus stop is proposed. This was turned down due to traffic safety and other environmental impact concerns. Since that time the road has become significantly busier and the popularity of Akarua has escalated the issues significantly. A shared driveway with 273 Lake Hayes Rd was required for this subdivision to be approved. The proposed site for the new bus stop is contradictory to the opposition by QLDC to the provision of a driveway at the same site.

Another condition of the resource consent was the retaining and maintenance of the Hawthorne hedge on our road boundary. A bus stop and associated shelter and street furniture will impede access and be problematic for machinery to maintain the hedge appropriately as required by our resource consent conditions and Power Company provider regulations.

Safety

As residents we have needed to peg our road reserve boundary to enable safe entry and exit to and from 273 onto the highway which has a speed restriction of 70kms. This has been necessary to allow clear sight lines for safety in either direction.

The proposed bus stop and ancillary amenities will impact on these sight lines along with the times that the stop is in use. The positioning of this stop will draw people past Akarua and it will blur the already poorly defined entry to their designated parking. This will then be used as a pull over exacerbating the safety and access concerns already raised.

Solution. Shift the proposed new Bus stop on the west side of the road south.

We believe that the appropriate site of the bus stop and amenities is directly opposite the one proposed on the East side along Darby’s boundary or to the south side of Akarua Wines.

It could be tied into the Akarua Entrance and landscaped appropriately to enhance the aesthetics of the commercial business that these bus stops will predominantly service. Landscaping and screening at this point would mitigate road noise and visual impact from both sides.

Siting this bus stop along the road reserve between Rapid 259 -263 will provide a safer and more accessible alternative to the one proposed outside 273. It will provide better easement for pedestrians and provide a defined focal point for transport services that Akarua would benefit from. Adjacent shelter and ancillary services are already provided for patrons onsite by Akarua.

Sight lines for entry and exit for all road user are better at this point as well as longer unimpeded sight lines for emergency stopping and pullover.

It will concentrate the development to a specific area and the negative impact of sprawling development would be reduced in this rural location.

I have spoken with John Stevenson who owns 263 Arrowtown –Lake Hayes Rd and he agreed that siting the Bus stop where we propose is the better alternative to what QLDC proposes.

We would welcome an onsite meeting with all affected parties and would present to the council in order to address all of the issues and proposed solutions presented above.

I have spoken with Kathryn from Akarua who was also keen to have a site meeting with all stakeholders and QLDC Brandon Ducharme however she reported to me that Brandon did not think it was necessary as he had already spoken with me and neighbor John Duncan.

We look forward to working with QLDC and ORC together with landowners and commercial operators towards the best solution to the issues and problems identified above.

Yours

Grant & Jane Adolph

████████████████████

██

17th February 2022

To Brandon,

Public Transport Bus Network Improvements – New pair of bus stops on Sylvan Street in Lake Hayes Estate.

As emailed to you on Sunday 13th February we are strongly opposed and object to the locations of these bus stops and shelters along Sylvan Street and our reason why will be clearly defined below.

In November 2020 we learnt purely through chance about the Ladies Mile Development plan which included a “bus route” which has now been called the Sylvan Street link due to be developed according to Council plans 2027. We did not receive notification regarding this. And when we turned up to the first draft of the Te Pūtahi Ladies Mile Master plan to say the least we were flabbergasted. Not only were there bus stops but a road along the easement next to our house on the west side and up across the north side. As you will be aware we were very vocal about the distress and effects it would have on us. We spent many sleepless night and stressful days communicating with the council and community. The fight for our privacy, lifestyle and emotional wellbeing was not however considered by the council or the out-of-town planners developing this concept and our concerns fell on deaf ears. To know our whole lives are about to be turned upside down and interrupted by constant traffic, buses, pedestrians, lighting, noise, lack of privacy and mental wellbeing etc is devastating.

On Saturday 12th February I learnt from a friend of the proposed new Bus Stops and shared this with David. To say the least you just put another nail in our coffins. You totally destroyed us again. We then went looking in the mailbox to find a letter from the Council posted on the 8th February, written on the 4th February and possibly made it to our mailbox on the 10th February. We do not use our mailbox; we have a PO Box which is where the council sends our rates bills to. So, you can imagine our surprise when we read, we have till 3pm Friday 18th February to give feedback. That is less than a week.

In the Council report dated 16th December 2021 relating to delegating to the Traffic and Parking Subcommittee, it states that:

1. Note the contents of this report
2. Delegate to the Traffic and Parking Subcommittee it’s power to hear and make decisions on objections to the location of a new public transport infrastructure under section 339 of the Local Government Act 1974; and
3. Authorise Council officers to make the necessary amendments to the QLDC Delegations Register

Signed by Brandon Ducharme and Pete Hansby on the 2/12/2021

The Local Government Act 1974 Section 339 states:

1. The council may erect on the footpath of any road a shelter for use by intending public-transport passengers or small passenger service vehicle passengers:
provided that no such shelter may be erected so as to unreasonably prevent access to any land having a frontage to the road.

2. The council shall give notice in writing of its proposal to erect any shelter under this section to the occupier and, if he is not also the owner, to the owner of any land the frontage of which is likely to be injuriously affected by the erection of the shelter, and shall not proceed with the erection of the shelter until after the expiration of the time for objecting against the proposal or, in the event of an objection, until after the objection has been determined.
3. Within 14 days after the service of the notice, the occupier or owner, as the case may be, may object in writing to the council against the proposal.
4. Where any person objects to the proposal in accordance with subsection (3), the council shall appoint a day for considering the objection and shall give notice to the objector of the time when and place where the objection is to be heard. Any such time shall be not earlier than 7 days after the date on which the notice of objection was received at the office of the council.
5. The council shall, at the time and place stated in the notice referred to in subsection (4), consider the objection, and after hearing any submissions made by or on behalf of the objector, may either dismiss the objection or decide not to proceed with the proposal or make such modifications to the proposal to which the objection relates as it thinks fit. The hearing of any such objection may be adjourned from time to time and from place to place.
6. Where there are more objectors than 1, the council shall, as far as practicable, hear all objections together and give each objector an opportunity of considering and being heard in respect of all other objections.
7. No resolution under this section shall be passed until the council has considered all the objections of which notice has been given in accordance with this section.

Breaches of the Act:

- “provided that no such shelter may be erected so as to unreasonably prevent access to any land having a frontage to the road” this clearly has not been taken into consideration.
- Your letter written on the 4th February but not posted until 8th February is clearly in breach of this Act.
- “give notice in writing of its proposal to erect any shelter under this section to the occupier and, if he is not also the owner, to the owner of any land the frontage”, this does not mean sending a letter to the street address as this council has done, it means directly to the owner of which you have the correct postal addresses as this is where you send the rates to. Council also has everyone along Sylvan Streets email addresses which were provided to council during the “Lets Talk” communication regarding the Sylvan Street Link.
- “dismiss the objection or decide not to proceed” in all communication via letter, email and phone conversation the option “not to proceed” never came up. The only option we have been given is mitigation through design.

Clearly the legislation requirements you have summarised and shortened to clearly work for this Council but do not meet the Local Government Act.

Lets Talk

Yes, this is how the council communicates with the community and yes, we signed up after the Ladies Mile Development miss communication to ensure we never missed anything going forward. Well, it seems your data base clears itself and resets as we have not received any further communication from “Lets Talk” since August 2021 and we did not unsubscribe. Also, we participated in the October survey yet did not receive any feedback as we did in the May consultation process.

Please provide the survey feedback from the October Lets talk survey in full by 25th February 2022.

Regarding surveys, where has the consultation and survey results disappear to? Are they still not relevant in today's planning along with the Sylvan Street Link. To put two unwanted bus stops and shelters along Sylvan Street when there are clearly two in either direction within 55 metres in either direction of the proposed bus stops is ridiculous. People will always walk to a bus stop to catch a bus and clearly in the Estate people have enjoyed for too long the hail and ride system. Are we not encouraging our district to Get Active and move!

While we understand the need to develop the transport system which had not been incorporated in the development of Lak Hayes Estate when it was consented, it should never come down to effecting residents directly, damaging their mental health and wellbeing, their livelihoods, privacy, devaluing their property, sleep deprivation, and value of life.

In a meeting held by the LHESCA meeting which council attended to discuss the proposed bus stops and shelters, we offered an alternative option of using reserves for the bus stops. A reserve does not directly affect any residents and can be maintained by council. It was also mentioned that the Council was talking with the MOE to combine the school bus stops with the new or already bus stops. Yet there has been no mention of this.

Please notify in writing the affects that have been considered to resident's wellbeing, health and safety, privacy, vandalism, rubbish, noise, parents dropping their children off to the bus stop, entering of private property, traffic etc....

In the Forward Works it states, "Notwithstanding Council officers best efforts to prioritise planning of improvements so as to mitigate the effects to adjacent properties, unavoidably there will be some proposed stops where servicing of the catchment demands requires bus stops adjacent to private property and Council is required to consult formally under the above legislation to add bus shelters".

Have you even considered those directly affected with it in front of their property? Please provide feedback by Friday 25th February.

We feel persecuted by the councils ongoing onslaught to destruction to our privacy, health and wellbeing, devaluation of our properties and the unimaginable amount of stress you have and continue to create in our lives. Life is hard enough and then you throw in our current environment, covid, pressure to business, personal hardships, mental health, and the ongoing onslaught from the council. When is enough ENOUGH!

- As you will see from the photo mockup attached, we have no street fencing but a beautiful lush green lawn of which we are very proud. If the bus stop and shelter goes ahead this will no longer belong to us as the public will use it to gather on, sit on, drop their rubbish on, defecate on etc... Our bedroom window is right there, our living room is right there! We no longer have any privacy.
- You are taking away the street parking, across five households. Where are we now to park or have our guests park? Park safely, access our property safely?
- Rubbish collection – we can no longer put our bins at the end of our driveways for collection, where do you propose they go now? And this affects all the other properties as well.

- How can we safely reverse out of our driveway when we will have a bus collecting or picking up people? What safety or measures have you put in place to protect us the owners/residents? It seems to be all about the other residents within LHE.
- Privacy – quite simply put we will have none. And neither will my 78-year-old mother in-law living next door. Have you considered the direct effects on our privacy, wellbeing, sleep deprivation, anxiety, mental health, quality of life? Please provide feedback into investigation of effects directly affecting us the owners/residents by 25th February.
- Nosie and air pollution – diesel fumes are heavy and linger. Both my mother in-law and myself suffer from asthma and diesel fumes is one of my triggers. I have had severe reactions to these in the past. Nosie pollution – the deceleration and acceleration of buses, braking, people gathering and talking not only while waiting to get on the bus but also when they get off, intoxicated people lingering, the constant setting off of our dogs as they alert us to people or buses pulling up (what quality of life is this for dogs when they can never relax or sleep, constantly on guard. This causes all sorts of issues and can turn a kindhearted dog into an anxious wreck. Are you going to start paying our vet bills?). If you have lived with a bus stop in front of your house or near your house, you will know there is no quality of life. The bus timetable is set to increase its frequency up to 7 minutes apart as disclosed at the council meeting with Sylvan Street residence in December 2020.
- School bus collection points, as mentioned previously above, this has not been mentioned in the consultation process or it affects on residents, properties, wellbeing, mental health, etc....
- Devaluing our properties - We have worked hard to establish a future which recently the council seems determined to take away from us. Our property was bought for the serenity and outlook, the privacy and space. We have tried to distract ourselves from knowing the Sylvan Street link is coming into play in 2027 by doing up our property and make it new. We are in the final stages of splitting the titles of 39A & B with just the moving of services to go. Is this planning team even aware of this? This will affect the proposed bus stop and shelter as we will be altering the driveways on the two titles to allow safe access.
- Security – what measures have been put in place to protect our security? Our mother in-law's security at 39B and the other affected residents and properties? Loitering, rubbish, defecating, potential harm to our property and vehicles, damage to letter boxes.
- Entering and exiting our properties – as mentioned previously above, limiting our access
- Access for services – mailperson, waste removal (bins), Fibre network etc....

For council to understand the devastating and detrimental impact they have and are continuing to inflict on our lives is destroying us. You talk about looking after the community but seem to be solely focused on taking everything away from us. You will never fully understand the true extent of the destruction you are causing. To say the least you definitely don't have our mental health and wellbeing on your radar. To take away everything someone has work so hard to achieve can and is leading to a very dark place in our lives. Is this the direction the council really wants to take and be responsible/know for?

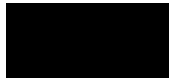
To wrap up, we are strongly opposed and object to any bus stops/shelters on Sylvan Street. We have enough to deal with. Consider planning appropriately communicating with all council planning sections, looking at the long-term plans, what's been planned and being planned. Stop wasting our rate payer money on temporary fixes (which destroys lives). Actually, find out all the information needed and actually use people who know and understand and listen to our Lake Hayes Community. Obviously, we have been just paid lip service yet again.

