



APPENDIX F

Relevant Provisions from the Regional
Public Transport Plan 2014

In this chapter

**What we want to achieve with
public transport in Otago**

**The objectives and outcomes
we seek**

**The targets and measures we
can use to check our progress**

4 Public transport's journey ahead



What we want to achieve

The Regional Land Transport Strategy 2011 set out the goal and objectives for all passenger transport in Otago. These are currently under review. This Plan will be updated once the Regional Land Transport Plan 2015-18 has been adopted.

Goal

Viable passenger transport meeting the needs of Otago's communities.

Objectives

Passenger transport that:

- supports community wellbeing through mobility, building social integration and participation, and assisting economic development
- provides an alternative to car travel in urban areas and along key corridors to benefit as a whole the communities in which those services operate
- offers those in urban areas personal choice in travel mode, assisting the transport disadvantaged and people with disabilities and catering to those studying/working on the tertiary campuses
- helps to ensure community resilience when external events (such as a rapid rise in the price of oil or a shortage of fuel) disrupt normal travel patterns
- serves (through its existence) to encourage intensive residential development in areas where growth can be adequately supported, by providing opportunity for people to be less car-dependant if they choose
- provide fully accessible public transport in urban areas and along key corridors
- ensures that space is available for public transport
- ensures that idling of buses does not pose unnecessary health risks to the community
- realistic levels and quality of service
- public transport users are willing to pay an adequate proportion of costs needed to operate services viably.

Measures and targets

Working with CODC, CDC, DCC, QLDC, WDC, the NZTA, and the public of Otago, ORC has developed measures to help assess our progress in achieving these objectives for passenger transport services. **Table 4.1** below outlines the key measures for each relevant objective and identifies our current performance and the target we aim to achieve by 2030.

There are other measures used for monitoring the performance of passenger transport services as well. **Chapter 7** sets out the monitoring policies for contracted public transport services in Otago.

Table 4.1. Key objectives and their measures.

Objective	Measure	Current performance	Future target
Supports well-being	Basic level of service linking all communities on arterial roads with shopping, medical and recreational facilities	Acceptable	Acceptable
Provides an alternative to car travel	Steady increase in the number of trips being made on public transport region-wide	Poor	Acceptable
Offers choice in travel mode (in urban areas)	Steady increase in the number of trips being made on public transport in Dunedin and the Wakatipu Basin	Acceptable	Acceptable
Ensures community resilience	Monitor public transport patronage levels region-wide	Acceptable	Acceptable
Encourages residential development	New subdivisions are located and designed to ensure quality walking access to public transport	Poor	Acceptable
Fully accessible public transport	Proportion of super low floor vehicles in the public transport networks	Acceptable	Excellent
Space is available for public transport	District and city councils monitor the standards in subdivisions and developments	Poor	Excellent
Idling of buses does not affect public health	Air quality in the main streets of Dunedin and Queenstown where buses idle is within acceptable limits for health	Acceptable	Acceptable
Realistic levels and quality of service	Service levels are defined and well publicised	Acceptable	Excellent
Users are willing to pay	Farebox recovery is between 46% - 51%	Achieved	Achieved



5 A new network structure for Dunedin public transport

In this chapter

**The objectives of the new
Dunedin network**

**The principles upon which the
new network will be based**

New network design

Services integral to the network

Fare structure options

The business case approach

Objective of the new network structure in Dunedin public transport

The objective of improving the Dunedin public network is to create an affordable network that:

- grows patronage with less reliance on public investment by meeting customer needs;
- is simple to understand, and easy to use and communicate;
- gets people generally where they want to go, when they want to go, comfortably, conveniently, and safely;
- is based on a design that recognises that people walk or cycle to/from bus stops;
- is based on a design that makes best use of limited resources and the network's small size.

The principles for the new network structure

The following principles for bus routes, frequencies and fares for Dunedin will seek to:

- eliminate or minimise the variations to routes in the network,
- coordinate timetables at a point in the central city, to enable people to transfer between services there and at other locations in the city
- implement a simpler route structure, through-route services on which passengers are likely to want travel through the central hub by matching frequencies to avoid any need for buses to wait up in the central city
- use fare structure and fare products to encourage patronage and revenue growth by designing them to appeal to those market segments with the most potential for growth in the next few years.
- Support community well being through mobility, accessibility, building social integration and participation, and assisting economic development.

Network design principles

- routes that are as direct as possible, without unnecessary impedance, deviation or variation
- clockface schedules at a central city bus hub; regular headways/frequencies
- schedules that provide for relatively easy transfers where routes cross or join but without these timetables needing to be finely coordinated at any super stops outside the central city
- bus stops that are easy-to-see for both customers and bus drivers
- a small number of transfer points in the network, with most transfers happening at a central city bus hub
- in the area surrounding the central hub, bus routes use common corridors, in order to minimise modal points of conflict.

Patronage principles

- the network design recognises our client base and ensures a good match between:
 - the route, number and timing of services to the demand for travel;
 - operating hours and the desire to travel (subject to minimum loadings)
 - bus capacity and demand
- stable route structure (so changes over time are minimal) and stopping pattern so people know the key points at which buses stop on each route
- routes designed to provide acceptable travel time compared to other common travel modes
- the majority of services concentrated on localities likely to generate the bulk of the demand (meaning most network patronage is generated from core high frequency routes)
- the ability to increase capacity on a route when needed.

Access and mobility principles

- bus stops within walking distance for bus users
- safe walking access to/from bus stops, particularly for stops with greatest demand
- people walk further to take a higher frequency service
- optimal spacing of bus stops so the times a bus stops and walking times to/from stops are acceptable to the majority of users.

Efficiency principles

- for high frequency routes, mass transit corridors recognised by the road controlling authority, with priority for public transport use and no physical constraints to this potential
- measures and designs that give buses advantages over cars on high frequency routes and in busy traffic situations
- priority allocation to buses for key space, particularly for a central city bus hub
- different peak and off-peak frequencies, if needed, to match capacity and demand
- scheduling that makes good use of the bus fleet
- scheduling that avoids, as far as possible, clumping of buses in common corridors, and on roads busy with other traffic
- a good match between the size of bus, the topography of the area and demand for service, recognising the advantages of a homogenous fleet
- for outlying areas, transport planning considers all travel options, and bus services are used only if the stability of the network bus routes is not compromised and when average service loading and network farebox recovery are sufficient to ensure service viability.

Structure of the proposed new public transport network

ORC propose an improved approach to providing public transport in Dunedin, based on a simplified route and timetable structure. The proposed new Dunedin integrated public transport network comprises a combination of **Rapid**, **Frequent** and **Regular** services providing key connections across and to the city.

The Rapid services will cover locations such as the Central City, public hospital, tertiary precinct, South Dunedin, Gardens and the Stadium. We will support this rapid network with the frequent and regular networks; both will have good frequencies during weekdays and go to the places where people live and need to access. **Figure 7** shows the proposed new network structure.

The network structure is a radial pattern with services going to the central city and in some instances going on to another suburb. This means that most routes will be paired so that you can ride from one end of a route, through the central city, and out to another suburb. We intend to support this network with a free bus transfer for the zone in which passengers disembark. This will enable passengers to change bus to finish their journey without an additional penalty resulting from a change of service.

We present the maps of the bus route for the Rapid, Frequent and Regular networks in **figures 8, 9 and 10**. We anticipate a staged rollout of the new network structure to commence from 1 July 2015 with the majority of new routes in place by 1 July 2016. We also present the proposed orbital service, the Ridge Rider connecting the suburban centres of South Dunedin, Mornington, Roslyn, Maori Hill, Gardens and the University, but we still have more investigations to undertake before a commencement date for this service is determined.

A key element of the network is the stability of routes. The new network will use main roads and avoid using small residential streets, except where they form a safe route to turn the bus at the outer end of a journey, or in dense housing areas of St Kilda. The routes will be stable all day, night and weekend. There will be no variations to routes at any time to ensure that passengers know and can rely on their route of travel.

The new network will provide stable weekday daytime frequencies from 7am until 7pm with less frequent services in the evening and weekend, depending on demand. Achieving the desired frequencies will ultimately depend on levels of patronage and may need to be established fully once patronage is strong enough to support the level of service needed to sustain those higher frequencies and maintain the viability of the services.

The Rapid, Frequent and Regular routes may need support from specialised services in areas where there are a significant number of residents who are physically transport disadvantaged, particularly those with physical, sensory or cognitive impairments.

A key issue in our current network is the variety of termini in the central city. We currently have seven key bus stops in the central city and historically timetables were not coordinated at any particular location. This has meant passengers find changing bus difficult.

