

## **Collated versions of all RPTP submissions**

Some diagrams, maps and additional information is not shared here due to the size of the submissions. Any of this information can be made available via email upon request.

### **1) Kristie**

I would love to have a bus from Allanton to Mosgiel or even a loop Allanton, Outram to Mosgiel to get to and from work and uni. Not to go all the way to town but to connect to the town buses. We seem to be missing out. This means I wouldn't need to drive to town and leave my car at home. As parking is very poor and expensive I would very much love to take the bus.

### **2) Daniel Gerard**

There are traffic bottlenecks from 7.30am until 9.00am along Ladies Mile heading in towards Frankton. These are especially contributed to from Lake Hayes Estate and Shotover Country school traffic. There needs to be a new high school and primary school on ladies mile (opposite Lake Hayes estate) before any new residential subdivisions can be built. This will divert some traffic from having to cross the bottleneck of the Shotover bridge.

Once this has been achieved, then more regular peak hour public transport can be achieved, due to a heavier population density in the area. Quarter hourly buses will be more attractive to users than half hourly.

### **3) Dominic Manterfield**

Pleased with the details on the plan in general. Delivery of Park and Ride and Express peak services Mosgiel to Dunedin is critical to local buy-in and futureproofing the local network. Is using the rail lines suitable for running a rail shuttle service - Dunedin - Mosgiel as is practice in Germany for example? I assume that this would require investment in the network so probably unreasonably costly, however as a method to provide traffic free peak services this may warrant investigation.

Longer term offering commuter services to Balclutha and Milton may be worth investment as it seems many people are now moving further south as housing constraints in Dunedin make purchasing unaffordable to many.

Concern that the Princess Street Public Transportation prioritisation will be poorly received by the community in general and may not help encourage uptake in the way expected given the above. Overall happy the plan shows understanding of the key challenges and optimal solutions for the Dunedin City area.

I would encourage a little more ambition on connecting to the surrounding area and further afield given the increasing traffic flows to Milton and Balclutha as mentioned

above. Lack of public service constrains other people from the area from travelling easily and cost effectively for work and limits economic opportunity in the Clutha District. As a result, some local employers are forced to provide charter services to ensure people can travel to work and open the pool of workers their business has access to.

#### **4) Kyle Matthews**

The principles are good but lack accountability details. It would be unclear in 10 years if we had fulfilled them. Should include details like when it will be a requirement for buses to be fossil free etc. Bus fares for youth should be free. It's 2021, we're facing a serious climate emergency we need to encourage public transport usage!

#### **5) Alix de Blic**

Bus frequency needs to be developed further for people to use it on a regular basis, especially in need of connecting bus. A bus every 15 minutes in pick times and 30 minutes in non-pick time at least. Bus fares are affordable and paying system works well. Bus would need to switch to electric to take into account climate change.

#### **6) Kim Meredith-Jones**

The Palmerston to Dunedin bus service needs to provide weekend bus services to the population it serves. There is a large retired community that cannot drive in those areas and a weekday service is not sufficient. Even a small fee for pensioners (max \$5 each way) on a weekend would be better than nothing.

The peninsula to the city service also needs to be more frequent. Every hour doesn't serve the people who live only 15 min from town. It doesn't provide an incentive to leave your car at home as it's entirely inconvenient to have to wait an hour to catch a bus when it would take 15 min to drive.

#### **7) Kelly Curtis**

I would like to make comment on objective 2 and objective 5 of the Plan. As a resident of Waikouaiti I would like to ask for the following to be considered as part of the objectives: Objective 2 - Recognise the need and want of at least one weekend service. Every other city route has one and, for the Waikouaiti demographic, it would be well used. At least a trial? Consider adding another vehicle during the week to service the "School Run" returning from the City to Palmerston. I'm told that this is always overloaded and would benefit from another vehicle operating.

Objective 5 - Recognise the impact that the flat fare has had on public transport use and capitalise on the increase of its use by keeping the flat fare at \$2. I strongly

would ask that if you do revise this consider those in outlying areas are likely to begin not using public transport again if the fees are increased unreasonably.

**8) Tegan Howard**

More bus

**9) Brittney**

Cool

**10) Marita Johnson**

Being from Dunedin, I will start first with my 5 cents worth. All looks good, but living in the area, where a regular service is, on the cards for me in the next 10 years is not fair? There is no difference from what it is now. I personally take x2 buses to get to where I work, my choice, but even that tells you the commitment I take to use the service. From Concord, to the bus hub, then from the bus hub to Normanby. This has been very good if I work during the week days, but if I work on the weekend, I have no other option, but to take a taxi to where I work in the mornings, costs that I pay, in order to get too work.

The bus service has been at times challenging as either you don't have a bus turn up at all? Especially, if it is the first bus in the morning 6.20am starting from Concord. I have waited for the bus and when I have rung up the office of the bus company concerned, to be told, sorry, we have no driver? This is not on, but what do you do? When you have no staff and you are scrambling to find someone? It does not help me. I have asked if this could be put on the website, no bus service, so that it is proof for you, when explaining to your Employer of why you are late!!!! Beyond your control.

Having the \$2.00 fare has been really beneficial for me as I need to budget to make sure my expenditure is manageable. For travel costs to work, after going in and out of the different levels of COVID-19, the stress experience by all concerned, I was grateful for the free rides in and around Dunedin at these times, and hope that if this happens again, there will be the same offering of what was offered during COVID-19 levels.

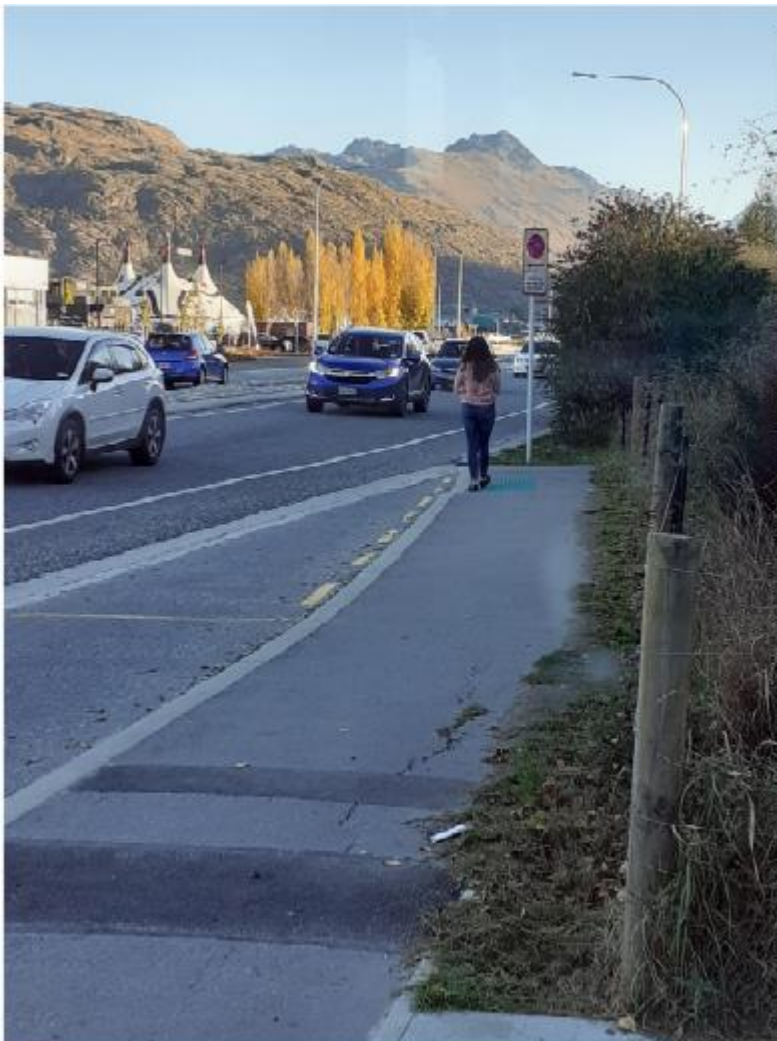
A suggestion, of having the Bee Card, for travel on trains, Ferry, Bus and knowing that you can use your Card for all these modes of travel. Having pensioners free after and before certain hours, beneficiary, low income earners, get a discount, and free days if sustainable?

Safety at bus shelters, having a light on and off, powered by solar power, at night, making it beautiful, no graffiti...having security people in these main areas...to detract any anti-social behaviours....maybe a flower, shrub garden....Marketing at main areas, like the hub in Dunedin....a place to buy tickets...food, sell products with brand, logo on it...like what they do in England...(underground, tube)..Ferry, buses...selling the brand...to make money?...and this is just a few ideas of what I think...my 5 cents worth.. A consumer of the buses in the Dunedin network.. Marita Johnson.

### **11) Monika Fry**

I am a frequent user of local buses, mainly the route from Arrowtown to Queenstown. I use the bus most days. Improvements to make the local service accessible:

- Add seats to the bus shelters on Frankton Road
- Re-route the Arrowtown/Queenstown route as a round trip to Frankton and return via Arthurs Point.
- Having to call into Quail Rise is a right pain.



The trees obstructing the view of the road from the Glenda Drive bus stop need to be removed. This photo is taken from the bus shelter. You cannot see a bus approaching. This person has had to stand on the edge of the pavement to watch for the bus. This is fine in summer but in wind and rain and winter it is not.

Catch a Bus Why? One less car on the road. Your contribution to taking the heat out of global warming.

1. Cheap as chips if you are old. The fare is \$0 for pensioners and \$2 during rush hours.
2. You are already paying for it. Why pay twice for transport?
3. It is safer. There is a lot more metal between you and the car coming at you on the wrong side of the road.
4. Convenience. The bus drops you right in Queenstown cutting out any parking issues.
5. The bus can "lean". This makes it easier to get on and off.
6. There is plenty of space. There are few crowded buses in Queenstown.
7. The Bee card is easy to use. Log on and log off.
8. All the drivers, bar one, are friendly and helpful.
9. Explore Queenstown and environs. Jacks Point, Sunshine Bay, Arthurs Point and Arrowtown. There is a café at the end of almost all the routes.
10. Nights out. There are bus stops right at the Rees, Sherwood, Hilton, and all Queenstown restaurants. Perfect for drinking and not driving.
11. The view from up the back of the bus is much more interesting than driving a car whilst concentrating on the road.
12. Buses go directly to the airport. Save on airport parking.
13. Save on panel beaters and save on supermarket car dings.

## **12) Dr Peter Schwartz**

I fully support any moves that would decrease the unsustainable reliance on private automobiles in Dunedin (and the associated demand for increased parking space for these vehicles in town). For us to have any chance of reversing the increasing traffic congestion in Dunedin (let alone meeting the pressing need to reduce carbon emissions if we're to avoid dangerous climate change), I'd suggest that bold moves are needed to encourage/convince people to use public transport. I think the ORC's moves so far with buses have been excellent, but further initiatives are needed.

In particular, I am supportive of the suggestions made by some letter writers to the Otago Daily Times that serious consideration be given to making use of the local rail network, specifically by organising 'park and ride' opportunities for, at the very least, Port Chalmers and Mosgiel. I would also suggest that thought be given to what sorts

of things could be done with public transport that would successfully convince drivers that public transport could replace cars for doing the things that the drivers use their cars for. Although I don't know enough myself to provide any ideas, I would think that it could be worthwhile to study what is being done in other cities around the world that have succeeded in reducing the dependence of local residents on having and using their own automobiles at least in town.

### **13) Mary-Jane Mirfin**

We live in Warrington, the area is growing in Population, the Warrington and Waitati primary schools are both getting bigger, many new houses are being built here but as a parent of two teenagers, the public transport is poor. Why is there no public transport in the weekends here? No public transport in the evenings especially Friday night. The Waitati shopping area and Arc Brewery are very popular in the weekend, why not provide public transport for people to come out here and help support our small businesses. Port Chalmers and the Peninsular have more regular bus services than out here, isn't it time to improve our bus services too?

### **14) Joanne**

I highly suggest to have an earlier start time for bus 50. Earlier than 6:20am. This way, lower Middleton Rd healthcare workers can catch the bus and reach town in time for morning shift handover (eg. Nurses handover at Dunedin hospital) Since bus 50 does not have a 6am trip which makes us a little late for morning shift handover. Either bus 50 starts at 6am or make bus 33 drive up to Corstorphine via lower Middleton road on their very first trip in the morning, so that lower Middleton Road commuters will catch bus 33 on the first trip to town.

Also, on its last trip, it would be great if bus 50 will have a later timing. Healthcare workers finishes 11pm, maybe few minutes later than 11pm to give time for us to come down from wards/dept and walk to bus stop. We rely on bus service a lot considering the current parking situations in town, it would be great to be able to take the bus.

### **15) David Maynard**

I would like to know why 3 buses leave the hub within 5 min of each other to go to the Andy bay area.

### **16) June Jarka**

My name is June Jarka and I would like to put forward a submission regarding taking domestic pets on board all forms of public transport, using the Greater Wellington

Council's Metlink policy, which can be adopted and adapted to Otago conditions. Even though we don't have a rail service or a ferry service (this answer is based on the assumption that the human population of Otago will continue to grow as more and more people are rated out of Auckland and Wellington respectively, and move permanently to Dunedin or some other area of Otago), I feel that we could learn much from our Auckland counterparts at AT [Auckland Transport], in how they go about sharing information and interacting with customers. I have been advocating the policy of being allowed to take my domestic cat in her carrier or pet stroller on board Orbus buses whenever I have to take my cat to my local veterinarian clinic for nearly 3 years now since 30/11/2018. I can't drive a car, my cat would be totally secure and would not be a threat to either humans or other animals on the bus, if such a policy were to be enacted. It has been nearly 4 years since I sent in my original email to the transport section of the ORC.

**UPDATED 2020 METLINK POLICY TOWARDS SERVICE ANIMALS AND DOMESTIC PETS**

The Greater Wellington Regional Council allows Metlink its public transport arm, to accept domestic pets on its buses, harbour ferries and trains, as long as the pet is enclosed in a suitable pet carrier [See excerpt below]: Domestic pets are allowed to travel on all Metlink trains, buses and harbour ferries as long as your pet is enclosed in a suitable pet carrier - not just a bag! The carrier can be stored in the luggage space or on your lap. The good news is your pet travels for free. I would be grateful if ORC would take a second look at its current policy which does not allow domestic pets on board buses. I be delighted if this matter were to be discussed at the next ORC meeting, along with bus transport operators, and that a resolution be made, carried and adopted to make this dream of mine a reality. I believe that a significant portion of low income, elderly and disabled people like me would be inconvenienced and disadvantaged, not to mention, the ORC also being deprived of valuable revenue in bus fares from that demographic if it were not adopted. Taxi fares would be prohibitively expensive for my demographic, and we wouldn't be able to afford to keep our pets. Pet healthcare isn't subsidised in New Zealand. The ORC is operational in order to transport all bus patrons around and in Dunedin. I am a bus patron. See: <https://www.metlink.org.nz/getting-started/travelling-with/animals/> below: Animals Disability assistance dogs Disability assist dogs can travel for free on all Metlink trains, buses, harbour ferries and taxis at any time of the day, when accompanied by their disabled handler or someone involved with their training. This is specified under the Dog Control Act 1996. Customers are expected to offer passengers with assistance dogs priority seats and are expected to give up priority seats if asked. Assistance dogs must sit on the floor beside you or under your seat, not on a seat or on your lap. Assistance dogs are not required to be in pet carriers like domestic pets. A disability assist dog is a dog certified by a recognised organisation as a dog trained or being trained to assist a person with a disability. Handlers must be able to provide a form of identification to Metlink staff from one of the registered organisations below: • Blind Foundation • Hearing Dogs for Deaf People New Zealand • Mobility Assistance Dogs Trust • New Zealand Epilepsy Assist Dogs Trust • Top Dog Companion Trust • Assistance Dogs

New Zealand • Perfect Partners Assistance Dogs Trust Taking domestic pets on public transport Under the new Conditions of Carriage you are able to take your pet on Metlink trains and bus services during off-peak times. Domestic pets are allowed to travel during off-peak times on all Metlink trains, buses and harbour ferries as long as they are fully enclosed in a suitable pet carrier - not just a bag or backpack. The carrier can be stored in the luggage space or on your lap. The good news is your pet travels for free. Other things to be aware of: • Domestic pets and their owners, like everyone else, must give up priority seating to those who need it, including those with a disability, the elderly, caregivers with prams or small children, and pregnant mothers • Your pet is your responsibility, including getting on and off the bus, train or ferry • You can only take your pet during off peak times (9:00am to 3:00pm and after 6:30pm during week days, and all day weekends and public holidays) • If the vehicle is crowded, Metlink staff can ask you to wait for the next service • If your pet is disruptive to other customers you may be asked to get off at the next stop or station • Pets are not permitted on ferries travelling to Mātū/Somes Island as this is a wildlife sanctuary • It is dangerous for pets, owners and other customers if pets are not on a lead on train platforms, in station carparks, or at bus stops If you are travelling with your pet and see a disability assist dog (guide dog) entering the bus or train, please advise the handler that you have a pet on board. If possible, it is helpful to move with your pet to the rear of the bus or train carriage, so that the disability assist dog (guide dog) team can get settled without added distraction. Last published: Monday, June 22, 2020 at 2:23 PM I have both a pet stroller and an airline approved cat cage, both of which you can see in the attached documentation which I have provided and also for your information in this email. There is no way that my elderly cat could or would want to escape from either the pet stroller or the airline approved cat cage. If I were allowed to use the bus to transport her to my local veterinarian clinic, I would use the pet stroller to do so, as my arms are physically weak, and the cage is quite heavy. Pet stroller Image courtesy of: [https://www.kogan.com/nz/buy/pawever-pets-foldable-pet-strollerblack/?utm\\_source=google&utm\\_medium=product\\_listing\\_ads&gclid=EAlaIQobChMltvTZirP87AIV162WCh3PEQmxEAQYAiABEgJ6V\\_D\\_BwEA](https://www.kogan.com/nz/buy/pawever-pets-foldable-pet-strollerblack/?utm_source=google&utm_medium=product_listing_ads&gclid=EAlaIQobChMltvTZirP87AIV162WCh3PEQmxEAQYAiABEgJ6V_D_BwEA) Airline approved pet carrier Image courtesy of: <https://www.mypetwarehouse.com.au/k9-petcarrier-small-pp20-airline-approved-p-8734> POSSIBILITY OF FUTURE FUNDING FOR THE PROVISION OF MORE BUS SEATING, BUS SHELTERS, SIGNAGE, LIGHTING, RUBBISH BINS AND PUBLIC LAVATORIES NEAR BUS STOPS I would like the DCC and ORC to look at adopting a regional fuel tax of say, 2 – 5 cents per dollar for all business and most private vehicles, including domestic and international tourists, except those owned and operated by beneficiaries (WINZ beneficiaries, pensioners, low income earners) to fund the provision of infrastructure for bus stops. See: <https://at.govt.nz/about-us/our-role-organisation/corporate-plans-strategies/regional-fuel-tax/> excerpt below: Reading this information, visiting, collaborating, co-operating and talking /with your AT [Auckland Transport] counterparts could potentially assist you to plan and fund a better long term infrastructure for public transport. Regional Fuel Tax A