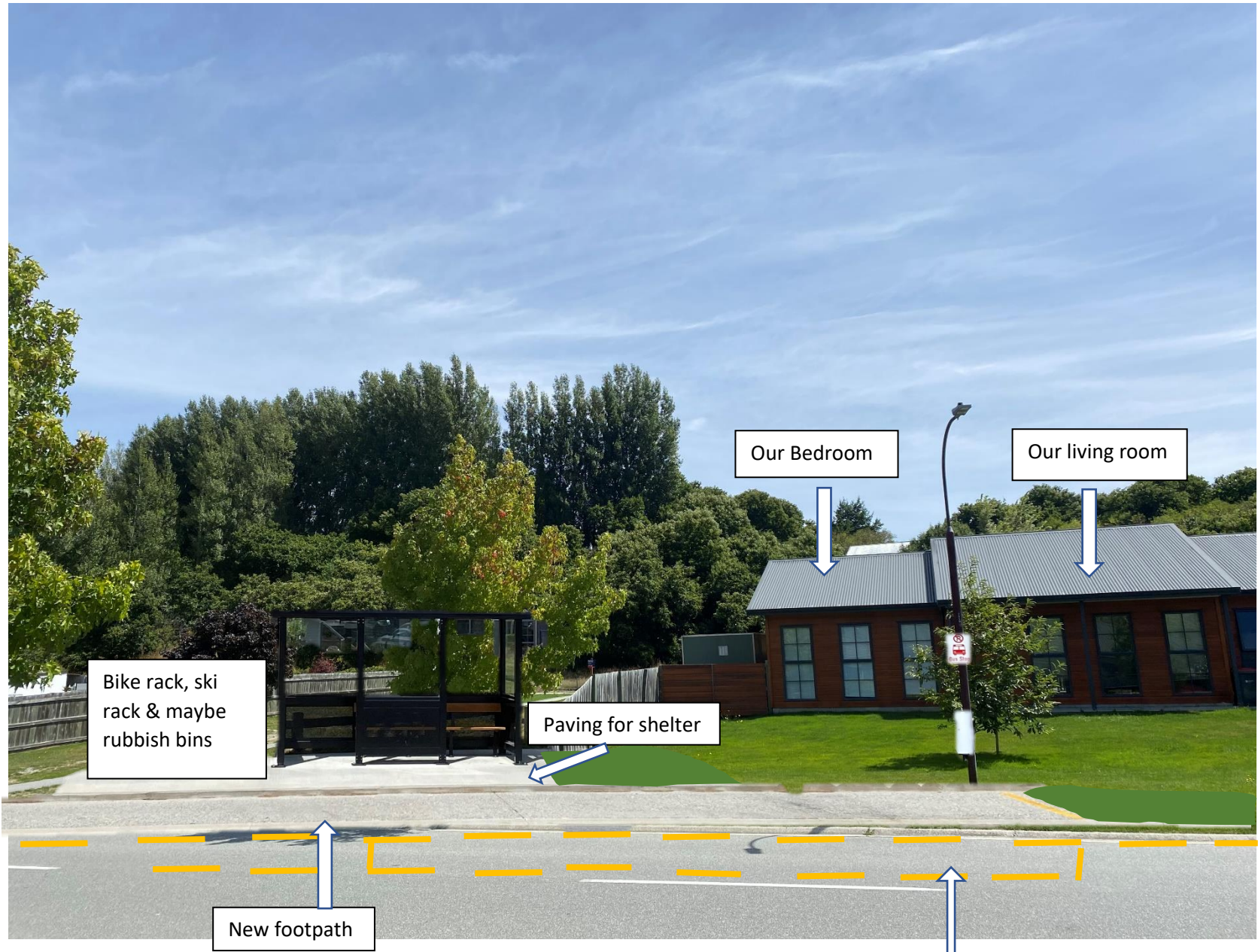
We await your feedback to the many questions and statements above.

We definitely want the opportunity to talk. We want this option dismissed.
If we don't see a professional approach to this process, we will be going to the media.

Regards

Jo Stewart and David Bonham (Property owner of 39 & 39B Sylvan Street)
39A Sylvan Street
Lake Hayes Estate
Queenstown

 David
Jo



Our Bedroom

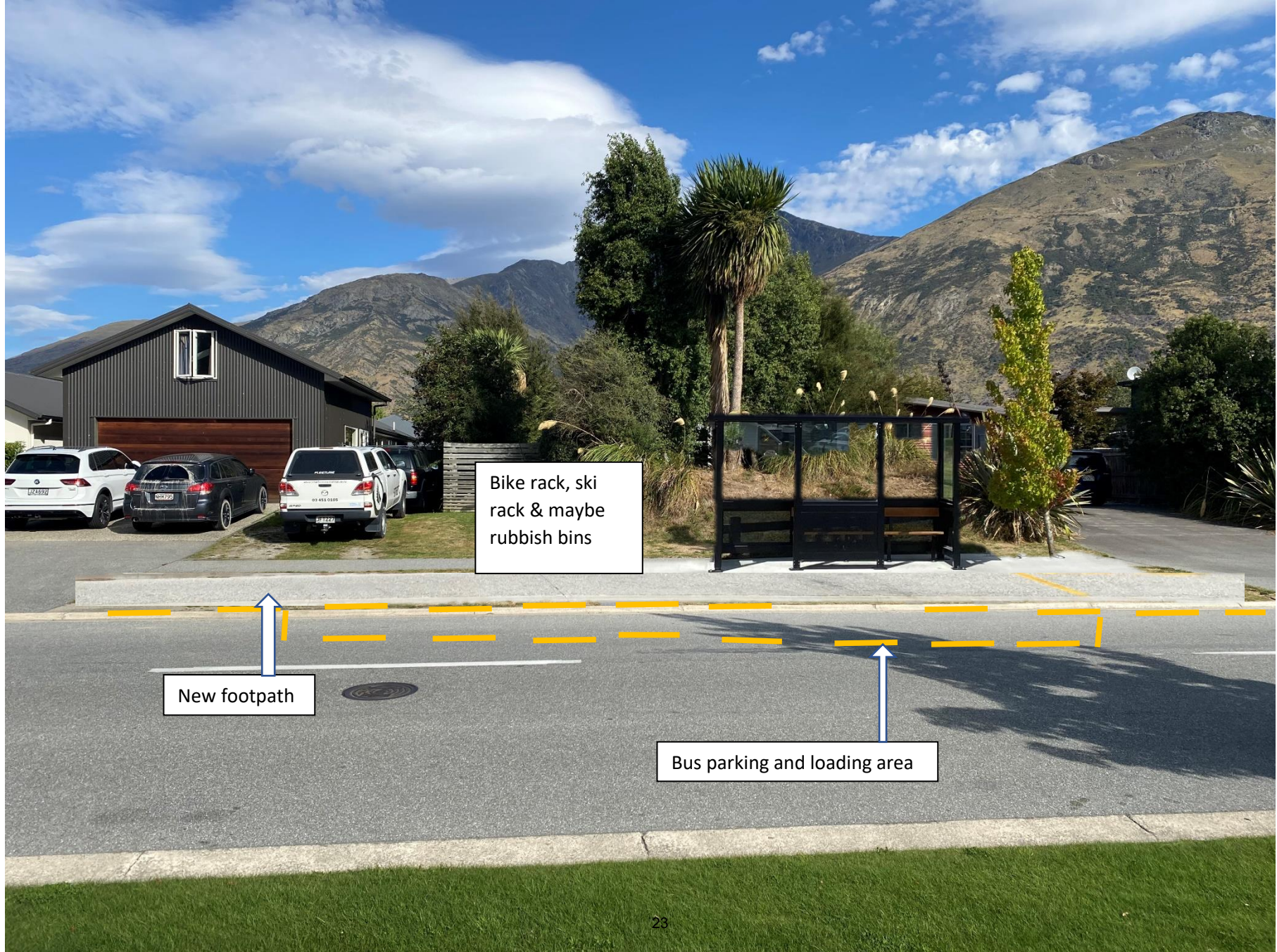
Our living room

Bike rack, ski rack & maybe rubbish bins

Paving for shelter

New footpath

22 Bus parking and loading area



Bike rack, ski rack & maybe rubbish bins

New footpath

Bus parking and loading area

18 February 2022

Queenstown Lakes District Council
Private Bag 50072
QUEENSTOWN 9348

Attention: Mr. Brandon Ducharme

Dear Brandon,

**FEEDBACK FROM JO STEWART AND DAVID BONHAM (39 SYLVAN STREET, LAKE HAYES ESTATE) ON THE PUBLIC TRANSPORT BUS NETWORK IMPROVEMENTS
NEW BUS STOPS ON SYLVAN STREET, LAKE HAYES ESTATE.**

Thank you for the letter dated 4 February 2022 about the Public Transport Bus Networks Improvements, specifically the new bus stops on Sylvan Street in Lake Hayes Estate. Jo Stewart and David Bonham are the landowners of 39 Sylvan Street, Lake Hayes Estate (Lot 120 DP 333981); ("the site").

Overall, Ms Stewart and Mr Bonham are supportive of better provision for public transport but **do not support** the proposed public transport bus network improvements, specifically the new pair of bus stops proposed to be located on Sylvan Street, Lake Hayes Estate. Ms Stewart and Mr Bonham has several points of constructive feedback on the draft provisions as set out below.

Feedback in relation to Te Putahi Ladies Mile Masterplan

The QLDC led Te Putahi Ladies Mile Masterplan proposes the re-routing and increased frequency of bus service number 5, including the provision of a new link from SH6 to Sylvan Street. The new link is proposed on Lot 315 DP 333981 (the property adjoining the submitter's site). The proposed location of the bus stop, associated standing area and street furniture is in direct conflict with this future roading link. It is considered inappropriate and inefficient from a future proofing perspective to place the public transport infrastructure as proposed, given that this will obstruct a future intersection that is planned for a future road link. With the future road link in mind, even if moved slightly, the proposed location of the bus stop is not sufficiently distant from the future intersection and does not provide adequate sight lines for safe manoeuvring once the link road is constructed.

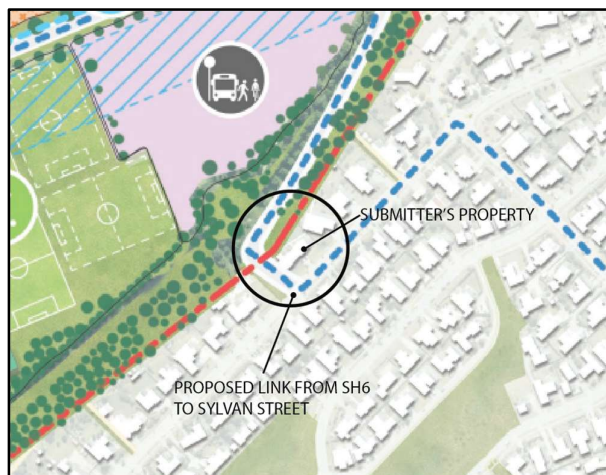


Figure 1: Te Putahi Ladies Mile Masterplan snip - indicating new link road from SH6 to Sylvan Road¹

¹ Te Putahi Ladies Mile Masterplan Diagram C - <https://www.qldc.govt.nz/media/ss5dzqka/diagram-c.pdf>

The Te Putahi Ladies Mile Masterplan process identified three potential Masterplan options, and all three options consulted on proposed a roading connection from SH6 to Sylvan Street at this location.

The Te Putahi Ladies Mile Masterplan has also extensively considered information provided by ORC which proposes changes to bus service number 5, as a 1-way loop service inbound via Howards Drive and outbound via Stalker Road. Figure 2 below shows the current and future bus service routes which are planned through the Te Putahi Ladies Mile project, and through ORC information on future plans. This differs from the current bus number 5 bus route as shown on Figure 3 below.