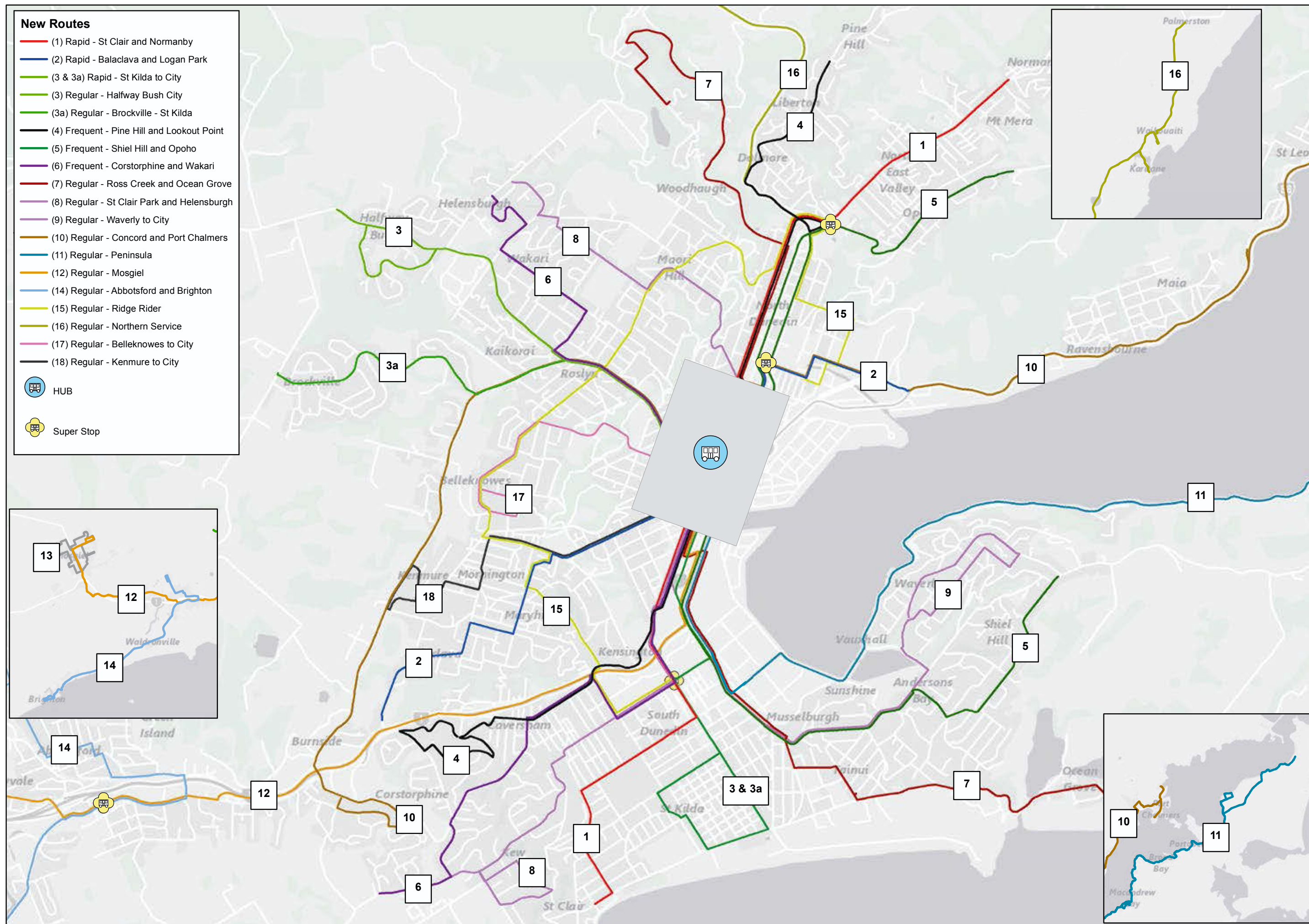


Figure 7. The proposed new bus network for Dunedin



Figure 8. The proposed new Rapid bus network for Dunedin

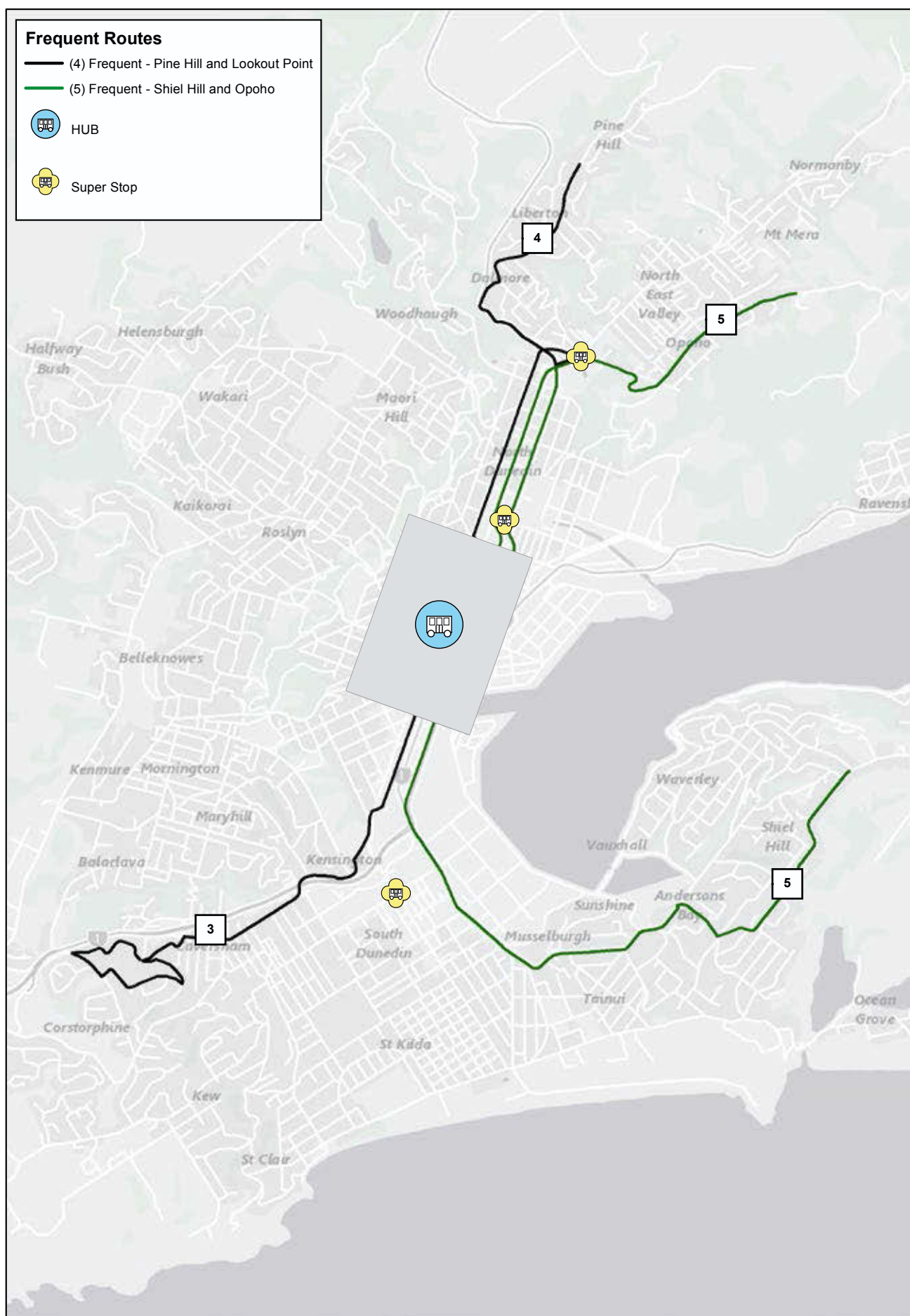


Figure 9. The proposed new Frequent bus network for Dunedin

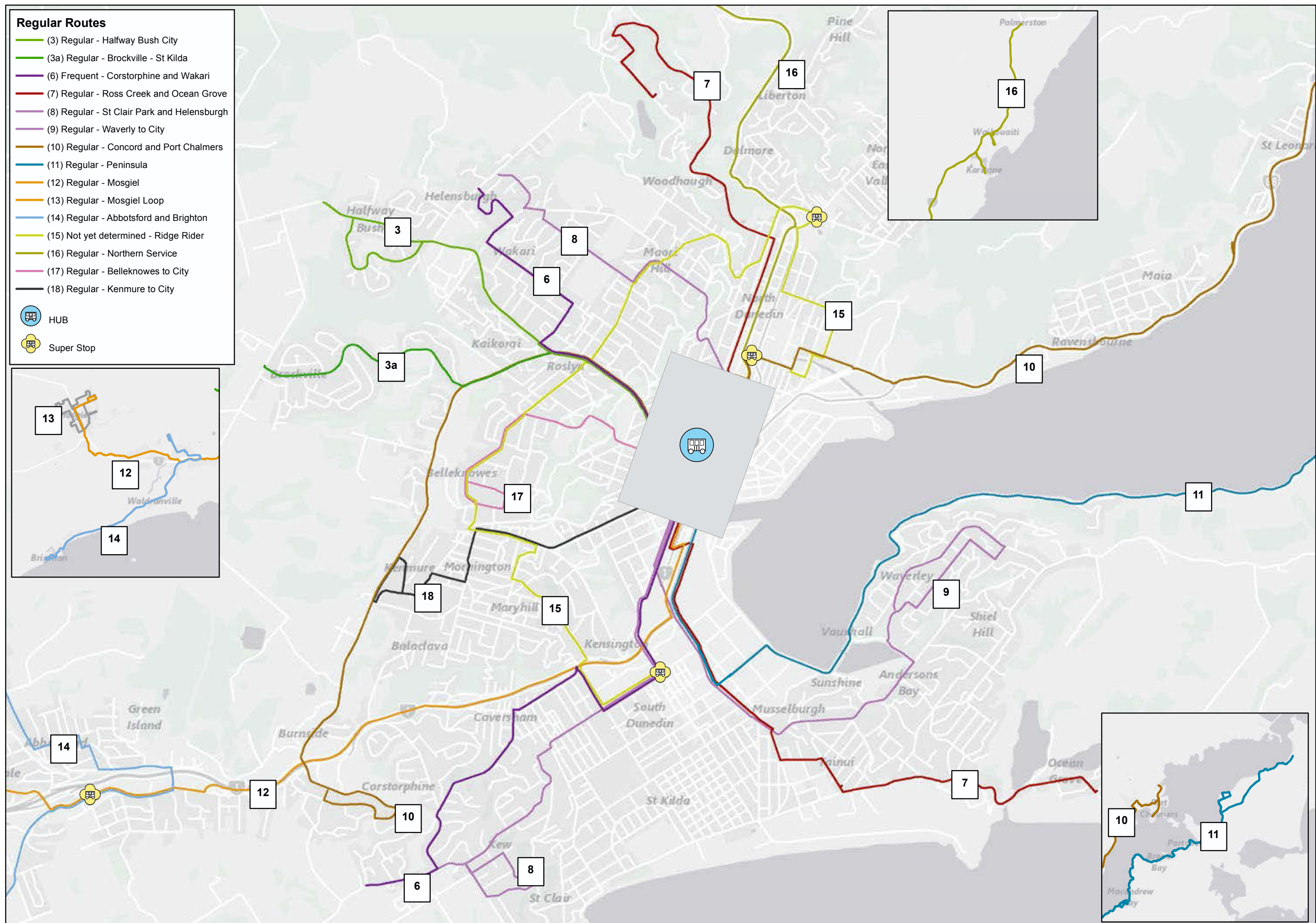


Figure 10. The proposed new Regular bus network for Dunedin

Coordinating timetables in the central city will not only enable people to change buses, it will also enable the development of a central city bus hub where all services can arrive and depart. This will further encourage transfers between services, and will provide a location for centralised bus information and possibly GoCard top-ups. This, combined with pairing routes, will simplify and enhance the user experience of Dunedin bus service. It should also enable us to reduce the number of buses in the central city at any given time of day, and reduce the general congestion currently experienced at our main bus stops surrounding the Octagon.

This integration enables the development of a strong, stable network of bus routes providing significant long-term benefits for the city and surrounding areas, notably:

- good use of infrastructure; using what we already have more often
- support for residential intensification and the continued development of a compact city structure
- support for cyclists and pedestrians to explore multi-modal travel options
- quality public transport supporting the public desire and need to travel; in turn, the public will support the public transport system.

Investing in a network like this will achieve better value for money for those who fund the network; users, rate payers, and NZTA. We propose to implement the following actions to help bring in the new network:

- coordinating timetables in the central city
- simplifying routes
- simplifying and standardising frequencies
- developing a central city bus hub
- continued improvement of the Journey Planner
- continued improvements to the timetable book and on-street information
- consistent route displays on the buses (head signs)
- improved website
- simplified fare structure
- simplified concessions
- pricing of fare products to encourage modal shift while ensuring the long term financial viability of the network
- online topups for GoCard (and investigating kiosk top ups at the bus hub)
- bike racks on all buses and explore the opportunity for bike lockers at the bus hub
- super stops at Green Island, South Dunedin, University, Gardens, and Mosgiel
- consistent bus stop signage and flags in the central city with roll-out on the Rapid network first
- continue to install bus shelters and seating where appropriate
- install tactile guides from shelters to mark the preferred location for passengers to board buses
- ensure all bus stops have pavement to the boarding and alighting areas of the bus
- encouraging the DCC to reduce parking supply or increase parking prices to support bus usage
- make the entire bus journey accessible
- monitoring of customer satisfaction, feedback and utilisation.

Services integral to the new network

Table 5.1 summarises the scheduled services essential for the new proposed Dunedin public transport network. It also shows the three service levels (Rapid, Frequent and Regular) and the anticipated initial frequency as units are introduced (rolled out progressively from 2015 onwards) and the desired established frequency we seek on those routes (by 2021).

While routes are a key component of any bus network, the frequency of services on those routes are crucial. The aim of the new network design is to simplify the frequencies of services to make the timetables easy to remember for regular and infrequent users. **Table 5.1** indicates the initial and targeted weekday frequencies for the network.

Note: Peak services = between 6 am – 9 am and between 3 pm - 6 pm
Off peak services = between 9 am - 3 pm and from 6pm to end of service

Table 5.1. New network essential services in Dunedin

Route	Initial weekday frequency	Target weekday frequency (7 am - 7pm)
Rapid services		
Normanby and St Clair	15 minutes	15 minutes
Balaclava and Logan Park	15 minutes	15 minutes
St Kilda	15 minutes	15 minutes
Frequent services		
Pine Hill and Lookout Point	20 minutes peak 40 minutes off-peak	20 minutes
Opoho and Shiel Hill	20 minutes 40 minutes off-peak	20 Minutes
Regular services		
Corstorphine and Wakari	30 minutes off-peak	30 minutes
Ross Creek and Ocean Grove	30 minutes	30 minutes
St Clair Park and Helensburgh	30 minutes	30 minutes
Waverley	30 minutes peak 60 minutes off-peak	30 minutes
Port Chalmers and Concord	30 minutes	30 minutes
Peninsula	30 minutes peak 60 minutes off peak	30 minutes
Mosgiel (excluding the loop service)	30 minutes peak 60 minutes off-peak	30 minutes
Mosgiel loop	20 minutes	20 minutes
Abbotsford and Brighton	60 minutes	60 minutes
Northern Services	approx 240 minutes	120 minutes
Ridge Rider	60 minutes	30 minutes
Halfway Bush (alternatiing service with St Kilda)	30 minutes	30 minutes
Brockville (alternatiing service with St Kilda)	30 minutes	30 minutes
Belleknowes	30 minutes	30 minutes
Kenmure	30 minutes	30 minutes

Frequencies after 7 pm in the evening will depend on demand but they are likely to be hourly, or at least half the frequency of the daytime service. Saturday, Sunday and public holiday service frequencies will depend on predicted patronage levels but these are likely to be hourly on all but the Rapid routes. Rapid routes are likely to operate on a 30-minute frequency on weekends and public holidays.

From 1 July 2016, school bus services will no longer be integral to the Dunedin bus network. As such, ORC will not contract bus services specifically for school children. The proposed new network routes enable most school children to access their school with, the ability to transfer bus for travel in the zone in which they disembark.

Fare-zone structure and concessions

As part of a review of the bus network in Dunedin, we are reviewing the fare structure and fare levels for Dunedin services. The aim of the fare review is to simplify the Dunedin bus fare-zone system and break down barriers to bus usage, including the cost of services while maintaining acceptable farebox recovery levels.

We are considering new fare products including transfers and are currently exploring different concession/discount options. Actual fare levels and concessions for the Dunedin network will be defined in Council's Annual Plan process for 2015/16. We propose to implement the final fare products and concessions in line with the new ticketing system.

Because we target a *farebox recovery* level of 50%, one of the key outputs in our fare review is to develop a fare structure and fare level system that, based on current patronage distribution and travel patterns, remains neutral in terms of the revenue we receive from bus fares. Due to the need for the increased investment to implement the new network it is expected that the farebox recovery level will drop below the target over the short to medium term.

Fare levels for the Wakatipu Basin Network will be set in consultation with the operator having regard to the commercial nature of the service.

We acknowledge that there is a need to ensure that the public get the best outcome by keeping fares as low as possible, while also taking in account the constraints we face as an agency contracting bus services. The constraints are nationwide constraints that any bus service contracting agency faces, they are not exclusively issues for ORC.



Fare-zone structure

During the preparation of this Plan we undertook a review of the fare zone structure for Dunedin.

For the Dunedin network the existing fare zone structure Figure 11 will be replaced with the fare zone structure Figure 12 when the new ticketing existing system is introduced.

The existing fare structure for the Wakatipu Basin network will remain until such time as the network has been reviewed and any necessary amendments to this plan are made.

Fare concessions

As part of the fare zone structure review, we are investigating the feasibility of a range of concession options including:

- Child
- Student (tertiary)
- Beneficiary
- Super Gold (where available)
- Off-peak travel, and
- other fare products.

Fare concessions and other fare products will only be available through the GoCard.

The business case approach

To obtain funding from the Government to assist us so that we can continue to develop and maintain our bus network in Dunedin, we need to adhere to process requirements required by the NZTA. One methodology, adopted in 2013, is that of the 'business case' approach.

The approach, developed by the New Zealand Treasury, has been adapted by the NZTA. The NZTA's business case approach guides the planning, investment and project development processes adopted by district, city and regional councils when they are seeking funding for transport-related activities. For more information on this approach, please refer to www.nzta.govt.nz/planning/process/approach.

The business case approach involves the preparation of four key cases or steps:

- strategic case
- programme project case
- indicative case
- detailed case.

Each case builds on the one before, with decision points along the way to determine whether investment remains worthwhile in relation to the desired outcome. In every step of the case-building process, there is a clear link between the strategic outcomes sought and the ability to achieve those outcomes in a realistic and financially sound manner. It seeks value for money, and for Otago, the need to build on the assets we already have.

We are using the business case approach to determine the need for improvements to the Dunedin public transport network. In 2013, we prepared the strategic and programme cases in collaboration with the Dunedin City Council, NZTA and our two Dunedin public transport operators: Ritchies and PT/Citibus (now GoBus).

The indicative and detailed business cases are under development.

We prepared a specific business case for public transport improvements in Dunedin. This case forms the basis for our ability to seek funding for improvements that, collaboratively, we deem will achieve the right strategic outcomes for the city and achieve value for money for our investors; users, rate payers and NZTA.

The business case preparation involved collaboration between the DCC, NZTA, bus operators and ORC. All parties work together to integrate our thinking and achieve the best possible outcome for Dunedin for the money available.

Our business case process enables us to work towards achieving the following key strategic outcomes:

- more people using public transport
- increased value for money from user, rate payer and National Land Transport Fund investment
- increased mobility and access to activities for residents.

The second stage of the business case process involved the exploration of options for improvements to the Dunedin bus network. Together, the stakeholders developed five programme options containing a variety of choices for improvements and degrees of spending. Then, we explored the risks associated with each programme. The outcome was a preferred programme for improvements for the Dunedin bus network with accepted risks.