Regional Fuel Tax for Auckland set at 10 cents per litre (plus GST) was introduced on 1 July 2018. • About the regional fuel tax • The way it works • Projects it will fund

About the regional fuel tax A Regional Fuel Tax (RFT) was implemented in Auckland on 1 July 2018 to fund transport projects that would otherwise be delayed or not funded. The RFT applies to petrol and diesel until 31 June 2028. The tax is a maximum of 10 cents per litre plus GST, a total of 11.5 cents per litre. It is paid by fuel distributors when they deliver fuel to service stations and commercial users inside the Auckland region. The projected revenue from the RFT is \$150 million per annum, or \$1.5 billion over the 10-year period, based on current and projected fuel usage adjusted for expected changes such as the take-up of electric vehicles. This leverages a further \$3.0 billion from other revenue sources such as development contributions and NZTA subsidies, meaning that the RFT enables a total of \$4.5 billion expenditure. Read more about the RFT in Auckland, established by the Land Transport Management (Regional Fuel Tax Scheme-Auckland) Order 2018. The way it works

The Regional Fuel Tax of 10 cents per litre (plus GST) will apply to sales of petrol and diesel within the boundaries of Auckland Council (excluding Great Barrier Island) starting on 1 July 2018 for a period of 10 years. Rebates RFT is intended to be applied only where fuel is used on the road. Where fuel has been used for specific non-road purposes, a rebate can be claimed by the end-user of the fuel. The government is currently considering possible changes to the rebate entitlement criteria. The NZ Transport Agency administers rebates for the regional fuel tax. To find out more about eligibility and how to make a rebate or a claim visit the NZ Transport Agency's website. The Regional Fuel Tax can enable

- more public transport such as faster, more reliable bus services, more ferry services, additional electric trains, more Park and Rides.
- improved road safety – we aim to reduce the current levels of deaths and serious injuries on our roads by 60%.
- extending the walking and cycling network across Auckland.
- improving some of our major arterial roads.
- supporting some of the key growth areas with transport infrastructure.

Projects it will fund Auckland Council carried out a consultation on the projects proposed to be funded with regional fuel tax in early May 2018 - view the Auckland Council approved proposal containing the projects to be funded. Below is a summary of the projects included in the approved proposal. Project 1: Bus priority improvements Project 2: City centre bus infrastructure Project 3: Improving airport access Project 4: AMETI Eastern Busway Project 5: Park and Rides Project 6: Electric trains and stabling Project 7: Downtown ferry redevelopment Project 8: Road safety Project 9: Active transport Project 10: Penlink Project 11: Mill Road corridor Project 12: Road corridor improvements Project 13: Network capacity and performance improvements Project 14: Growth related transport infrastructure.

### **17) Sunny Parsons**

free buses would be super cool

### **18) Camille**

For the Vision "Inclusive, accessible, innovative public transport that connects Otago and contributes positively to our community, environment, and economy "The inclusive and accessible components of public transport has been deprioritized to the least priority and often cut off entirely. It is completely meaningless if you give yourselves a green tick when you are denying families with disabilities access to public transport. You are not inclusive in removing access and forcing transport reductions in accessibility to the only forms of currently accessible transport to our family. You have made even basic transport access using the road network to many areas inaccessible. It is nightmarish trying to get around, often with no access at all.

The public transport system while also being completely inaccessible is also dangerous and harmful. There are often public places and events where there is no transport access at all, let alone accessible public transport and for people with the lowest incomes of NZ there is no transport funding available. Our family has often been unable to attend work and family events due to the lack of transport access.

Major education facilities, CBDs, community events and parks are often made inaccessible in a bid for 'forcing people out of cars'. Yet it is the only form of transport and transport choice available to our family with disabilities and to our carer support workers. Denying those workers transport access to us can literally strip basic human rights and medical access from us. Denying our family access to affordable accessible transport has critically affected our lives, that of friends and that of wider family. Should anyone consider a green tick more important than the real lives of people should seriously re-evaluate their own position and that of their family and should have to pick which of their family will have to die untimely due to malnutrition and starvation, which will lose access to medical treatment while critically ill and die in intense pain, which will permanently lose access to work under the age of 40, which will never be able to access outside, which will not be able to access education and which will never be seen again then come back and say that green tick was worth more than their family who they have condemned to life & deaths often worse than NZ prison systems.

I am so tired of basic human rights and the UN conventions on the rights for persons with disabilities being ignored and abandoned in the aims to cut carbon and service only those ableists who think only the rights of the few should have access.

Now that statement is complete I will make one note, how nice it is to see the image design sourcing used local people who currently do have access to public transport, pity the content stopped there for inclusion so the actual words and plans sought cutting off and cutting down access to transport for medical, employment, education, exercise, community, cultural, family purposes. Without access to those (and importantly transport is key to that) there is actually very little elements of living in human society left.

You cannot have a home without private vehicle access for building and maintaining it. You cannot have medical services without private vehicle access for those services to operate. You cannot have food without the services that support the growth, tools and supply, and you cannot have clothes without the materials and logistics for tools.

Very few families have their own massive fibre farm, looms, mining operations and blacksmith to make tools without petrol vehicles involved. In fact I would go out on a limb and say no family today has that without petrol vehicle transport and machining being a key part of the supply. Expecting those most vulnerable to abandon their only transport access for your green tick while you depend on petrol powered services for every aspect of your daily life is not only disingenuous and hypocritical it is actively harmful and abusive.

### **19) Jennifer Cattermole**

I'm writing to beg the ORC to consider how to better meet current demand from cyclists who wish to combine biking with public transport. Only being able to put two bikes on each bus's bike rack just isn't meeting current (let alone future) demand. In fact, it's woefully inadequate - at least, on my bus regular route at the times I usually travel. I live at Broad Bay, and so the number 18 peninsula bus is the one I regularly use to commute to and from work. I had been getting the first bus service of the day, but recently the bike racks on that service have always been full, so I've started getting the next service instead. Only now the same thing's happening on that later service too. I simply can't wait for the service after that, because otherwise I'd always end up being late for work.

I occasionally have to wait for the next service in the afternoons too (between 4-5pm), though the greatest pressure seems to be in the mornings. The DCC has been encouraging people to use bikes more, with its introduction of cycle lanes and wonderful new shared bike/pedestrian paths around the harbour, plus removing lots of carparks and bumping up parking prices. Yes, I could just get two busses each way to and from work, but bussing and then cycling is a quicker commute, plus it's better for my health - and just more fun (except when it's raining / very windy). I've noticed more and more people on my bus route wanting to combine public transport with cycling, and that's something I'm sure we're only going to see more of in the years ahead.

I don't really want to go back to bringing my bike in with me to town in the boot of my car, but it's looking like I'm going to have to if I want to still cycle part of the way to work each day. I thought demand for space on the bike racks might have lessened as we head into the cooler months, but surprisingly the opposite seems to be true.

Is there any willingness on the part of the ORC to introduce a dedicated bus'n'bike public transport service consisting of, say, a minivan towing a bike rack trailer (like

the bus tour operators use). Even if a service like that only ran between Harwood and the Bayfield park carpark, once in the morning and once in the evening (suitable for people who work the 9-5 shift & school children), it would vastly improve the public transport situation for cyclists like me.

Right now, it very much feels like Russian roulette; you never know if you're going to be able to get a coveted spot on the bike rack or not. Alternatively, is there any way to increase the bike rack capacity on existing busses? I know I'm only one customer, but I very much hope the ORC has the courage and foresight to think outside the square in terms of how it meets current and future public transport needs/desires.

## **20) Go Bus (Dave Gordon)**

Dear Council

### **Regional Public Transport Plan Submission**

This letter is made as the Go Bus submission to the Draft Regional Public Transport Plan 2021.

Our response is made in order of the document presentation.

### **Table 4: Dunedin Network Key Opportunities**

#### **BUS PRIORITY**

We strongly support bus priorities on key corridors to support the safe and reliable operation of the region's public buses.

Examples of key road corridors in Dunedin that would benefit from bus lanes and priorities include Princes Street to Moray Place, during peak in both directions. We also need bus priority lanes along Andersons Bay Road, again in both directions during peak.

#### **EXPRESS SERVICES**

We support express services being provided from Mosgiel, but recommend Council also look at ways to extend all day express services to the airport at Momona.

Whilst services to Outram may not be possible in the short term, allowance for a park & ride site at Allanton for instance would provide a public transport option into Dunedin for these residents.

#### **FREQUENCIES AND OPERATING HOURS**

Go bus supports Council's suggestion to remove inconsistencies between operating hours between various routes.

### **IMPROVED INTERCHANGE FACILITIES**

Both new and existing interchange and super stop locations need to include provisions for driver facilities where appropriate. All new stops/ remedial work needs to be undertaken with best practice in mind e.g., stop length, number of buses etc.

All new infrastructure, and remediation where required of existing infrastructure, should align with new Public transport design guidance from Waka Kotahi, which is also being publicly consulted on at present.

This guidance provides authorities planning guidance on;

- Bus dimensions for design
- Corridor Clearance: the area around and along a traffic lane that needs to be clear of obstructions for a vehicle to be able to operate safely
- Bus layover and driver facilities
- Bus stop design
- Public Transport priority
- Public transport interchanges
- Getting to and from public transport: First and last mile guidelines

### **PARK AND RIDE**

Go Bus supports the introduction of park and ride services with the proviso that they don't erode current point-to-point services which ultimately have better environmental outcomes if a single occupant private car is not needed for any part of the journey.

### **DEMAND-RESPONSIVE SERVICES**

Go Bus has extensive experience in operating demand responsive services and supports this proposed initiative. It is a lower cost, but not cut-price, option for providing public transport to low density or developing areas.

### **Table 6: Wakatipu Network Key Opportunities**

The operation of bus lanes should be cognisant of all public transport modes and as such, bus lanes should operate when school buses are also operating. Typically, 7am-10am and 3pm-7pm would be appropriate for most corridors.

### **5.2 Integrated Network**

The draft policy states "Design routes that maximise access and travel options to destinations such as employment, retail, shopping, and other services." Go Bus feels that "education" should be on this list as well, especially considering the travel needs of University Students.

## Table 9: Proposed Public Transport Minimum Service Levels in Dunedin and Wakatipu

It is suggested in the plan that the target frequency for Frequent bus routes should be every 40 minutes in the of-peak. A 40-minute frequency makes for difficult timetable legibility, as the bus never comes at the same time every hour. Any step greater than 30 minutes should then be 60 to ensure timetable legibility.

GBT Regional Public Transport Plan 2021



### 5.2.7 Considering the Needs of the Transport Disadvantaged

There is a policy in this section that states "Permit pets on scheduled weekday services between 9:00 – 15:00 and after 18:30 and all day on weekends. Dogs must be muzzled and be on leashes and small pets must be transported in a carrier."

We see very real operational issues with this policy; What is defined as a pet? How big can it be? What happens if the driver or a passenger is allergic to the pet? Who pays for any cleaning as a result of the pet relieving themselves in the bus? What if this happens and the bus must be taken off the road?

We certainly understand the sentiment, but operationally could not support it.

### 5.3.4 Events

Go Bus supports the provision of public transport to events for the reasons outlined in the draft plan.

We would suggest however there be an integrated strategy between territorial and regional authorities on special event transport to ensure all parties are aligned in the delivery of the services.

### 5.4.8 Customer Service

Go Bus encourages Council to provide guidance to bus operators on the training requirements and levels of customer service required and to ensure the service delivery is consistent across all bus operators.

#### 5.4.9 Ticketing System

The Council's draft plan has a policy that states "Implement a 3-year transition period starting in July 2021, after which cash will not be accepted on buses." Go Bus is not sure why it would take this length of time to implement this policy. Auckland Transport implemented a no cash fare policy through the Covid-19 lockdowns and cash has not been used for bus fares since. Not only has this improved hygiene safety, but also driver assault safety, with driver cash robberies reduced to zero.

With the introduction of the Bee Card in Otago and the significant discount over cash fares offered by it, cash fare ticket sales have significantly dropped, and we see very little reason they could not be dropped permanently, almost immediately.

Thank you for this opportunity to submit to the Draft Regional Public Transport Plan.

Kind regards

**Go Bus Transport Ltd.**

#### **21) Karen Nairn**

The following is important to do:

- 1) Increasing the frequency of evening buses on all routes in Dunedin
- 2) Expanding the bus service on the Peninsula so residents and tourists can reach beaches without a car.
- 3) Shift the bus fleet from diesel to electric
- 4) Ensure the bus service that runs through the hub includes stops at university and polytech. The idea of getting one bus from uni to hub to catch another bus to destination doesn't work.
- 5) Have free bus fares for all children and school/uni/polytech students. Have free buses for families at weekends.

#### **22) Gareth McLachlan**

There is a lot of waste in your Organisation you've spent \$12 million trying to find A new building, also there is a lots of buses running around with no one in them and this is just what I see, I guess there will be more waste hidden behind closed doors. The ratepayers should not be paying for the bus service or the infrastructure goes with it. Tradesmen and many others cannot use them they have too much gear to move around. Or like me I have 3k to the nearest bus service, which I never intend on using. If you think we need the buses It should be charged 100% on what it cost to run to the people using this service. It would probably work out cheaper to use a taxi and better on the environment. Thanks for your time Gareth

#### **23) Mark McDonald**

- 1) Increasing the frequency of evening buses on all routes in Dunedin

- 2) Shift the bus fleet from diesel to electric
- 3) Ensure the bus service that runs through the hub includes stops at university and polytech. The idea of getting one bus from uni to hub to catch another bus to destination doesn't work.
- 4) Have free bus fares for all children and school/uni/polytech students. Have free buses for families at weekends.
- 5) Make sure bus drivers are paid a living wage

#### **24) Crystina Hussey**

I take the route along portobello road Dunedin and I just wish there was more than one an hour, perhaps half hourly instead? Would be very useful for residents out this way as it's far from the city and would be a lot more convenient for people to get to the city more frequently. Thank you :)

#### **25) Kelvin Peninsula Community Association**

David Mayhew  
Chair, KPCA

KPCA makes this submission in support of a public ferry service, which is currently being trialled on Lake Wakatipu, Frankton Arm to Queenstown Bay, as an integral service to the Wakatipu network. ORC is to be congratulated for financially supporting that service.

In summary, the draft RPTP includes provision for a public ferry service, but:

- omits to include specific standards for such service;
- fails to specify a number of steps necessary to integrate the ferry service into the network;
- categorises the service as "targeted", which undermines the prospect of it being truly an integral service; and
- omits to make reference in the high-level implementation plan to the service, despite a ten-year time horizon.

Using the chapter/section numbering from the draft RPTP, KPCA comments as follows:

2.2 Strategic Drivers: We welcome the realistic assessment of population and tourism growth forecasts in light of the COVID-19 pandemic impacts, noting in particular the statement: "The full scale of the COVID-19 impact is difficult to predict but will bring significant challenges" (page 19).



That impact is particularly relevant to the assessment of the Ferry service patronage during the trial period given the absence of international tourists.

Nonetheless, the RPTP recognises that, "The rate of growth being experienced in our region will become a real challenge unless we ensure our public transport system can maintain accessibility, connectivity and more generally, protect the liveability for our residents" (page 20). We agree and submit that a successful Ferry service should be a fully integrated part of that system.

2.5 Key Challenges: Similarly, under this heading, the observation that,

"Travelling by bus in ... Wakatipu is still often slower and less reliable than travelling by car. Congestion, combined with a lack of dedicated bus priority, is resulting in highly variable travel times for buses. This is limiting the attractiveness of services to new customers" (page 24), applies directly to the case for the Ferry service.

The bus service from Kelvin Heights to Frankton is not a satisfactory alternative mode of transport into Queenstown, not least because of the route taken. The Ferry service, by contrast, is an highly attractive alternative to car use, all the more so if its frequency is increased to the level necessary to make it integral to the network.

2.6 Our Opportunities: Again, we support the analysis and "focus on enabling a step change in public transport patronage and mode share" (page 31). We note the inclusion in Table 6 of the Strategic Response: "Ferry services that complement the scheduled bus services".