Figure 2: Te Putahi Ladies Mile Masterplan - ORC Planned bus routes²

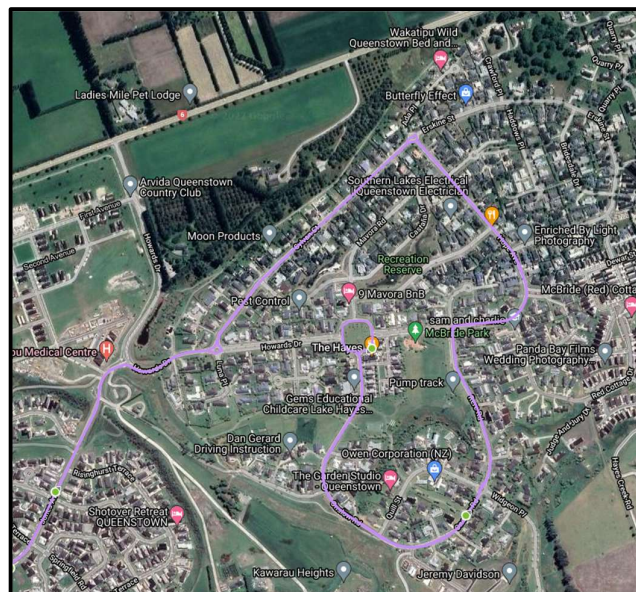


Figure 3: Current ORC Bus number 5 route

² Draft Te Putahi Ladies Mile Masterplan Transport Strategy (April 2021) - <https://www.qldc.govt.nz/media/ogdp5cfm/appendix-b-2-draft-te-putahi-ladies-mile-masterplan-transport-strategy-appendices.pdf>

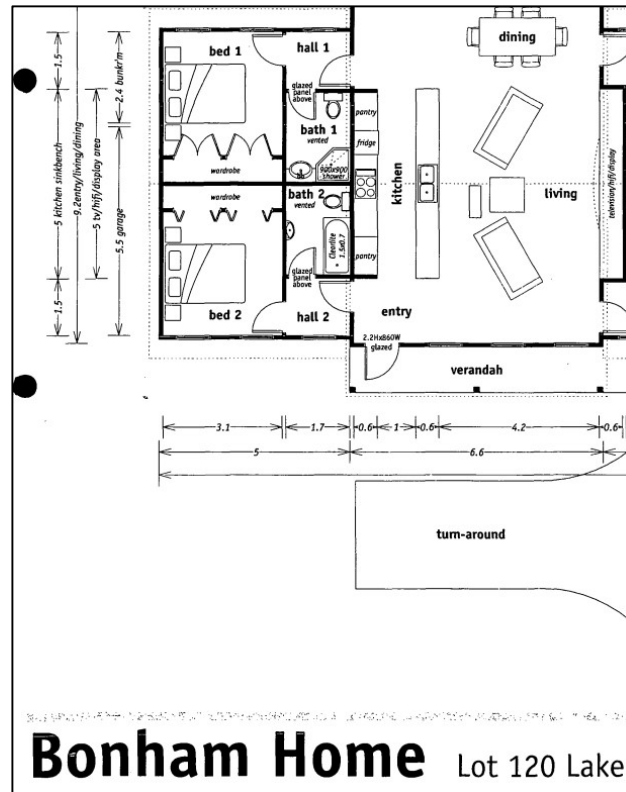


Figure 5: Bonham residence plan

The location of the proposed bus stop will affect their outlook and enjoyment of the property through noise, disturbance and potential for litter, damage the grass verge (as there is currently no footpath present on this side of Sylvan Street), and overall will have effects of amenity of the submitter and their property.

Summary

It is submitted that:

- The proposed location of the bus stop be relocated from in front of the submitter’s property and Lot 315 DP 333981, to avoid obstructing the planned future SH6 to Sylvan Street link proposed by Te Putahi Ladies Mile Masterplan;
- The proposed bus stops align with ORCs future planned bus routes as shown through the Te Putahi Ladies Mile Masterplan process;
- The proposed bus stops be moved east or west along Sylvan Street to align with the recommended 400m walkable catchment
- The proposed location will adversely affect the residential amenity of 39 Sylvan Street from noise disturbance and potential anti-social behaviour which could take place at the bus shelter, with their main bedroom and living room directly near the proposed bus stop. The location of the proposed bus stop will affect their outlook and enjoyment of the property, damage the grass verge (as there is currently no footpath present on this side of Sylvan Street), and overall will have effects of the amenity of the submitter and their property.

We do wish to be heard in relation this submission by the Traffic and Parking Sub-Committee.

We trust the above is of assistance. Please contact me on 03 441 4189 if you have any questions.

Yours faithfully



Blair Devlin
SENIOR RESOURCE MANAGEMENT PLANNER

Brandon Ducharme

From: MARK KELLY <[REDACTED]>
Sent: Friday, 18 February 2022 5:01 PM
To: Brandon Ducharme
Subject: Sylvan Street Proposed Bus stop and shelter

To Whom it may concern,

I live at 37 Sylvan Street and I strongly oppose and object to the idea of extra bus stops and shelters on Sylvan Street.

On any given day there is less than a handful of passengers on the current buses, more often than not they are empty when passing our house.

We as Rate payers are funding these busses in return we get busses that are too big for our streets, under utilised, noisy and stink

From any given point in Lake Hayes Estate there is the maximum of a 5 minute walk to the current stop at Nairn square.

As stated the buses at present can't keep to there timetable as they are using the hail system, easy fix ,stop the hail and return to bus stop

The council is already proposing taking away our privacy with putting a road through beside our back yard,Where does it stop.

We bought our property to be our forever home for its privacy quiet green setting which is being threatened on a yearly basis

Theresa Kelly

Brandon Ducharme

From: Info @ Kerb Central <[REDACTED]>
Sent: Friday, 18 February 2022 4:36 PM
To: Brandon Ducharme
Subject: Sylvan Street Bus Stops

Hi Brandon,

I am writing to strongly object & oppose to the installation of bus stops on Sylvan St.

We live at 37 Sylvan St, we watch the busses go by every day, we are very surprised if there are more than three people on a bus at one time, so I see no need for a large 40 seater bus to be clogging up our streets for the sake of a few people. Our rates are subsidising the running of these big noisy bus's that let out so much diesel fumes that it makes me physically sick.

Our street is very congested as it is, passing busses is not an easy tasks as they take up most of the road especially if there are cars parked opposite the stopped bus.

Why can't the bus stops be put further along Sylvan St on to Earskine St outside the reserve so the bus stop can be recessed into the reserve to allow safe passing, this is currently happening in other areas in Queenstown.

Another option would be Nerin square, more bus stops could be recessed there for safe passing. Nerin square is only a short walk from Sylvan st.

Kind Regards,

Mark Kelly
[REDACTED]

Brandon Ducharme

From: mary cook [REDACTED]
Sent: Sunday, 13 February 2022 7:17 PM
To: Brandon Ducharme; Let's Talk
Cc: Ian Cook
Subject: bus stop proposal outside 32 Sylvan Street, Lake Hayes Estate Queenstown

Hi Brandon,

Thank you for returning my call today and speaking with Ian and myself.

I was shocked and disappointed to hear that there is a bus stop plan for outside our house. We built this wee house for its outlook and its peaceful location!

We most definitely object to the installation of the bus stop and shelter outside our house and over the road in the reserve.

My/our objections are the following;

1. Noise from people waiting at the bus stop
2. Noise of the bus approaching, stopping, unloading and loading passengers, doors opening and closing, breaking and engine acceleration.
3. people having loud conversations
4. people defecating while they wait when no public toilets available (very common when people are drinking)
5. damage to property
6. rubbish being dumped. I have been on bus stops where people put out cigarettes and leave butts on the street, have drink bottles, glass bottles, cans, plastic bottles, wrappers from chocolates and chips etc being dumped. I note that you note there are proposed rubbish bins if they are found necessary, however we know rubbish bins often overflow and people deposit their bags of domestic rubbish into them, or simply don't use them.
7. Damage to vehicles parked in driveway
8. Letter boxes being broken
9. People stealing from letterbox or property (parcels, garden ornaments)
10. Safety at home - people loitering outside my house, opportunists observing my daily routine, will I be safe from theft or assault.
11. We will lose all our on street parking this will cause inconvenience in cold weather for our friends and family many who have retired.
12. People and bus blocking our driveway when we are entering or reversing out of our driveway. This is a safety concern.
13. Limited access to our property for future building of our third bedroom/wing when we retire as the bus stop blocks our entire property frontage.
14. Bus shelter would reduce access to our gates and driveway where we will keep mobile home, trailer.
15. People on the bus will see into our house - bedroom, lounge and patio. Our house faces the road due to capturing the sun and view.
16. We are private people that only like to see our close friends and family. This house is meant to be our quiet retirement home not a noisy, stressful environment with strangers loitering out the front of our house at all ours of the day and night.
17. School children, teenagers and drunk/drugged and excited groups of people do 'dumb' things due to lack of reflective capacity without thinking of the consequences for locals.

I have lived on a bus stop twice before and would never want to do it again! I experienced ALL of what I have told you.

I was living in a 'nice neighbourhood' I was witnessed drunken adults arguments, teenagers yelling and screaming with excitement about going out, people were drinking on bus stop before going out and dumped their bottles in the garden behind the bus stop, I've been sworn at when I was walking into my flat, men and women urinated and defecated when inebriated, I had property damage, mirrors broken off my car, I was frightened coming and going from my property.

Please don't put the bus stops near 32 Sylvan Street or over the road.

Kind regards,
Mary and Ian Cook

Brandon Ducharme

From: ian cook <[REDACTED]>
Sent: Sunday, 13 February 2022 7:43 PM
To: Brandon Ducharme
Cc: [REDACTED]
Subject: spam>Proposed Bus Stop and Shelter on Sylvan Street, Lake Hayes Estate

Dear Brandon

Thank you for your return phone call this afternoon (13 February 2022).

As the co owner of the property at 32 Sylvan Street, Lake Hayes Estate, Queenstown, I wish to express my strongest opposition to the proposed erection of a Bus Stop and Bus Shelter outside of our property and also across the road, outside the Road Reserve.

We built and lived in this house during the middle to late 2000's. Work took us to Wellington where we have resided ever since. It has always been our intention to retire back in Queenstown within the next few years.

The existence of a bus stop outside our house can only be seen as a negative to our returning.

From research it is clear that a Bus Stop outside of a property REDUCES it's resale value. Who wants the problems associated with individual and groups of people loitering outside of their home. This leads to Noise, Vandalism, Littering, Destruction of property and Trespassing. Our home, which would normally be passed by without being noticed, would now become a magnet to idle hands, bored kids, intoxicated party goers and opportunists.

Further, noise from an approaching bus, slowing to check for passengers and then Accelerating away would be a regular disturbance. The noise associated with a bus loading and unloading of excited teenagers and loud party goers would be a disturbance and cause for anxiety in our retirement.

These issues would be equally present from the Bus Stop across the road outside the Reserve.

If we wanted a bus stop outside our house, we would have bought a house with such.

I can only say that if the council proceeds with this plan, we would rather sell our house than retire there. It would be unfortunate as our investment will be reduced in value as a result of this bus stop and our retirement plans will be in tatters.

There can be no middle ground. There is no form of a Bus Stop that would be acceptable outside of our property.

While we agree that public transport is important for the future there must be other locations where the owners or residence nearby, would welcome a bus stop. I believe that there are currently bus stops near to either end of Sylvan Street. The distance is not so great that we could not comfortably walk from our house to one of these.

If this proposed bus stop continues to proceed, rest assured that I will come to Queenstown and do my best to put my case personally.

Yours Sincerely

Ian Cook

Brandon Ducharme

From: Karon Read <[REDACTED]>
Sent: Wednesday, 16 February 2022 6:56 PM
To: Brandon Ducharme
Subject: Sylvan St Bus stop opposition response

To Brandon,

Please find below our concerns regarding the pair of bus stops being considered for Sylvan St in Lake Hayes Estate.

Firstly we want to raise our concern regarding the breach of the council's legislation.

Local Government Act 1974 Section 339 (transport shelters) requires:

- a. Council must give notice in writing to occupier and owner of affected land frontage
- b. Owner / occupier has 14 days to object.
- c. Council shall hear objections no sooner than 7 days after the date the objection is received.

The letter we received was postmarked the 8th of February, which means it did not leave Queenstown for four days from the dates stated on the letter, February 4th. Due to delivery times, this has only allowed us five working days to review all the information on the proposal rather than the 14 days stated in the above local government act.

We are averse to this proposal due to the reasons below that we do not believe have been considered.

From previous meetings discussing the Ladies Mile Improvement planning, there could be up to 100 bus movements a day going via that route. This is a tremendous amount of movement, particularly in a quiet residential area.

Our points in objection to the proposed bus stop are as follows,

- a - Noise- Air brakes, noisy acceleration/deceleration, idling, doors opening and closing, people talking on the street as they move to and away from the bus stop.
- b - Devaluation of our property due to the proximity of the bus stop.
- c - Increased security concerns, particularly loitering, rubbish and potentially harm to property.
- d - Removing car parking opens the street potentially resulting in increased private vehicle speed
- e - Entering and exiting driveways with reduced visibility by parked buses is a major security concern
- f - Privacy of tenants with passengers on the busses being able to see directly into living areas both indoors and outdoors. Particularly problematic if busses are idling.
- g - Street parking will not be accessible for at least five properties; directly and multiple other residences will suffer the flow-on effect.

In hand with our direct concerns, we would like the following information.

h - Proposed bus schedule and operating times

i- Proposed security upgrades to the area to counteract concerns stated in (c) above.
j - information on the other sites investigated for this bus stop that will mitigate the effects to private properties as per the expectations set out in the report titled the Delegate Council's Authority to the Traffic and Parking Subcommittee to make decisions on Public Transport Infrastructure (Bus Shelters) - 16 December 2021

k- Further to (j) above, we would like to ask if Castalia Dr and Lochnagar Dr have been considered locations for the bus stop. They both run along the recreation reserve, which would remove the effects on private properties and are centrally located in the estate providing more residents closer to access to the bus service.

I- wondering why there is so much common knowledge around the public bus service not being utilised in Queenstown.

We require a formal receipt of this email confirming it has been received in opposition to the proposed bus stops on Sylvan st.

We require a response and confirmation of the next step in the formal consultation process by email by 3pm March 5th 2022.