Work continues preparing and finalising the business case and achieving endorsement from the NZTA to seek funds from the National Land Transport Fund. Key elements of the preferred programme for improvements in Dunedin public transport are:

- central city bus hub
- integrated ticketing and concession options/free transfers
- simplification of bus routes and timetables
- simplification of the fare structure and zone system
- integrating planning and development in the central city with all modes of travel
- ticketing and other technology advancements
- consistent bus stop flags and signage
- improved customer information displays and access
- consistent infrastructure levels of service for bus stops.

Future projects for better public transport

Central city bus hub

To continue to enhance the bus service in Dunedin, we are exploring options for the development of a central city bus hub (interchange). This hub would enable us to provide a specialised service to passengers. Access to bus information, GoCard top ups, connections with the central city and bus routes will enable passengers to maximise their access to the whole city. The ability to transfer bus in a single zone will enhance this ability. We have not yet specified a location, for a central city interchange, but the location needs to be within close walking distance to the key activity centres in the Central City.

Suburban superstops

ORC plans to develop super bus stops at key suburban activity centres through Dunedin. These stops will have a higher level of service than general bus stops in the city. We identified the following locations as desirable for super stops:

- South Dunedin
- Green Island
- Mosgiel
- Gardens (North East Valley)
- University.

It is envisaged that these superstop locations will have support from nearby facilities to enable the provision of full network maps and timetables, seating and shelter, nearby toilet facilities, bike stands and/or lockers, and potentially facilities to enable GoCard top ups and travel products.

Real-time

We are exploring our options for the provision of real-time bus information.

With a real-time system, we are focused on implementing a system compatible with smart-phone technologies and making use of modern technology rather than making use of on-street displays. However, we will explore the provision of real-time display at a central city bus hub and super stops.



APPENDIX G

Dunedin Bus Hub Network Effects,
Traffic Design Group



Otago Regional Council

Dunedin Bus Hub Network Effects

Summary Report

April 2017

Otago Regional Council

Dunedin Bus Hub Network Effects

Summary Report

Quality Assurance Statement

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Table of Contents

1.	Introduction	1
2.	Assessment and Mitigation Investigation.....	2
2.1	Data Collection / Model Development.....	2
2.2	Network Effects	2
2.3	Option Analysis	3
2.4	Option Refinement	4
2.5	Bus Hub Intersections.....	4
3.	Effects of Bus Hub	5
3.1	Intersection Performance.....	5
3.2	Removal of Buses from Parts of George Street and Princes Street.....	5
3.3	Pedestrians	5
3.4	Cyclists	5
4.	Conclusion.....	7

1. Introduction

Transport planning and traffic engineering concept design work has been carried out to ensure that the Dunedin Bus Hub and associated altered bus routes can be accommodated safely and efficiently. This has balanced network operating objectives for different travel modes, as far as practicable given the limited scope of the changes.

The bus hub is proposed on Great King Street between Moray Place and St Andrew Street. The main change to bus routes will be the re-routing of services which currently run straight along George Street and Princes Street. These will now be directed through the bus hub via St Andrew Street, Great King Street and Moray Place.

Early on it was determined that changes to intersection layouts are required to physically accommodate turning buses on the new route.

The following reports have been prepared by TDG at the various stages of assessment:

- Data Collection Report, 16 September 2016;
- Model Development Report, 15 September 2016;
- Networks Effects Report, 16 November 2016;
- Intersection Option Analysis Report, 1 December 2016; and
- Options Refinement Report, 7 March 2017.

In addition, Beca have prepared the report 'Dunedin Bus Hub – Intersection Concept Design Variations 23 February 2017' which focusses on the Great King Street / Moray Place and Great King Street / St Andrew Street intersections at each end of the bus hub.

2. Assessment and Mitigation Investigation

2.1 Data Collection / Model Development

Detailed traffic counts were carried out at 14 intersections across the city centre so that robust analysis could be carried out. The counts covered the morning (7:00am-9:00pm) and evening (4:00pm-6:00pm) peak periods and recorded lane by lane turning vehicle movements, pedestrian and cycle activity, and traffic signal timings.

The key intersections where bus volumes would be changing were identified and intersection models were developed to assess existing performance. These were for the following key intersections:

- George Street / St Andrew Street;
- Great King Street / St Andrew Street;
- Great King Street / Moray Place;
- Stuart Street / Moray Place (South);
- Burlington Street / Moray Place; and
- Princes Street / Moray Place.

The performance modelling at these intersections confirmed they are generally operating with low delays and high levels of service. The unsignalised Burlington Street / Moray Place intersection is one intersection where the existing performance is marginal, with some long delays on Moray Place during the evening peak period.

Intersection modelling was not carried out at the other intersections due to the very small changes in bus movements.

2.2 Network Effects

Once the existing performance of intersections was established, changes in transport network performance resulting from the bus hub were investigated. This addressed both changes due to bus volumes, and the changes to the transport network that will be required.

In addition to the key intersections discussed above, the following additional intersections were also included in the network effects assessment:

- Frederick Street / Great King Street;
- Frederick Street / Gowland Street / Castle Street;
- Cumberland Street / St Andrew Street;
- Stuart Street / Moray Place (North); and
- Stuart Street / Castle Street.

Investigations at these intersections were focussed on the design changes that may be necessary as modelling was not required due to low bus volume forecasts.

The forecast numbers of bus movements through the city centre intersections are low (approximately 3%-7% of all movements through the intersections) and it was found that the changes in bus volumes will have negligible effects on the efficiency of the road network. However, the safe manoeuvring requirements of buses will require changes to traffic lanes at intersections to allow bus routes to operate reliably.

It was concluded that turning requirements of the design sized bus require changes at intersections such as rearrangement of approach lanes and the setting back of limit lines on opposing approaches. Also, the intersection changes would require removal of some car parking spaces that are closest to the intersections.

Even with the layout modifications identified during this stage of work, modelling outputs demonstrate that intersections would operate efficiently with good levels of performance with negligible change from existing.

The Great King Street / Moray Place and Great King Street / St Andrew Street intersections were not included in this assessment. Beca took over these intersections since they are effectively part of the bus hub which they are designing.

At this stage of the assessment, it was identified that changing the priority at the Moray Place / Burlington Street intersection would be a good solution to improve bus service reliability along Moray Place.

2.3 Option Analysis

Traffic layout changes recommended in the previous stage were aimed at allowing buses to move efficiently through the transport network, while minimising the effects on other road users.

The 'Option Analysis' report reviewed the recommended layouts and compared them against other options that had been analysed.

Option analysis focussed on six criteria to assess each option:

- Network legibility;
- Intersection performance;
- Bus efficiency;
- Impact on parking;
- Separation of movements; and
- Pedestrian / cyclist safety.

It was concluded that the recommended changes will not have a significant adverse effect on the performance of the individual intersections and the transport network as a whole.

Alternative options were put forward for five intersections aimed at reducing limit line set-backs. This was to address Otago Regional Council (ORC) and Dunedin City Council (DCC) concerns about non-compliance by motorists with the limit line set-back positions and the consequent effect on the ability of buses to reliably use the setback space.

2.4 Option Refinement

Based on the analysis presented, ORC had narrowed down to a preferred option for each intersection and this stage of assessment focussed on refinement of the preferred options.

Further analysis was carried out for the Stuart Street / Moray Place (South) and Princes Street / Moray Place intersections. This was focussed largely on bus efficiency and explored further options to improve bus reliability.

The Stuart Street / Moray Place (South) work identified a change of lane arrangement on the Moray Place northern approach which would allow the major through bus movement to pass queued left turn traffic which currently gets blocked by queues on Stuart Street from the Cumberland Street signals.

The Princes Street / Moray Place analysis concluded that the eastern Moray Place approach lanes could be combined with a minimal effect on intersection efficiency. It was concluded that a right turn phase at the intersection would create queues on Moray Place (East) which could affect the safe and efficient operation of the Moray Place / Burlington Street intersection.

2.5 Bus Hub Intersections

As a result of the work carried out by Beca, it is proposed to signalise the Great King Street / Moray Place intersection and to re-arrange the lanes at the Great King Street / St Andrew Street intersection to accommodate bus turning requirements.

The signalised intersection at the southern end of the bus hub will safely accommodate the increased number of pedestrian movements forecast once the bus hub is built.

The Beca reporting shows that both Bus Hub intersections will operate efficiently and the bus hub will not have significant adverse effects on the transport network.

3. Effects of Bus Hub

3.1 Intersection Performance

The various stages of analysis concluded that the changes to bus routes, and intersection changes to accommodate the buses, will not have a significant effect on the performance of the various key intersections. The changes in intersection performance forecast are so small that it is forecast they will not result in people changing their routes and therefore will not have wider transport network effects.

The changes in intersection performance will not cause additional congestion in the network. There is already a congestion issue on Stuart Street south of Moray Place, where traffic queues from the Cumberland Street signals back to the Moray Place intersection. This occurs over short periods of time, particularly during the evening peak period. The altered bus routes will not significantly add to this problem and ways to maximise bus reliability through the intersection have been recommended. These include investigating co-ordination between the Cumberland Street signals and the Moray Place signals.

Where layout changes are required at intersections, they will be designed so that they can operate safely.

The development of the bus hub may result in some low levels of traffic being diverted away from Great King Street. The surrounding road network is operating with spare capacity and it is considered that any diverted traffic would not have a significant effect on the road network.

3.2 Removal of Buses from Parts of George Street and Princes Street

Currently the main bus services run along George Street and Princes Street, through the Octagon. This part of George Street and Princes Street has a high number of pedestrian movements and it has a town centre environment with retail and hospitality activity. The area will benefit from the re-routing of the bus services through the new bus hub and away from these busy central city blocks. There will be an improvement in amenity and a perceived improvement in safety for pedestrians due to the absence of buses.

3.3 Pedestrians

Pedestrians will not notice any changes in convenience, with pedestrian phases to operate as they currently do at all inner city intersections. There will be an improvement for pedestrian level of service at the Great King Street / Moray Place intersection due to the installation of traffic signals.

3.4 Cyclists

There are no existing cycle facilities within the city centre and cyclists will be required to share traffic lanes at the intersections as they currently are. Kerbside lane widths have

been kept to a maximum width with cyclist safety a main reason. Intersection phasing is not expected to change significantly, such that cyclists will not notice any extra delays cycling on the city centre road network. To summarise, there will be no significant change to cyclist safety and convenience from the existing situation. It should be noted that the sections of George Street and Princes Street through the city centre will be improved cycling environments with the absence of buses.

4. Conclusion

The proposed bus hub will result in the re-routing of several bus services away from George Street and Princes Street along St Andrew Street, Great King Street and Moray Place. The changes in traffic volumes at each of the key intersections are small and changes in individual intersection performances will be negligible.

It is critical for the transport network performance that buses can physically make the turning manoeuvres at intersections. As there are new movements where buses will make turning movements, concepts have been developed for the key intersections to accommodate the buses, with input from ORC and DCC. The changes will not have significant adverse effects on the road network performance around the city centre and will provide for safe and efficient passage of buses through the city.

TDG



APPENDIX H

Community Engagement Feedback
Form and Summary of Responses

The bus hub is an opportunity to create another landmark for the city. This can be achieved through the materials we use and the landscaping we create. Check out the preliminary design proposals at the public exhibition or on our webpage (orc.govt/bushub).

OPTION 1: CONTRASTING RESIN SURFACE COLOUR ON ASPHALT

Create art across the footpath surface of the bus hub with vibrant colours.

OPTION 2: GREY STONE PAVERS AND SETTS WITH SPORADIC BLUE PAVER

- Traditional option with pops of colour to add some colour and interest into the streetscape
- Distinguish boundaries of zones with contrasting paver setts to define conflict areas i.e. vehicle crossings

STEEL AND ALUMINUM

Robust material with a lighter appearance for bus shelter structures.

TIMBER

Contrasting warm material to compliment the steel within shelters. Material minimised to reduce maintenance issues.

GLAZING

Integrate art/patterns from the streetscape onto glazing on bus shelters to enforce design branding and discourage vandalism

FURNITURE

Timber furniture to compliment bus shelter structures.

TREE SPECIES

Knightea excelsa
Rewarewa
 An attractive and slender growing native. Fast growing, excellent small garden tree as it does not grow too wide.
 Grows to:
 Height (H) 15m x
 Width (W) 3m

SHRUB

Muehlenbeckia axillaris
 A dense ground-cover with wiry stems and small dark-green leaves. Flowers prolifically in summer with masses of small creamy flowers. Prefers full sun. Tolerant of hot, dry conditions
 Grows to:
 H 0.2m x W 1m

GRASS

Lomandra longifolia
'Tanika' Yellow flowers in spring/summer. Requires very little water once established, and looks great all year round.
 Grows to:
 H 0.7m x W 0.7m

GRASS

Phormium cookianum
'Dwarf Form'.
 A compact, upright flax with narrow emerald-green leaves forming a small bushy clump. Ideal for border or group planting or in containers. Grows well in most positions.
 Evergreen. Hardy.
 Grows to:
 H 0.8m x W 0.8m

Carex virgata
 A hardy native sedge grass is suitable for conditions which may vary periodically from very wet to very dry. Evergreen. Hardy.
 Grows to:
 H 1.0m x W 1.0m

GRASSES

Chionochloa rubra 'red tussock'
 Large, striking red tussock. Flowing form is impressive in exposed windy sites. Handles wet to dry, and low fertility soils.
 Grows to:
 H 1m x W 1m

From 6 December this information will also be available online at:
orc.govt.nz/bushub



What's the need for a bus hub?

Although there are various bus stops all over the city, Dunedin does not currently have a central place where people and buses meet. If you need to transfer onto another bus, there are sometimes long walks between stops and confusion over where to go for your transfer.

Having a bus hub in a designated location will enable easy transfer between services, ease traffic congestion around the Octagon and main streets, plus it will simplify your experience.

All bus services will arrive and depart from one central location so you can find your bus, quickly and easily transfer between services or move on to alternative transport. You will also have access to information and amenities, such as toilets and timetables.

