

Lake Hayes Estate and Shotover Country Community Association Feedback – Orbus

Meeting: Wednesday 28 Feb at 4.30pm – Queenstown Chambers

Direct Service – LHE/SC to Town

- Suggestion for direct service at peak commuter times ie 7.30 – 9.30 and then 4.30 – 6.30pm - ½ hr or more frequent service.
- Connection times at Frankton and late/missing services putting people off using the service
Example: 8.08 bus being missed/ not turning up at Frankton meaning they have to wait for 8.32am which adds significantly to the journey time.

Direct Service and Frequency returning from Town to LHE/SC

- Current one hour timetable for return journey from town is key in putting people off using the service.
- Need to catch the 5.02 from town to confidently (although not always) catch the 5.35pm from Frankton to LHE/SC. For many this is unworkable and the risk is too high to have to wait a further 1 hour for the next bus
- Example: Parents dropping children at daycare (Gems in SC or LHE) must be back for 5.30pm pick up and are not able to drop off until 8am at the earliest.
- Example: Missing the connecting 5.35pm bus means parents are not home until just before 7 (if you have young children they are usually off to bed then!)
- Example: Using the service to get to activities after school etc for children / parents is not possible when you only have hourly services.

Connectivity and Communication

- Request for more communication between drivers – the majority of passengers from LHE/SC in the mornings will be transferring to town buses and again with the 5.02 and 5.17pm out of town.
- Lack of connectivity from Remarkables Park/Frankton connection. Example: finishing working Remarkables Park at 5.30pm – bus to Frankton doesn't arrive until after the 5.35pm departure to LHE – meaning a hour long wait (one particular person uses the bus as their only form of transport).
- Suggested: Ladies Mile bus stop for access for residents to Arrowtown – a number of residents and/or their children work or go to activities in Arrowtown (additionally residents could then join the express service into town).
- The connectivity issue is putting parents off letting their children use the bus as they are concerned they will get stuck in Frankton – a number of examples of people collecting their children from Frankton for this reason.

Other

- Speed of buses around Lake Hayes Estate – especially Hope Avenue
- Damage from buses to kerbsides – especially Hope Av/Sylvan St roundabouts and Howards Drive/Sylvan St
- The bike racks on the buses – don't fit larger bikes and only two spaces per bus – means a family can't use the service if they want to all go.
- Introduction of electronic ticketing (I think this might be planned for this year)
- Frustration at lack of engagement from Orbus around complaints / information.

- There was also positive feedback – ie its great to have a service, there are a number of people using it on a regular basis.
- Bus Shelters – especially in Shotover Country