Simon and Karon Read

[Redacted signature block]

[Redacted signature block]

Sent from [Outlook](#)

Brandon Ducharme

From: Ricci Peyroux <[REDACTED]>
Sent: Thursday, 17 February 2022 7:46 PM
To: Brandon Ducharme
Subject: Bus Stop- Reply - Sylvan Street, Lake Hayes Estate 17th Feb 2022

To Brandon

Please find below our opposition and concerns regarding the pair of bus stops being considered for Sylvan St in Lake Hayes Estate.

As the occupier of 34 Sylvan Street, we oppose this proposal due to the factors below that we do not believe have been fully considered.

Our understanding in regards to the Ladies Mile Improvement planning is that there could be up to 100 bus movements a day going via that route. This is a drastic increase in the number of movements, particularly in a quiet residential area. Considering the buses are already empty on lesser routes, increasing the frequency would not only be a nuisance but be very wasteful, we do not believe the increase in routes will change bus occupancy.

Our main concerns in objecting to the proposed bus stop are as follows,

- a - Noise- Air brakes, noisy acceleration/deceleration, doors opening and closing, people talking on the street as they move to and away from the bus stop. There are many traffic pavers along the main arterial streets designed to mitigate speed and pedestrian crossings, these exacerbate the noise when big vehicles cross over them.
- b- Idling buses tend to have a low-frequency drone. Sound waves with lower frequencies have longer distances between their peaks and troughs. Longer sound waves produce a lower-pitched sound that travels further than higher-pitched sounds. They also have a naturally broader dispersion whereas higher-pitched sounds tend to beam. So not only will this be an immediate nuisance to properties the dispersion may impact a wide amount of properties. Prolonged idling will increase exhaust fumes
- c - Potential devaluation of the property due to the proximity of the bus stop.
- d- Increased security concerns, particularly loitering, disposal of litter, and potential vandalism to property.
- e - Removing car parking opens the street potentially resulting in increased private vehicle speed.
- f - We are concerned about the clear line of sight when entering and exiting our driveway. With reduced visibility by parked buses, we feel it is a major safety concern. With the council operating as a (PCBU) Person Conducting a Business or Undertaking this hazard must be considered. The risk is even greater being on the main arterial road in Lake Hayes Estate which already has high traffic density.
- g - Privacy of tenants with passengers on the busses being able to see directly into living areas both indoors and outdoors. Particularly problematic if busses are idling. We occasionally have this occur when a bus is hailed down, it is not comfortable to have people staring into your property, but to have it happen more frequently would not be acceptable.
- h - Street parking will not be accessible for at least five properties; directly and multiple other residences will suffer the flow-on effect. This does not leave many options for off-street parking when family and friends visit let alone other neighbors having guests at the same time.

Based on our comments above we would like to obtain more information on the exact schedules and operation plans, and what measures would be put in place to retain security and privacy

Finally; we also strongly suggest that other sites should be considered first. Such as the two recreation reserve areas- one by Lochnagar Dr, and the Main park, this would remove the immediate effects on private properties and both are centrally located in the estate and could be less costly to establish.

We request a formal receipt of this email confirming it has been received in opposition to the proposed bus stops on Sylvan st.

We also request a response and confirmation of the next step in the formal consultation process by email by 3pm March 5th 2022. This will allow us to deliberate on further actions.

Regards

Ricci & Karen Peyroux

Brandon Ducharme

From: abby brumlikova [REDACTED]
Sent: Friday, 25 February 2022 5:16 PM
To: Brandon Ducharme
Subject: Not Spam:spam>Submission

Hello Brandon,

Sorry for the late submission but I am just so busy, this is going to have to be much shorter than it should be.

So, in a nutshell, please see below the following reasons why we are not happy about the new bus stop across the road from our property at 36 Sylvan Street:

- Lack of privacy, we purchased this property approx 11 years ago and the real estate agent said the lovely green space across the road will never get built on – we always hoped that eventually it would be come a playground or a lovely wee park with trees and picnic tables etc. Anyway, putting a big bus stop right in front of it will totally ruin the view we enjoy from our lounge window and will also devalue our lovely property. If buses are parking there every 10mins it will be horrible and we will have strangers lingering around across the road, staring straight into our lounge where our small children play. We have invested a lot of money and time improving the frontage of our house and gardens and improving the street appeal and if a big bus stop goes in across the road we will need to spend a huge amount of money putting up a high fence for privacy and then the house will have no street appeal. We will also no longer be able to enjoy the view.
- Noise – the cars and buses on Sylvan Street are already loud and smelly enough so the last thing we want is an increase in noise and stinky buses outside our house.
- The effects on my business – [REDACTED] is a baby equipment rental business and I need my customers to be able to park on the road right outside my house for 2 reasons. The first is that they have to lug heavy baby equipment to and from my house when they collect and return items so parking down the street with children in their car is not going to work and we have 2 vehicles in our driveway much of the time. Secondly, I have to install child restraints and need my customers to park out the front on the street where it is flat, they cannot park on the slightly inclined driveway due to the recline indicators on the child restraints – I need to make sure these are correct on installation to ensure each baby is safe, this is very important. Again, customers parking way down the street is just not going to work for this.
- It is going to be a nightmare for us pulling in and out of our driveway! The road is all ready too narrow for two way traffic and parking, let alone big bus stops and I just know its going to be such a pain for us getting in and out of our driveway.
- Removal of trees – I am really worried that this project will mean that the lovely trees that are big and beautiful on the road side out the front of our property and also outside Jo Stewarts property across the road will be removed or damaged! We water our tree even though we don't own it and its one of the biggest, healthiest trees down Sylvan Street. I don't know if you plan to remove trees but if do, this will further decrease the street appeal of our property.
- Health – I have asthma and worry about the air quality and the bus fumes.

The only two positives I can think of about this project are that if our kids QPS school bus will do pick ups and drop offs from this bus stop, that will be great for us temporarily

(but after they finish high school that pro will become a con) and also, if public rubbish /recycling bins and dog poo collection bags are put alongside the bus stop then maybe we wont have so many dogs leaving stinky packages on our front lawn!

The main worry for us are financial – loss of business, cost of fencing for privacy and noise reduction and the big one – the impact it will have on the value of our property. How are you going to compensate everyone who will be impacted by this?

Kind regards,

Abby Brumlikova and Brad Spearman

Denis Columb; oppose

Firstly we doubt there is a need for this facility we believe this is just another way to overcrowd the peaceful end of our subdivision. It appears this is a council plan to have everyone riding in buses and everyone leaving their cars at home . For us we need our vehicles for work and so do the majority of the people living in our subdivision . We have lived here since 2006 (15 years) and have loved the peace and quite, We in no way need to replicate the overcrowding, lack of parking such as the eyesore that is Shotover country is . This bus stop will if built devalue our property and it will be a visual detraction and eyesore . It will eliminate our ability for friends and our family members to park on the street outside our house or the opposite side of road , It will increase the danger of our family members and friends leaving our property by visually impairing their line of sight of traffic traveling along Erskine st. It will prevent access to the west side of our section where we park our caravan. We will also be subjected to excessive noise from the people gathering outside our property while they are awaiting for their bus ,you the council by providing rubbish facilities for these bus users will allow for the abuse of rubbish dumping ,this will intern leave us subject to overflowing rubbish bins ,foul odors and possible vermin infestation.

When i was a kid and when my kids were kids we were happy to walk to a bus stop , Walking from our property to Nerin square bus stop would take less than 10 minutes. I ask you to stop wasting rate payers money . Publish this if you like ! When the council asked for ratepayers opinions about whether we would want a casino in Queenstown or not 73% said NO we got 2 . So WE do not trust you asking for our say but if forced too we will seek and take legal action .

Brandon Ducharme

From: Denis Columb [REDACTED]
Sent: Tuesday, 15 February 2022 10:02 PM
To: Brandon Ducharme
Subject: Re: Lake Hayes Estate Bus Stop Proposal

Hi Brandon

Thanks for the offer of a free hedge to block the unsightly bus shelter that is proposed to sit directly in front of my lounge window view of cornet peak. I am also aware that when this shelter is built you will wait a minimum of one year then tell me unfortunately we will have to fit rubbish bins as the bus users are unfortunately leaving their rubbish on the seat and ground. The more I consider/ realise what we will lose by having this building right in front of our home the more I definitely don't want it. I have just been through a 5 and a 1/2 year expensive nightmare trying to get a consent to build a barn on our property in Gorge rd. We had 1 objection till the council decided to make our life hell. I have had to build a roadway to exit our property, this is what the council required to make exiting our property safe. Now at our home of 16 years I will have to exit our driveway to a bus blocking my view looking south then I have a very limited view to the north of cars coming at me. It will be Russian roulette for my family members. I know that if I was building a new consented house on our present section with our driveway exiting right next to / behind a bus stop and within a short distance from a corner the council would decline my application. Please keep me informed of all intended work involved including all public and council meetings

Regards
Denis Columb

Sent from my iPad

On 9/02/2022, at 6:12 PM, Brandon Ducharme <Brandon.Ducharme@qldc.govt.nz> wrote:

Kia Ora Marilyn & Dennis

With apologies as it's been sometime since our last discussion – I'm interested to know if there is anything we can amend about the proposed bus shelter that may allow us to gain your support for the proposal?

1.) May I suggest in the first instance to aid with visual intrusion that we plant a hedge to assist with screening visual and noise?

Our arborist has recommended two possible species of hedges that we could plant to screen your residence from the proposed bus stop.

Pittosporum tenuifolium or Olearia paniculate.

If you're unfamiliar with these species, not to worry, I was too but a quick google search had some photos and if you consider with the mark up I've added below – it might help you visualise the concept.

<image002.png>

We are open to further suggestions on this if you have any.

2.) Concerns over rubbish bins – I understand your concerns about rubbish. In this proposal we are not proposing to construct rubbish bins right, but rather only to allow sufficient space that should

rubbish become a problem we can react accordingly. More of a wait and see approach.

I look forward to your feedback.

Cheers,

Brandon

Brandon Ducharme PMP MBA CPEng P.Eng PE
Infrastructure Development Engineer | Property & Infrastructure
Queenstown Lakes District Council
M: 0276012383
E: Brandon.Ducharme@qldc.govt.nz

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From: Brandon Ducharme
Sent: Thursday, 14 October 2021 3:54 PM
To: ██████████z
Cc: Let's Talk <letstalk@qldc.govt.nz>
Subject: Lake Hayes Estate Bus Stop Proposal

Hi Marilyn,

Thanks for the call. As discussed, further information available for you here.

<https://letstalk.qldc.govt.nz/bus-stops-lake-hayes-estate>

Cheers,

Brandon

Brandon Ducharme PMP MBA CPEng P.Eng PE
Infrastructure Development Engineer | Property & Infrastructure
Queenstown Lakes District Council
M: 027 601 2383
E: brandon.ducharme@qldc.govt.nz

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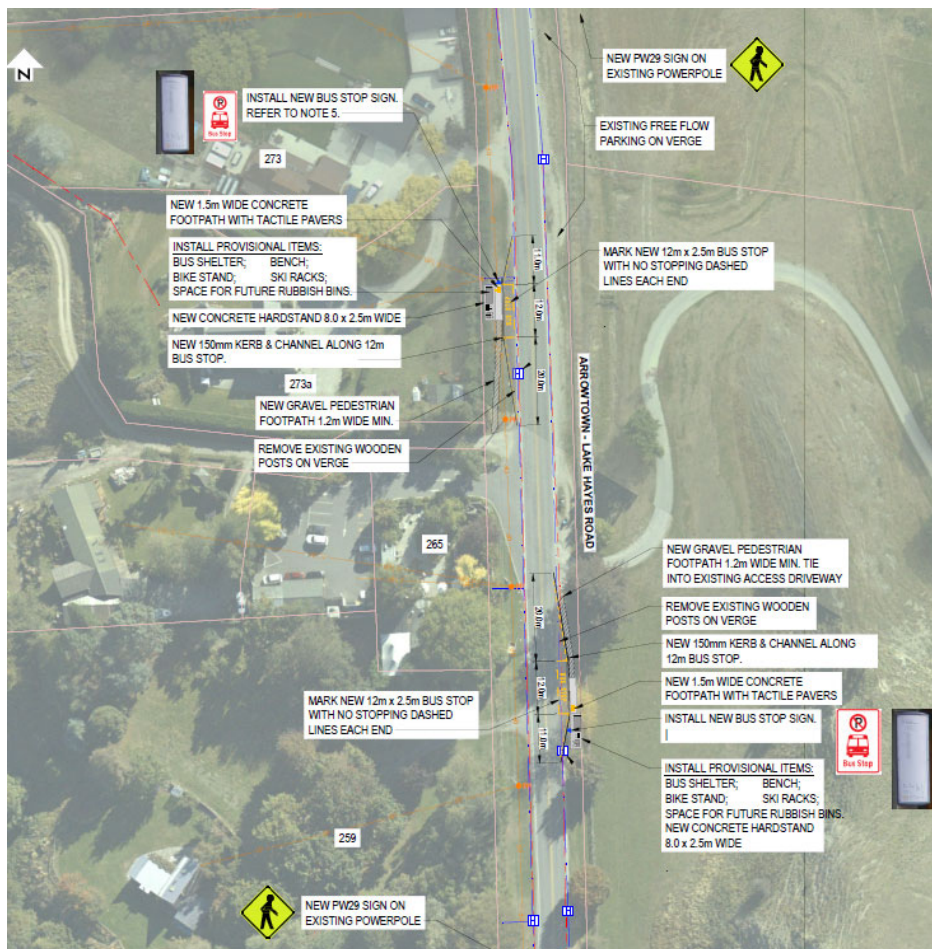
26 July 2021

Dear Owner/Occupier of 273A ARROWTOWN-LAKE HAYES ROAD RD 1 QUEENSTOWN 9371

Public Transport Bus Network Improvements – New Bus Stops on Arrowtown-Lake Hayes Rd near Akarua Winery

In partnership with Queenstown Lakes District Council (QLDC), The Otago Regional Council (ORC) has identified a requirement for public transport bus network minor infrastructure improvements to serve new and existing routes in the Wakatipu Basin.