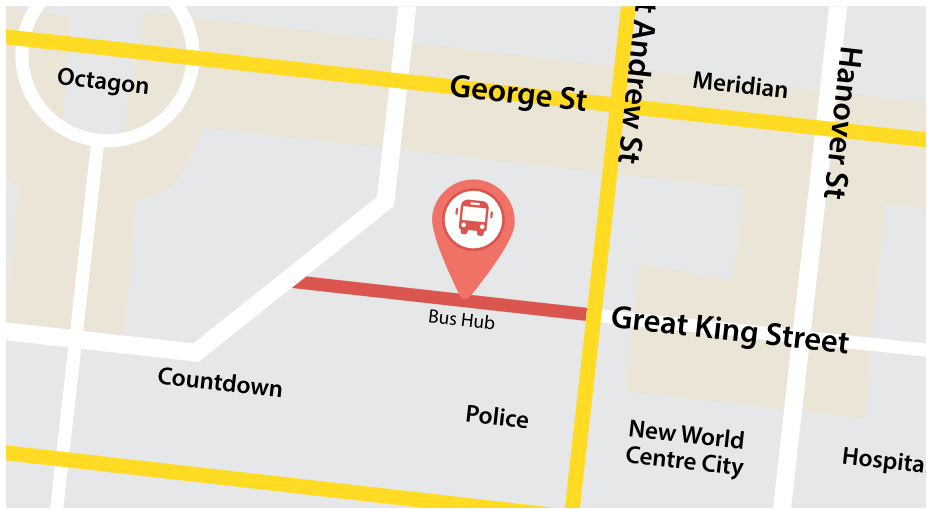
Where will it be?

The ideal bus hub needs to be within close walking distance to the key activities and services within the city centre. Several city centre locations were assessed in discussion with

Dunedin City Council and the New Zealand Transport Agency. We identified Great King Street (between Moray Place and St Andrew Street) as the best location for the bus hub.

Great King Street is the best bus hub location because:

- It is close to the central business and shopping precinct
- Security is elevated as it is next to the police station
- It provides good access to the hospital



- The road is wide enough to accommodate the bays and facilities
- Minimal disruption from road closures during events
- Its central location makes it simple to re-route the bus services
- Opportunities for future network growth and development exist

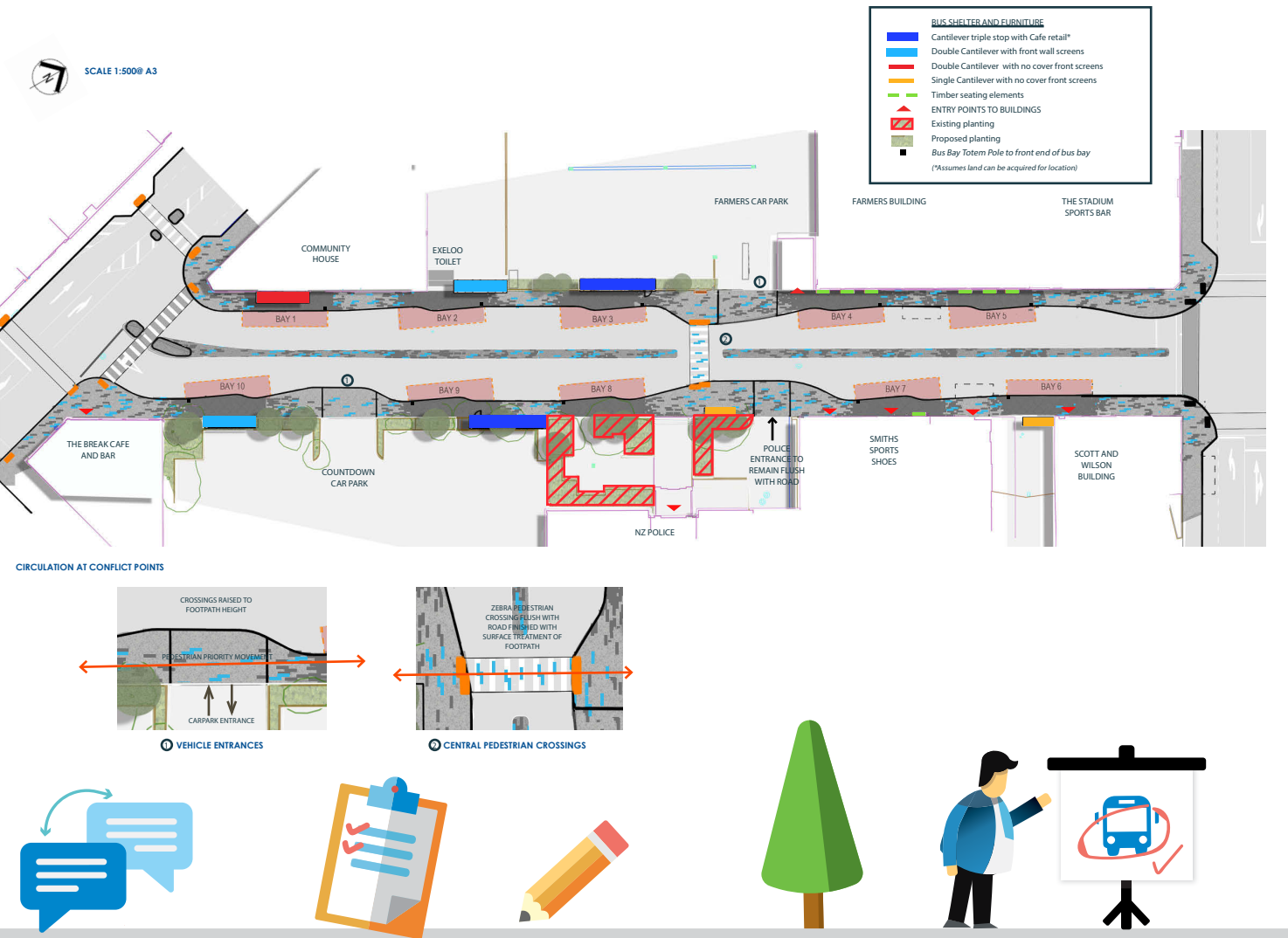
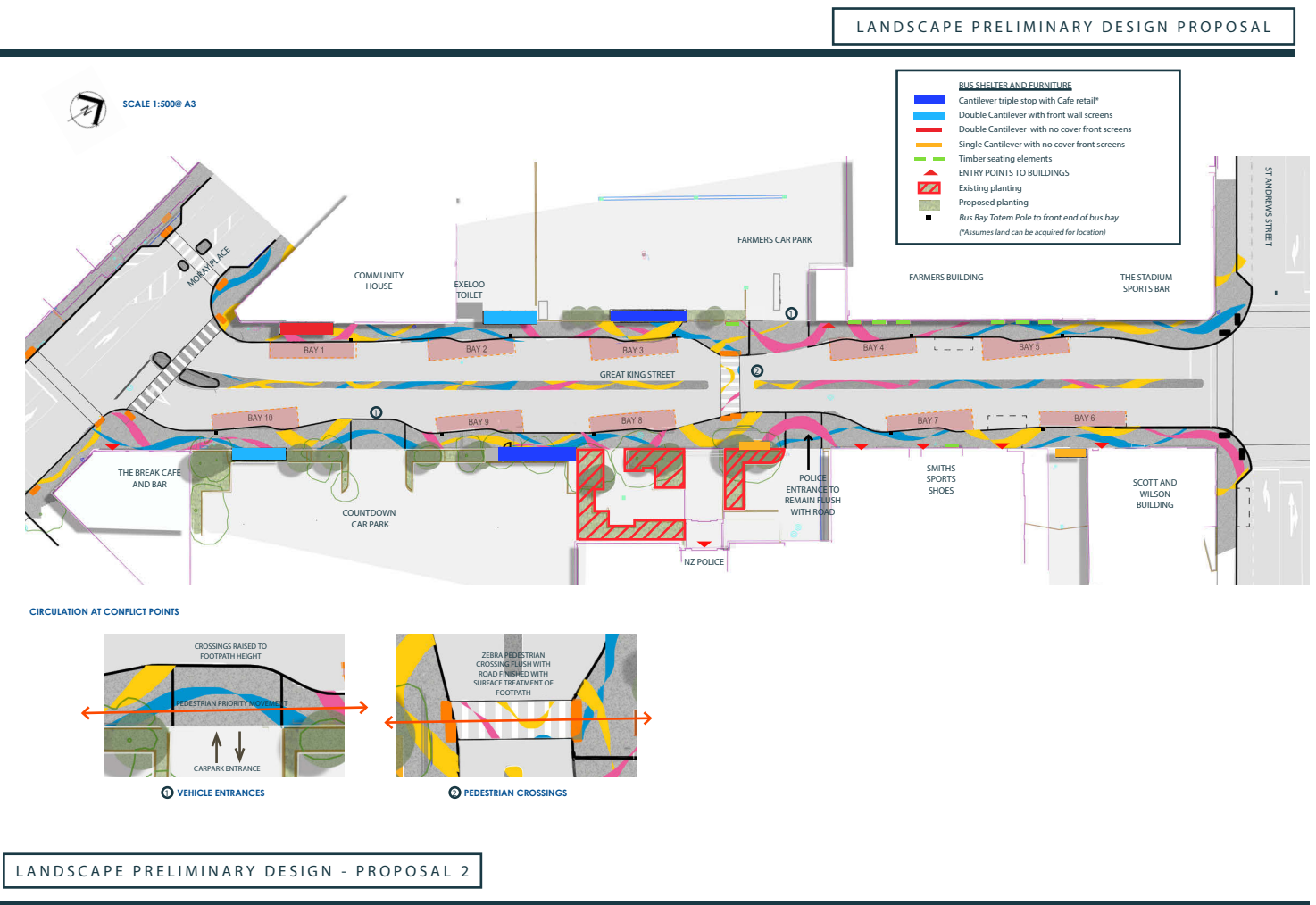
What will it look like?

It is important that the bus hub design is functional and big enough for buses to move about efficiently and safely. We have developed and successfully trialled a concept design.

Key features:

- 10 bus bays along Great King Street, with additional bay(s) on Moray Place or St Andrew Street
- Bays are created by kerb build-outs with raised kerbs
- Sufficient operational space for bus movements to and from their allocated bus bays
- Access to Community House car park will be re-opened along Moray Place
- Quality infrastructure incorporating a variety of amenities and facilities
- Some facilities such as toilets, CCTV, lighting, seating and shelter are included
- Quality paving and landscaping

While some facilities are already included in the current concept, we want to hear from you about what else you would like to see. On this flyer you will find a feedback form for you to contribute to the look and feel of the new bus hub.



Feedback form

We'd like to hear from you.

We want the new bus hub to meet the needs of Dunedin and provide you with facilities and amenities that you will use. Please take a look at the options below, tell us your favourites or suggest something else.

For example, would you like real time information available to know if you have time to grab a coffee from the barista before your bus arrives?

Fill out this form or submit online before Christmas so you can have your say:

Freepost

Otago Regional Council
Freepost 497
Private Bag 1954
Dunedin 9054

Online

orc.govt.nz/bushub

How would you like to receive transport information at the bus hub? (Please tick)

- | | |
|---|--|
| <input type="checkbox"/> Interactive timetable displays | <input type="checkbox"/> PA system + announcements |
| <input type="checkbox"/> Journey planning kiosks | <input type="checkbox"/> Braille |
| <input type="checkbox"/> Maps of local and regional areas | <input type="checkbox"/> Manned information kiosk with ticket sales (local and inter-regional) |
| <input type="checkbox"/> Maps of routes, locations and serviced areas | <input type="checkbox"/> Other (please state) |
| <input type="checkbox"/> Large print information | |
| <input type="checkbox"/> Hearing augmentation loop technology | |

From the list below, please rank the top 5 facilities that are important to you. (Remember toilets, CCTV, lighting, seating and shelter will be provided as a minimum).

- | | |
|---|---|
| <input type="checkbox"/> Cycle storage | <input type="checkbox"/> Music / Radio |
| <input type="checkbox"/> Clocks | <input type="checkbox"/> Water fountain |
| <input type="checkbox"/> USB charging | <input type="checkbox"/> Community art |
| <input type="checkbox"/> Wifi | <input type="checkbox"/> Heated waiting area |
| <input type="checkbox"/> Internet kiosk | <input type="checkbox"/> Sheltered walkways |
| <input type="checkbox"/> Rubbish bins | <input type="checkbox"/> Kids' play area |
| <input type="checkbox"/> Food retailing | <input type="checkbox"/> Baby changing area |
| <input type="checkbox"/> Vending machines | <input type="checkbox"/> Prayer room |
| <input type="checkbox"/> General retailing | <input type="checkbox"/> Help points / security |
| <input type="checkbox"/> Coffee kiosk | <input type="checkbox"/> Telephones |
| <input type="checkbox"/> ATM | <input type="checkbox"/> TV |
| <input type="checkbox"/> GoCard sale and top up | <input type="checkbox"/> Other (please suggest) |

If you have any more suggestions or comments, please let us know:

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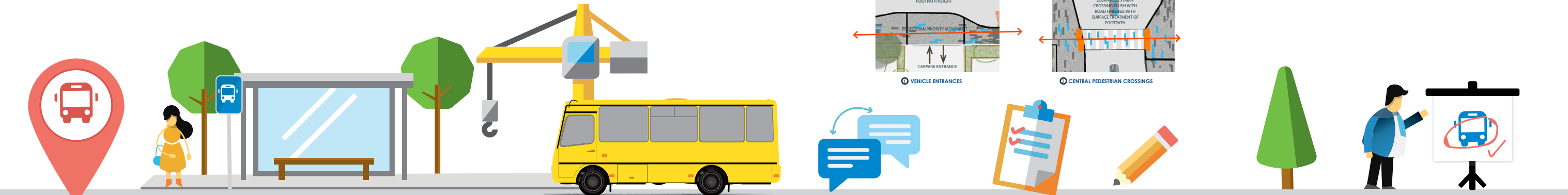
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Dunedin Bus Hub Consultation Feedback Summary (Online + Hardcopy Form)

Question 1: How would you like to receive transport information at the bus hub?

