

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.