3.0 Our Network and Recent Developments: The introduction of the trail Ferry service is noted at 3.6.2, describing it as "an integral service to the network" (page 39). To make that a reality, a number of steps still require to be taken, as discussed below.

5.0 How We Will Get There 5.2 Integrated Network: We emphasise the breadth of the description of the second objective and the related policies on the type of services to be provided, where, what frequency, and when they will operate (on page 46). We note that, "These policies apply to all the contracted Units described in Appendix B – Public Transport Services Integral to the Network". That includes the Ferry service.

In this context, KPCA challenges the categorisation of current Ferry service as "Targeted" (on page 47). To be integrated - and therefore successful - it should be a Frequent Service Type as per the details contained in Table 9. Unless it is treated as a frequent service, the demand may never be generated such as to justify it as a core, frequent service.

Similarly, there ought to be a reliability standard applicable to the Ferry service (Table 11). Note that Capacity (section 5.4.3) links with Reliability (section 5.4.2), especially for a Ferry service with limited seating. Limited Ferry capacity at peak times has acted, and continues to act, as a disincentive for commuter use, for example, if the Ferry is full before it arrives at Bay View Pier. Standards should require either an increase in the size of the boat or that the operator returns to pick up the otherwise stranded passengers (page 57).

The Bee Card ticketing system described at 5.4.9 (page 61) should be extended to include the Ferry Service to ensure it is “an integral service to the network”, as should the fare structure and approach at 5.5.1 and the fare concessions (the SuperGold Card off-peak travel scheme) at 5.5.3.

In addition, the Action (page 62): "Employ a fare structure that enables easy connections and transfers between services" should be amended to include “and different modes” to make it clear that it applies as between bus and ferry services. (There is some potential ambiguity as the Policy talks of "mode shifts".)

The discussion of Multi-modal Access (under 5.2.6 on page 50) should clarify whether the requirement that "all new contracts for scheduled services in our Dunedin and Wakatipu networks to have the means to carry bicycles" will apply to the Ferry service.

We do support the Action of providing cycle parking at strategic locations (page 51). The piers on the Kelvin Peninsula would be strategic locations in this sense, given the geography of the Peninsula: e.g. Bay View Pier is accessible by cycle to more residents living along the length of Peninsula.

## 6.0 Procurement and Monitoring

6.2.4 Implementation Plan and Short-term Priorities The high-level implementation plan, focusing on short (1-3 years) and medium to long-term (4-10 years) actions to address the priorities for, amongst others, Wakatipu, makes no reference to the Ferry service. Given these time horizons and the trial nature of the current service, this omission should be corrected.

### **26) Thelma Greer**

#### Statement of Intent

Underlining my submission is an intention to help the ORC provide a public transport service that is User friendly and environmentally more sustainable.

The existing model assumes that the User already has considerable knowledge of the bus system. This ignores visitors to the city including tourists and others who only

use buses occasionally. My submission assumes that the User has no prior knowledge of the system. This principle is present in all successful transport models.

I am in principle opposed to road travel. I urge the ORC to support and Lobby for a return to train travel both for passenger travel and industrial haulage where lines exist.

## **Buses**

Existing buses are not fit for purpose. Buses need to serve the needs of the Users if they are to use them. The current fleet serves the interest of the companies operating them.

Too Big. They are often empty or near empty. Their size limits manoeuvrability.

The seating is too low, this makes it difficult for women and disabled people to see out the windows and if new to the city, where they are. Buses have no route map inside so unless you have prior knowledge, you don't know where you are in respect of your journey. All buses need as standard, digital screens that show bus route and announce approaching stops. The buses should provide drivers with perplex screening to protect them from viruses and unpleasant customers. Buses need technology to allow use of mobile phone app to pay. A single fare structure can be modified to enables only one tap when you board. This encourages uptake of the services and speeds up travel. In order to speed up journeys there should be no cash top up or payment on buses. Buses need to be numbered externally back and front. We need a programme to replace most of the stock with smaller, electric vehicles. Between 3:30pm and 5:30pm there is increased occupancy and larger buses are appropriate but I have never once been on a bus where there hasn't been spare capacity even at these times.

## **Route Map**

Currently there is no convenient pocket size route map. The London underground map is the gold standard. Having a street map imposed on a fold up map, is unnecessary and confuses the routes. Coloured lines depicting direction of route ( For example Bus route 8 would have Normandy at the top of its coloured line and St Clair as the last stop) numbers or place names should used to identify stops and a band to indicate where another route transacts, is simple and coherent. Such a map uses a table on the side to identify the name of the route against its colour. A legend on the card enables one to identify a stop. For example I am travelling on the number 8 and I want to get off at the stop closest to the university. That stop is named Knox 20 and it's in George Street. The map shows me there are a number of buses travelling along George St. The map tells me there are four buses that I could potentially use because they intercept at Knox. I look at the legion. I find the bus

number that most fits my journey, in this case I am coming from the Gardens and I chose No 8. I look across and see a list of important landmarks served by number 8, the university, the hospital, the museum. The route number should be the same in both directions. Having different numbers is VERY confusing because it's not common sensical.

### **Bus Stops**

Bus stops should all have digital displays of next expected buses and the route identified for each service in use at each stop. Each stop should show a printed list of the times buses are expected ONLY at that stop and a graphic of the route for each bus that stops at this stop and where this stop is on the graphic. (I can show you examples) All Stops should have bus shelters that offer proper seating. There are areas of the city that have long walking distance between stops and others that have a stop in every block. This should be rationalised with the needs of the elderly, disabled and shoppers in mind. For example, is unreasonable to expect the general elderly person to walk from the Princes street/Moray Place junction to the bus hub or to stand for 30 mins waiting for a bus to take them. I suggest this is an example of a public transport model that is failing its Users.

### **Bus Hub**

We have missed an opportunity with the new hub. While it is an improvement, it can be further improved. Each bus stop is identified by an alphabetical number BUT you cannot see these until you are at the bus stop. These letters need to be VISIBLE from a distance so placed at height over hanging the platforms. As things stand, the only way of identifying the stop is to look at one of two digital screens at either end of the platform. It is a slow screen with multiple functions. If one is running late for a bus and knows the departure time, it is faster to find the appropriate bus stand in a glance than to stand by the screen. This cannot be done currently. All buses need their route numbers on the back as well as front. If one is rushing to get a bus from behind it, unless its marked, there's no way of knowing which is your bus. The shelters need more wind protection. I have been told this is limited by space requirement for wheelchair uses. I have measured the space and there is enough space for wheelchair users and extended shelter space. Wellington provides proper bus shelters in places with far less land/pavement space. The Intercity bus stop is an embarrassment. A more suitable facility with comfortable, sheltered seating and waiting areas, serviced by dedicated toilets and food outlets, needs to be established. The current arrangement suggests a contempt for Tourists and does nothing to tempt locals to give up their cars and travel by bus. It beggars belief this is all we could provide.

## **Bus Routes and Timetabling**

There are four buses that run along George Street. Currently these buses are clustered with departure times within 2-10 minutes of each other. Consequently, it is common for 2 or 3 buses to come within a minute or two of each other then a long wait for the next bus. All but bus 5 go at 15- or 30-min intervals. Bus 5 runs at 20-minute intervals. Shifting that to a 30 minute or 15-minute cycle would lead to greater frequency along our main commercial and business part of the city. This would increase usages. All City buses should be running at 15-minute frequency. Smaller buses are required for this to be cost effective and practical. Buses need User friendly area for shopping bags and trolleys.

## **Drive and Park**

Construct parking facilities North, South, East and West to encourage drive and park take up. Increasing numbers of drivers are doing this but the available parking is limiting its growth. I know this to be a fact because I have been trying to drive and park since I came here to live four years ago. It is harder and harder and near impossible during peak time. These parking areas need to be serviced by buses. Smaller hubs with toilets and coffee, proper sheltered waiting areas need to be established in these areas. Smaller buses at 15 minute intervals need to move people from these locations into the central bus hub. We need to find a creative means to ensure Drive and Park facilities are only used by public transport users.

## **Evening and Saturday Service**

Current services in the evenings and on Saturdays, is in most cases reduced to hourly intervals and this is a disincentive. Saturday is a busy shopping, social and recreational day. Many kids are driven, and shoppers come into the city by car. Increase Saturdays to 15 min during day. Increase frequency on all city routes to 15 mins Mon-Sat between peak times for access to entertainment and concerts, and again from 10pm to midnight from the central hubs. At other times suggest increasing to 30 minute intervals. WE MUST INCREASE FREQUENCY TO ENCOURGE PEOPLE OUT OF THEIR CARS.

## **Pricing**

Superannuants. Extend free travel to all times of travel day. The elderly need to be encouraged out of their homes to attend centres and other activities. When 24/7 free transport was implemented in London it had no appreciative impact on peak travel numbers. Older people will avoid peak times because they want to be guaranteed a seat.

## **Representation**

A User group needs to be established and this group should have regular and official access to the ORC. It is not good enough that I have been trying to have the above issues considered since early 2017 and route improvements to where I now live, deflected back because it was the wrong time. I was told in October 2020 I could make a submission this year. In February I contacted the ORC and the chap in charge of transport called me back. We had a long discussion but he said there was no point sending anything to him because buses would not be up for discussion until 2022. Obviously incorrect information. There needs to be proactive systems in place to encourage User suggestions and a feed back loop so Users do not feel ignored.

## **Drivers**

Finally I wish to comment on the unhappiness that seems to pervade the bus drivers. They are in general solemn and not engaged nor exhibit ownership of the public transport they are providing. This suggests an unsupported work environment which fails to communicate appreciation to its drivers. I find it extraordinary that a pay increase that should have been awarded, I believe almost two years ago, has not been paid. I wonder how this can be legal. I am concerned that the drivers are not supported to challenge people from travelling unmasked and urge some coordination with the police department to support covid safety compliance with random checks on buses. I have seen bus drivers with closed doors sitting at the bus hub, opening the door enabling unmasked school kids to get on. We can and should do better and we need to if we as a country are to meet our Paris Accord responsibilities. In the vein, all decisions which impact of the provision of public transport should be measure against Green House gas standards. Thank you for considering my submission.

### **27) Nicholas Tulloch**

Tag on and off by a smartphone.

### **28) Amandine Riera**

A public transport to go from Glenorchy to Queenstown and back would be awesome. I guess every hour from 7 to 10am and 4 to 7pm would be nice hours for all the people working in town as for those who needs to go for any other activities (school, medical, groceries..) less cars on this dangerous road, less dangerous it will be.

### **29) Carrie**

Please add a daily Glenorchy to Queenstown bus service.

### **30) Jill Haszard**

I work at the university and live in St Kilda. I have a number of bus options that I can take and I love taking the bus. I appreciate the (generally) helpful and patient drivers and the new Bee card system. I think the bus system in Dunedin is great, with one exception. I usually walk to work and bus home. To catch the bus home from work I need to walk three blocks to George St, and cross two State Highways (waiting for the lights means it can make me late for the bus) to get to a bus stop.

Buses should be visible and accessible to the university and the hospital - for employees, for students, and for visitors to these locations. Parking and traffic in these busy areas is terrible and we need to move people onto public transport.

There is no point in driving the buses down George St to get to the hub - the terrible traffic congestion on George St (outside Knox Church) slows the buses down immensely and the people who board the bus are mostly employees of the University or the hospital who have walked some distance to the stops. When I catch the bus TO work, the bus empties out of all its passengers outside Knox Church, which is the closest stop to University and we all walk the three blocks (sometimes in rain, frost etc) to get to the University. It seems crazy that there aren't commuter buses that are visible and accessible to the University and the hospital. I imagine so many people would choose to leave their cars at home if commuting on public transport became a more viable option.

Furthermore - the bus stops on George St are facing the wrong way! We can't stand in them and see when the buses are coming, so we stand in the way of pedestrians. And the bus drivers have to watch their mirrors as they drive up to these stops, so that the bus stops are sometimes in the way of passengers boarding the bus.

### **31) Geraldine Tait**

My two main concerns are; to increase the frequency of the bus service to Palmerston from the present three trips a day up to 4-5 trips plus consideration of an evening or two each week and a weekend return trip. Residents may need to be surveyed to see which times and days would be most popular. We have quite a high population of elderly, some of whom currently use the bus service. A bus run in the morning starting at Palmerston about 9am would be appreciated, this would allow more time in Dunedin for appointments and shopping with the return trip leaving at 3.30pm.

The other major change needed for this service is for it to include Warrington. The bus could either continue along Coast Road after leaving Karitane and thus be able to do pick-ups in Seacliff and Warrington or turn off the highway at Evansdale and come into Warrington for passengers. Having done a trial run of this route, either way

would add six minutes to the present service, allowing for one minute to stop and pick up passengers at Warrington. As an initial change to the service this could just be available for one return trip a day, maybe the new 9am bus into town and the 3.30pm home.

The population of Warrington is growing, it is a three k walk to Evansdale to connect with the present service and this area has been excluded from bus services for too long. I support a move to more environmentally friendly busses. Commuters in our area would be keen to have a park and ride system where there was adequate free parking made available at the North End of town and a very regular (free) quick electric bus did 5 minute runs through George and Princes Streets to Cargills corner. Lack of adequate parking and congestion in the middle of town are increasing people's willingness to jump on a bus for a rapid ride to their destination. Although it may not cut out car use totally it will reduce the number of vehicles in the centre of town and make it safer and more pleasant for pedestrians.

### **32) Connagh**

Keep the \$2 flat fare for Bee cards and \$3 flat fare for cash.

### **33) Richard Roberts**

Capacity Optimisation – Is there a way we could provide capacity based on demand throughout the day / week on all routes? Could we try a model where we work on a consistent kgCO<sub>2</sub>e per passenger on all routes.

Why is there no different capacity vehicles in the fleet?

How would smaller capacity / more frequency work?

Or Smaller capacity on thinner routes.

### **34) K**

I would love to see a commuter train between Port Chalmers and Dunedin City. It could leave Port at 7:30 and 8am in the mornings and leave Dunedin at 5:10 and 5:40 in the evenings. Seems a waste to have a perfectly good railway line there with no commuter trains on it!

### **35) Karen Sannazzaro**

My submission relates to the timing of Dunedin bus route 15. Students catch this bus to get to Logan Park High School (LPHS) and home again. LPHS starts at 8.55 am and finishes at 3.25pm. The closest bus stop to the school is at the corner of Dundas and Forth Street. Students must walk the 600 m to the school at Butts Road (around a 7-10-minute walk). The two possible options to get to school in the morning are to arrive at the bus stop at 8.10 or 8.40am. The two possible options to get back home



in the afternoon 3.25 or 3.55pm. The bus scheduled to arrive at 8.40am is often later than this, and given the required walk to complete the journey, students are often late. The only alternative is to catch the earlier bus.

Students are unable to catch the 3.25pm bus as school finishes at 3.25 pm and it is a 10-minute walk to the bus stop. The only alternative is to catch the 3.55 pm bus, which is a twenty -minute wait, and often late. Some of the students catching this bus are as young as 12.

Catching a bus at 7.40am and not getting home until as late as 4.30pm makes for a very long day for a young person. Further, the long wait for a bus (or for school to start) may exposes them to unnecessary health, safety and wellbeing risks – in terms of unsupervised time, and exposure to potential unwanted behaviours from other children and adults. Alternative options of cycling and walking are not viable due to age and distance.

I would like the ORC to consider adjusting the timing on this route to better cater for the needs of LPHS students. I would also like the ORC to consider taking the buses along Butts Road to the stops at LPHS. To do so would be consistent with the following aspects of the draft Otago Regional Passenger Transport Plan: - A priority to improve the customer experience - Objective 2 - Deliver an integrated Otago public transport network of infrastructure, services and land use that increases choice, improves network connectivity and contributes to social and economic prosperity; - Network form and function policy - Design the public transport network in a way that is simple, maximises choice, and is well integrated with existing and future land use. - Considering the Needs of the Transport Disadvantaged Policy - Ensure that the public transport network is accessible and safe. - Objective 4 - Establish a public transport system that is safe, accessible, provides a high-quality experience that retains existing customers, attracts new customers and achieves high levels of satisfaction. - High quality, accessible and safe policy - Enable reliable and punctual public transport services.

### **36) Meg Em**

I arrived here from the ODT article about ORC receiving 30 submissions on this plan. Got tip: If you want the public, who are busy trying to get through their lives, you need to structure your submission process so it supports busy people with limited capacity to engage.

I don't have time to read and consider a 60-page document then formulate a written submission, along with the other 250,000 people in Otago by the looks of it. However, if ORC had asked me a bunch of questions about things in the plan and whether I did/did not support (or how I supported thing on a sliding scale), I could easily have made a submission.

### **37) City Rise Up**

RETURN PUBLIC TRANSPORT TO CITY RISE (South), DUNEDIN, NZ. The world must reduce carbon emissions and our country has to make a contribution at local level. The ORC has a huge role to play in this with transport plans. In NZ \*Emissions from transport are up 89.7 percent from 1990.

We must get Kiwis to leave their cars at home and bus, walk, cycle or use non-ICE vehicles to go to work, school and play. In Dunedin, the largest city in the ORC realm, almost 70% of its population live in Central City. But, most are on a steep hill so not so easy for thousands to walk up and down to Dunedin's central schools, university, polytech, hospital and essential amenities.

Please return a public transport service to City Rise South. This older and highly populated and visited hillside of Dunedin Central is ISOLATED. Its residents and schools have no shops, medical care or community centres and the nearest facilities are up or down a steep hill. They must take their car. More people are restoring homes in City Rise Heritage Precinct and inner-city living is increasing. A bus service will encourage this.