Answer Options	Response Percent	Response Count
Interactive timetable displays	81.1%	150
Maps of routes, locations and serviced areas	76.8%	142
Large print information	40.5%	75
Maps of local and regional areas	40.5%	75
Manned information kiosk with ticket sales (local and inter-regional)	36.8%	68
Journey planning kiosks	32.4%	60
Braille	21.6%	40
PA system + announcements	21.1%	39
Hearing augmentation loop technology	18.4%	34
Other (please suggest)		31
answered question		185
skipped question		56

Further breakdown of the 'Other'

'Other'		
Provision of information	supply of printed timetables	2
	information screens inside local businesses e.g. cafes, pubs	1
	mobile app connected to the real time info/journey planning app	5
	embossed print (not just braille)	1
	Range of information formats for all people - both locals and visitors	1
	information on how to access app for journey planning	1
	bus route numbers and destination for signage	1
	information on how to travel to cool places by bus	1
Facilities	No PA	3
	emergency announcements	1
	Wifi	2
	tactile ground surface indicators to locate boarding positions at each platform	1
	RTI - current arrival time	5
	something for disability - people in wheelchairs	1
	heating	1
	roaming attendants	1
	machine for topping up GoCard including eftpos and checking balance	2
	website to check GoCard balance and top up online	2
Miscellaneous	object to proposal / don't like location / alternative location proposed	3
	bus service	1
	small electric buses	1
	disagree with the location of the kiosk	1

Question 2: From the list below, please rank the top 5 facilities that are important to you

Answer Options	Response Count
Go Card sales and top up	138
Rubbish bins	133
Sheltered walkways	98
Wifi	83
Clocks	92
Heated waiting area	76
ATM	57
Help points / security	51
Cycle storage	46
Community art	41
Coffee kiosk	38
Water fountain	34
Food retailing	22
Baby changing area	16
USB charging	19
Music / radio	13
Kids play area	9
Vending machines	10
General retailing	7
Internet kiosk	4
Prayer room	4
*Bicycles on buses	1
*Cash sales for GoCard from driver	1
*Buses to have bag storage area	1
*No radio/music	2
*Recycling bins	4
*No exelooos	2
*Drop off area	1
*Online GoCard top-ups	1
*Lost property	1
*Quiet room	1
*Need more than five	1
*Facilities (request listed facilities)	24
Other (please suggest)	77

*Added from responses in the 'Other (please suggest)' category

Further breakdown of the 'Other'

Other** (exclude suggested facilities listed on previous table)		
Aesthetic – look/feel	Lots of seats for customers	1
	Option 2	2
	No grasses	2
	Metal planter boxes and flowers	1
	Strong LED lighting	1
	No usb charging points (encourage people to loiter, can be intimidating and uncomfortable)	1
	Non-slip surfaces	1
	Shelter proposal for winter is a bit limited	1
	More imaginative shelters	1
	Concern with noise, air conditioning, radio interference	2
	Ribbon style colour confusing for partially sighted people	1
	Needs more dry seats	1
	Need adequate shelter from rain and wind	1
Intersection/congestion	Lower Moray Place	2
	Congestion on Great King Street	1
Miscellaneous	Support of hub	3
	Close access to intercity service	1
	Consultation issues e.g. display in wrong place	2
	Object to proposal / alternative proposed / don't like location	11
	Timetables	2
	Bus driver should wait until everyone is seated	1
	Gold Card ticketing	1
	Shame to turn George St bus stops to parking spaces	1
	Bus shelter for west harbour with seat and light	1
	Cleaning	1
	Concern with security and vandalism to shop	2
	Concern with planned roadworks	1
	Bus driver who knows places on their route	1
	More retailers for GoCard sales and top-up	1
	Disagree with the location of the kiosk	1
Bus services		6
Facilities (requested facilities already listed)		11
Engineering design (along the hub)	Close access to carparks / congestion at accesses	2
	Bus only	5
	Mobility parking spaces	1
	P5 outside post office	1
	Pedestrian safety	2
Further information requested		1
Transport information at hub		7

Question 3: If you have any more suggestions or comments, please let us know:

Aesthetic – look/feel	Option 1	1
	Non-slip surfaces	1
	Concern with noise, air conditioning, radio interference	3
	Ribbon style colour confusing for partially sighted people	1
	Well lit	2
	In keeping with older architecture/no bright colours	4
	Option 1 - colour on road very dominant	1
	Option 2 - something more creative	1
	Bright colours	1
	endorse community art and street art e.g. Mana Whenua artists, school groups	6
	Wheelchair access to all facilities	3
	Seats that don't give people splinters	1
	Shelter from rain right up to buses	1
	Hazard with shelter doors opening into the footpath	1
	Make it beautiful with artworks, planting, things for kids, inviting	2
	Something pleasant to watch e.g. Nature scenes	1
	Adverse effects on Dunedin Community House building of shelter	1
	Like the bus-hub designs	3
	Shelters to be open access so people feel safe	1
	Smoke free signage	1
	Colour code bus routes with floor markings, shelters etc.	1
	Something different than chipseal or hotmix - less typical of a road to keep speeds down	1
	More greenery	1
Intersection/congestion	Lower Moray Place and St Andrew St intersections	2
	George St / St Andrew Street improvement	1
	General congestion in the area	8
	Concerns with manoeuvres	4
Miscellaneous	Support of hub	7
	Object to proposal / alternative proposed / don't like location	35
	Public health issues associated with idling bus engines and partially enclosed areas / Diesel exhaust fumes	3
	Offering professional peer review	1
	Monthly concession cards	1
	Make buses more affordable	1
	Appreciated talking to someone who knows about the bus system	1
	Confusing use of terminology	1
Bus services		3
		29
Facilities	More covered seating	2
	Covered walkways	7
	Heated / fully protected waiting areas	8
	Food retailing	1
	Vending machines	1
	Feel safe e.g. Security guards in evenings, security	3
	Lilliput libraries where people can leave or pick up books	1
	Access / Sheltered access from George St (besides Farmers)	5
	GoCard sales and top up/ balance machines (without min \$10 limit)	5
	ATM	1

	Rubbish bins	1
	Cycle hire system	1
	Toilets	1
	No radio/music/tv	1
	No exelooos	4
	Lost property	1
	Area for prams	1
Engineering design (along the hub)	Close access to carparks / alter accesses / congestion at accesses	10
	Bus only	7
	Pedestrian safety and facility	9
	Retain short term parking outside Police station	1
	Loss/lack of parking	6
	Priority for cyclists / cyclists	3
	Speed reduction	2
Further information requested	Further consultation requested / unhappy with consultation	6
	Effects on adjacent property	1
	Parking	2
	how many bus users we have or future projects	1
	Footpath width	1
	Details of bus route leaving and arriving	2
	Access to car parks	1
Transport information at hub	Is road going to be closed to other vehicles?	1
	Transport assistants / manned service desk	3
	Information at appropriate heights (for wheelchair access)	1
	Shelters to be clearly labelled i.e. large/oversized letters	1
	An app	4
	Good on time info	1
	Detailed readable maps of bus routes	1
	Very visible numbering	1
	RTI	4
	Wifi	2
	Bike racks at hub and on buses	1
	Large-print information / easy to read signage	2
	Multi-media display	1
	Smart technology for visually impaired	1

Question 4: Landscaping and Materials. If you have any comments or suggestions about the plants, materials or colour palettes of the proposed designs, please let us know:

Aesthetic design - look/feel	Lots of seats for customers	3
	Option 1	11
	Option 2	16
	No grasses	3
	Non-slip surfaces	1
	No bright colours	8
	endorse art e.g. Interactive art, community art and street art e.g. Mana Whenua artists, school groups	8
	Wheelchair access to all facilities	1
	Functional colours/ colour code bus routes with floor markings, shelters etc.	4
	Materials	30
	Supportive of plantings	5
	No plants	1
	Bright colours	4
	Bi-cultural linkage in design	1
	Local flora / native	14
	Natural colour scheme	1
	Furniture colours/design	1
	Colourful plants	2
	Evergreen plantings	2
	Grasses	3
	shrubs	2
	Smaller trees	1
	Fairy lights	1
	More trees/plants	1
	Not trees that block the light	1
	Hanging plant walls	1
	Maples, roses, blossoms, trees	1
Intersection/congestion	Concerns with manoeuvres	1
Miscellaneous	Close proximity to intercity service	1
	Object to proposal / alternative proposed / don't like location	7
	Prevent vandalism/graffiti	4
	General	16
Bus services		7
Facilities	Covered walkways	2
	Heated / fully protected waiting areas	6
	GoCard sales and top up/ balance machines (without min \$10 limit)	1
	Rubbish bins	2
	Toilets	2
	cycle storage	2
	security	1
	charging	1
	wifi	1
	recycling bins	3
	No exelooos	1
	Online GoCard top-ups	1
	Top up from Drivers	1
Engineering design (along the hub)	Pedestrian safety and facility	2
	Loss/lack of parking	1

	Priority for cyclists / cyclists	2
	Speed reduction	2
Further information requested	Further consultation requested / unhappy with consultation	1
	Details of bus route leaving and arriving	1
Transport information at hub	Shelters to be clearly labelled i.e. large/oversized letters	1
	Informative panel	1
	Community Notice board	1



APPENDIX I

Consultation Letters with Adjacent
Landowner/occupiers

Our Reference: A1009186

30 May 2017

Pan Shen Holdings Ltd & Pans (NZ) Ltd

Attention:

Dear

Dunedin Bus Hub

Thank you for the opportunity over the past months to meet and work constructively on the design of the proposed Dunedin Bus Hub (“Bus Hub”).

Set out below is our understanding of the key issues raised by Pan Shen Holdings Ltd through that process, and how ORC and Pan Shen Holdings agreed those concerns would be addressed. It is further noted that you expressed a desire to have your tenants concerns addressed.

➤ **Access / Carpark Issues**

ORC outlined its preferred Bus Hub design would see the removal of the existing vehicle access to the car parking on the Pan Shen Holdings site from Great King Street

Pan Shen Holdings identified this as a problem as it requires the vehicle access to be retained in the medium term to comply with Dunedin City Council consent conditions for the expanded Victoria Hotel. However, Pan Shen Holdings outlined it is amenable to the vehicle access being restricted to exit only as part of the Bus Hub development.

ORC also outlined a desire to lease/licence space in the existing Victoria Hotel carpark for the provision of a bus shelter. Pan Shen Holdings was agreeable to this idea and also noted that CCTV covering the shelter area would be desirable and that ORC would need to be responsible for cleaning / maintenance.

To address the above matters:

- *ORC agreed to investigate and determine that Pan Shen Holdings would remain within its Victoria Hotel consent conditions regarding onsite parking requirements;*
- *ORC agreed to develop a design to show the extent of land required for the new shelter; and*
- *ORC agreed to obtain a valuation for the licence to occupy.*
- *The parties agreed that the occupation would require an agreement on mutually acceptable terms and that ORC would not be seeking to acquire the required land.*

The current outcome of this process is an agreement will include that access to the carpark would be from St Andrews Street with exit only onto Great King Street. However, as outlined below ORC remains committed to working with Pan Shen Holdings on these matters.

➤ **Loss of On Street Parking / Loading Bays**

Pan Shen Holdings noted their existing tenant (Smiths Sports Shoes) would prefer to retain the on street parking adjacent to their business. ORC noted that it is unable to accommodate any on-street public parking on Great King Street due to the bus movements, however, that the Wilson Parking car park will remain operational.

ORC also confirmed that a loading bay will be provided in close proximity to Smiths Sports Shoes outside the \$2 sho and that we will continue to work with the tenants through the implementation and operational phases.

➤ **Great King Street Buildings**

ORC outlined a desire to modify the entrance to the vacant premise so it faces out onto Great King Street, and confirmed ORC would cover the costs of this. Pan Shen Holdings Ltd indicated that it would be in agreement with this proposal.

ORC also expressed interest in some street art being created on the south face of the building, and that it would consider a cost shared approach to repainting to freshen up the Great King Street façade. It was agreed this would be explored further.

➤ **Use of the Southbound Bus Bays.**

At our 14 February 2017 meeting ORC agreed to provide an indication of average use of the southbound bus bays. We have done this work and confirm current expectation is that this will be 7 buses during peak hour.

➤ Inter-Regional Stance

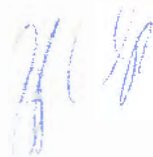
ORC discussed the possibility of providing a bus stop for inter-regional services on St Andrew Street, outside the Victoria Hotel. Pan Shen Holdings raised concerns that this would be directly outside their new apartments and that guests could be disturbed by noise from buses and passengers. As a result of this and the community engagement, ORC will not proceed with plans to locate the inter-regional stop at this location, and will provide it in Moray Place instead.

At our 14 February 2017 meeting the existing goodwill and willingness to cooperate on the above matters was recognised, and it was agreed that agreements covering the above matters would form part of any lease/ licence to occupy between the two parties. It was agreed that any contract will include a commitment to work together to ensure future development of their site could incorporate requirements of the Hub. ORC remain committed to that process.

We would appreciate it if you could please confirm by 6 June 2017 that the above is an accurate representation of the key issues discussed during our consultation process and the agreed outcomes as they currently stand.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process and through the Construction and Operational phases of this project.

Yours sincerely



Gerard Collings
Manager Support Services

Gerard.Collings@orc.govt.nz

Our Reference: A1009190

30 May 2017

Smiths Sports Shoes

Dear

Dunedin Bus Hub

Thank you for the opportunity over the past 8 months to meet and work constructively on the design of the proposed Dunedin Bus Hub ("Bus Hub"). We are aware of the concern expressed by you about the potential impact of the bus hub

Set out below is our understanding of the key issues raised by Smiths Sports Shoes through that process, and how Otago Regional Council ("ORC") proposed those concerns would be addressed.

➤ **Loss of Parking**

Smiths Sports Shoes expressed concern at the loss of on street parking to accommodate the Bus Hub. ORC noted that the Bus Hub design precludes the provision of any on-street public parking on Great King Street between Moray Place and St Andrews Street. However, it was noted that reconfiguration of lanes on St Andrew Street will free up some additional space which may be used for parking, and the removal of existing bus stops on George Street may also provide parking opportunities for the DCC. The Wilson Parking carpark will also remain in operation.

➤ **Deliveries and Loading**

Smiths Sport Shoes are currently serviced through the front door, with delivery vehicles stopping in existing on-street parking spaces on Great King Street. Courier vehicles deliver to the shop on a daily basis and larger vehicles make deliveries and pick-ups 3-4 times per year when there is a sale. Some form of loading bay provision was requested to accommodate this.

To address this concern a loading bay will be provided close to Smith Shoes. ORC also undertook to work with Smiths Shoes to accommodate special events loading at pre-agreed dates and times by implementing temporary traffic management plans during off-peak periods relocating services from Bay 7.

➤ **Security**

Smith Sport Shoes outlined concerns that the bus hub will attract undesirable persons and lead to an increase in graffiti and littering.

While Council do not accept your views with regard to this matter ORC noted that CCTV will be included in the design, improved lighting will be provided, and that the Bus Hub will be regularly maintained and cleaned. ORC will also investigate the possibility of enabling members of the public to access CCTV images.

➤ **Shop Profile and Visibility**

Smiths Sport Shoes outlined concerns that on-street infrastructure and parked vehicles could reduce the visibility and profile of the shop.