We have identified a potential site improvement to install a pair of new bus stops and associated street furniture as shown in the attached proposal located adjacent along Arrowtown-Lake Hayes Rd near Akarua Winery.



The proposed improvements are all within road reserve and have allowed for a new bus shelter as shown, complete with widened bus splays with kerb and channel with drainage provisions for the bus to enter and exist safely, provision of new gravel pedestrian footpath tie-ins and concrete passenger hardstand area, standard bus stop and no parking line markings and signage, lighting, ski racks, accessibility and disability provisions like tactile pavers, passenger seating, provisional space for refuse and or recycling bins, and other ancillary features.

To accommodate the new bus stop shelters, there is a need perform minor earth and roading works to widen and extend the seal, shape pedestrian footpaths and hardstand areas, extend the shoulder of the road to add or alter indented bus bays with no-stopping lines that enable buses to safely enter and exit the stop.

QLDC would be happy to respond to any concerns you have about the new bus stops. Should you wish to discuss the content of this letter, please contact Brandon Ducharme in the first instance using the details below. Any

objections to the proposed works will be considered by the Programme Sponsor, Tony Pickard, Transport Strategy Manager QLDC after the due date. Relevant concerns are access to property, safety, efficiency of the network and amenity.

Any objections to the proposed bus shelters will be heard and decided upon by a council established Hearing Panel to make decisions on Public Transport Infrastructure with the council delegated powers to hear and make decisions on objections to location of new public transport infrastructure under the Local Government Act 1974 Section 339.

All feedback is to be received by 3:00pm Friday the 20 August 2021.

Yours Faithfully,

Brandon Ducharme
PMP MBA CPEng P.Eng PE
Senior Development Infrastructure Engineer
Queenstown Lakes District Council – Property & Infrastructure
Tel: +64 27 601 2383
Brandon.Ducharme@qldc.govt.nz



Owner/Occupier
273A ARROWTOWN-LAKE HAYES ROAD RD 1
QUEENSTOWN 9371

4 February 2022

Dear Owner/Occupier of 39 Sylvan St, Lake Hayes Estate, Lake Hayes 9304

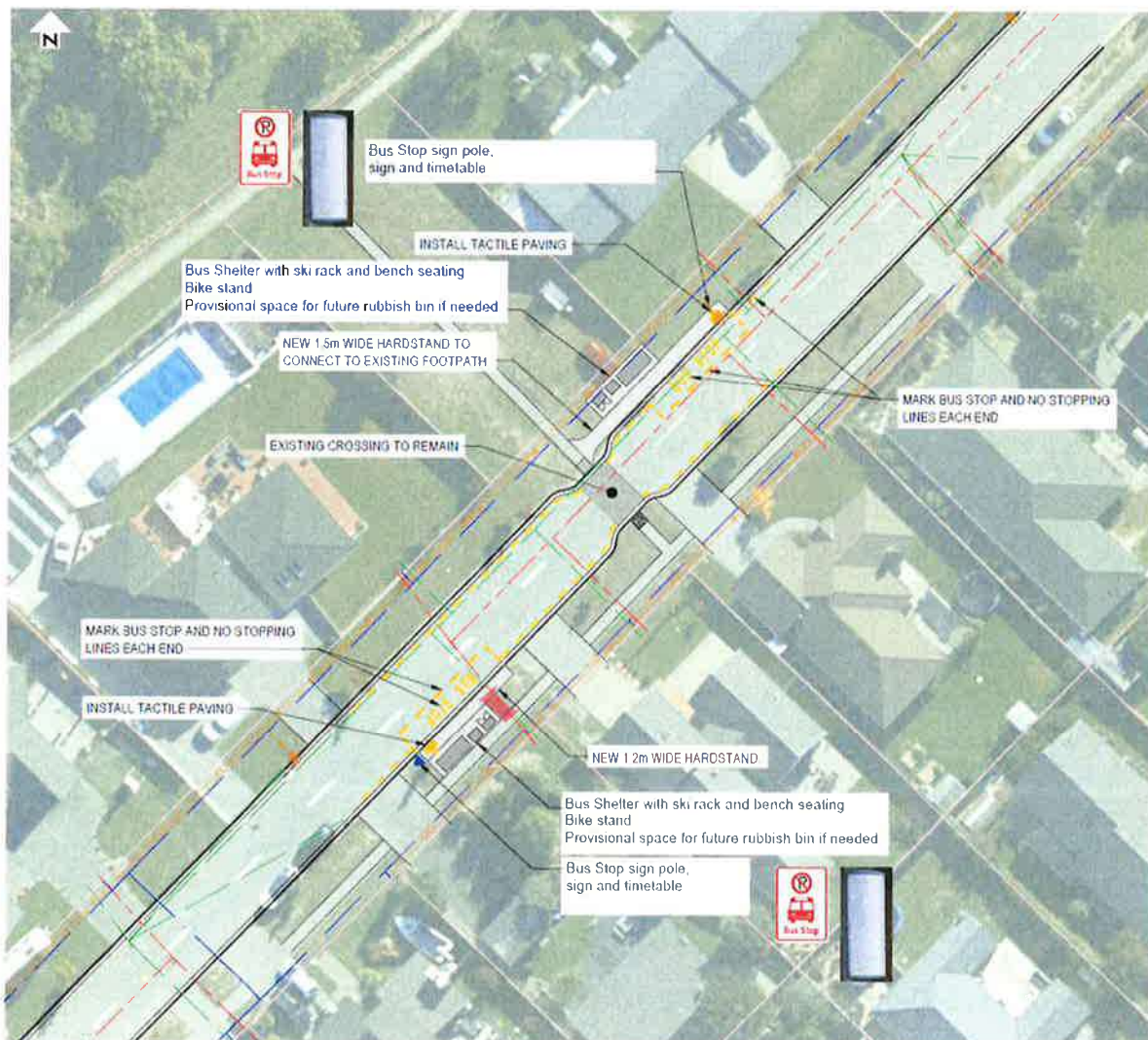
Public Transport Bus Network Improvements – New pair of Bus Stop on Sylvan Street in Lake Hayes Estate

We're working with the Otago Regional Council (ORC) to make minor infrastructure improvements to support new and existing public transport routes in the Whakatipu Basin.

We have identified a potential opportunity to install a pair of new bus stops and associated standing area and street furniture located on Sylvan Street in Lake Hayes Estate as shown below.

The proposed improvements are all within road reserve and include:

- new concrete pedestrian and passenger standing area with footpath connections
- standard line markings for a bus stops and no parking zones
- signage, ski racks, seating and bus shelters
- accessibility features such as tactile pavers
- provisional space for rubbish and/or recycling bins, potential lighting, and other ancillary features



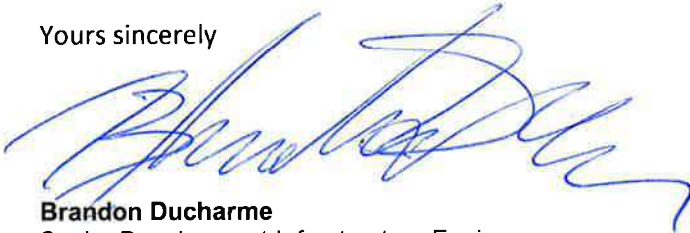
To accommodate the new bus stop shelters, there is a need to perform minor earth and roading works to widen and extend the pedestrian and passenger areas, shape footpaths, and extend the existing no-stopping lines that enable buses to safely enter and exit the stop.

You are invited to provide feedback on the proposal and we are happy to discuss any concerns you have about the new bus stops. If you wish to provide feedback or ask any questions, please contact Brandon Ducharme on the details below.

Any objections will be heard and by the Traffic and Parking Subcommittee under the Local Government Act 1974 Section 339. Relevant concerns are access to property, safety, efficiency of the network and amenity.

All feedback is to be received by 3.00pm Friday 18 February 2022.

Yours sincerely



Brandon Ducharme
Senior Development Infrastructure Engineer
027 601 2383
Brandon.Ducharme@qldc.govt.nz

4 February 2022

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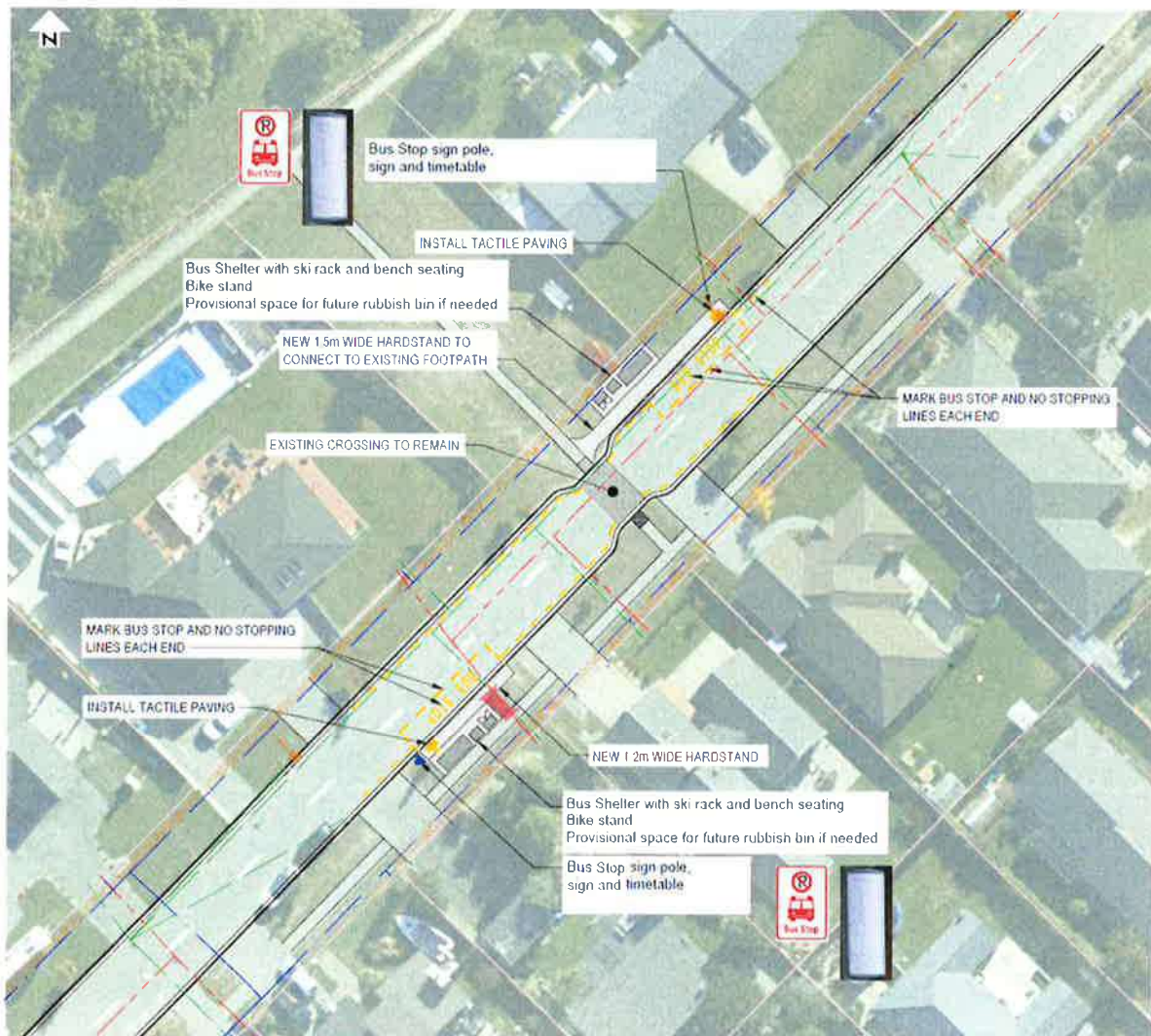
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Senior Development Infrastructure Engineer
027 601 2383
Brandon.Ducharme@qldc.govt.nz