Please run a small, frequent, ELECTRIC BUS that does a circular run from Bus Hub, Broadway, Maclaggan, Arthur, Stuart to Bus Hub. (in the meantime please redirect the 63 bus along Maori Road/Arthur St to University, to ensure this level of the hill has a public bus service in 2021 Liz Angelo CITY RISE UP REF: Stat Ref <https://www.stats.govt.nz/indicators/new-zealands-greenhouse-gas-emissions> <https://profile.idnz.co.nz/dunedin/about?WebID=120>

### **38) Bus Users Group Otepoti**

We support a programme of continued improvement to Dunedin's public transport. We ask that bus stops be made more accessible by making them meet the NZTA Guidelines for Public Transport Infrastructure and Facilities and with no kerbside obstructions so that buses can pull close to the kerb allowing passengers on and off easily. The best way to improve bus stops is during periodic road renewals.

We ask that the network of Dunedin public transport be gradually expanded, including: - A bus service to Dunedin Airport - A bus service to South Otago, including Milton and Balclutha (possibly combined with Airport) - Bus services to Purakaunui and Aramoana, Warrington, Seacliff, Outram and Middlemarch, possibly working jointly with school bus services - Introduction of a "stopping local" service between Dunedin and Green Island to provide more connections and journey opportunities - Introduction of a major hub at Green island or Burnside with nearby terminating routes (such as Corstorphine, Lookout Point, Concord and Balaclava) extended to the new hub to provide more connections and journey opportunities - Making the No 15

Ridge Runner a rapid service every 15 minutes, instead of hourly, and "completing the circle" via the Dunedin waterfront - Divert or extend services to operate very close to the entrances of Dunedin Public Library, the new Dunedin Hospital and Moana Pool - Resolving the poor connection of City Rise by introducing a new route or diverting an existing route.

We ask that public transport be made steadily more affordable and better-used by: - Introducing fare-capping - Introducing a Community Services Card holders' discount - Introducing a Student discount - making "half" fares truly 50% (or less) of adult fares - using excess off-peak capacity by bringing back "shopper special" discount - "kids travel free with adults" promotions for weekends and school holidays We ask that the service hours be extended as follows: - Make all Sunday and Public Holiday timetables identical to Saturday timetables - Introduce this new timetable to the remaining non-service holidays Christmas, Good Friday and Easter.

We ask that new and innovative ways of funding public transport be considered: - Ratepayers who pay their public transport levy can have this credited to their Bee Card accounts - Developers can get higher-density developments permitted by contributing to improved public transport - Have public transport funded by a regional fuel tax or carbon tax.

### **39) Anita Walton**

The cost/benefit to the region as a whole, to focus on public transport in a very small area of the region, seems disproportionate to a layperson. Is there consideration to a subsidy for a small public transport system for places such as Oamaru to help their reliance on private travel?

If we were to have a public bus system available to transport children from one end of Oamaru to other where the bulk of the intermediate and secondary schooling and sporting activities happens, the traffic congestion at 8-9am and 3-4pm along single lane SH1 would markedly decrease.

The Ministry of education funded travel does not suit movement of our families in the "urban area" of Oamaru and requires parents to drive in to pick children up and "ferry" them around. Would also help the elderly population in the northern and southern areas of town access the CBD and health facilities more readily. Possible other mid-size towns Balclutha/Alexandra have similar small-scale needs that would make a large difference to family vehicle running.

### **40) Otago Peninsula Community Board**

The Otago Peninsula Community Board Regional Public Transport Plan submission identifies key issues for the Otago Peninsula in public transport.

It signals those issues to the Otago Regional Council (ORC) with the ultimate goal that the ORC and the Community Board will work in partnership to ensure the current and future public transport needs of the community are met in a way that is cost effective for households and businesses.

The Otago Peninsula is a diverse area covering the residential area of Tomahawk, the townships sites of Macandrew Bay, Broad Bay, Portobello. Harwood and Otakou as well as the rurally isolated areas of the “back bays” of Hooper’s and Papanui Inlets. With this in mind it has been important to identify specific issues for each area as representative of the people who live there.

### **Details of the Boards’ Submission Climate Change Resilience**

Predictions of greater extremes of rainfall due to climate change have been borne out in the 2015 and 2017 events on the Otago Peninsula. Slipping and flooding have taken their toll on the Peninsula roading network and will continue to do so in the future. This has long term implications for our area and the whole Otago Region.

#### **Submission**

1. The Board submits that the Otago Regional Council should begin planning public transport services around electrification of the bus network and other energy efficient options that reduce emissions.

### **Otago Peninsula Community Board - Submission**

Public Transport Public transport is essential for many people within our community and the efficiency and regularity of that service must be continued to ensure our community thrives. The Council have made improvements to the route of the service and recently staff have altered the afternoon timetable in consultation with the Board and the community. This has been a significant improvement for our community, However, like any service, improvements could make the service more attractive to Peninsula users.

#### **Submission**

1. With the proposed acceleration of the Peninsula road widening project, cyclists will increase on the road but also we expect the possibility of using the bus to take a bike one way and then ride home, will become a popular trend. The Board submits that buses need to be able to accommodate cycles inside as they do in other countries.

2. The Council consider making the \$2 rate a permanent feature of public transport in our region.

3. Consultation and implementation of bilingual place names and signage on the Otago Peninsula including work with the ORC over bus signage.

4. The Board seeks an extension to the Harington Point route to the turnaround area adjacent to Taiaroa Head and the Albatross Colony. This is a minor extension that would assist in the recovery of tourism operations for the Otago Peninsula by giving travellers public transport options for our area.



#### **41) Cynthia Flanagan**

Middlemarch could benefit from a community bus to transport people who cannot drive into necessary services such as supermarkets, banks, health and hospital appointments in Mosgiel and Dunedin. Reintroduce the choice of train travel from Middlemarch to Dunedin for residents and visitors.

#### **42) Donna**

I am very concerned about the funding proposal for the transportation (bus service) budgets. Given New Zealand's commitment to dramatically reduce greenhouse gas emissions that cause climate change, the budgets for mass transit in this plan are far, far too low. Reliable, frequent, comfortable public transport is the only way to get people to take fewer car trips and rely less on private autos.

The 2021-31 budget for transport should make at least the following three changes:

1) Funding to enable bus frequencies in Dunedin and Queenstown to increase dramatically, to every 15-20 minutes on all routes between 6am and 7pm, and more frequent service in all other communities;

2) Bus service should be expanded to many new, currently underserved or underserved areas. This needs to include regular inter-city Orbus service between Queenstown and Wanaka, between Dunedin and Waitati, Brighton, Milton, Waikouaiti, etc;

3) Funding must be allocated to switch all buses in the region to electric buses by 2030. No new diesel buses should be purchased in Otago. Rates (or fees on auto license renewals) must be raised sufficiently in order to allow these critically needed improvements in the proposed 10-year budget period. Enabling many drivers to switch to public transit is a vital part of meeting the region's need to reduce climate change-causing emissions. Thank you for your consideration and concern.

#### **43) Glenorchy Community Association**

The Glenorchy community is unlikely to reach the population density needed to support a conventional bus service between Glenorchy and Queenstown. However, apart from the journeys undertaken by the resident population, the township is visited by a significant number of tourists in private vehicles as well as customers of tourist activities all of whom are driving 45kms each way along the Glenorchy Road.

The GCA submits that the ORC undertake a feasibility study of traffic between Glenorchy and Queenstown to identify how many person/kilometres could be switched to 'public transport', how could it work, options for collaboration and consolidation of existing journeys and suggestions that will reduce the overall emissions associated with traffic on the Glenorchy Road.

#### **44) Jill Scouler**

My comment is on public bus service. A service to Outram of public buses should be considered as Outram is growing rapidly and we are all rate payers. Thank you.

#### **45) Thomas A Campbell**

Thank you for allowing me to give you my view on the pathway to zero carbon emissions by 2050. At present our DCC busses are single axle in design which do a lot of damage to our roads. Two roads I have seen being torn up with my own eyes by busses are North Taieri Road Abbotsford and Mosgiel side of Morris Road. The North Taieri Road / Lambert Street damage has been going on for many years. I have noted the large tandem dual wheeled vehicles just push the road surface around on hot days in summer where the busses tear a strip out of the road from between the rear tyres. In fact, the heavy trucks loaded with cargo help to press the strip back into the seal on warm days. By the way the busses are empty when they tore up the roads that I saw with my eyes.

Surely we are wasting a lot of public money running these huge mainly empty buses in Abbotsford week in week out from dawn to dusk. Mind you I do wonder the mentality of these councillors who insist on the, "Run Busses and People Will Come" philosophy, because it is not happening all over Dunedin's transport area's, including weekends. Except partly filled busses from 8am to 9am and 4pm to 6:30pm weekdays.

When I was young in the 1950's 1960's the busses had plenty of young people heading to town by bus in the weekends and home again by the last bus at midnight. Goodness me how terrible, we would go by bus aged 8 all by ourselves to meet our cousins and friends to see a movie and back home again by bus. I was driving by age 15 and have never ever used public transport again, and are now well into my 70's. But today young people have "multi caregivers" to drop them into town and pick them up. Teens today often head out too town much later because bars etc are open later. In the 1960's bars closed at 10pm and dances did not go much later than midnight and my friends without vehicles knew you had to be on a bus before midnight or they would have to run or walk home.

The pathway to zero carbon emissions by 2050. One thing that could be brought in immediately with help from Central Government would be to enforce anybody born after 01 / 01 / 2000 cannot own or drive a combustion engine car, truck or bike. After 2023 - by this time local councils would have had time to upgrade busses and train services to electric. The pathway to zero carbon emissions by 2050, would come quicker if the same group of people born after 01 / 01 / 2000 can only travel in carbon neutral regional busses and trains. Electric vehicles are not the answer yet.

Here are some problems to be sorted before we do anything. One problem is the massive differences between all the EV batteries out there. Every battery maker uses different ingredients to make their batteries. They all use different sized and shaped cells and modules, too. That means there is no standard way to recycle EV batteries. They're just too different for any company to design a one process to recycle them all. They're not like aluminium cans, paper, and glass. They're different from each other on a structural level. That makes recycling them even more complicated and expensive.

As batteries start to power more and more vehicles, that's going to have to change. They will have to have the same standards in every EV battery. Having a standard, means processes can be designed to recycle that standard EV battery easily and efficiently. At present only two countries in the World recycle EV's and their Batteries and only a fraction of an EV can be recycled. The biggest pollutants in them are the batteries and are pretty much un-recyclable and packed full of toxic metals. Nickel has been shown to cause lung and nasal cancers and bronchitis. Cobalt can cause asthma and pneumonia and it might be carcinogenic, too. Manganese can cause problems to develop in the lungs and the neurological system. Lithium batteries are

an amazing piece of technology when they were invented years ago, they represented a quantum leap forward in tech. But they really haven't changed since their conception and now we've got devices we want to power with batteries that are just too demanding for the batteries we've got. The drawbacks of lithium-ion batteries: They're bulky and heavy. They take forever to charge. They lose capacity every time you charge them. They're prone to randomly exploding and they're incredibly expensive. They are a danger to the medics and fire services at car accidents.

So for all that weight, size and price, most EV batteries give the car about 350 kilometres of drive time before they need to be recharged. And they take hours to recharge unless you want to take the life out of them by fast charging. So if you're on a long road trip in an EV with even the best battery Tesla has to offer, you can plan for an eight-hour nap every 450 kilometres. I don't know about you, but 450 kilometres a day just doesn't cut it unless you've got a month to make your trip. That's why EVs still make up such a small percentage of the New Zealand fleet and the Worlds fleet. They're just not as good as cars with internal combustion engines. They don't have the endurance. Every time you charge them, they lose capacity. The batteries are expensive to replace. You will have to replace them unless you want to buy a new car when they die.

#### **46) Sam**

A direct express route from Mosgiel to Dunedin central is needed during peak times eg. 0600-0930 and 1600-1900. Mosgiel has significantly increased in population with a large number of people commuting into Dunedin. Currently its take 40 + minutes going into town via green island etc on the bus. In a car it takes 20 minutes. This extra time wasted on the bus puts me off using the bus as a commuting option.

#### **47) Dylan Camel**

Please consider a partnership with the DCC/Dunedin Rail Holdings to provide a daily train service that runs from Dunedin - Palmerston and back. Doing this will meet the objectives of the proposed LTTP, through:

- Revenue generation
- Job creation
- Positive financial impact on local economy
- Alternate transport to the current bus service which only runs Mon-Fri with 3x inward/outward bound journeys
- Reduction in road congestion/accidents/deaths
- Alleviation of parking pressures
- Weather resistant
- Enhancement of quality of life for the communities of Palmerston, Waikouaiti, Karitane, Waitati and Port Chalmers, through
- Health benefits - walking to/from train
- Freedom and mobility for everyone
- Increased social connections/productivity
- A safe, sustainable and equitable transport mode

Case studies: <https://communityrail.org.uk/>



<https://www.gov.uk/government/publications/community-rail-development-strategy/connecting-communities-with-the-railways-the-community-rail-development-strategy> <https://www.vtpi.org/railben.pdf>

#### **48) Nikita Woodhead**

I would love to see a Mosgiel express service. For before and after work/school. Would make it faster and more attractive to people in Mosgiel to get into town to work. Having it as well as the current route through Fairfield & Green Island would mean no one is disadvantaged.

#### **49) Cam Pyke**

Queenstown's roads are geographically constrained and relying on buses as the main public transport opportunity and considering the Ferry as targeted service limits the effectiveness of public transport. To get from Kelvin Heights to Queenstown requires two buses and takes an hour. The bus is almost exclusively empty as a result. The ferry takes 15 minutes and could be hubbed with bus services out of the Marina to increase patronage in both directions.

Public transport needs to be viewed as a public service, not a cost covering exercise and to stimulate more demand services in the trial should be increased to make the ferry more, not less appealing.

The RPTP recognises that, "The rate of growth being experienced in our region will become a real challenge unless we ensure our public transport system can maintain accessibility, connectivity and more generally, protect the liveability for our residents" (page 20). To enable this a Ferry service should be a fully integrated part of that system. The high-level implementation plan, focusing on short (1-3 years) and medium to long-term (4-10 years) actions to address the priorities for, amongst others, Wakatipu, makes no reference to the Ferry service. Given these time horizons and the trial nature of the current service, this omission should be corrected.

#### **50) Parents of Vision Impaired NZ**

PVI is broadly supportive of the proposed projects. We are supportive of the focus on increasing public transport and improving pedestrian routes. We note that access is primarily conceptualised with regards to ease of use/convenience for an abled person and how affordable these transport choices are. These are indeed access issues.

However, for disabled people, including people who are blind, deafblind, or have low vision, accessibility requires more than what is included in the Long-Term Plan. Currently little consideration is given to the access issues faced by disabled people. In

Aotearoa New Zealand, disabled people describe accessible transport as being able to get from point A to point B (not just from home to work and back again!) using various modes of public transport independently and safely. Page 5 of 6 Further, it means being able to travel to, from and within Dunedin City to the Otago Regions without worrying about basic things like “will the bus driver stop for me today?”, “will the bus driver refuse to allow my guide dog on the bus?”, or “will I be able to buy a ticket?”.

It looks like buses having room for more than one wheelchair user at a time, with public transport schedules that blind, deafblind, and low vision people can easily access on the app, and regular, consistent service routes. A recent failure, for example, was one city’s shift to teal-coloured buses – which is an extremely difficult colour for low vision and vision-impaired persons to see! The Long-Term Plan must ensure that all modes of public transport are designed to be accessible for disabled people. These are reasonable accommodations that disabled people are entitled to right now, in accordance with the aforementioned documents at the start of this submission. The Long-Term Plan should use findings from the Accessible Streets Package Disability Impact Assessment (being prepared by Waka Kotahi). We expect these findings will impact how shared user paths will be regulated by central government.

**51) Linda-Jean Young**

I am happy with the fare and service I use. (route 77). I would like a bus service from Green Island to South Dunedin. thanks

**52) Cynthia Wilson**

I would like to see the fares stay in place encouraging use. Incorporating noncarbon smaller buses for off peak times to help lower costs, and definitely an extra express service for commuters from Mosgiel at the very least - keeping the other runs as they are so Fairfield/Abbotsford/Brighton not disadvantaged.

**53) Ralph-Peter Hendriks**

Before developing all kinds of ambitious plans, I think should address some basics first. There are a couple issues I presently have with my own experience of public transport in Dunedin (Port Chalmers route). Timeliness - the bus I take home from work at 4:30 most of the time leaves late. Often it has been 5-10 minutes or more.

Temperature - in winter our buses are often freezing cold, with no measurable heating. In summer the often boiling hot. In the general, the quality of the buses leaves much to be desired. They also often driven erratically because the driver is trying to make up time, not making for a comfortable ride.

Many years ago I suggested to the ORC that bus routes should be as straight as possible and not try and be all things to all people. In the case of the Port route, this was ignored. The bus used to take 20 minutes to get to Port. Now, because it has to travel the one-way system (at the busiest times of the day), and go past the university and polytechnic, 10 minutes were added - greatly annoying. Having worked at the university, I really don't see why people can't walk from the University to Logan Park to catch the bus (a 10-minute walk). You really need to address these basic issues, if you want to entice people to take public transport. At the moment it is quite pathetic.

**54) Jenny Stadnyk**

Can you please consider extending the bus route in Mosgiel to include Wingatui like it use too. The population in this area has grown with more areas being rezoned residential. Particularly along Wingatui Road, and the Wingatui area.