To address this ORC stated it will explore a cost-sharing arrangement to repaint the shop front with the building owner and this may provide an opportunity to improve signage. ORC also noted its interest in providing street art on buildings where space is available.

ORC also noted that bus services will be scheduled to minimise waiting time in the hub, minimising time spent idling at bus bays. ORC also agreed to consider lighter frequency of use of Bay 7 when allocating bays to services.

➤ **Safety (Pedestrian / Vehicle Conflicts).**

Smiths Sports Shoes queried how traffic safety issues would be addressed. ORC noted that signalised crossings will be provided at the intersections with St Andrew Street and Moray Place and a pedestrian crossing will be provided in the middle of the hub facility. ORC also noted that the designs will be subject to a full safety audit.

➤ **Disruption During Construction**

Smiths Sports Shoes raised concerns in respect of how construction works may affect its store.

ORC outlined its intention to undertake construction in two phases; footpath construction first, followed by carriageway construction in the summer.

ORC are exploring the cost implications of constructing the footpath at night but cannot commit to this at this stage. The roadway will be constructed at night during the summer months to reduce the risk of frost and ensure that the materials used will set properly. ORC do not intend undertaking construction activity during the busy Christmas retailing period identified as late November December and January.

➤ Verandas

At our 22 August 2016 meeting ORC outlined it was investigating options to reduce issues with vehicles hitting the veranda of the Refined Rig building, and that depending upon the solution developed for this, it may be appropriate to treat the veranda for of the Smiths Sports Shoes building in a similar manner. As discussed in our 2 March 2017 meeting that work programme has concluded that no changes to the Refined Rig or Smiths Sports Shoes veranda are required.

We would appreciate it if you could please confirm by 6 June 2017 that the above is an accurate representation of the key issues discussed during our consultation process and the agreed outcomes as they currently stand.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process.

Yours sincerely



Gerard Collings
Manager Support Services

Gerard.Collings@orc.govt.nz

Our Reference: A1009165

30 May 2017

Payless Party and Lifestyle

Dear

Dunedin Bus Hub

Thank you for the opportunity over the past 8 months to meet and discuss the design and construction of the proposed Dunedin Bus Hub.

Set out below is our understanding of the key issues raised by Payless Party & Lifestyle through that process, and how ORC propose those concerns would be addressed.

➤ **Parking and Access Issues**

Payless Party & Lifestyle expressed concern at the loss of on-street public parking to accommodate the Bus Hub. ORC noted that the Bus Hub design precludes the provision of any on-street public parking on Great King Street between Moray Place and St Andrews Street. However, it was noted that reconfiguration of lanes on St Andrews Street will free up some additional space which may be used for parking, and the removal of existing bus stops on George Street may also provide parking opportunities for the DCC. The Wilson Parking carpark will remain in operation.

➤ **Loading**

Payless Party & Lifestyle currently receive deliveries on a monthly basis. Delivery vehicles use on-street parking on Great King Street to access the store through the front door. These deliveries will include pallets. Payless Party & Lifestyle noted that it may not be possible to coordinate these deliveries to certain times / days. In addition, Payless Party & Lifestyle provide deliveries from their store, approximately on a fortnightly basis. The timings of these deliveries is within the control of the store.

At our 22 August 2016 meeting ORC committed to investigate this matter further.

At our 15 February 2016 meeting ORC confirmed that a loading bay will be provided in close proximity to the Payless Party & Lifestyle store. Payless Party & Lifestyle noted that the provision of a single load bay may not be sufficient for their operations. ORC indicated that it may be possible to accommodate a limited number of larger deliveries (for example quarterly deliveries) during off peak periods with specific traffic management plans.

➤ Existing Verandas

At our 22 August 2016 meeting ORC outlined it was investigating options to reduce issues with vehicles hitting the veranda of the Refined Rig building, and that depending upon the solution developed for this, it may be appropriate to treat the veranda for of the Payless Party & Lifestyle building in a similar manner. That work programme has concluded that no changes to the Refined Rig (or the Payless Party & Lifestyle) veranda are required.

➤ On Street Infrastructure

Payless Party and Lifestyle noted that they would not want to have Bus Hub seating or shelters too close to the shop frontage if it reduces the visibility of the display.

ORC outlined it is currently working with the owners of the Victoria Hotel to provide a shelter within their car park. Assuming that agreement can be reached with that landowner, there should be no need for either seating or additional shelter in front of the Payless Party & Lifestyle store.

ORC also noted a desire to refresh the building frontages on Great King Street and would be open to a cost-sharing agreement with the building owner for this. This may present an opportunity for Payless Party & Lifestyle to enhance the signage on their building

➤ Buses in bay 7

Payless Party & Lifestyle expressed concern that buses idling in bay 7 will cause fumes and dust to enter their store.

In response ORC noted that buses will be through-routed, they will drop-off and pick up passengers in the hub before continuing on their journey. This will minimise vehicle time spent at stances.

➤ Security

Payless Party & Lifestyle expressed concern that they will need to install more CCTV cameras in their store for security reasons as a result of the Bus Hub.

ORC noted in respect of these security related concerns, that CCTV will be included in the Bus Hub design, improved lighting will be provided, and that the Bus Hub will be regularly maintained and cleaned. ORC will also investigate the possibility of enabling members of the public to access CCTV images.

➤ Shelter

Payless Party & Lifestyle expressed a view that more shelter should be provided within the Bus Hub.

The ORC's investigations to address this concern are ongoing.

➤ Construction Works

Payless Party & Lifestyle raised concerns in respect of how construction works may affect its store.

ORC outlined its intention to undertake construction in two phases; footpath construction first, followed by carriageway construction in the summer.

ORC is exploring the cost implications of constructing the footway at night but cannot commit to this at this stage. The roadway will be constructed at night during the summer months to reduce the risk of frost and ensure that the materials used will set properly. ORC also committed to not undertake construction activity during the busy Christmas retailing period identified as late November through December.

We would appreciate it if you could please confirm by 6 June 2017 that the above is an accurate representation of the key issues discussed during our consultation process and the agreed outcomes.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process.

Yours sincerely



Gerard Collings
Manager Support Services

Gerard.Collings@orc.govt.nz

Our Reference: 1009163

30 May 2017

Great King Street Properties Ltd

Attention:

Dear Sirs

Dunedin Bus Hub

Thank you for the opportunity over the past 8 months to meet and work constructively on the design of the proposed Dunedin Bus Hub (“Bus Hub”).

Set out below is our understanding of the key issues raised by Great King Street Properties through that process, and how Otago Regional Council (“ORC”) proposed those concerns would be addressed.

➤ Deliveries and Loading

Great King Street Properties noted that the building is currently serviced from Great King Street and that provision should be made for delivery vehicles to reduce the risk of parking in the bus bay. Deliveries are usually made with single axle, rigid trucks. Great King Street Properties are amenable to provision for delivery vehicles being made either on Great King Street, Moray Place, or within the existing Countdown car park (assuming a long term solution is provided).

At our 21 February 2017 meeting ORC confirmed it was investigating the provision of a loading bay on Moray Place. Unfortunately, a loading bay in this location cannot be accommodated. However, ORC proposes that deliveries be permitted from bus bay 10 at certain pre-agreed times between services at weekends, or at certain times between services on weekdays during the off-peak period (between 9.30am and 3.00pm).

➤ Security

Great King Street Properties outlined concerns that the bus hub will attract undesirable persons and lead to an increase in graffiti and littering.

While ORC do not accept your position on this matter ORC noted that CCTV will be included in the design, improved lighting will be provided, and that the Bus Hub will be regularly maintained and cleaned. ORC will also investigate the possibility of enabling members of the public to access CCTV images.

➤ Fumes and Vibration from Buses

Great King Street Properties expressed concern regarding the fumes and vibration the buses would cause. ORC notes in this regard that a new fleet of buses is being introduced to the network. These vehicles are quieter and have lower emissions. ORC will also ensure the pavement is suitable for bus movements.

Further, due to strong community feedback the ORC are investigating the provision of a canopy structure over the full width of the footpath in some areas where there are no adjacent buildings.

We would appreciate it if you could please confirm by 6 June 2017 that the above is an accurate representation of the key issues discussed during our consultation process and the agreed outcomes as they currently stand.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process.

Yours sincerely



Gerard Collings
Manager Support Services

Gerard.Collings@orc.govt.nz

Our Reference: A1009162

30 May 2017

H E Thomas Ltd

Attention:

Dear Geoff

Dunedin Bus Hub

Thank you for the opportunity over the past 8 months to meet and work constructively on the design of the proposed Dunedin Bus Hub ("Bus Hub").

Set out below is our understanding of the key issues raised by H E Thomas Ltd through that process, and how Otago Regional Council ("ORC") proposed those concerns would be addressed.

➤ **Loss of Parking**

H E Thomas Ltd expressed concern at the loss of on street parking to accommodate the Bus Hub. ORC noted that the Bus Hub design precludes the provision of any on-street parking on Great King Street between Moray Place and St Andrews Street. However, it was noted that reconfiguration of lanes on St Andrew Street will free up some additional space which may be used for parking, and the removal of existing bus stops on George Street may also provide parking opportunities.

➤ **On Street Infrastructure**

There is an existing issue with high-sided vehicles hitting the veranda on the Refined Rig building. The extent of the veranda was reduced several years ago improving the situation, however collisions still occur. This issue has been exacerbated by the camber of the road which tips vehicles towards the veranda.

At our 10 August 2016 meeting ORC agreed to investigate options to reduce this conflict. These included:

- *Raising the veranda – any new design must allow natural light into the windows above;*
- *Narrowing the veranda; and*
- *Removing the veranda and replacing it with a structure that retains weather protection for pedestrians.*

At our 14 February 2017 meeting ORC noted that there is no longer a requirement for works on the Refined Rig veranda due to:

- *Design changes to the St Andrew Street intersection, including a build out at the corner; and*
- *The need to amend the camber of the road.*

ORC also noted that raised kerbs will be provided to avoid buses having to kneel in the hub, and agreed to ensure that footway design is not detrimental to the adjacent buildings (i.e. resulting in water ingress or similar).

We would appreciate it if you could please confirm by 6 June 2017 that the above is an accurate representation of the key issues discussed during our consultation process and the agreed outcomes as they currently stand.

As outlined in our 9 March 2017 email, I confirm that ORC is also keen to:

- Give the facia of some buildings on Great King Street a refresh and would like to explore a cost-share arrangement for this; and
- Explore the possibility of providing street art on the south side of your building.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process.

Yours sincerely



Gerard Collings
Manager Support Services

Gerard.Collings@orc.govt.nz

Our Reference: A1009161

30 May 2017

Refined Rig

Dear

Dunedin Bus Hub

Thank you for the opportunity over the past 8 months to meet and work constructively on the design of the proposed Dunedin Bus Hub ("Bus Hub").

Set out below is our understanding of the key issues raised by you through that process, and how Otago Regional Council ("ORC") proposed those concerns would be addressed.

➤ **Loss of Parking and loading/servicing parking**

You expressed concern at the loss of on street parking to accommodate the Bus Hub, and also the loss of loading bays. ORC noted that the Bus Hub design precludes the provision of any on-street parking on Great King Street between Moray Place and St Andrews Street. However, it was noted that reconfiguration of lanes on St Andrew Street will free up some additional space which may be used for parking, and the removal of existing bus stops on George Street may also provide parking opportunities.

Further a loading bay will be provided on Great King Street in close proximity to the Refined Rig store.

➤ **The potential need to modify the building canopy**

There is an existing issue with high-sided vehicles hitting the veranda on the Refined Rig building. The extent of the veranda was reduced several years ago improving the situation, however collisions still occur. This issue has been exacerbated by the camber of the road which tips vehicles towards the veranda.

The ORC noted that there is no longer a requirement for works on the Refined Rig veranda due to:

- Design changes to the St Andrews Street intersection, including a build out at the corner; and*
- The need to amend the camber of the road.*

ORC also noted that raised kerbs will be provided to avoid buses having to kneel in the hub, and agreed to ensure that footway design is not detrimental to the adjacent buildings (i.e. resulting in water ingress or similar).

- The potential impact on the business resulting from roadworks and disruption during construction

ORC outlined its intention to undertake construction in two phases; footpath construction first, followed by carriageway construction in the summer.

ORC is exploring the cost implications of constructing the footpath at night but cannot commit to this at this stage. The roadway will be constructed at night during the summer months to reduce the risk of frost and ensure that the materials used will set properly. ORC will not undertake construction activity during the busy Christmas retailing period.

We would appreciate it if you could please confirm by 6 June 2017 that the above is an accurate representation of the key issues discussed during our consultation process and the agreed outcomes as they currently stand.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process.

Yours sincerely



Gerard Collings
Manager Support Services

Gerard.Collings@orc.govt.nz

Our Reference: A1009160

30 May 2017

Otago Polytechnic

Attention:

Dear

Dunedin Bus Hub

Thank you for the opportunity over the past 8 months to meet and work constructively on the design of the proposed Dunedin Bus Hub ("Bus Hub").

Set out below is our understanding of the key issues raised by Otago Polytechnic through that process, and how Otago Regional Council ("ORC") proposed those concerns would be addressed.

➤ **Deliveries and Loading**

Otago Polytechnic noted it requires loading / servicing space. The premises are serviced on a monthly basis by light goods vehicles. In addition there are ad-hoc repairs etc. which tend to result in two visits from service vehicles each month. It was noted that service vehicles rarely park for more than an hour when in attendance.

To address this concern ORC propose to provide a loading bay close to the Otago Polytechnic premises.

➤ **Disruption During Construction**

Otago Polytechnic raised concerns in respect of how construction noise may disrupt classes.

ORC outlined its intention to undertake construction in two phases; footpath

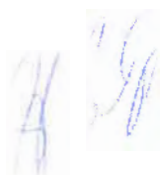
The carriageway will be constructed at night during the summer months to reduce the risk of frost and ensure that the materials used will set properly.

ORC are exploring the cost implications of constructing the footpath at night but cannot commit to this at this stage. However, ORC outlined that once a contractor has been appointed, it will facilitate a meeting with landowners to consider scheduling of the construction activities.

Based on our 14 February 2017 meeting we understand that Otago Polytechnic is satisfied with the above outcomes and has no outstanding issues with the proposed design of the Bus Hub. We would appreciate it if you could please confirm by 6 June 2017 that this is the case, and that the above is an accurate representation of the key issues discussed during our consultation process.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process.