4 February 2022

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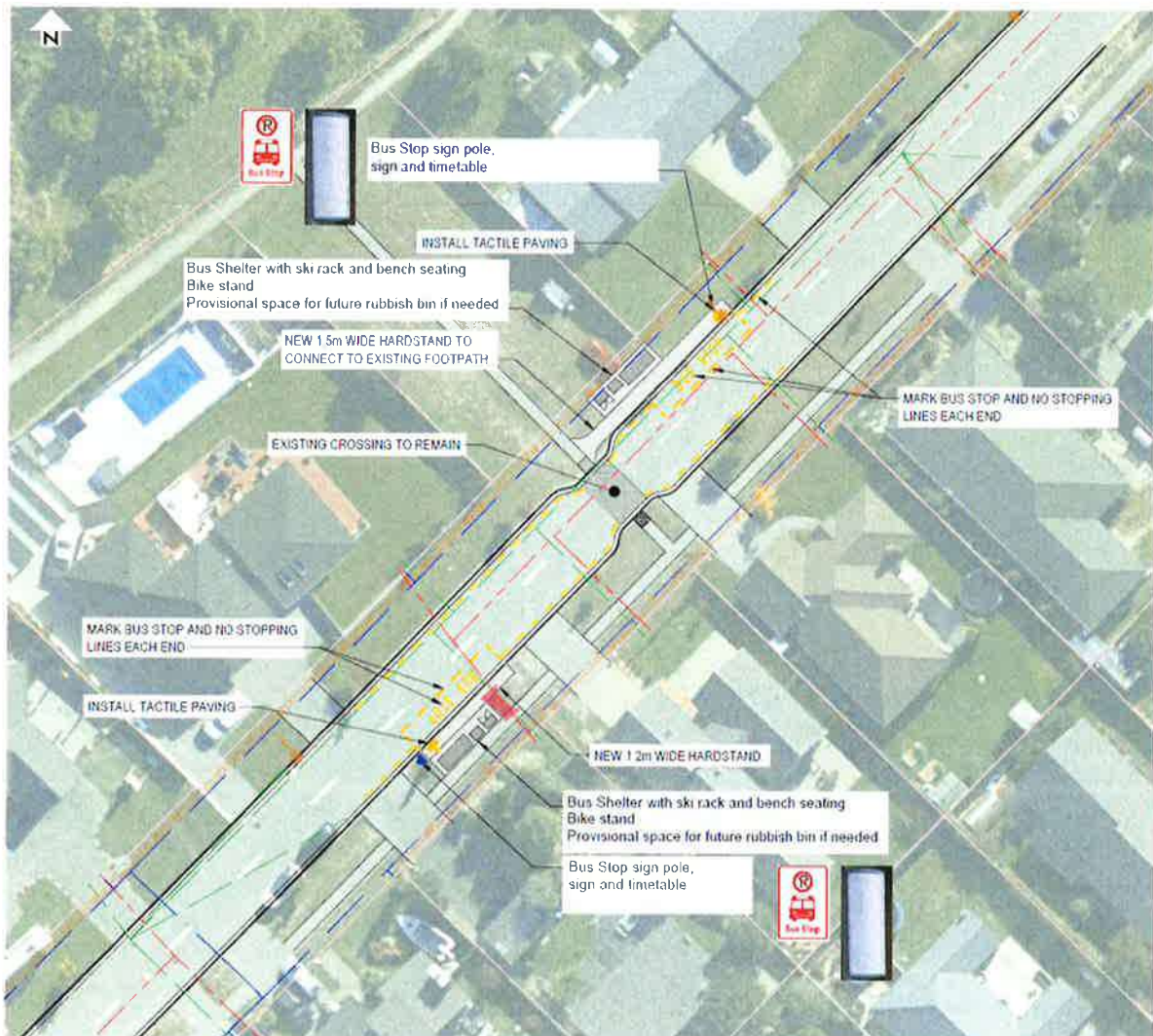
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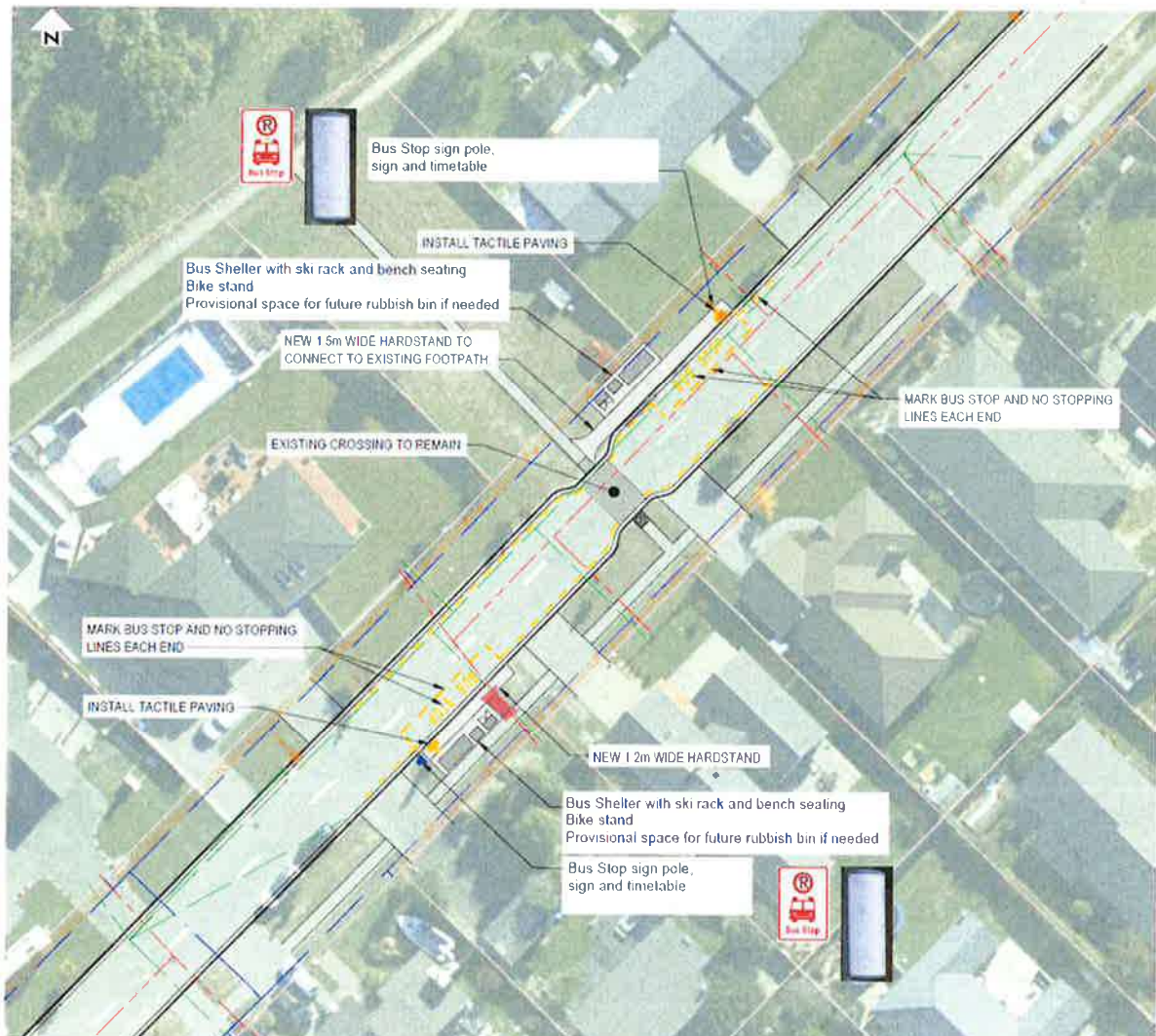
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Senior Development Infrastructure Engineer
027 601 2383
Brandon.Ducharme@qldc.govt.nz



4 February 2022

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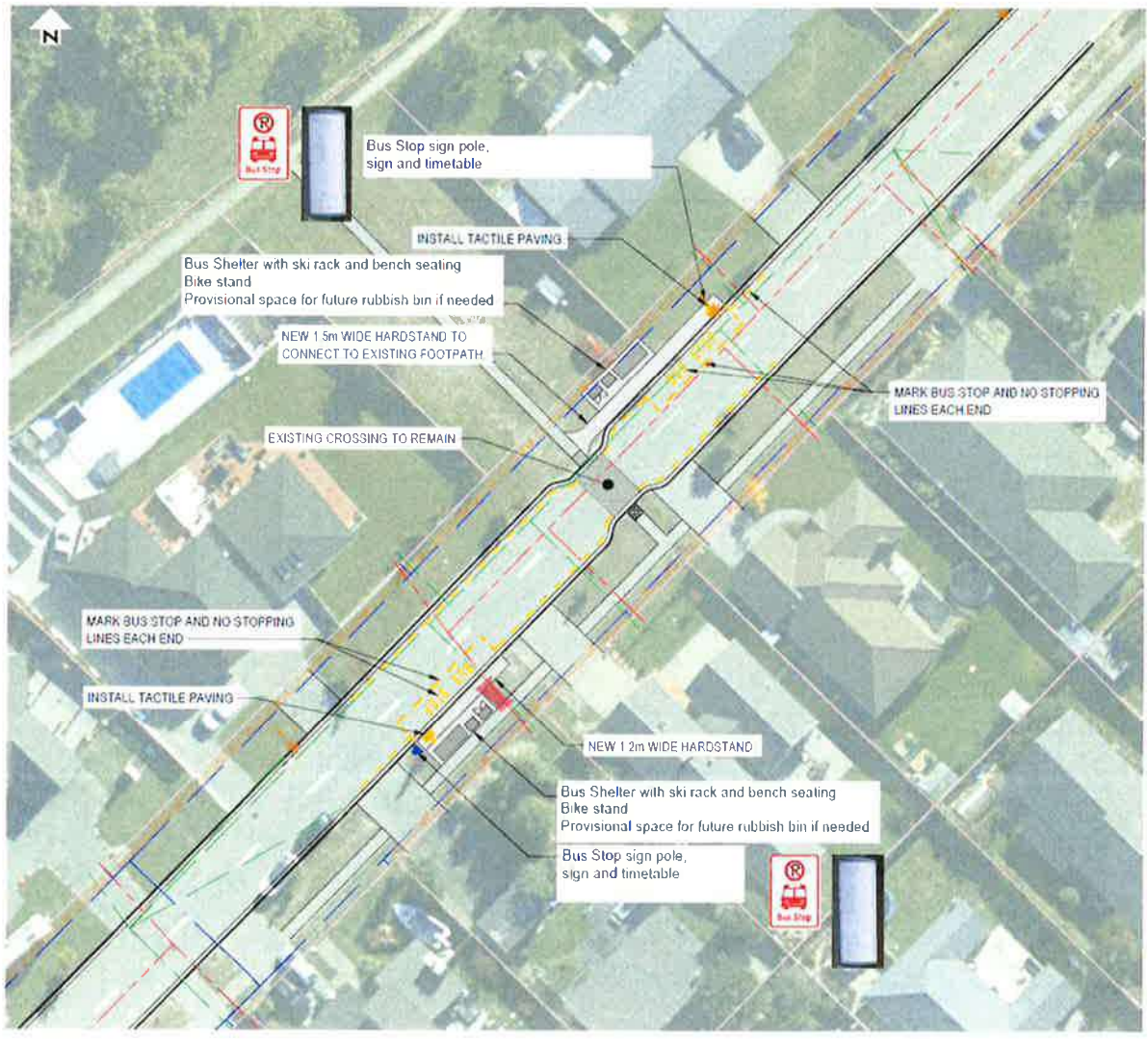
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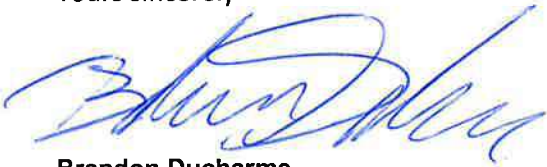
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Brandon Ducharme
Senior Development Infrastructure Engineer
027 601 2383
Brandon.Ducharme@qldc.govt.nz



Private Bag 50072, Queenstown 9348, New Zealand
QUEENSTOWN, 10 George Road, Phone +64 3 441 0499, Fax +64 3 450 2223
WANAKA, 47 Ardmore Street, Phone +64 3 443 0024, Fax +64 3 450 2223