**55) Lyndon Weggery**

We need smaller buses around Dunedin

**56) Wenlong An**

I would like to see the 70 extended into the city, removing the need to transfer at Green Island, as well as the 10/11 moved into the 15-minute peak bracket. More services towards Palmerston and return in the mornings and evenings, as well as weekend services could also be helpful. Finally, I would like to see more utilisation of rail assets, for example to replace the 1, 14, and 77 routes.

**57) Anita Walton**

In regards to considering public transport in Oamaru: SH1 runs through the centre of our town and is single lane both ways through a significant portion of it. The 2-lane rather than multi lane portion links all the high schools, main recreation center & sports fields, the intermediate and one of the primary schools. it also encompasses 3 aged care facilities. At the start and end of the school day the volume of traffic means there is significant congestion through this stretch.

I would like ORC to consider the potential of putting a bus service on in the afternoon to allow students that do not qualify for the Ministry of Education bus runs to move between the areas, ie from Waitaki Girls high school out to the Tough and hockey fields, from St Kevin's College in to town for the library and swimming pool, after school jobs etc. A portion of trips through this area are likely to be ferrying trips where a parent drives out to the north end to pick a child up and turns around again to come back into town.

Personally I have done this trip a number of times a week (depending on sport season) and would support this service with getting my high school aged children to use the bus to meet me in town for other activities or appointments. Depending on the timing, this may act to reduce a number of trips in the peak time and help reduce traffic congestion.

#### **58) Judith Smith**

It all sounds very nice and I am fortunate to live on a bus route that is very good but.....the main problem for me is that there are quite a few drivers talking on their phone (via ear buds) while driving; quite a few driving too fast; quite a few stopping an ,unsafe for getting off distance' from the kerb and several not wearing masks. Plus as a user of a walking stick, I always have to get off at the front, as the kneeling function (which is wonderful) doesn't appear to be on the back door but I sometimes feel a nuisance when getting off, especially if people are getting on at the time. Not sure if anything can be done re that though. Thanks for listening.

#### **59) Stuart**

Would like low income earner like people n benefit have cheaper rides and have a longer time for transfers .30 min isn't much time while some city have 1 or 2 hours

#### **60) M Watt**

Improving Transport Access - I support having public transport available across the Otago region, having no car means I cannot visit areas such as Naseby. My family and I are keen hikers and would value transport options to rural areas.

Emerging Technology and Access to Information - can we have an App for the Bee Cards, please. Love the Transit App, found it very useful Bus Travel Times - please stop the practice of stopping for five minutes several times during a bus route. Make buses wait at the start and end of runs. This is wasting customer's time when they are trying to get somewhere.

Customer Consideration - can we please ensure heaters are used when it is cold and lights are left on when waiting at bus stops in the darkness. Bus Fares - \$2 bus fares means we have travelled further around Dunedin and use the bus more often. The transfer functionality is great but not helpful when it takes 40 minutes to get across town then the connecting bus is not scheduled for 30 mins. This is an issue especially on the weekends, why not make the transfer time 2 hours.

Love this single fare structure, it has made a huge difference for me and my family, since we do not own a car. Rail - would love a rail option to Invercargill or Christchurch, would use this several times a year! Even if it only ran on the

weekends. Remuneration for Bus Drivers - Please consider implementing a living wage for our wonderful bus drivers!

**61) Lesley McCartney**

I have a super gold card and am happy with the Dunedin/Mosgiel service and think the \$2 fare is fair. A couple of things I'd like to see

1. All bus should be environmentally friendly (not diesel, perhaps hydrogen)
2. There should be more continuous shelter and seating at the Bus Hub
3. Music on the buses should be easy listening and in some cases at a lower volume

**62) Murray Fish**

Hi, I write as a rate payer and a super gold card holder. I Strongly support the flat two dollar fare... and my logic suggest that all trips for 65+ should be free... I also think that it should be Free for All children! As it is a safe way for them to get around the city... dropping the charges takes away the economic fetter that so often comes into play for our citizens who are not as well off as others!!! Thank you for listening to me!

**63) Liz Simpson**

The \$2 fare is excellent, we should be encouraging bus use as much as possible, and pricing is a great way of doing this. Re: additional trial routes, I would like to see the Lake Hayes bus have more drop off points on SH6, (or a detour) within the 5 mile shopping centre and the Council leisure centre. These are key places to head to and whilst i understand the need for a direct bus to QT, as I personally catch this bus for work and appreciate the short and direct journey times, its not that useful for my other trips.

For example, when i'm heading into Frankton for shopping/lesiure, I tend to use my car, as the bus system is currently not convenient enough get to these other locations. Coming from the UK, the buses used to come every ten mins, and one bus would be very direct and the 2nd bus would be less direct (less direct route, stopping in different places), but you would time it to get the bus you needed. And if you missed the one you really wanted, you had the option of the longer/shorter one or just to wait. Often if the weather was bad, you just jumped on the next bus. Transitioning to carbon-neutral transport is extremely important and should happen as soon as possible.

#### 64) Lisa Acheson

I agree with the 5 objectives that will guide the plan. Reducing greenhouse gas emissions by transforming to a low carbon transport system seems sensible, as long as there is little impact to affordability and journey time. I consider that having safe, accessible transport is incredibly important, but the culture of the drivers must improve in order to attract new customers. The current transport system attracts a culturally and social diverse range of people as it allows people of any background to access the system regardless of their age, income, or background. However, the environment must feel safe, welcoming and above all remain affordable, otherwise patron numbers will soon drop. If drivers greeted patrons with some enthusiasm, kindness and general respect you will create a strong culture that will encourage more patronage.

The general public are happy with the cost of the service but are generally unhappy with the way in which they are (or not) greeted when boarding which also has a flow on affect on other passengers. More positive communication and general engagement between driver and patron is seriously needed. A subtle reminder of bus etiquette wouldn't go astray, so that passengers know not to occupy 2 seats because they don't want someone next to them, children are reminded to behave nicely without shouting and being disrespectful, that those more able offer their seat to someone less able or mobile. A reintroduction of "general bus code" would help remind patrons that there is a bus culture that should be followed so that all patrons feel comfortable and the service is a positive experience for all.

I would like to see additional service to/from Mosgiel during peak times as most often the bus is full before it even gets over the Mosgiel Railway line in the mornings. In the evenings there is very little chance of getting a seat if you are at any stops south of Otago House in Princes St. Several times I have seen people refused a ride as the bus is at capacity and having to wait half an hour is often inconvenient given the cold climate that we have here in the south.

Mosgiel's population growth will only continue given the changes in the District Plan and additional subdivisions opening up for development, therefore additional service should be considered now. Mosgiel has lost its taxi service, which is incredibly inconvenient. Socialising is difficult as there is a lack of alternative transportation in the weekends unless you are a non-drinker. Having a reliable and regular bus service to/from Dunedin for those wishing to socialise in Dunedin would be appreciated. It would allow people to access entertainment in a safe and cost-effective way as well as discourage drink driving. I don't consider the current timetable is regular enough to be effective.

### **65) Jim Ledgerwood**

I'm not at all happy about the lack of support given to the Wanaka Hawea Areas. We pay huge rates, for very little other than paying for the ORC Top heavy juggernaut.

### **66) Carol Rayner**

\$2 flat fare fine and nice to have free trips occasionally too. More bus stops along Portobello road: Broad Bay hill top near Fletcher House, east end of Portsmouth Drive, between Company Bay and King George Rd. More route maps at major bus stops servicing different routes so changing easier on the go. More maps of routes at Bus Hub so last minute travel plans can happen. More information on routes, timetables available on the bus displayed.

### **67) Natalie Harfoot**

We have seen many improvements to the public transport system in Dunedin in the approx 20 years that we have lived here. Improved timetables, \$2 fares and now live updates on bus locations. These improvements have increased our bus usage significantly.

There has been much discussion lately about personal safety issues at the bus hub and I am aware that some passengers now avoid catching the bus from the Gt King St hub because of threatening and unpleasant behaviour of others. I would like for my children to use the buses for school when they are older but would not want them using the services if the hub continues to be unsafe/unmonitored.

### **68) Lorraine Lobb**

I think the \$2 fare and concessions should continue to make Public transport viable for everyone.

### **69) Susan Bulk**

I think \$2 fares should definitely be retained. The best way to encourage the use of public transport is to make as affordable as possible for passengers. If fares are increased, I for one would have to look at alternatives and use my vehicle more often than I do. I see elderly folk and young people, presumably on fixed incomes who rely heavily on this service and who would be penalised if fares were to rise.

### **70) Jack**

The \$2 fare is amazing and I think that it should be permanent. It has saved me so much money since it was introduced for my commute to school. What used to be \$35 a week on the school bus is now \$12 on Orbus.

### **71)Geoffrey White**

All Bee card fares should remain at \$2.00.

We should have longer bus stops so this can fit two buses at once instead of blocking the traffic. We should have better shelters while waiting on buses to arrive. Take bus stop K they need longer shelters for passengers travelling on Intercity bus services. The need of longer bus shelters for passengers with their luggage can keep dry from the rain.

### **72)Patricia Abbott**

I compliment you on the bus service provided to Mosgiel. Excellent service, drivers are helpful and considerate to patrons.

My query for this submission is, when is the proposed loop bus for George St, Museums and Toitu going to be available. It would make access to these areas from the Hub so much easier for all and especially those who find walking and or accessing bus for another route so much easier.

### **73)Antonius Limberg**

Support retaining \$2 fare scheme as it currently runs. Extend gold card free travel as far as possible through each day. Support slightly smaller zero emission buses as a priority. Even just getting one or two buses, to show the public how much kinder they are on the environment both from a noise and pollution viewpoint, should be a top priority.

Bus stops are also very tight for drivers in some areas ,and should have larger no parking areas, either side of the stop, to make the drivers job easier. In some cases drivers aren't able to get as close to the kerb as less mobile passengers may wish.

### **74)Greg Trounson**

I have two points for the submission.

1. Dunedin is a very hilly city, inevitably leading to much higher fuel consumption per kilometre than other centres around the country. It is therefore even more important that the ORC seeks to prioritise de-carbonising their fleet as soon as possible. The electric bus rollout in Auckland looks promising as an example, although it's perhaps unfortunate that Dunedin missed an opportunity to be the first. Catching the existing diesel buses causes an increase rather a decrease in the carbon footprint of many Dunedin commuters, and their use makes areas such as the bus hub unpleasant to visit.



2. In order to be a viable commuting service, it is critical that the public transport system is perceived as dependable. Since it isn't practical for the buses to always reach their stops at exactly the right time, it is vital that potential passengers have visibility of where the buses are, through a robust tracking system. The rollout of the Transit app is still in early days but looks to have met this need and should be maintained or replaced with something better if necessary. Thank you.

**75) Malachy**

Anything but car infrastructure.

**76) Lesley Barr**

I think Glenorchy could definitely benefit from a bus service, maybe 2 x weekly, leaving 9am return 4pmish?

**77) Alison Maynard**

Keep fares at \$2 to encourage bus use

**78) Dr Mathew Zacharias**

I am happy with the current buses around Dunedin. But I have concerns about charging extra money from pensioners who fail to log out with their bee cards when they exit from the buses. There are the reasons:

When entering the bus, the driver prompts and supervises them to correct log in. But when they exit from the rear of the bus, there is no one to assure them that they have correctly logged off their bee cards. I often sit in the bus near the exit and often notice that old people, particularly old ladies, show the cards in front of the machine, but exit without realising that they have not correctly logged off!

This is not correct. Why charge old people extra money for failing to correctly operate an electronic device, which sometimes need multiple swipes to record the event?

**79) Sue Lloyd**

Good day, since the arrival of the bus hub, buses no longer go where I want to go. E.g. to the library, DCC offices, Metro cinema, Art gallery, Rialto cinema, Regent theatre, Community gallery & shops in that area.

I now suffer from some disability & cannot walk far. The stops for the Pine Hill bus coming & going are at opposite ends of the bus hub block, which increases the

necessary walking distance. Also, there is still no shelter at many of the bus stops there, a disgraceful situation.

When are you going to look after us older people?

**80) Don Sinclair**

I believe that we should have a public bus service that runs once a week from Taharua to Paparua, and following the southern highway to Otago. From Otago to the small town of South Otago with one stop there and several opportunities more.

Providing some public transport for Local residents who live in the Catlins area here in South Otago.

The Catlins area use to have public transport which was provided by the NZ Railways, the Bus service was stopped in around 1969-70.

Up to 1958 the Taharua Valley and Invercargill people could go to Balclutha or Dunedin for their shopping or attending appointments or just meeting friends on a Thursday of each week, the NZ Railways only charged half the ticket cost for Taharua locals.

Today we have quite a few people who are retired and have medical problems and they can lose their vehicle driving licence by just visiting a doctor.

(Please attach additional sheets if necessary)

One Map showing Bus route from Taharua to Balclutha & return (marked in yellow)

Submissions must be received by 12 pm, Monday 24<sup>th</sup> May, 2021.

Plus Dated 16-01-2019 Community bus pensioner's idea to be isolation.

Send to Otago Regional Council

Private Bag 1954  
Dunedin 9054  
Facsimile: 03 479 0015  
Email: [RPTP2021@orc.govt.nz](mailto:RPTP2021@orc.govt.nz)

Page 2

Hence we have problems, getting someone to drive your car or trying to get a ride from someone else.

Also these people because of properties costs, cannot afford to make a move to cities etc.

I believe that a weekly bus (not a large vehicle) could be used to run a weekly service to Balclutha one day a week.

The bus could leave Dunedin and travel to Tahakopa by way of the Southern highway to Tahakopa, using the Centre and Dewe Road access into Tahakopa, and then using Tahakopa Valley Road down to Papetowai and then using the Southern route highway to Dunedin and on to Teatua Point and then to Balclutha. Then leaving Balclutha at 3pm for Tahakopa following the same route.

(Please attach additional sheets if necessary)



**Don Sinclair, of Tahakopa in the Catlins, says a community bus is needed to counteract rural isolation in the district. Photo: Richard Davison**

A Catlins pensioner is driving a move for a new community bus to help reduce rural isolation.

Tahakopa resident Don Sinclair was inspired to launch the project after viewing the gradual disappearance of older friends and acquaintances from the district, as health issues and driving restrictions affected them.

1/17/2019

Community bus pensioner's idea to beat isolation | Otago Daily Times Online News

The 74-year-old treasurer of the Catlins Senior Citizens Club said as people got older, renewing driving licences became harder.

"We've seen a pattern developing where otherwise able people who would like to continue to live in their rural homes lose their driver's licence, and quickly find it's impossible to keep body and soul together due to the isolation and distances out here.

"But with a community bus heading to the shops once a week, suddenly things become practical again." Once a means of transport was established, other options such as hospital visits for medical appointments could be considered, he said.

"We've seen other areas like Clinton do it successfully ... why can't we?"

Clinton Senior Citizens Club president Reg Smith, who is also one of the club's volunteer bus drivers, offered encouragement.

Members of the public had clubbed together to purchase the Clinton bus for about \$15,000 in 2009, and lottery funding helped offset annual running costs, he said.

"The joy and practical help it's brought to the community are immeasurable. Each week we take people shopping, alternately to Gore and Balclutha, and run other trips besides.

"Passengers just pay a fair, subsidised fee to make their contribution and keep it all running."

Although the Clutha District Council had not contributed to the Clinton bus, Mr Sinclair believed CDC could, perhaps, help "kick start" the Catlins project, and had raised it at a recent community consultation.

Clutha Mayor Bryan Cadogan praised the concept, while stopping short of any financial commitment.

"Isolation is one of the bonuses and challenges of rural living, particularly for the elderly, and we've seen ... how groups like Clinton's successfully overcome these obstacles."

Mr Cadogan said the council would be willing to open discussions with Government in support of funding for any project.

[richard.davison@odt.co.nz](mailto:richard.davison@odt.co.nz) (mailto:richard.davison@odt.co.nz)

### **81) Rhonda McCarthy**

I like the \$2 fares and feel it is important to keep it at that price as it enables more to catch the bus, more frequently and to save the carbon footprint we are using. the timetable lack of, time span does not suit me, but I am aware living on the outskirts I have less times to travel and more waiting. The bus is not always on time and does not always get anywhere near early on time into the Dunedin bus hub so many of us are late for work and have stopped using it. I don't understand why he stops at places and just waits as he often is not on time in the first place. so that is disappointing to at least 5 of us that work.

Anyway it is up to me to live somewhere closer, have more choices of bus drivers and more regular bus timetables and frequencies so the \$2 fare works great.

### **82) Connor Marshall**

I think the \$2 fares should be extended

### **83) Cath Gilmour**

Dear councillors, thank you for the opportunity to submit on this plan. My primary point is that I support and endorse the submission of Kelvin Peninsula Community Association. We need to see time specific commitment to the programme before modal shift will occur, especially in our area. Further to this, I would like to make the following points:

- the current bus schedule makes it impossible for most Kelvin Peninsula people to use the bus if they commute into town. Especially if they live at the far end of the peninsula. Buses are only hourly. They then go via a circuitous route to Frankton bus shelter, where people must get off and wait for the next bus into town. Together, these factors mean that some people have to catch a bus two hours before their commitment in town. This obviously does not work for most. Which explains why your buses from the peninsula are largely empty much of the time. I am sure you have the research that shows PT is required every 10 to 15 minutes to create realistic modal shift. So please don't judge people's enthusiasm for using PT by the response to the lack of opportunity provided.
- The ferry service is far more time-efficient for locals than the bus and should be included on the \$2 Bee Pass, as it is way too expensive for regular use as public transport, especially for families. This ratepayer subsidy should be for residents who we want to use the ferry on a regular basis. Tourists can buy a 10 pass concession card or pay per ride. As demand grows, ferries should become more regular. Although not the direct subject of this plan, I would like to raise some related issues on the active transport front. The two have to relate to each other, as

cyclists/walkers will sometimes want/need to bus/ferry one way, so investment and infrastructure should complement and support each other across these two modes.