Yours sincerely



Gerard Collings
Manager Support Services

Gerard.Collings@orc.govt.nz

Our Reference: A1009182

30 May 2017

Canada Holdings Ltd

Dear

Dunedin Bus Hub

Further to our correspondence over recent months on the design of the proposed Dunedin Bus Hub ("Bus Hub"), we set out below is our understanding of the key issues raised by your tenant Bransons Bar through that process, and how Otago Regional Council ("ORC") proposed those issues would be addressed.

➤ **Loss of Parking**

The loss of parking on Great King Street was discussed. ORC noted that the Bus Hub design precludes the provision of any on-street parking on Great King Street between Moray Place and St Andrew Street. However, it was noted that reconfiguration of lanes on St Andrew Street will free up some additional space which may be used for parking, and the removal of existing bus stops on George Street may also provide parking opportunities.

➤ **Deliveries and Loading**

At an August 2016 meeting Branson's Bar management identified the need for a loading bay on St Andrews Street to service the premises, you advised that you wished to retain loading access to the access door in Great King Street. In our 28 February 2017 meeting ORC confirmed a loading bay will be provided to support service access to the building on Great King Street. It also confirmed that kerb buildouts on St Andrew Street will free up space for potential loading / parking activities.

➤ Construction

At our 28 February 2017 meeting ORC outlined its intention to undertake construction in two phases; footpath construction first, followed by carriageway construction in the summer.

ORC noted it is exploring the cost implications of constructing the footpath at night but cannot commit to this at this stage. The roadway will be constructed at night during the summer months to reduce the risk of frost and ensure that the materials used will set properly.

We would appreciate it if you could please confirm by 6 June 2017 that the above is an accurate representation of the key issues identified during the consultation process.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process.

Yours sincerely



Gerard Collings
Manager Support Services

Gerard.Collings@orc.govt.nz

Our Reference: A1009158

30 May 2017

C/- Bransons Bar

Dear

Dunedin Bus Hub

Thank you for the opportunity over the past 8 months to meet and work constructively on the design of the proposed Dunedin Bus Hub ("Bus Hub").

Set out below is our understanding of the key issues raised by Bransons Bar through that process, and how Otago Regional Council ("ORC") proposed those issues would be addressed.

➤ **Loss of Parking**

The loss of parking on Great King Street was discussed. ORC noted that the Bus Hub design precludes the provision of any on-street parking on Great King Street between Moray Place and St Andrew Street. However, it was noted that reconfiguration of lanes on St Andrew Street will free up some additional space which may be used for parking, and the removal of existing bus stops on George Street may also provide parking opportunities.

➤ **Deliveries and Loading**

At our 22 August 2016 meeting Bransons Bar identified the need for a loading bay on St Andrews Street to service the premises. In our 28 February 2017 meeting ORC confirmed a loading bay will be provided to support service access to the building. It also confirmed that kerb buildouts on St Andrew Street will free up space for potential loading / parking activities.

➤ Construction

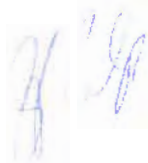
At our 28 February 2017 meeting ORC outlined its intention to undertake construction in two phases; footpath construction first, followed by carriageway construction in the summer.

ORC noted it is exploring the cost implications of constructing the footpath at night but cannot commit to this at this stage. The roadway will be constructed at night during the summer months to reduce the risk of frost and ensure that the materials used will set properly.

Based on our 28 February 2017 meeting we understand that Bransons Bar is satisfied with the above outcomes and has no outstanding issues with the proposed design of the Bus Hub. We would appreciate it if you could please confirm by 6 June 2017 that this is the case, and that the above is an accurate representation of the key issues discussed during our consultation process.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process.

Yours sincerely



Gerard Collings
Manager Support Services

Gerard.Collings@orc.govt.nz

Our Reference: A1009154

30 May 2017

Augusta Capital

Attention:

Dear

Dunedin Bus Hub

Thank you for the opportunity over the past 8 months to meet and work constructively on the design of the proposed Dunedin Bus Hub.

Set out below is our understanding of the key issues raised by Augusta Capital through that process, and how ORC propose those concerns would be addressed.

› **Parking and Access Issues**

During discussions Wilson Parking raised various concerns in respect of how the Bus Hub may impact on access to, and the layout of, its Great King Street carpark.

With respect to access to that carpark, ORC currently propose:

- *Access remain off Great King Street, and that for safety reasons it not be relocated to Moray Place as previously contemplated;*
- *The current width of the Great King Street car park entrance be retained;*
- *Inward movement into the Great King Street car park will not be restricted, with both left and right turning movements for all vehicles being catered for;*

- *Outward movement from the carpark onto Great King Street will be left turn out only.*

We note that since our 14 February 2017 meeting with Farmers we have revised the access design to remove the previously contemplated restriction on right turning vehicle movements into the carpark. This was to address concerns raised by Farmers. Based on discussions in our 14 February 2017 meeting we understand this revised design would be acceptable to Wilson Parking. As discussed with you, there are also no longer any plans to narrow the entranceway to the Wilson Parking / Farmers carpark, or to require relocation of the barrier. However, as discussed, ORC would like to accommodate shelters in the car park by shifting the existing row of parking adjacent to Great King Street back by around 2.4m. This would result in the loss of 5 parking spaces. Given more recent correspondence from you, the ORC are now exploring other options that would reduce the loss of car parking in the Wilsons's car park. This process is ongoing. ORC will not be placing structures within your site without the necessary landholder and tenant agreements.

› Public Toilets

ORC are currently planning to install public toilets in the Community House car park, however raised the possibility of installing them in the area previously occupied by the coffee wagon in the Wilson Parking / Farmers car park. Wilson Parking expressed concern at this, and we can confirm that the current plan is that the toilets will be accommodated in the Community House car park.

› On Street Furniture

ORC would like to provide shelter infrastructure, including information screens alongside the Farmers Building. It may be desirable to mount screens and cabling on the existing building. Augusta indicated that this is unlikely to be an issue for them or their tenant. NO screens will be placed without the necessary landowner approval.

Further, due to strong community feedback the ORC are investigating the provision of a canopy structure over the full width of the footpath in some areas where there are no adjacent buildings.

We would appreciate it if you could please confirm by 6 June 2017 that the above is an accurate representation of the key issues discussed during our consultation process and the agreed outcomes.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process.

Yours sincerely



Gerard Collings
Manager Support Services

Gerard.Collings@orc.govt.nz

Our Reference: A1009153

30 May 2017

Farmers Trading Company

Attention:

Dear

Dunedin Bus Hub

Thank you for the opportunity over the past 8 months to meet and work constructively on the design of the proposed Dunedin Bus Hub.

Set out below is our understanding of the key issues raised by Farmers through that process, and how ORC propose those concerns would be addressed.

➤ **Parking and Access Issues**

As discussed, the bus hub will require the removal of all existing on-street parking. This cannot be avoided, however, it is expected that one outcome of the bus hub and associated changes in service routes and frequencies will be to make public transport more attractive to a greater number of passengers, and accordingly the Council anticipates that over the next ten years there will be a substantial increase in patronage and footfall in Great King Street.

With respect to access to Wilson Parking / Farmers car park from Great King Street, ORC currently propose:

- *Access remain off Great King Street, and that for safety reasons it not be relocated to Moray Place as previously contemplated;*
- *The current width of the Great King Street car park entrance be retained;*
- *Inward movement into the Great King Street car park will not be restricted, with both left and right turning movements for all vehicles being catered for; and*
- *Outward movement from the carpark onto Great King Street will be left turn out only.*

We understand this arrangement is acceptable to Farmers, and it addresses concerns raised during consultation on previous designs which would have restricted inward vehicle movements to left turn in only.

As discussed, ORC would like to accommodate shelters in the car park by shifting the existing row of parking adjacent to Great King Street back. This would result in the loss of 5 parking spaces. It should be noted that discussions with the land owner regarding this arrangement are on-going at present. No occupation of the Car park will occur without necessary land owner and tenant approvals.

During consultation we note Farmers raised the possibility of providing pedestrian access through the car park from Princes Street. However, as discussed with you, Blacket Lane is now privately owned in our view it would not be appropriate to encourage pedestrian movements in this area.

➤ **On Street Infrastructure**

As discussed with you, ORC would like to utilise the side of the Farmers building to provide information and screens to promote public transport and Council activities etc. ORC would not permit Farmer's competitors to advertise on these screens. Based on feedback provided in our 20 March 2017 meeting, we understand Farmers are amenable to this, subject to confirmation of details regarding display types, mounting and maintenance etc and confirming there will be no impact on existing signage.

Further, due to strong community feedback the ORC are investigating the provision of a canopy structure over the full width of the footpath in some areas where there are no adjacent buildings.

➤ **Great King Street Store Entrance**

Farmers expressed concerns at an early layout for the Bus Hub that had bus bay 4 immediately outside its shop entrance, primarily because it may facilitate diesel fumes and dirt migrating through the store entrance.

Bus bays 4 and 5 have been relocated such that bay 4 is further from the store entrance than it was previously proposed to be.

➤ **Operational Hours**

As discussed, operational hours for the bus hub will be approximately 06:30am to 12:00am. The hub is for drop-off and pick up only and buses will not be permitted to park in the facility for long periods of time.

➤ **Construction Works**

During consultation you raised concerns in respect of how construction works may affect the Farmers store. As discussed with you, ORC intend to undertake construction in two phases; footpath construction first, followed by carriageway construction in the summer.

ORC are exploring the cost implications of constructing the footpath at night but cannot commit to this at this stage. The roadway will be constructed at night during the summer months to reduce the risk of frost and ensure that the materials used will set properly. ORC will not undertake construction activity during the busy Christmas retailing period identified as late November through December.

We would appreciate it if you could please confirm by 6 June 2017 that the above is an accurate representation of the key issues discussed during our consultation process and the agreed outcomes.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process.

Yours sincerely



Gerard Collings
Manager Support Services

Gerard.Collings@orc.govt.nz

Our Reference: A1009193

30 May 2017

Wilsons Parking

Attention:

Dear

Dunedin Bus Hub

Thank you for the opportunity over the past 8 months to meet and work constructively on the design of the proposed Dunedin Bus Hub.

Set out below is our understanding of the key issues raised by Wilson Parking through that process, and how ORC propose those concerns would be addressed.

› **Parking and Access Issues**

During discussions Wilson Parking raised various concerns in respect of how the Bus Hub may impact on access to, and the layout of, its Great King Street carpark.

With respect to access to that carpark, ORC currently propose:

- *Access remain off Great King Street, and that for safety reasons it not be relocated to Moray Place as previously contemplated;*
- *The current width of the Great King Street car park entrance be retained;*
- *Inward movement into the Great King Street car park will not be restricted, with both left and right turning movements for all vehicles being catered for;*
- *Outward movement from the carpark onto Great King Street will be left turn out only.*

We note that since our 14 February 2017 meeting we have revised the access design to remove the previously contemplated restriction on right turning vehicle movements into the carpark. This was to address concerns raised by Farmers. Based on discussions in our 14 February 2017 meeting we understand this revised design would be acceptable to Wilson Parking. As discussed with you, there are also no longer any plans to narrow the entranceway to the Wilson Parking / Farmers carpark, or to require relocation of the barrier.

However, as discussed, ORC would like to accommodate shelters in the car park by shifting the existing row of parking adjacent to Great King Street back by around 2.4m. This would result in the loss of 5 parking spaces.

Given more recent correspondence from Augusta Capital, the ORC are now exploring other options that would reduce the loss of car parking in the Wilsons's car park. This process is ongoing. No occupation of the Carpark site will occur without the necessary land owner and tenant approvals.

› Public Toilets

ORC are currently planning to install public toilets in the Community House car park, however raised the possibility of installing them in the area previously occupied by the coffee wagon in the Wilson Parking / Farmers car park. Wilson Parking expressed concern at this, and we can confirm that the current plan is that the toilets will be accommodated in the Community House car park.

Further, due to strong community feedback the ORC are investigating the provision of a canopy structure over the full width of the footpath in some areas where there are no adjacent buildings.

We would appreciate it if you could please confirm by 6 June 2017 that the above is an accurate representation of the key issues discussed during our consultation process and the agreed outcomes.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process.

Yours sincerely



Gerard Collings
Manager Support Services

Gerard.Collings@orc.govt.nz

Our Reference: A1009185

30 May 2017

New Zealand Police

Attention:

Dear

Dunedin Bus Hub

Kelvin thank you for the opportunity to meet with me to discuss the proposed Dunedin Bus Hub ("Bus Hub") on 4 April 2017. At our meeting you indicated you would come back to me with any key concerns, as time is moving on I set out below our understanding of the key issues raised by NZ Police in various forms, and how ORC propose those concerns would be addressed.

➤ Loss of on-street parking

As discussed, ORC are unable to accommodate any on-street parking due to the bus movements, however, the Wilson Parking car park will remain operational and we note police do have visitor parking onsite. It is further noted that the proximity to the new hub will improve general public access to the Central Station

➤ Security

As discussed CCTV is intended to be included at the facility be provided, and it is ORCs intent that subject to privacy requirements will be displayed to the general public and access provided to the Police.

➤ Congestion

ORC have undertaken extensive modelling of the surrounding intersections and do not believe there will be any significant detriment to police operations. It is noted that during our meeting you advised this was not the primary emergency response exit.

Various modifications to the road network are also proposed to address this matter, including:

- Modifying both the intersections at Moray Place and St Andrew Street to accommodate bus movements;*
- Combining lanes and providing kerb build-outs on St Andrew Street;*
- Signalising of, and provision of pedestrian crossings at, the Moray Place intersection; and*
- Requesting DCC Ban the right-turn from Great King Street into Moray Place.*

➤ **Pedestrian Safety**

ORC will close off the current pedestrian desire line through Community House Car Park to steer pedestrians towards the crossings on Moray Place. A pedestrian crossing will also be provided at the centre of the facility - with the type of crossing being determined by a safety audit. ORC do not intend to provide barriers to stop pedestrians crossing in other locations as these can trap pedestrians in the carriageway.

➤ **Police Station access**

Access to the Police Station will be maintained and kerb build-outs will be constructed to maintain visibility for cars exiting the police station. There is sufficient room for police cars to pass buses which are parked in bus bays and ORC will ensure drivers are aware of the potential for police emergency access / exit movements.

➤ **Passengers waiting under the canopy at the Police station entrance**

ORC are currently proposing to provide a bus shelter to the north of the entrance, however due to footway restrictions, the shelter will not have front panels. If better shelter infrastructure is to be provided (on either side of the entrance), the shelters would have to encroach on to the existing landscaped area outside the Police station.