4 February 2022

Dear Owner/Occupier of 32 Sylvan St, Lake Hayes Estate, Lake Hayes 9304

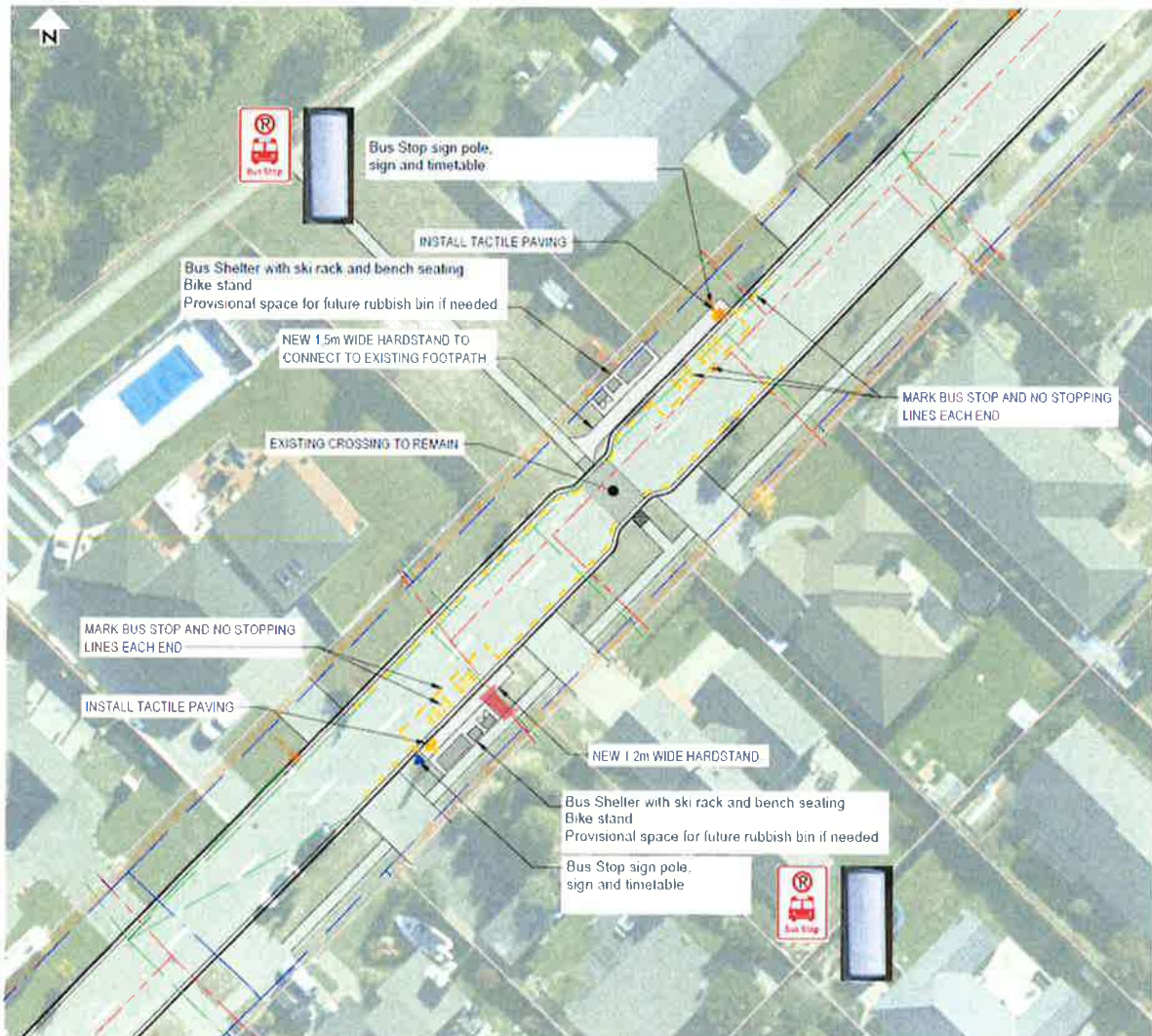
Public Transport Bus Network Improvements – New pair of Bus Stop on Sylvan Street in Lake Hayes Estate

We're working with the Otago Regional Council (ORC) to make minor infrastructure improvements to support new and existing public transport routes in the Whakatipu Basin.

We have identified a potential opportunity to install a pair of new bus stops and associated standing area and street furniture located on Sylvan Street in Lake Hayes Estate as shown below.

The proposed improvements are all within road reserve and include:

- new concrete pedestrian and passenger standing area with footpath connections
- standard line markings for a bus stops and no parking zones
- signage, ski racks, seating and bus shelters
- accessibility features such as tactile pavers
- provisional space for rubbish and/or recycling bins, potential lighting, and other ancillary features



To accommodate the new bus stop shelters, there is a need to perform minor earth and roading works to widen and extend the pedestrian and passenger areas, shape footpaths, and extend the existing no-stopping lines that enable buses to safely enter and exit the stop.

You are invited to provide feedback on the proposal and we are happy to discuss any concerns you have about the new bus stops. If you wish to provide feedback or ask any questions, please contact Brandon Ducharme on the details below.

Any objections will be heard and by the Traffic and Parking Subcommittee under the Local Government Act 1974 Section 339. Relevant concerns are access to property, safety, efficiency of the network and amenity.

All feedback is to be received by 3.00pm Friday 18 February 2022.

Yours sincerely



Brandon Ducharme
Senior Development Infrastructure Engineer
027 601 2383
Brandon.Ducharme@qldc.govt.nz



4 February 2022

Dear Owner/Occupier of 34 Sylvan St, Lake Hayes Estate, Lake Hayes 9304

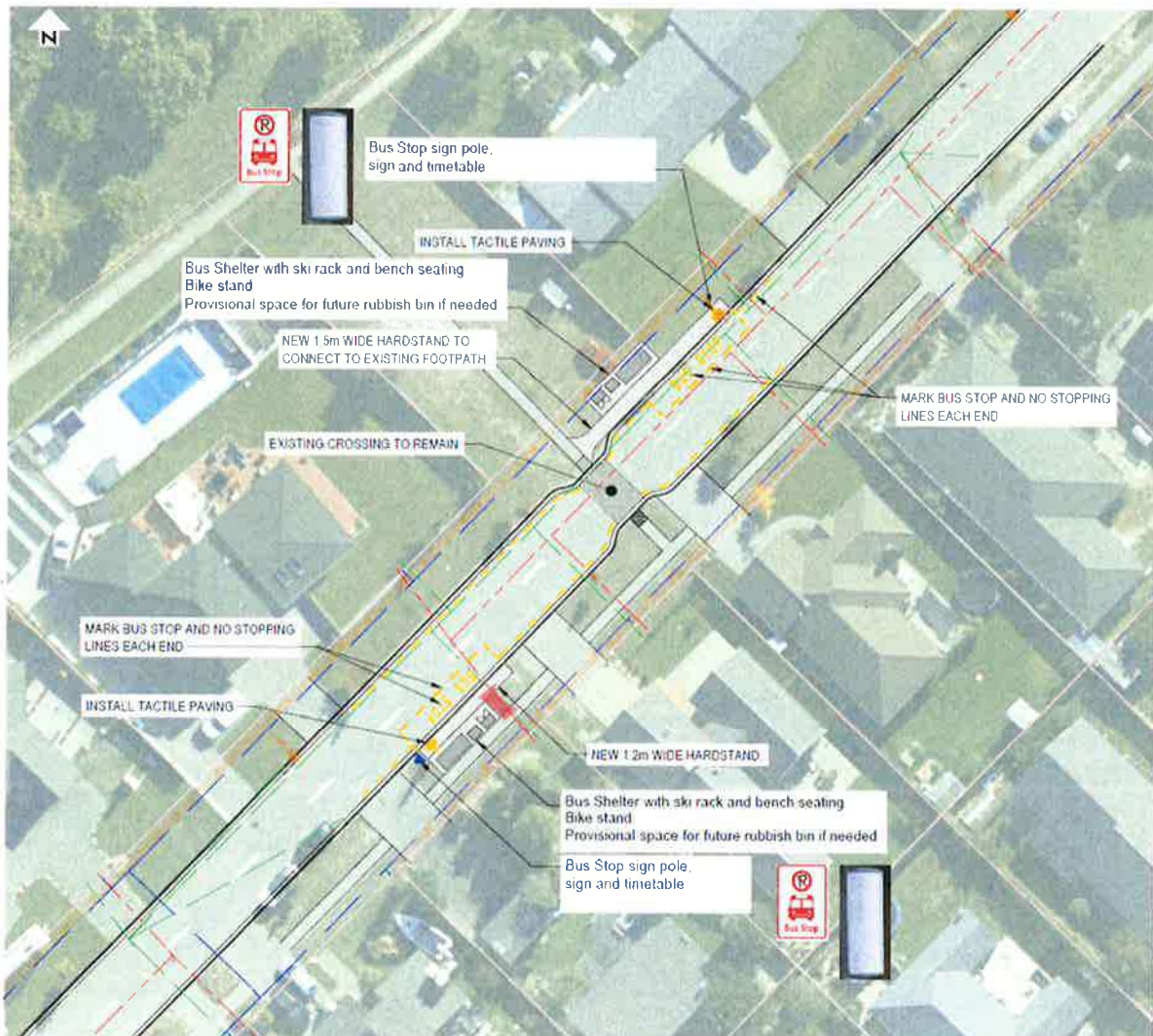
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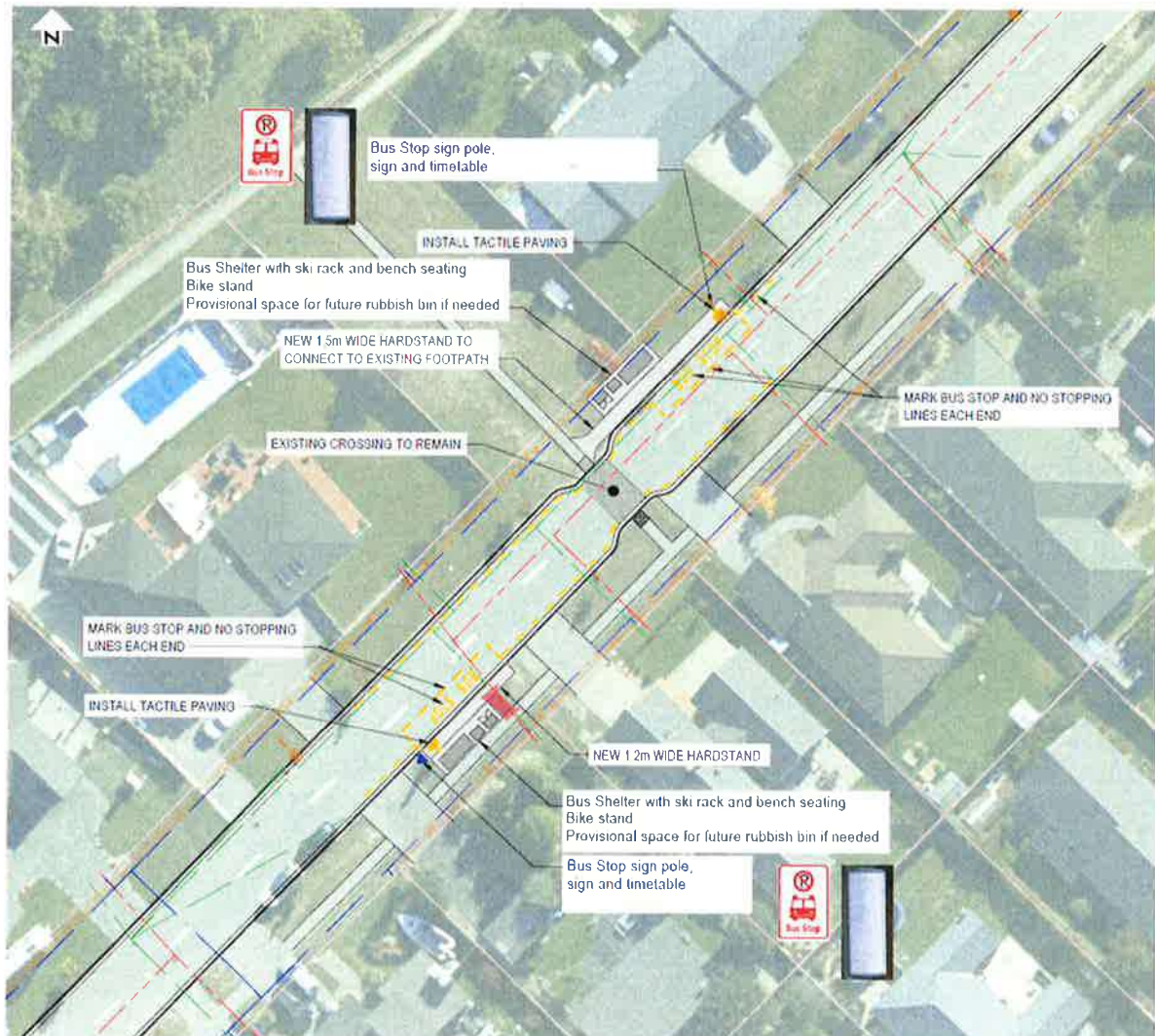
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Brandon.Ducharme@qldc.govt.nz



