

Proposed variations to the Otago Southland Regional Land Transport Plans 2015-2021

To whom it may concern

Route 18 issues:

The bus no longer stops close to the University (the Museum Reserve), and instead returns to the peninsula via George Street.

Many folk from the Uni and Poly (significant numbers) need to run in order to catch the bus at New World at 17:09. If they miss it, they get home significantly later than they did before.

Some are now reluctantly opting to use their own transport again, despite wanting to support the service, minimise congestion, avoid the stress of finding parks, minimising pollution etc. The service used to attract 10 or so people for the 17:22 bus every day. Now the numbers getting the bus (at Centre City New World) varies a lot: no more than 5-6, routinely 3-4.

In addition, the new George Street leg of the route is extremely slow due to rush hour traffic, yet in my experience few folk seem to be boarding and alighting along that part of the route. These folk would have 1 or 2 blocks at most to catch the bus if it reverted to the Cumberland St route, which is less congested and arguably safer.

Transferring to another seems to be problematic: buses reach the stops at quite varying times, so it's easy to miss the next bus, or have to wait, wondering if it's going to turn up or not.

Contracts and penalties for not meeting KPIs.

It would be good if the public as well as the potential contractors knew what the key performance indicators are, what the penalties are and that they are applied in every case.

- fine for when a bus is late or leaves early by more than x mins
- fine for when a bus does not turn up at all
- fine for if bus or the driver needs to be replaced on route

This will help attract realistic bids to manage the service so it will be fit for the stated purpose ie that ORC provides a bus service which is efficient and effective, reduces traffic congestion and pollution does its bit to minimise climate change.

Nga mihi

Sincerely

Belinda Holdsworth