

DDPR_feedback_0380s	
Name	Michael Duddin
Organisation	Inc Design Store Ltd
Email	[REDACTED]
Response Date	Aug 29 22 11:28:09 pm
Notes	Michael Duddin
Q1	Select the chapter you want to provide feedback on
	Transport
Q2	In general, to what extent do you support the contents of this chapter?
	Neutral
Q3	Objective/Policy/Rule/Standard reference:
	TRAN-P1
Q4	Feedback/Comments
	<p>I'm writing in regards to the bus stop located outside of Inc Design Store, 6 Itchen Street. We are not town planning experts, but we don't think it's consistent with the text of TRAN-P1, specifically parts 2, 4, 5, 6. We think the area has changed considerably since we opened our store there, because we draw a lot of retail traffic that was never present before, and we have found the buses to have a terrible impact on our otherwise very successful store. There is potential for Itchen Street and the northern end of Tees Street to be a food and retail hub, particularly in the summer / Xmas season, but this is precisely when we expect tour buses to detract most.</p> <p>We have recently written to the council via the <a href="mailto:service@waitaki.govt.nz">service@waitaki.govt.nz</a> point of contact, and have been told that nothing will change until a "streetscape review" is done - but as there is no plan to do one, ever, we are forced to take any other avenues open to us.</p> <p>The bus stop in question runs from the corner of Thames Street down the north side of Itchen Street. It's large enough for three passenger buses to fit end-to-end.</p> <p>Our business, Inc Design Store, began operating from 6 Itchen Street in November 2021. Despite COVID and the general malaise around brick-and-mortar retail in Oamaru, in the eight months since opening we have more than doubled our sales and hired three part time retail assistants. Our business has been featured in Your Home &amp; Garden Magazine, Stuff.co.nz, the Neat Places guide to Oamaru, and the Otago Daily Times and more. We are trying our best to create a "destination store", and we're often told by our customers that they have travelled from around Otago and further afield just to see the store. We love Oamaru and are proud to be injecting some vibrancy and personality into the retail scene here.</p> <p>When a bus parks outside our business, it has a number of negative impacts:</p> <ol style="list-style-type: none"> <li>1) They are enormous, tall and long enough to obscure our entire store frontage, all signage and windows from street view and to block natural light from entering the store;</li> <li>2) They are loud enough to drown out music and conversation in the building, even with doors and windows closed;</li> <li>3) They park with their engines running, usually for at least 10 minutes at a time, directing diesel exhaust fumes directly into our doors and windows. The smell can be overpowering, and diesel exhaust is known to be toxic;</li> <li>4) The passengers are almost never potential customers; they generally all head to the public toilet next door to us, and when we do have someone come in it's because they've mistaken our shop for the public toilet!</li> <li>5) There is no bus shelter on Itchen Street. When a bus parks for more than a few minutes during bad weather, the passengers have nowhere to go - and sometimes the doorway of our shop becomes an impromptu bus shelter. We end up having to host bus passengers during rain despite them clearly having no interest in our business;</li> <li>6) There is no car parking in front of our store because the entire stretch from the shop next door to the corner is all bus stop. Our store may well be the only business in town not to have a single car parking space available to it;</li> </ol>

	<p>7) The irony of forcing local businesses to adhere to heritage requirements while parking three huge ugly modern buses outside them so the buildings can't be seen anyway! (For example, it was suggested to us that the doors of our business may have to be replaced at some point to match those found next door, and we were restricted in terms of our exterior signage choices.)</p> <p>We have also observed that the way the public actually uses the area doesn't suit a bus stop at all. The bus stop is generally used as a P5 or by people needing the public toilet, or as a P10 or P30 by our customers. While we do benefit from foot traffic from nearby cafes and shops, many of our customers do drive to the store. The presence of the bus stop removes 4-5 car parks, assuming that the bus stop is kept clear (which it generally is), and in the lead-up to Christmas this becomes a real problem. Our turnover is roughly 2-3x higher than normal in October-December, which means 2-3x more foot traffic, car traffic etc.</p> <p>The location for the bus stop might have been ideal in the past. It was directly outside the old Information Centre, the entrance to the public toilets, and across the road from Itchen Street dairy. There was no-one to bother, as the north side of the street was only home to Heritage Radio (not publicly accessed) and a bric-a-brac store. However, times have changed. The Information Centre is no more and the bric-a-brac store is almost always closed. Instead we have Inc Design Store, Cucina and Tees St Cafe nearby (which tend to suffer from a shortage of parking as well), and the William Bee store on the corner. Across from us on the south side of Itchen Street there is a retail space being refurbished with apartments above them, and if the store next to us ever happened to be available we would look at revamping it in much the same way as we have with Inc. There is a lot of potential for Itchen Street to be a food &amp; shopping hub, but it does need more parking.</p> <p>We also note that there are other locations nearby which may be better. A bus stop near Whitestone City / The new Information Centre, at least during regular business hours, would likely be of much greater tourist interest and would also make use of the excellent toilet facilities installed there, at great expense, in an attraction that is chronically underused. It would also be a short walk into Harbour Street, a key tourist attraction, and one which is better set up to appeal to tourist's tastes. Or, if access to toilets and a dairy are all that's required, then the existing bus stop outside the LaGonda tearooms could be expanded. This would probably not affect nearby parking availability, given that a public carpark is just across the road.</p>
Q5	Objective/Policy/Rule/Standard reference:
Q6	Feedback/Comments
Q7	Objective/Policy/Rule/Standard reference:
Q8	Feedback/Comments
Q9	Objective/Policy/Rule/Standard reference:
Q10	Feedback/Comments
Q11	supporting documents?
	0
Q12	If you need more space, or have any other general comments, please leave them here