We understand NZ Police and Ngai Tahu were due to meet in Dunedin on the 11th April and will consider this issue and provide feedback to ORC.

Further, due to strong community feedback the ORC are investigating the provision of a canopy structure over the full width of the footpath in some areas where there are no adjacent buildings.

We would appreciate it if you could please confirm by 6 June 2017 that the above is an accurate representation of our meeting and the agreed outcomes.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process and into the construction and operational phases of the facility.

Yours sincerely



Gerard Collings
Manager Support Services

Gerard.Collings@orc.govt.nz

Our Reference: A1009149

30 May 2017

Ngai Tahu Justice Holdings Ltd

Attention:

Dear

Dunedin Bus Hub

Thank you for the opportunity to discuss the proposed Dunedin Bus Hub ("Bus Hub"). We understand Ngai Tahu's primary concern with the development is that police station management are comfortable with the proposal. In that context, set out below is our understanding of the key issues raised by Ngai Tahu in our 30 March 2017 meeting, and how ORC propose those concerns would be addressed.

➤ **Loss of on-street parking**

As discussed, ORC are unable to accommodate any on-street parking due to the bus movements, however, the Wilson Parking car park will remain operational.

➤ **Security**

As discussed CCTV is intended to be included at the facility be provided, and it is ORCs intent that subject to privacy requirements will be displayed to the general public and access provided to the Police.

➤ **Congestion**

ORC have undertaken extensive modelling of the surrounding intersections and do not believe there will be any significant detriment to their operation. Various modifications to the road network are also proposed to address this matter, including:

- Modifying both the intersections at Moray Place and St Andrew Street to accommodate bus movements;*
- Combining lanes and providing kerb build-outs on St Andrew Street;*
- Signalising of, and provision of pedestrian crossings at, the Moray Place intersection; and*
- Banning the right-turn from Great King Street into Moray Place.*

➤ Pedestrian Safety

ORC will close off the current pedestrian desire line through Community House Car Park to steer pedestrians towards the crossings on Moray Place. A pedestrian crossing will also be provided at the centre of the facility - with the type of crossing being determined once a safety audit has been completed. ORC do not intend to provide barriers to stop pedestrians crossing in other locations as these can trap pedestrians in the carriageway.

➤ Police Station access

Access to the Police Station will be maintained and kerb build-outs will be provided to ensure adequate visibility for cars exiting the police station. There is sufficient room for police cars to pass buses which are parked in bus bays and ORC will ensure drivers are aware of the potential for police emergency access / exit movements.

➤ Passengers waiting under the canopy at the Police station entrance

ORC are currently proposing to provide a bus shelter to the north of the entrance, however due to footway restrictions, the shelter will not have front panels. If better shelter infrastructure is to be provided (on either side of the entrance), the shelters would have to encroach on to the existing landscaped area outside the Police station.

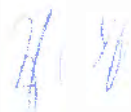
Further, due to strong community feedback the ORC are investigating the provision of a canopy structure over the full width of the footpath in some areas where there are no adjacent buildings.

I can confirm that subsequent to our meeting that I have met with Kelvin Lloyd from NZ Police to discuss the above.

We would appreciate it if you could please confirm by 6 June 2017 that the above is an accurate representation of our 30 March 2017 meeting.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process.

Yours sincerely



Gerard Collings
Manager Support Services

Gerard.Collings@orc.govt.nz

Our Reference: A1009143

30 May 2017

Stride Properties

Attention:

Dear

Dunedin Bus Hub

Thank you for the opportunity to meet recently to discuss the design and construction of the proposed Dunedin Bus Hub ("Bus Hub").

Set out below is our understanding of the key issues raised by Stride Properties, and how Otago Regional Council ("ORC") and Countdown agreed those issues would be addressed. As a general comment ORC understands that Countdown is generally supportive of the proposal but has sought more detail on certain elements such as landscaping and shelters.

We understand the key issues for Countdown in respect of the Bus Hub design are:

- Both Countdown and Stride Properties are amenable to the ORC using the landscaped areas facing onto Great King Street and Moray Place for the provision of bus shelters as long as:
 - There is no consent requirement to provide additional landscaping;
 - There is no loss of parking space;
 - ORC take responsibility for maintenance and cleaning of the areas occupied.

In addition, Countdown raised concerns regarding the potential for shelters to block visibility of the store. ORC noted the shelters are predominantly glazed but agreed to relocate the coffee kiosk to the north end of the shelter.

Further, due to strong community feedback the ORC are investigating the provision of a canopy structure over the full width of the footpath in some areas where there are no adjacent buildings.

- The existing width of the Great King Street entrance must be maintained.
- Countdown raised concerns regarding the potential for rival firms to advertise on the shelters; ORC confirmed that rival firms will not be permitted to advertise on the shelters. LCD screens may be provided in some bus shelter, and may be used for promotion of public transport and DCC events.
- ORC also confirmed that:
 - *CCTV will be included in the design, improved lighting will be provided, and that the Bus Hub will be regularly maintained and cleaned.*
 - *Rubbish bins will be provided;*
 - *As part of the shelter provision, ORC will if the area is used revamp existing landscaping and will take responsibility for maintenance of the landscaped areas.*
 - *Planting in the landscaped areas will be agreed with Countdown.*
 - *No construction will take place during December and January. ORC will consult with occupiers once a draft construction plan has been produced on the construction schedule. ORC are currently investigating the cost of undertaking footpath construction outside operating hours.*
 - *NO occupation of your land will occur without the necessary landowner and tenant agreements.*

We would appreciate it if you could please confirm by 6 June 2017 that the above is an accurate representation of the key issues discussed and the agreed outcomes as they currently stand.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process.

Yours sincerely



Gerard Collings
Manager Support Services

Gerard.Collings@orc.govt.nz

Our Reference: A1009131

30 May 2017

Countdown

Dear

Dunedin Bus Hub

Thank you for the opportunity to meet recently to discuss the design and construction of the proposed Dunedin Bus Hub ("Bus Hub").

Set out below is our understanding of the key issues raised by Countdown, and how Otago Regional Council ("ORC") and Countdown agreed those issues would be addressed. As a general comment, ORC understands that Countdown is generally supportive of the proposal but seeks more detail on certain elements such as landscaping and shelters.

- We understand the key issues for Countdown in respect of the Bus Hub design are:
- *Countdown have their own car parking specification, which the current parking arrangement adheres to. Bus Hub shelters cannot encroach on parking bays.*
 - *The car park entrance / exit on Moray place must remain open to all approaches i.e. right and left turns, in and out.*
 - *CCTV and good lighting needs to be incorporated into the design to ensure that the Bus Hub does not become an area where undesirables loiter.*
 - *Landscaping and planting must meet Countdown requirements regarding visibility and maintenance.*
 - *The impact of shelters on store visibility may be a concern.*
 - *Countdown would prefer to avoid any construction activity during December and January and around other holiday periods such as Easter.*
 - *Countdown are keen to avoid any possibility of rivals advertising on the shelters outside Countdown.*
 - *The existing width of the Great King Street entrance must be maintained.*

➤ In response ORC have provided:

- *Details and schematics of shelters, landscaping and parking.*
- *Details of Traffic Investigations.*
- *Further, due to strong community feedback the ORC are investigating the provision of a canopy structure over the full width of the footpath in some areas where there are no adjacent buildings.*

➤ ORC also confirmed that:

- *CCTV will be included in the design, improved lighting will be provided, and that the Bus Hub will be regularly maintained and cleaned.*
- *As part of the shelter provision, ORC will revamp existing landscaping and will take responsibility for maintenance of the landscaped areas.*
- *Planting in the landscaped areas will be agreed with Countdown.*
- *No Construction will take place during December and January. ORC will consult with occupiers once a draft construction plan has been produced on the construction schedule.*
- *There will be no advertising banners on shelters. LCD screens may be used to promote events etc. in Dunedin.*

We would appreciate it if you could please confirm by 6th June 2017 that the above is an accurate representation of the key issues discussed at our 8 March 2017 meeting and the agreed outcomes as they currently stand.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process.

Yours sincerely



Gerard Collings
Manager Support Services

Gerard.Collings@orc.govt.nz

Our Reference: A1009218

30 May 2017

Community House Trust

Attention:

Dear

Dunedin Bus Hub

Thank you for the opportunity to meet in respect of the design and construction of the proposed Dunedin Bus Hub ("Bus Hub").

Set out below is our understanding of the key issues raised by Community House, and how Otago Regional Council ("ORC") and Community House agreed those issues would be addressed.

➤ **Safety**

The existing safety issues associated with the Community House carpark were noted, particularly those associated with people walking though the carpark, and the visibility of the car park access.

As discussed ORC propose these concerns would be addressed by:

- *Closing the Great King Street carpark entrance to both vehicles and pedestrians.*
- *Working closely with Community House on the design of the Moray Place entrance to ensure it provides suitably safe access to the carpark.*

➤ **Noise**

Concerns were raised that noise from the buses will impact on radio broadcasting and production. It was noted that there are currently two broadcast rooms, one production room and one meeting room which face out onto Great King Street. The broadcast and production rooms currently have sound barriers in the windows, the meeting room is single glazed only.

In response to these concerns ORC noted that the current bus fleet is being upgraded and the new vehicles will be quieter and cleaner than much of the existing fleet.

ORC also agreed to:

- Demonstrate one of the existing buses to Community House.*
- In the event that noise is an issue for the meeting room once the Bus Hub is operational, ORC agreed to fund appropriate and reasonable noise treatments to the windows such as double-glazing.*

ORC demonstrated one of the existing Unit 5 buses at Community House. Community House indicated that their concerns regarding noise and emissions (as detailed previously) remained and an additional concern regarding privacy was raised. ORC agree to work with Community House to deal with the privacy issue options for consideration include application of Tinting film on the windows to improve privacy.

➤ Emissions

The existing air intakes for Community House are on Great King Street and concerns were raised in respect of how bus emissions may impact on the building.

To address this concern ORC and Community House agreed to investigate options to mitigate any intake of fumes, which could potentially include:

- Extraction based ventilation. and*
- Combining ventilation shafts.*

Community House have had an assessment of the work required to modify the intakes which would mitigate their concerns. Subject to a peer review confirming the works as required ORC will prior to the Hub becoming operational arrange for the work to be undertaken.

➤ Loss of Parking

Community House expressed concern at the loss of parking that would eventuate as a result of ORC's intention to provide toilets and bike racks in the existing carpark (2 -- 3 spaces), and as a result of modifications to Moray Place access (~2 spaces).

To address this effect ORC agreed to:

- Work with Community House on the design and placement of the toilets and bike racks.*
- Compensate (financially) Community House for the loss of parking for the remainder of the current rental period of the lease. DCC agreed to make any necessary adjustments to the lease.*

➤ Radio Interference

Concerns were expressed that bus telematics and communications could interfere with radio broadcasts. In response ORC noted that the communications and data equipment on the buses is required to conform to the relevant National Standards and should not result in interference.

➤ Security

ORC noted that CCTV will be included in the design, improved lighting will be provided, and that the Bus Hub will be regularly maintained and cleaned.

➤ Covered Walkways

Further, due to strong community feedback the ORC are investigating the provision of a canopy structure over the full width of the footpath in some areas where there are no adjacent buildings.

➤ Street Art

ORC noted its intention to place street art on some of the buildings along the street. However, Community House has an attractive façade so street art has not been considered for this building.

➤ Leasing opportunities

In the event that existing tenancy arrangements change and ground floor space in Community House becomes available, ORC would be interested in considering available space at that time.

➤ Construction

ORC outlined its intention to undertake construction in two phases; footpath construction first, followed by carriageway construction in the summer.

The carriageway will be constructed at night during the summer months to reduce the risk of frost and ensure that the materials used will set properly.

ORC are exploring the cost implications of constructing the footpath at night but cannot commit to this at this stage.

➤ Timing

ORC intend the bus hub to be operational as soon as practicable.

I also note our undertaking that we will work constructively

We would appreciate it if you could please confirm by 6th June 2017 that the above is an accurate representation of the key issues discussed during our 24 March 2017 meeting and the agreed outcomes as they currently stand.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process.

Yours sincerely



Gerard Collings
Manager Support Services

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Our Reference: A1009179

30 May 2017

K M Investments Ltd

Attention:

Dear

Dunedin Bus Hub

Thank you for the opportunity over the past 8 months to meet and work constructively on the design of the proposed Dunedin Bus Hub ("Bus Hub").

Set out below is our understanding of the following matters, and how Otago Regional Council ("ORC") proposed those issues would be addressed.

➤ **Changes to the access to the Community House Carpark**

ORC are exploring the possibility of re-instating the currently closed access to The Community House car park to Moray Place, which is located between Crazy \$ Deals and Community House. This would likely require removal of some on-street parking in Moray Place to enable safe vehicle movements and the removal of several parking spaces in the community house car park for the access way. The ORC will ensure that the design of the access is safe for customers accessing Krazy \$ Dealz.

We are not aware of any other issues that you have raised with the proposed design of the Bus Hub. We would appreciate it if you could please confirm by 6 Jun 2017 that the above is an accurate representation of the key issues identified during the consultation process.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process.

Yours sincerely



Gerard Collings
Manager Support Services

Gerard.Collings@orc.govt.nz

Our Reference: A1009167

4 May 2017

Krazy \$ Dealz

Attention:

Dear

Dunedin Bus Hub

Thank you for the opportunity over the past 8 months to meet and work constructively on the design of the proposed Dunedin Bus Hub ("Bus Hub").

Set out below is our understanding of the following matters, and how Otago Regional Council ("ORC") proposed those issues would be addressed.

➤ **Changes to the access to the Community House Carpark**

ORC are exploring the possibility of re-instating the currently closed access to The Community House car park to Moray Place, which is located between Crazy \$ Deals and Community House. This would likely require removal of some on-street parking in Moray Place to enable safe vehicle movements and the removal of several parking spaces in the community house car park for the access way. The ORC will ensure that the design of the access is safe for customers accessing Krazy \$ Dealz.

Based on our 12 August 2016 meeting we are not aware of any other issues that you have raised with the proposed design of the Bus Hub. We would appreciate it if you could please confirm by 6 June 2017 that the above is an accurate representation of the key issues identified during the consultation process.

With respect to our future work programme, we currently intend to lodge the notice of requirement to designate the Bus Hub in the Dunedin City District Plan in June 2017, and look forward to working constructively with you through that process.

Yours sincerely



Gerard Collings
Manager Support Services

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