- The active travel track from the end of the peninsula must be adjacent to Peninsula Road. Most new housing development will be on the road's high side, with access directly to it, as existing developments already have. Widening and upgrading the lakeside recreational track to be fit for purpose as a commuter trail would both ruin the existing values of the lakeside track – and not meet the needs of commuters. The Covid 19 lockdown caused many of our local elderly, families and those less able to leap out of the way to retreat to the largely empty road, rather than be knocked over or sworn at by lycra-clad cyclists intent on speed and raising their heart rate. Several came croppers – especially Ebike cyclists unused to gravel, corners and speed. Access to the lakeside track, that would have to be rerouted into a wide and manicured path to suit commuters' speed and numbers, would be tricky for those living above Peninsula Road. Please leave the lakeside track as it is and build a new commuter one on the side of Peninsula Road, more accessible and safe for all.

- The lakeside track was largely built by local working parties for our community - for recreation, health and access to our beautiful lake. It was also these volunteers who went through the at times tortuous negotiations with neighbouring property owners to be allowed to put the track through, again for these purposes not for a fast speed commuter track. It should be kept for these recreation and health purposes. It should not become a high-speed commuter arterial route that bifurcates community from the lake and foreshore, and all the mental and physical health benefits that accrue. We have very few recreational areas and playgrounds on the peninsula apart from this track, the lake and foreshore. Only the peninsula playground, Jardine Park, and Bayview. That leaves a huge area between Bayview and Frankton playground that has no play facilities for local families. Which makes this lakeside track and the safe access it currently gives to the lake and foreshore (at least when there is no pandemic lockdown) even more vital.

- Please do not plan for/encourage a park-and-ride on Ladies Mile. 200 cars on that valuable and flat and sunny land is a ridiculous use of that space.

- Please actively discourage QLDC's 10-year plan proposals for a \$32 million downtown multistorey car park in Queenstown CBD. The best way to incentivise the required modal shift to public and active transport is to dis-incentivise private vehicle use. So why the heck would we ask ratepayers to subsidise parking for people downtown? QLDC's own experts didn't recommend this course of action and private enterprise turned down the opportunity.

- The current plan for the "urban corridor" along the 5 Mile stretch will morph into an "urban canyon" under current and proposed air noise boundary constructions. No moves should be made to do this until the question of whether Tarras International

Airport goes ahead is settled. If it does, then continuing using Queenstown Airport land to be New Zealand's most dangerous airport, with no physical runway expansion possibilities, creating even more excessive noise in the middle of a hostile host community makes even less sense than it currently does. When the current council's leadership team changes, hopefully its cumulative minds might be more open to alternative use of this land - resourced as it is by ring roads, other required infrastructure and community, education and civic facilities - if further analysis confirms an airport is not its best use. Please do not do or allow anything that precludes this opportunity to create a dense, quality urban settlement on Wakatipu Basin's sunniest, flattest, most developable and geotechnically stable land. Thank you for your time and efforts on our behalf.

**84) Keren Segal**

Kia ora, We live in Milton and work in Dunedin. Unfortunately, there is no public transportation between Milton and Dunedin. So we have to drive to the city in our car - which is not great for the environment. We tried to organize a carpool with other people who drive but have not been successful. We would love it if there would be any transport from Milton to Dunedin in the morning (maybe a small shuttle bus leaving at 7:00 am, 8:00 am and 8:30 am) and returning from Dunedin to Milton in the afternoon (4:00pm, 5:00 pm, 6:00 pm). Many thanks! Keren

**85) Rachel Gurney**

My main concern is the idea of phasing out the use of cash on buses by July 2024, as proposed under 5.4.9. While the Bee card is great, and is working well, it is not an option for one-off users, visitors from several regions of NZ that don't have the Bee card and international tourists, (hopefully they are back in the not too distant future).

These people are far more likely to have cash than an NZ bank card or credit cards, what other options would they use? (There could be a stipulation that drivers aren't required to change anything over \$20). As long as cash is legal tender in NZ, anyone should be allowed to use it on a bus.

Minor point: I challenge the ranking of the 5 objectives. I think the priority should be a safe, accessible system, then issues of infrastructure etc, then adaptability, then fare structure and lastly carbon reduction as a diesel bus is already better than 20 cars. If the public are encouraged to use buses by good management, then good 'green' outcomes will follow.

### **86) James Sutherland**

Would love to see a bus route to Outram from Mosgiel. There is so much to unlock around this and could see a reduction in travel and a pick-up for local business in the weekend from the extended foot traffic. Also, hugely in supportive of the bus service into South Otago. Waihola and Milton are set to grow and by connecting will not only be cheaper than the intercity for those who don't have cars but allow for the region to allow to grow in a more sustainable manner.

### **87) Daniel Fridberg**

Public transportation (pt) in the entire region is insufficient. In part, the lack of properly available and affordable contributes to the extreme increase in house prices in the Dunedin area and its surrounding townships. The regional council should promote accessible, frequent and affordable public transportation, which will allow decreasing the number of cars on the roads, carbon emissions and access of non-drivers to inter-city commute. This can be done through bus routes as well as re-establishing the train as an available means of transportation in the region.

In the short term this might seem as lacking financial sustainability but as Otago is becoming a major destination for new residents, both from within and outside NZ (including returning Kiwis), efficient train service will be able to moderate house prices increase and provide additional solutions to re-zoning and subdivisions in Dunedin, which are expected to decrease the quality of living for its residents in the future.

### **88) Andrew Clark**

I think is very good the progress that has been made in building the Hub in Dunedin and improvements in public transport in Queenstown. What I would like to see now for the Clutha District is a bus service that runs twice daily from Balclutha to the Dunedin Bus Hub and back. There are a lot of workers commuting by car in both directions for work at present. Reduce present road congestion and carbon!

### **89) Glynn Babington**

The Dunedin Bus Hub:

Desperately needs more shelter!

- Outside area acts like a wind tunnel creating very hostile conditions
- On extra cold days to have radiant heat to take chill off or heated seats or both
- Preferably to have separate heated area with clear information of bus arrivals so if waiting longer can wait away from crowded and cold bus stops



- Better security is required
- Security guards or community patrols especially when youth gangs likely to be present
- Call points with a press button and camera surveillance so help can be called if required
- First aid facilities, perhaps staffed help/safety desk
- Bus shelters:
  - Some not well placed
  - exposed to weather
  - poor visibility of buses arriving
- Bus Stops:
  - Some bus stops need safety marking required where buses pass over the footpath while manoeuvring into the bus stop without blocking the road when stopped
  - Timetabling causing 2 buses to arrive at same time on a single bus stop
  - If a bus arrives late to the hub and another due to leave, establish if anyone connecting to another bus that is due to leave. One of the few times I have used the hub, I saw a bus arrive late and people running to another bus to have it pull out and leave, if the bus had remained for 30 seconds longer would have saved people on late bus an 15 minute to half hour wait (or possibly worse).

### **90) Casey Lothead**

Introduce electric vehicles as quickly as possible \* Choose sustainable materials \* Timetables as easy to understand as possible \* Digital timetables etc. to be properly maintained; currently they are constantly failing. \* Move more services to "rapid service" timetabling \* All buses to have the means to carry bicycles \* Universal access design \* Better communication with transport-disadvantaged groups about any upcoming changes \* Keep bus stops and shelters clean, neat, and tidy \* Bus shelters to actually provide shelter from wind and rain \* Remove all out of date signage \* Lower bus stop signage to be accessible to children and people in wheelchairs \* All information to be accessible to those with visual or hearing impairments \* Protect the safety of those using buses (recent violence at the bus hub shows that this has not been properly managed so far) \* Allow payment directly from debit cards via PayWave \* One single flat fare for all bus travel, except where further reduced by specific concessions.

### **91) Ina Kinski**

This is quite hard reading! My submission is simple: prioritize pedestrians and those by bike or scooter. Car travel with low occupancies must be discouraged, and effectively only for those who have no other means of travel due to the materials they are transporting, or due to mobility issues. Given this is a long-term plan, I find the assumed dependence on the status quo of driver-only motor vehicles disturbing

and baffling. I believe the focus on bus lanes is generally misguided. I do not support them, because they don't address the issue of congestion. Instead, it's the 5km or smaller journeys of able-bodied people, motorized or not, that needs to be at the forefront of our thinking.

### **92) Amanda Brown**

I believe that bus fare should be kept at a low flat fare. The present \$2.00 cost is in the sweet spot. This makes using the bus network simple and mostly accessible. All community requests for a change in timetable or route should be quickly engaged and trialled.

### **93) Blind Citizens Otago**

No pet dogs on buses. I would like to submit that pet dogs should not be allowed on buses for several reasons.

- As a person with impaired vision and cannot see clearly past my feet, I would be hugely concerned as to whether or not I could see the dog and therefore trip and fall.
- Pet dogs, no matter how well trained, may interfere with guide dogs, causing the guide dog to lose concentration on it's job.
- I would be concerned that people in wheelchairs or with walkers would find it difficult to negotiate around a dog.
- I would be concerned that dogs would take up priority seating for the elderly or young Mums/with buggies.
- As an ageing population, pet dogs on buses (unless being in a designated area away from others) would cause falls issues and there are always those who do not like dogs or are allergic to them.

### **94) Mike Cowell**

I have just one suggestion, and one comment.

The suggestion is about Route 15, The "Ridge Runner". There must be many people along its route who want or need to get to somewhere near the centre of Dunedin. With the current route, they need to take the Ridge Runner, then another bus, in order to do so.

This greatly increases the time to get there, and also makes it risky to rely on the bus to get to an appointment. Surely it wouldn't be too difficult to "tweak" the route so that it passes a bit closer to the town centre.

You did it for some months when the bus went via Albany St - leaving just a 5-minute walk to get there. Please consider making that - or something similar - a permanent

change to the Ridge Runner route. I'm sure many users (and potential users) will thank you for making their bus travel so much more convenient.

My comment is simply that as you look to future service and route improvements, it would be worth looking outside the square a bit - for example, could any practices from Vanuatu's creative and wonderfully convenient bus services be adapted for Dunedin (and Queenstown)? Thank you.

### **95) Southern DHB – Queenstown**

Southern District Health Board (Southern DHB) presents this submission through its public health service, Public Health South. Southern DHB delivers health services to a population of 335,990 and has responsibility under the New Zealand Public Health and Disability Act 2000 to improve, promote and protect the health of people and communities. It seeks to promote equity and to reduce adverse social and environmental effects on the wellbeing of people and communities.

This submission is intended to provide general commentary to the Otago Regional Council relating to the consultation document 2021-2031 Regional Public Transport Draft Plan.

#### General Comments

- Every public transport trip starts and ends with a walk, promoting physical activity.
- Public transport is a low-emission alternative to driving, promoting a healthy environment.
- We favour equitable access to public transport for all potential riders in Otago. Public transport is a public service
- We encourage the use of the term “riders” rather than “customers.”
- “Commercial viability” (p.34) should not be considered a goal of public transport. The main goal of public transport should be public service.
- While demand-responsive services can be useful (p.31), we recommend taking into consideration when planning that public transport supply can also create demand.

Collect meaningful feedback from riders (and would-be riders) • Reports of satisfaction with the transport system (p. 23) are significantly different to what was found in Queenstown Lakes District Council Quality of Life Report in December 2020. As well as collecting feedback from customers, it is important that whole population data be gathered to ensure that performance measures (p.43) are met. Engage with stakeholders • In the future, PHS would like to be consulted in the preparation of drafts (p.12). Working in collaboration would be mutually beneficial. • Consider partnerships with workplaces and tertiary education on public transport. Reliability, punctuality, and frequency • We support more real-time information on bus schedules (p.28). • Ensure that bus schedules are updated on trip planning services

such as Google Maps. • Ensure reliability and punctuality of bus service. It is not appropriate for a bus to leave 1 minute (or more) earlier than schedule, nor 5-10 minutes late (p.57). • Bus drivers must stop to pick up whenever there are people waiting at the bus stop. • In urban areas, especially at peak times, buses should run more frequently to be convenient for all and encourage more riders(e.g., every 10 minutes). Improve public transport infrastructure • We support the creation of protected bus lanes (p.31) such as on SH6 in Queenstown and in Dunedin city centre, creating a system that is safer and more efficient. • Public transport systems must be developed in more Otago towns where populations are projected to grow, such as Wānaka and Cromwell (p.18). • Passenger rail (p.39) should be seriously pursued both as a commuter option (ie. South Dunedin to city centre) and to connect the region (ie. Dunedin to Central Otago). • We support the move towards a low emission vehicle (LEV) public transport fleet, reducing emissions as well as noise pollution in our communities. • We support park-and-ride/walk schemes both in Dunedin and in Queenstown. • We support the intra-regional public transport connections proposed on p.57. • Bee cards should be reloadable instantly, eliminating the 24-hour wait to load funds. • Become more welcoming to visitors in Queenstown by providing a temporary Bee card alternative, rather than obligating them to have cash and pay 5x the Bee card rate from the airport. Equitable access to public transport • Public transport must meet the needs of under-served populations. A key performance indicator (p.43) would be the diversity of ridership. • Diversity of ridership should be measured not just in terms of disadvantaged groups (p.51), but also with the goal of attracting riders who are advantaged, showing that public transport is something people choose; a measure of success. • Consider introducing fare subsidies for Community Service Card holders, who are least likely to be able to afford public transport, especially with the new flat fare system. Public health on the bus • Introduce a smokefree/vapefree policy at bus stops through increased signage and comms. This shows commitment to Smokefree Aotearoa 2025. Submission on Otago Regional Public Transport Plan by Southern DHB Page 3 of 3 • Masks are now legally required on public transport, but uptake is currently low, even among bus drivers. We encourage to look at ways on encouraging compliance in this area. We commend the ORC on the work they have done/are doing to improve the public transport system in Otago. We hope you take our considerations on board when developing the service further. We wish to be heard regarding this submission.

### **96) Sustainable Glenorchy**

Sustainable Glenorchy was established in 2016 by a group of Glenorchy residents, who were concerned about the consequences of some of Queenstown Lakes District Council's (QLDC) proposals for Glenorchy.

The aim of SG is to ensure that local and central government decisions that affect the people and the environment of Glenorchy are made with meaningful public

involvement and discussion. These decisions should be consistent with the principles of sustainable management (according to the Resource Management Act) and the Glenorchy – Head of the Lake 2001 Community Plan plus Glenorchy Visioning Community Report 2016 (Glenorchy Community Plan).

We would like to congratulate the ORC on the draft Otago Regional Land Transport Plan 2021-2031 (Plan). We are very pleased Glenorchy has been included in this Plan and look forward to public transport options being explored and hopefully implemented in this area. There has been a lot of talk in the community about how this could work and we would be keen to meet with ORC staff and councillors to discuss developing a trial. We note that this activity fits with the Year 1-3 plan to work with communities and interested parties to develop business cases to consider delivery of wider services.

We believe creative solutions could help build a sustainable public transport service from Glenorchy to Queenstown and vice versa including stops at Closeburn and Bob's Cove. Currently there are tourist passenger service vehicles/buses driving between Glenorchy and Queenstown perhaps on a daily basis. It may be that seats could be reserved on these services for locals and visitors not utilising the tourist activity.

A ferry service could complement scheduled transport services. A ferry could also carry freight.

Park and Ride - Any service developed would need to connect to a 'Park and Ride' area that connects to Queenstown cycle trails and bus network e.g. the 1 Mile carpark could be converted to a 'Park and Ride'.

In winter, connecting to bus services to Coronet and the Remarkable skifields would encourage more people to utilise public transport. Buses to the skifields would need to be priced at a similar rate to other bus services in the district to encourage higher usage.

E-bikes/bikes/skis/snowboards would need to be able to transported on any vehicle transporting passengers, so they could continue on with their journey once delivered to Queenstown.

A 'Park and Ride' area ideally should have a covered area for passengers to wait in including a storage area for bikes/packages purchased during a trip.

Even if people did not utilise public transport from Glenorchy, at least if there was a 'Park and Ride' area on the edge of Queenstown/Frankton they may then utilise Queenstown transport services.

Special event services - The annual Glenorchy Races in January is a very popular event that would warrant a transport service being provided on the day of the event and even perhaps the day after as some people like to stay overnight. Generally, about 2,500 people attend the races from Queenstown and across the region.

Affordability is a key issue as to whether public transport options will be utilised by locals and visitors. Any public transport service must be affordable otherwise people will continue to drive their cars.

Summary - For any public transport service developed for Glenorchy to be sustainable it will need to be affordable and integrated seamlessly with Queenstown transport services and trails with covered areas to shelter and store bikes and other goods. The Plan has identified Queenstown and its surrounds as the area in Queenstown Lakes District where much of the growth post COVID will be concentrated. Glenorchy is part of the surrounds and a very popular destination with tourists and it is expected that the tourist growth at the Head of the Lake area will be significant post COVID. We would like to be part of the solution and contribute to reducing emissions to net zero by 2050.

#### **97) Margaret**

I agree with your vision to contribute to carbon reduction and integrating of new network infrastructure. Any help in the development of public transport is essential to encourage new customers and achieve a good level of satisfaction. Well done so far!

#### **98) Jackie Telfer**

With the covid workforce commencing vaccinating shifts 7am to 7.30pm would you consider extending the bus to Mosgiel to operate until 7.37pm. Last bus is 7.12pm and staff do not get out until 7.30pm, the next bus is 8.37pm which is a long wait. When starting at 1pm many staff catch the bus in to work due to lack of parks and then can't get home within a good timeframe. If it's a question of numbers, would you undertake a survey to find out the demand for this? The new shifts commence end of May.

