

Otago Regional Council Meeting with Residents Associations

Wednesday 28th Feb 2018

Attendees: Stephen Woodward, Ella Lawton, Sian Sutton, Eleanor Ross, Gerard Collings, Sarah Gardner (ORC) Kristin (NZTA – Choices App), Tony Pickard (QLDC)

LHESCCA, Frankton Community Association, Arrowtown Village Association representatives

Discussion:

- Service usage currently exceeding expectations, over 100,000 passengers for Jan
- Acknowledgement that they have work to do on:
 - Late buses/frequency/connectivity
 - Priority fix for customer service standards
 - Understanding and learning about capacities – monitoring so they can work out where and when they are reaching max capacity (eg Frankton/Queenstown routes) and the impact this has on people connecting.
- Highlighted issues with driver availability and accommodation issues, this is leading to temporary drivers and ongoing effects on the service due to local knowledge, customer service etc.
 - Ritchies have bought 3 houses to assist with the accommodation issues but is appealing to the community to help house their drivers if they have anything becoming available.
 - They are paying above usual rates to try and attract drivers.
- ORC are reopening an office at Terrace Junction in mid April. Staff will include a Public Transport Planner – this will put someone on the ground to be completely familiar with the area, pinch points and local contact.
- Tap on Tap off electronic ticketing is on the way along with online top ups – currently being built.

Issues raised and discussed by LHCSA (summarised)

- Direct service – LHE/SC to town
- Frequency of service, connectivity and return service times
- Bus speed, damage from buses, engagement and communication

Acknowledgement that the service for this area is not as good as it should be and is not meeting the needs of the residents:

- Review of service within the next 2-3 months – would need more driver availability to put on more services
- Investigation of stop on Ladies Mile to connect LHE/SCCA with the direct Arrowtown service
- Discussed current routing in LHE – loop service or one stop (LHESCCA to discuss with residents)