4 February 2022

Dear Owner/Occupier of 36 Sylvan St, Lake Hayes Estate, Lake Hayes 9304

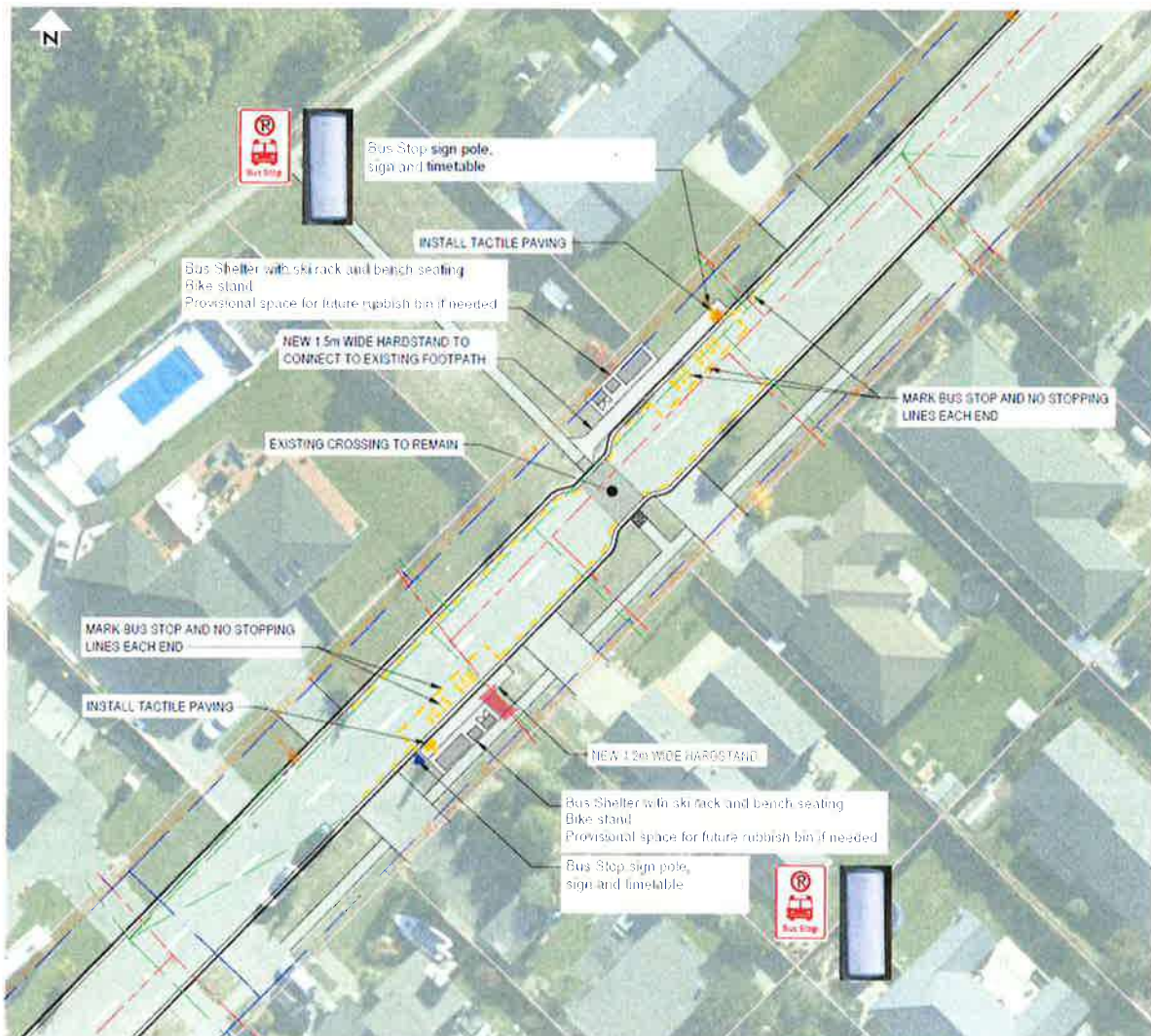
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To accommodate the new bus stop shelters, there is a need to perform minor earth and roading works to widen and extend the pedestrian and passenger areas, shape footpaths, and extend the existing no-stopping lines that enable buses to safely enter and exit the stop.

You are invited to provide feedback on the proposal and we are happy to discuss any concerns you have about the new bus stops. If you wish to provide feedback or ask any questions, please contact Brandon Ducharme on the details below.

Any objections will be heard and by the Traffic and Parking Subcommittee under the Local Government Act 1974 Section 339. Relevant concerns are access to property, safety, efficiency of the network and amenity.

All feedback is to be received by 3.00pm Friday 18 February 2022.

Yours sincerely



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Senior Development Infrastructure Engineer
027 601 2383
Brandon.Ducharme@qldc.govt.nz

4 February 2022

Dear Owner/Occupier of 36 Sylvan St, Lake Hayes Estate, Lake Hayes 9304

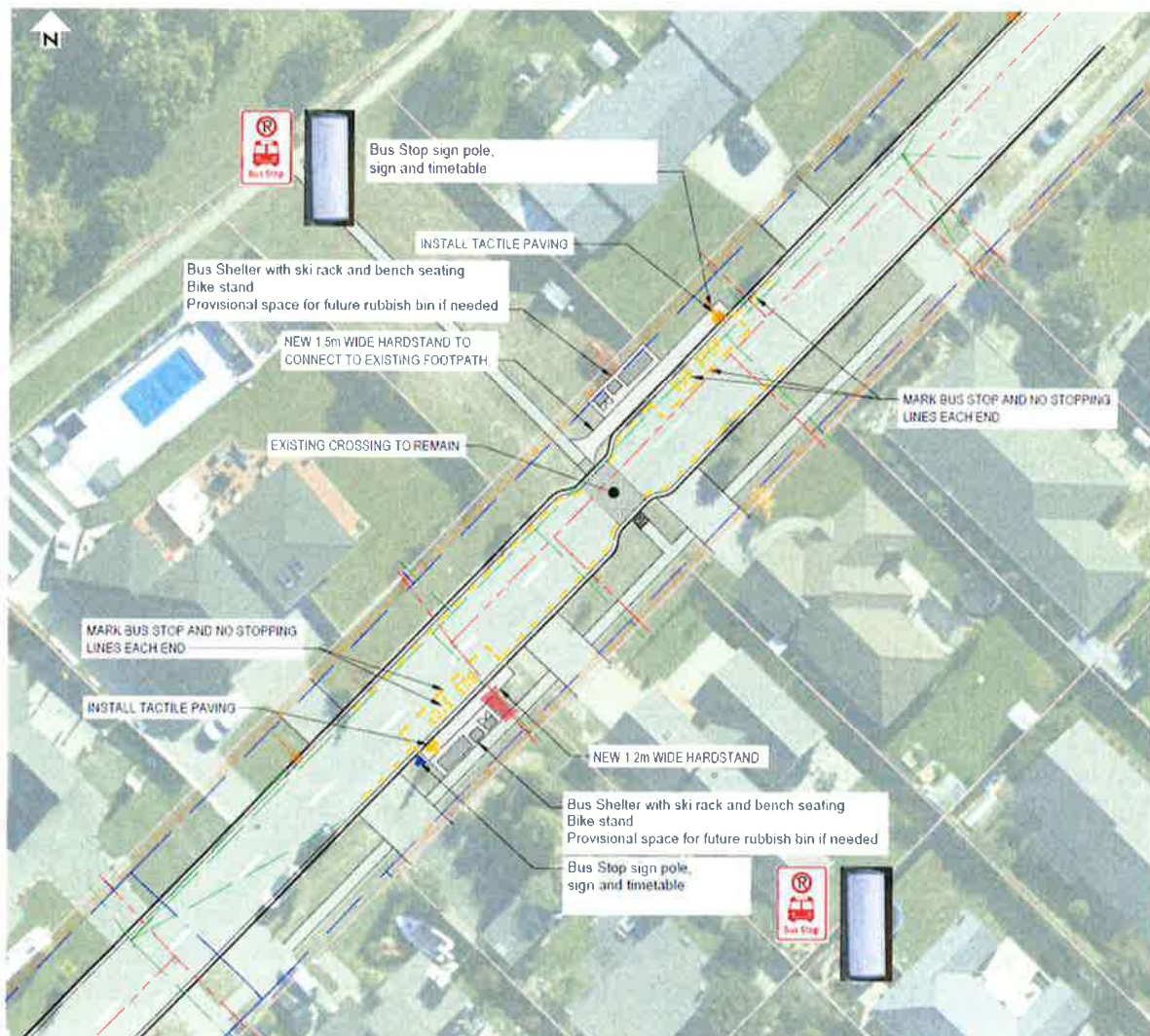
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The proposed improvements are all within road reserve and include:

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You are invited to provide feedback on the proposal and we are happy to discuss any concerns you have about the new bus stops. If you wish to provide feedback or ask any questions, please contact Brandon Ducharme on the details below.

Any objections will be heard and by the Traffic and Parking Subcommittee under the Local Government Act 1974 Section 339. Relevant concerns are access to property, safety, efficiency of the network and amenity.

All feedback is to be received by 3.00pm Friday 18 February 2022.

Yours sincerely



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Senior Development Infrastructure Engineer

027 601 2383

Brandon.Ducharme@qldc.govt.nz



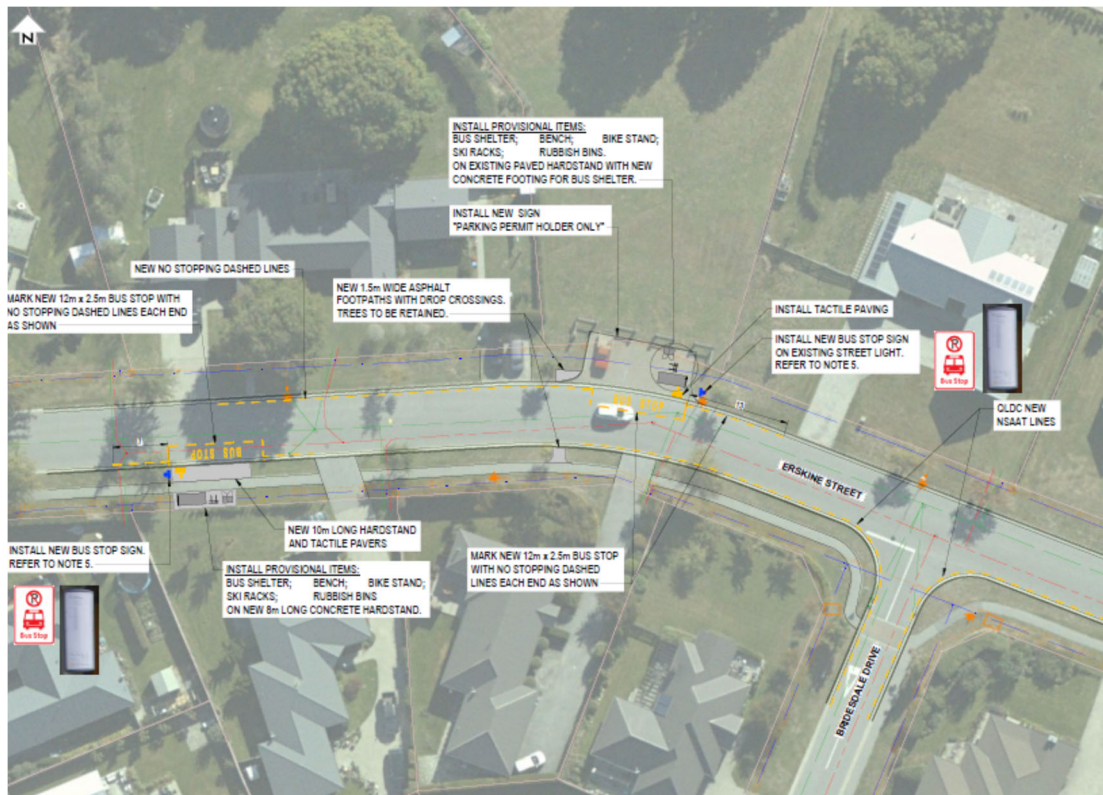
8 October 2021

Dear Owner/Occupier of 24 ERSKINE STREET LAKE HAYES QUEENSTOWN 9304

Public Transport Bus Network Improvements – New Lake Hayes Estate Bus Stops at Walnut Grove Park (Erskine St)

We're working with the Otago Regional Council (ORC) to make minor infrastructure improvements to support new and existing public transport routes in the Whakatipu Basin.

We have identified a potential site to install a new pair of bus stops and associated street furniture as shown in the attached proposal located adjacent to Walnut Grove Park on Erskine Street in Lake Hayes Estate.



The proposed improvements are all within road reserve and include:

- new concrete pedestrian and passenger standing area with footpath connections
- standard line markings for a bus stops and no parking zones
- signage, ski racks, seating and bus shelters
- accessibility features such as tactile pavers,
- provisional space for rubbish and/or recycling bins, potential lighting, and other ancillary features

To accommodate the new bus stop shelters, we'll need to perform minor earth and road works to widen and extend the pedestrian and passenger standing areas, shape footpaths, and extend no-stopping lines that enable buses to safely enter and exit the stops.

If you have any concerns or questions about the new bus shelters, please get in touch with Brandon Ducharme in the first instance using the details below. Any concerns on things like access to property, safety, efficiency of the public transport network or visual effects will be recorded and considered by the Programme Sponsor, Tony Pickard, QLDC Transport Strategy Manager.

Any objections to the proposed bus shelters will be heard by a Hearings Panel appointed by Council to make decisions on Public Transport Infrastructure under the Local Government Act 1974 Section 339.

All feedback is to be received by 3.00pm on Friday 5 November 2021.

Yours sincerely

Brandon Ducharme
PMP MBA CPEng P.Eng PE
Senior Development Infrastructure Engineer
Tel: +64 27 601 2383
Brandon.Ducharme@qldc.govt.nz



OWNER/OCCUPIER
24 ERSKINE STREET
LAKE HAYES QUEENSTOWN 9304