#### **99) Andersons Bay Resident**

I would like to make the following comments on the Regional Public Transit Plan. These comments are specific to the Dunedin area public transit. I am a regular passenger on several Orbus routes, which I use for commuting. I would urge Orbus to implement changes in the following areas: A. Routes and bus frequency: • The current bus frequencies (every 30 to 60 minutes during daytime, non-peak hours on most routes) are simply inadequate to provide an attractive, reliable service that

would allow drivers to substitute bus use for single-occupancy driving. In order to provide a viable alternative to auto travel, bus service needs to be far more frequent—at least every 15 to 20 minutes between 6am and 7pm on weekdays. Only one or two routes (e.g. #8) currently provide such frequency. Weekend service needs to be dramatically increased as well; service of only every 60 minutes all weekend long is completely unacceptable. • Please place additional investment into shifting the entire network to more frequent service, with a bare minimum of every 30 minutes for all routes at non-peak weekday times, as well as all weekend. In other words, all routes should be either what the ORC calls “rapid” or “frequent” service, 7 days per week, between 6am and 7pm. • There are two regions of the city that are densely populated with heavy pedestrian use, yet have a glaring lack of bus service. I urge you to add new routes in the following areas:

o 1) A new, frequent-service (every 10 minutes) loop route that travels up and down Route 1 (the one-way street system) all day long, between the Oval and Duke Street. With tens of thousands of students and staff commuting daily to the Polytech and University of Otago campuses, it is utterly baffling why Orbus does not serve these oneway streets, which are far closer to campus. Currently all users must walk 3 to 6 blocks to George St., where all bus routes are crammed together and stuck in awful rush-hour traffic. Casual trips between the U of O or Polytech area and the central or southern CBD are extremely inconvenient and slow at present. A continuous loop route would be a gamechanger—it is an obvious missing piece. It would also dramatically reduce car use in the CBD and in the Tertiary precinct because there would be a viable, affordable, convenient alternative. Please give serious consideration to adding this route.

• 2) A route that goes from Andersons Bay and Musselburgh Rise directly to the University of Otago and Polytechnic campuses along Portsmouth Dr./Wharf St./Anzac Avenue, bypassing the CBD completely. The current routes (3, 10, 11, etc.) that serve these areas are very slow for people whose destination is the U of O or Polytech campuses, and this is a major deterrent to getting people out of their cars. A direct route (even if it only ran during peak weekday hours) would cut approximately 15 minutes off the trip time, making bus travel almost compatible with car travel times, once parking time is factored in. This route would be a major incentive for university users to shift modes to bus travel, thereby reducing greenhouse gas emissions, improving air quality, and reducing the current high levels of congestion in the campus vicinity. B. Real-time bus information in Dunedin: As a regular bus rider, it is beyond frustrating to have a bus not arrive at the scheduled time, and have no idea whether that service is late, departed early, or has been cancelled. In my experience, Orbus routes have a major problem with early departures, leaving the stop 3 to 5 minutes before they were scheduled to depart. This causes major frustration for riders, and is no way to attract more users to the bus system. In addition to stopping the practice of early departures, please immediately institute a real-time bus-tracking system in Dunedin, which is accessible

both online and by telephone (call a number, punch in bus stop #, and hear arrival times). C. Fix the George St. & Pitt. St. intersection traffic debacle: There is one pinch-point in the Orbus system that in my experience creates more agony and backups than any other: The intersection of George St. & Pitt St. This intersection causes traffic to back up on George St. at peak times for at least two full blocks, with traffic standing still or barely moving at all for up to 10-15 minutes. This situation is utterly unacceptable on a major bus route, let alone for any city street. It causes unnecessary vehicle idling (meaning more greenhouse gases and air pollution), and it makes depending on the bus unworkable for someone who needs to get home at a particular time to care for children, etc. Please immediately fix the traffic signal timing on this intersection to prioritize George St. traffic at peak hours, and also install signal-priority for buses (allow bus drivers to extend the green light until the bus has passed through the intersection). D. Install traffic signal priority for buses across the city, and redesign key intersections to allow buses to bypass automobile queues. I realize that this is mentioned in the RPTP plan, but I fear that it will not be made a priority, or implemented too slowly. From my experience in other cities (Melbourne, Montreal and Vancouver, Canada, etc.), public transit signal priority/bypass is the single most significant change that could be made to improve the passenger experience and speed up bus travel times. Please implement this ASAP. E. Speed up replacement of diesel buses with electric buses. While it is wonderful that the national government has directed bus systems not to acquire any more fossil-fuel powered buses after 2025, that timetable is too slow. Orbus should speed up the conversion to an all-electric fleet, and commit to not adding (or not allowing the purchase of) any more diesel-powered buses at all. Beginning to install battery charging infrastructure for the new electric buses must begin immediately. F. Fares: Please leave the current flat \$2 fare (with transfer) as it is on a permanent basis. G. Transferring control of the Dunedin bus system to the Dunedin City Council: It is apparent from news coverage not only that the DCC wants to take over control of the city's bus system, but that it has a much more ambitious vision for expanding the system. I urge the ORC not to stand in the way of the DCC on this matter. Letting the DCC take over the city's bus system will allow ORC to focus more on building out the public transit system for Central Otago and the Queenstown/Wanaka region, as well as adding more regular intercity service. Thank you very much for your consideration of these recommendations.

**100)     Lisa Counsell**

I have used the Queenstown ferry service since it began and I think that this service needs to be incorporated into the public transport system. I work in town 3-5 days a week and I take the ferry there and back from Kelvin Heights. If the ferry was not available I would take my car into town which would be another car on the road 6 to 10 times a week. I also think that the ferry service needs to be subsidized as the buses are.



**101) Stephen Counsell**

I really like the Q Ferry service - it's the only part of public transport system I use with any regularity. I think it should be a subsidised part of the public transport network in the Wakatipu basin.

I also have a suggestion for the bus network that might make it more useable: I would have several (Say 4) buses on a continuous loop from Remarkables Park, Glenda drive, mitre10 and Pak n save, Queenstown central and five mile shopping, events centre, bus exchange, to airport and back to the start of the loop. There would be no timetable - just a bus every 10 minutes or so. Other routes would not divert into the places mentioned above, but would go more directly to their main destination via the exchange, and those using the facilities at the airport or shopping centres named above (or working in congested Glenda drive) would know there's never going to be more than a 10 minute wait to get on a bus going that way. I think this may make bus travel far more appealing to those wanting to visit both Queenstown from outlying areas, and Frankton shops etc.

**102) Phillip Hunt**

I totally agree with the vision and five objectives. However, I cannot see how this can be achieved when the 10-year plan has no reference to any public transport outside of Dunedin and Queenstown. Public transport should be an essential service to all communities. The Upper Clutha especially has a need to connect Lake Hawea to Hawea Flat and to Wanaka via Albertown. Luggate also now needs a regular service to Wanaka. A good well-planned system of public transport would ease congestion, parking and do wonders for the mobility of those that cannot drive themselves e.g. the young and the elderly.

**103) Senior's Climate Action network**

SCAN (Seniors' Climate Action Network) is a Dunedin community organization of more than 50 members, formed in 2014. As the name suggests the members are senior citizens who are concerned about climate change. The group is committed to increasing awareness in the wider community of the implications of climate change on our way of life and on biodiversity, and to facilitating community action to mitigate the effects by reducing greenhouse gas emissions and building community resilience. The IPCC has called for unprecedented changes in the next ten years, where business as usual is not an option. We are grateful that Dunedin city council has declared a climate emergency and the goal of reaching net zero emissions by 2030. Together, we urgently need to transition to a new mindset based on planetary limits and social foundations. Wise, wide ranging planning is paramount. The Regional Draft Transport Plan steps in the right direction but is not ambitious enough. It does not reflect the seriousness of the climate emergency we are in. To

reduce emissions in our region to net zero carbon by 2031 we need to lessen the need to drive private cars and to actively build trust in, and promote the availability and reliability of, active and public transport. Developing '20 minute towns' and reinstating school zoning etc., will also cut down on motorised travel across areas. Many people will choose not to own a car in future, but will share with others. They may have electric vehicle cooperative subscriptions which give access to emission free electric vehicles on demand, but the bulk of transport modes will be active and public. This will ease congestion and greatly increase live-ability and business opportunities in cities and towns. Emission free public transport options are key in reducing CO2. Therefore it is not enough to just wait for communities to ask for public transport. It needs to be actively incentivised, promoted and rolled out now across the whole region. We urge that the following targets be set: By 2022 Measure region-/citywide and individual household transport emissions Set targets with milestones to achieve necessary transport emission reductions and ease congestion Run education drives and events, and provide incentives to increase public transport uptake - Monthly car free Sundays with events and free buses all day - Incentivise and target Bee Card use increasing in every household year on year – via competitions, treasure hunts etc - Promote free fares for frequent users - cheaper monthly subs - Investigate with businesses the provision of incentives for employees to use public transport and give flexibility in working hours to fit with the bus timetable - Get public figures to ride the bus regularly, leading by example - Constant reminders of benefits of using public transport - spell them out - Make bus riding a first class experience, by having quiet, smooth, rapid buses - Free occasional vouchers for coffee in town for customers traveling off peak - Facilitate/promote emission free transport options and networks connecting with public transport to all city, town and rural communities Plan and begin implementing the following improvements: Governance improvements: - End privatisation of service contracts in favour of directly operated services. This serves the public good; and better conditions for transport employees mean better services. Money currently taken as profit by private bus companies is instead reinvested into the service. - Investigate: DCC to control and directly operate city public transport? (not ORC) – one public body for simplicity and integration into local transport system Crucial service improvements: To increase public transport patronage, improvements to speed, comfort, frequency, and reliability of public transport services are essential. The user experience must be improved. - Electric buses on all routes - smoother, quieter, cleaner - Shelters and seats at all hubs and stops - a basic element for a first class service. Many stops currently have neither shelters nor seats. Make bus travel a pleasant experience!- Basic electronic signage at all stops listing upcoming arrival times and any delays - most cities in Europe etc have this. - Make it easy for bikes, luggage, push chairs, wheelchairs etc. - Direct rapid commuter services at peak times from key suburb hubs (with Park and Ride) interspersed with slower 'stopping' services — (not just for Mosgiel). To be a popular commuting option, bus travel time must be as quick or quicker than private car commute time. - Bus only lanes on all

major routes to facilitate speed - Put cycleways in quieter side streets (not on key arterials) to make space for bus lanes - Increased frequency of services (10 min at peak times). People can “turn up and know that a bus comes every 10 mins” - increases patronage - Ensure punctuality of services. - Buses should be given priority in all traffic (sign on back: ‘let bus go first’) - Plan for free hop on/hop off central city emission free bus loop with wheelchair access and own lane in pedestrian friendly inner city precinct By 2025 50% of public transport is emission free All service improvements in place 50% of people use emission free active, public, private, shared transport Reduction in transport emissions by 50% By 2028 75% of public transport is emission free By 2031 100% of public transport is emission free This is part of SCAN’S wider transport plan that promotes active and public transport options within our comprehensive 10YP with milestones.

104) Urban Access Dunedin Inc

my submission is.

Our organisation undertook a transport survey in July 2020 .

We interviewed 1298 people and 1119 agreed to participate.

People were asked how they accessed the CBD and we determined

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that only 11.9% of people used the bus.

88.02% chose not to use a bus on that day. However, 33.78% of the total respondents indicated they would use or did use a bus on other occasions.

58.98% of all respondents indicated they never used a bus and would not use a bus.

Of this number, 35.9% indicated that the route was unsuitable,

43.79% indicated other reasons, including inconvenience, mobility issues,

or inflexibility. 15% indicated that the timetabling did not work for their needs.

9.55% could not use the bus for work reasons.

See additional sheet for survey details as at July 2020

It is clear that public buses must provide frequent services with a wider network of routes if there is an expectation of growing the patronage.

Timetabling must start earlier for shift workers.

Dunedin city streets south of the Octagon to Manse Street are not wide enough for priority bus lanes and the disruption to other commuters would create congestion chaos and add to the parking problem.

Attempts to force car users unwillingly into buses by restricting road access will simply drive people out of the city centre and make people more resistant to the use of public transport rather than encouraging new users.

The survey response by age group and sex was:

20 and under	07.33%
21 – 34	20.55%
35 – 50	25.20%
51 – 64	24.84%
65+	22.08%
Male	37.8%
Female	62.2%

## **General Observations**

### **Public Buses**

Several participants were prepared to make some subjective comments about the public bus service. It seems that people have a love – hate relationship with buses; some people find the service wonderful whilst others hate it with a passion and would not use it ever, even if it remained free.

Buses are seen by many as unreliable, failing to keep to expected timetables, and often travelling circuitous routes which take much longer than a direct line from a home suburb to the hub. There is no doubt that the change to real-time timetables has the potential to have real benefit for those who have expressed concerns over timing issues if they can access the progress of a bus on its journey.

Several people (both young and older) indicated they did not know how to use a bus these days. Many did not know that there was still currently no charge, and others did not realise that cash could be used when there was a charge. Several superannuitants expressed some concern about the imminent change to the Bee card because of lack of on-line capability and dislike of technology and said they would not use a bus when this is implemented.

One suggestion that was made to help people time their arrival at the hub was to have a real-time electronic route list and timetable somewhere central in the CBD George Street or malls so that those incapable of or unable to access an app would be able to plan their walk to the bus hub at the appropriate time.

### **105) Sophie Lascarides**

Kia ora, I support the high-level key priorities as outlined in the draft RPTP. I offer my observations and suggestions as a regular Dunedin bus commuter in order to help you understand how to improve the customer experience and support your environmental aspirations: - The bus service I use (18, Portobello-Dunedin) is not frequent nor reliable enough to be seen as a viable commuting option by most city

workers. It is frequently late or non-existent in leaving the bus hub during peak times.

- The new app that has been rolled out does not provide information about where buses are that have never started their route, so is of no use in the above situation.

- The reduced flat fares have gone some way in presenting the bus as a financially equivalent option to driving, however, to factor in the inconvenience, the cost needs to be reduced even further.

- Due to the lack of school bus options, the reduced fares in Dunedin have had the effect of increasing school children patronage of city buses. Dedicated school-friendly times/routes should be incorporated into the public system (there has been unfortunate ORC resistance to this in the past, however the Ministry of Education is not showing leadership in providing appropriate funding for school bus services, so this now does need to be addressed with local solutions, integrated into local systems).

- Investigate how to support the introduction of commuter ferry services from Port Chalmers, Portobello and Broad Bay into Dunedin City. The initial financial underwriting of this needs to be weighed up against the climate change mitigation benefits of reducing single vehicle trips, as well as the resilience benefits for providing alternative non-road options to access the city. This is particularly important with peninsula communities as the key access roads are very vulnerable to natural hazards.

#### **106) Mui Kiang, Janet, JIN**

An additional bus stop between Bus Hub and Otago Girls' High. The first instance a commuter could get on board is at Bus Hub, thereafter all along St Andrew St to Rattray St there is no stop. That is a long way for anyone to walk particularly the infirmed. There should be a stop along this route. A good spot would be just outside the Urgent Pharmacy. This would allow graduates to arrive at the Hall using public transport for those who don't have private transport, people to have their blood tests at the SC Lab, buy meds at the Urgent Pharmacy, visit the Library, etc

## **107) University of Otago**

### **Background**

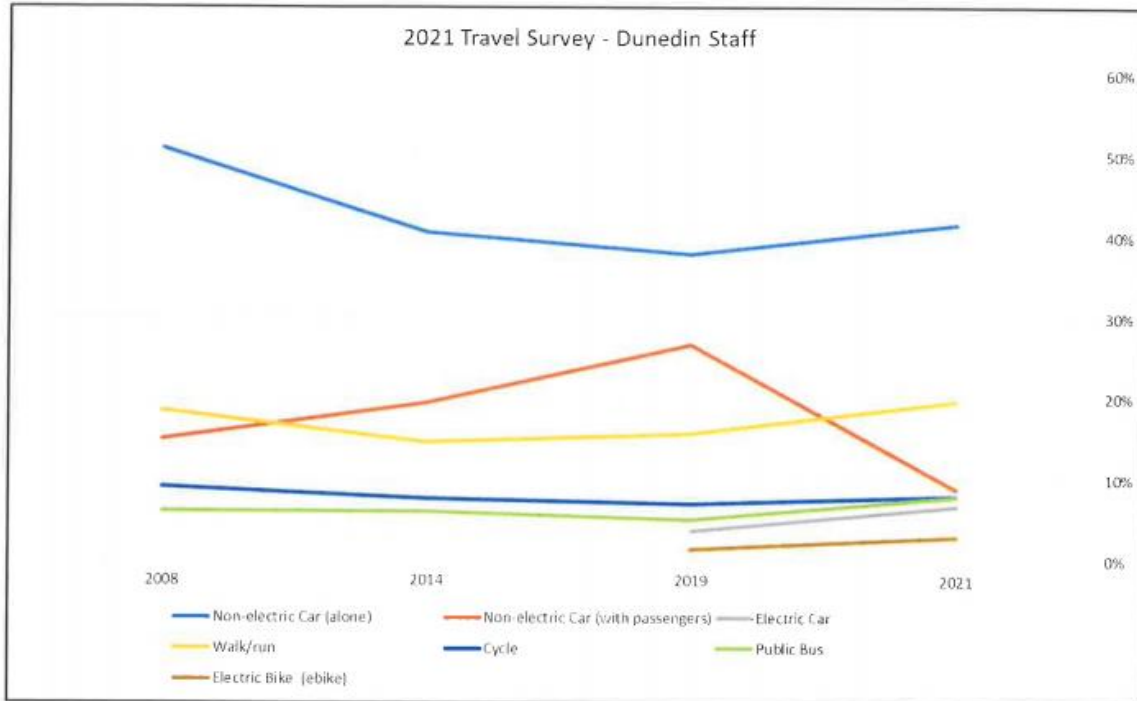
The University is currently in the midst of its largest and most complex building programme. A number of new and redeveloped facilities were recently opened including the Faculty of Dentistry, the Eccles building, and the new facility for Music, Theatre and Performing Arts. The new Te Rangihīroa College is currently under construction and the refurbishment of the Consumer and Applied Science and Gregory buildings is about to start. These substantial projects are having, and will continue to have, real benefits for the wider economy and considerable positive impacts on the regional economy. The University of Otago supports around 3 800 full time staff and 21 000 students, and is a major contributor to the economy and vitality of Dunedin.

The University supports any initiative that has the net effect of improving uptake and patronage of public transport within Dunedin City in particular. The University has undertaken Travel Surveys of staff in 2007, 2008, 2014, and 2019. In 2021 the Travel Survey included both staff and students. These surveys show a low usage of public transport by staff but patronage is slowly increasing (see image below). The 2021 travel survey asked the question "I have taken the bus from my current address to campus" and less than 50% of staff have tried the bus. The same question asked to students shows that only 10% have tried the bus. The 2021 Travel Survey showed only 6 percent of students using public transport and over 70% walk. The main feedback we get about the public transport service is: it is too slow and too unreliable.

The University has a significant interest in the Council's activities. We support the Council's activities in terms of planning for the Region, and accordingly welcomes the opportunity to be involved in the Regional Public Transport Plan process. To convince the people of Dunedin to use the bus requires unrelenting focus, emphasis, and drive to affect change.

### Specific Proposals

Car parking and movement around Dunedin is a significant local issue. Population growth, several large building projects, and changes to planning requirements will only intensify the issue. Public transport and alternative transport options are obvious options to address the existing transport issues in downtown Dunedin. The University would like to make specific comments to the Otago Regional Public Transport Plan 2021-31 on the following; Fee structure, Minimum Service Levels, Multi-modal Access, Park and Ride, and Movement within Dunedin.



### Fee Structure

The goal is to attract custom and attract people out of cars. There is a need to make public transport as attractive as possible. The bike carriers and the Wi-Fi is a great incentive for bus use. Several staff and students have commented about starting to use the bus when the fares were free. They have remained loyal bus users even when the fares went to \$2. The travel Survey confirms that staff and students are definitely sensitive to the fare structure of public transport.

### Minimum Service Levels

The University agrees customers need to have confidence in their bus service (i.e. it arrives at their stop on time and arrives at their destination on time). And one of the key consideration is bus frequency. The University supports the ORC's undertaking to have services that support high levels of patronage run more often.

There will be benefits of implementing minimum service levels that include: Rapid services - at least every 15 minutes for core or higher capacity routes; Frequent services - between 20 – 40 minutes for



services that connect residential areas with commercial, industrial, community, and other key activities; Regular service – between 30 and 120 minute for the public transport network not well served by Rapid and Frequent services; and Targeted Services to areas or link destinations where there is not enough demand. It is important that minimum service levels are tracked and appropriate action taken to ensure customers can have confidence in their public transport.

The University supports the ORC's statement that when undertaking reviews of services, provision of new services, or amending existing services they will explore opportunities to exceed these minimum standards. More specifically, as growth and additional demand occurs, the ORC should explore opportunities to add more targeted rapid and frequent services.

### **Multi-modal Access**

The University agrees with the ORC's desire to create an integrated public transport network with good connections to other modes, particularly walking and cycling. Planning for these modes as part of the network approach is critical to achieving a viable alternative to driving a car. This integration of alternative modes encourages more sustainable travel and provides opportunities for more people to use public transport.

A picture is worth a thousand words. The image on page 50 of the [consultation document](#), showing a bus shelter with associated cycle storage, is something the University would support being rolled out across Dunedin.

### **Park and Ride**

Park-and-ride facilities also play an important role in enabling multi-modal access to the public transport network. The University has had a park-and-ride facility at the Stadium for years. The consultation document says the ORC has been investigating sites at strategic locations that would complement the public transport network. The idea being to intercept car commuters to facilitate mode shift.

The University supports providing a park-and-ride facility for residents in Green Island, Mosgiel, Brighton and the Taieri. One location is a good start, but more are needed.

### **Movement within Dunedin**

The University fully backs public transport. The focus of the Regional Public Transport Plan is moving people from the suburbs into the city centre. But for larger centres, like Dunedin, there is an issue of moving people around downtown. Is it reasonable to expect people going to or coming out of the Dunedin hospital to make their way from the Central City Bus Hub? University staff complain about getting from the Central City Bus Hub to campus. After school and on the weekends there is never enough parking in the Tertiary Precinct for the sport fields around Logan Park. There needs to be a better 'Customer Experience' to encourage more people onto public transport.

There are currently fourteen routes to the Central City Bus Hub, and in the future there will be more if park-and-ride and express services start. The draft Land Transport Plan stated - *Education and health care are a large focus for the Dunedin economy, reflecting the importance of the University of Otago and Otago Polytechnic, and Dunedin Hospital/health care facilities. Dunedin's health and health technologies sector are valued at approximately \$330 million, employing over 4,000 people in more than 560 businesses.* There is no central city service to move people rapidly around downtown (i.e. between the Octagon and the Stadium). The university sees this as a priority opportunity to help drive mode shift.

There are only three bus routes to move those people from the Central City Bus Hub towards the University, Polytechnic, or the hospital. And two of those routes run only on the half hour. Staff and students want convenient door to door options, particularly at key peak commuting times (morning, evening). Waiting at a bus hub is far less convenient than a car.

Shaping Dunedin Futures is a project involving the ORC, DCC, and NZ Land Transport. The Draft Otago Regional Public Transport Plan is a once in a decade opportunity to build on a range of project to shape a quality public transport system to meet future demand. It is an opportunity for the ORC to 'dare to be wise' and the University would encourage the ORC's public transport to be agile and constantly test, trial, and innovate your services and network.

#### **Hearing**

The University would appreciate the opportunity to be heard on this topic.

#### **Summary**

Once again, the University appreciates the opportunity of comment on the Regional Public Transport Plan. The University looks forward to continuing to work alongside the Council. Thank you for the opportunity to make this submission. If any clarification or further information would assist, please do not hesitate to contact the University via the details above.

#### **108) Mark Hughes**

Objective One - I encourage the future implementation of electric buses to replace the current diesel fleet.

Objective Two - Nearly 40 years since the last commuter trains between Dunedin and Mosgiel were scrapped, serious investigation is warranted to work with the DCC, and reutilise the Dunedin Railways carriages and engines, to re-establish regular commuter trains once again. It is well known that park and ride works well overseas, and that people are far more likely to park their car and catch a train, rather than a bus. A regular railcar commuter service from Palmerston to Dunedin and return would really make sense too - as many of the small communities are based alongside the railway line, whereas the roading infrastructure does not offer the same flexibility oddly enough.

Objective Four - many of the Dunedin suburban bus stops are outright dangerous, i.e. the approach and departure path for the bus is not marked with yellow no parking lines - so it is near impossible for a bus to glide into a bus stop, and park hard up against the curb, so passengers can easily step up into the bus... Just last week a car drove into the rear of a protruding bus in Middleton Road - I am amazed it has not happened sooner. The DCC really needs to be encouraged by the ORC to resolve this years old issue. Our glaciers are melting faster than the DCC is moving on this issue! Additional bus shelters are required - especially now the revised bus routes have been bedded in over the last 2 years. Macandrew Road is a case in point - it now has a very regular bus service - but few shelters. Please install shelters first for those catching buses into town!

There is an ironical bus shelter in Forbury Road, that now only caters for one school bus in the morning, whereas, the rest of the day, passengers have to walk across the crossing to the first bus stop in Macandrew Road, that still lacks any shelter. Bus shelters are essential in our temperate climate if we really do wish to attract people out of their cars and onto buses.

Bus Hub - please install additional shelters where they are lacking at several of the bus stops. The adjoining 'heritage' buildings are not exactly outstanding specimens like the Dunedin Railway Station or the Municipal Buildings. I believe planners have been too 'precious' at the expense of providing some shelter for regular bus passengers. Bus drivers undertake very stressful work - so please, not only listen to their concerns about driving the large buses and their requests for improvements, but be seen to make improvements in a timely manner, i.e. not a decade. I do appreciate ORC needs to work with other agencies - and they can stall progress.

Objective Five - Senior citizens in the future be entitled to free rides any time of the day or night - as was briefly the case when we came out of lock down.

### **109) Ministry of Education**

The Secretary for Education assists in the provision of transport to and from school within the remit conferred by the Education and Training Act 2020, which states:<sup>2</sup> Section 559 School Transport The Secretary for Education may assist in the provision of school transport by doing any of the following: a) paying schools to provide school transport to their students; b) arranging transport providers to provide school transport; c) contributing to the cost of parents providing school transport. While caregivers are ultimately responsible for transporting students to and from school, the Ministry may offer assistance to students in cases where distance, mobility or other issues create barriers to accessing an appropriate learning environment.

Demarcation of Regional Council and Ministry-funded school bus services The Ministry has a specific focus on reducing barriers to educational access and offers transport assistance as an enabling service in support of this objective. The Ministry's school transport services traverse the whole country but largely consist of low-volume services in rural and peri-urban areas where there are no suitable Public Transport (PT) options. Despite significant differences in their funding models, legislative mandate and geographic distribution, <sup>1</sup> Land Transport Management Act 2003 No 118 (as at 01 September 2020), Public Act 125 Consultation requirements for regional public transport plans – New Zealand Legislation <sup>2</sup> Education and Training Act 2020 No 38 (as at 25 September 2020), Public Act 559 School transport – New Zealand Legislation <sup>2</sup> Ministry-funded services can interlace and overlap with PT operations delivered by regional councils. According to the draft RPTP, the Otago Regional Council (ORC) has been progressively phasing out its school services since 2014. However, a small number of targeted school services continue to run in Dunedin. ORC primarily offers demand-responsive targeted services to ease pressure

on the public network and provide access to destinations (such as schools or special events) where there is insufficient demand to justify a frequent or core service.

Provider ORC provision for students Ministry of Education daily school bus services

Areas of operation • Predominantly urban areas • Predominantly rural or peri-urban areas

Options • Students may travel: o on core PT services (shared with non-student users) o on dedicated school bus services • Dedicated school bus services for eligible students, though some services may also carry ineligible students

Eligibility • No restriction on who can use core PT services • RC dedicated school bus services restricted to students only • Students meet pre-defined eligibility criteria: o the school must be the closest state or state integrated school at which the student can enrol; o students must live more than a certain distance from the school (3.2 km for years 1-8 and 4.8 km for years 9-13); and o there must be no suitable public transport options • While some services may carry a mix of eligible and ineligible students, services are restricted to school students only

Demand • School bus services provided when there is insufficient demand to justify a core/frequent service

- The route must carry 8 or more eligible students

Cost • More cost-effective to provide a targeted service than a core service • Services must satisfy an economic impact assessment

Outcome Targeted service offerings are localised around urban centres and are available to the public

Service offerings are provided exclusively for students and pick up for the absence of PT options, usually in rural areas where there is low demand

While there are informal mechanisms in place to avoid duplication or gaps in service in some regions, there are no strict guidelines governing the demarcation of PT and Ministry-funded School Transport services. Historically, the Ministry has followed Waka Kotahi's 2013 guidelines for PT service planning, which state that the Ministry is a "provider of 'last resort'":

Section 9.2 Consultation with key stakeholders Ministry of Education: in respect of school transport services, the Ministry of Education is a provider of 'last resort' – where a suitable public transport service exists, the Ministry of Education is legally unable to provide a duplicate service. In rural areas there is opportunity for joint services to be made available where there is capacity for fare paying passengers.<sup>3</sup>

In September 2012, the Ministry met with NZTA and the Ministry of Transport to discuss the possibility of greater cooperation with regional councils on school transport planning and delivery. We have also been in discussions since November 2020 with the Greater Wellington Regional Council to explore ways to promote greater alignment in the planning and provision of school transport services by both agencies. However, the demarcation between regional council-funded and Ministry-funded service remains an area for further exploration at both national and regional levels. We believe that there may be further opportunities for the Ministry and ORC to work collaboratively to develop, clarify and refine operational policies governing the provision of school bus services. A strategic and collaborative approach would allow both agencies to ensure that services are aligned for optimal public value and remain responsive to the changing needs of communities and the wider region, especially as ORC continues its progressive withdrawal of school bus services within a wider context of population

growth and continued urban development. Shared strategic objectives In addition to ensuring optimised service planning and delivery, there are opportunities for greater alignment or cooperation between the Ministry and ORC on a number of strategic priorities outlined throughout the draft RPTP, including contributing to carbon reduction and sustainable fleet management, enabling mode shift and ensuring an integrated approach to service planning and delivery across the region. We would welcome the opportunity to discuss these priorities further and explore possibilities for ongoing cooperation in one or more of these areas.

**110)Peter Matheson**

I'm a regular and appreciative user of the buses. Drivers I find most helpful and patient. The new Hub works well. I cordially support the move to electric vehicles. It would be good also to have more variety in the fleet. Often much smaller buses would be appropriate. Keep the larger ones for the really busy times and routes. My own major use is of Route 50. It is ridiculous that there is no bus stop at all on Pitt St. One opposite Knox Church would be desirable for shoppers especially.

**111)Therron Tapp**

I would like to suggest running a commuter train from Mosgiel to Dunedin to Port Chalmers and back there should be heaps of carriages about and we have such a beautiful station in Dunedin

**112)Waitaki District Council**

Waitaki District Council supports the RPTP Vision for public Transport throughout the Otago Region. With Dunedin people choosing to live in Waitaki and commute to Dunedin there is a growing demand to include in the vision that both Palmerston and Oamaru are moving into the Public Transport range. We request that page 17 is corrected to record that Palmerston is Waitaki Territorial Authority, and not Dunedin as written.

The opportunity for Oamaru to develop a PT service continues to be raised within the community. Providers of PT services are actively evaluating possibilities for targeted and/or demand style services and the RPTP makes provision for this within Table 17 (page 74) and Table 14 (page 66).

We wish to note the very positive engagement between ORC and Waitaki DC during the RPTP preparation and look forward to further engagements. Developing a generation of youth in Oamaru to select Public Transport as a first mode of choice prepares our developing adults for life in the larger metropolitan centers. As such we applaud the commitment of ORC and this RPTP to ensure no artificial barriers are created to developing PT in Waitaki.

**113) Chris Graveston**

Hi I would like to see free or cheaper bus fares for people with Community Service Cards. Thank You in advance

**114) Mark Cricton**

More public transport, more green space, less commercial development.

**115) Blind Citizens Otago (sub #2)**

In regards to the following Statements

- Permit service/assistance dogs at all times on scheduled services; this wording needs revised as it is not the ORC permitting service dogs on all services the current law permits service dogs on all public transport at all times.
- Permit pets on scheduled weekday services between 9:00 – 15:00 and after 18:30 and all day on weekends. Dogs must be muzzled and be on leashes and small pets must be transported in a carrier. While I understand that in some cases people who do not drive may need to take a pet to the vet etc, there are many alternatives to this that do not involve allowing domestic pets on Public transport. As a Totally Blind Guide dog Handler it would cause distraction issues for my dog to have another animal on the bus, he would not be concentrating on finding a seat and keeping me safe. Not all dogs are well behaved or well trained and this may not be immediately obvious to a bus driver upon boarding the bus, the other thing for consideration is where they will sit, there is no provision allowing for pets to be of a certain size therefore in theory a large breed, such as a great Dane, St Bernard or the likes would be allowed on the bus, they are highly unlikely to be able to sit on the floor in front of the normal seats and would therefore have to use either the disability seating (restricting them from being used by someone with a disability) or lye in the aisle , creating a trip hazard for a person who is blind or has low vision, not to mention a distraction to the service dog who is going to want to interact with the other dog.

Service dogs are trained to toliet at certain times and are highly unlikely to toliet on any public transports, domestic dogs/cats may not be so polite. I also feel that it will prevent people taking the bus as not everyone likes dogs/cats and there are also people who have quite severe allergies to dogs/cats, these people will tolerate service dogs as they are aware of the service they provide to their handlers. I feel strongly that domestic animals should not be on buses and it would actually reduce the amount of people using the bus not increase it. The conclusion to this is that everyone thinks their pet is well behaved... until it's not, it would not be good to have that situation on a bus.

Part 2 Proposal Service providers standard - Public transport service providers must employ fit and proper staff to deal with customers and must train both management and service staff in customer service, including specialized training in assisting passengers with different access and mobility requirements, including those with disabilities, mobility aids, prams or strollers. Staff interfacing with customers must be neatly and cleanly attired, and polite and courteous. The second part to this submission is around driver training to ensure that blind people have a positive safe experience on the bus, this includes drivers not driving past a blind person at a bus stop because they cannot see the bus to flag it down, it includes asking if the person would like the bus lowered, allowing the person out the front door of the bus when exiting (as per the current training for mobility). Letting drivers know that service dogs are allowed on buses and what ID etc a handler has if there is doubt. Drivers need to be given this information when they start working for the bus company, they need to be informed and have an understanding of our needs, and they can be different depending on the person.

**116) Amy**

We need more public transport and it needs to be cheaper than driving your own car. It needs to be reliable so people can count on it for work etc. I would like more frequent transport from Queenstown to Wanaka as well as surrounding towns.

**117) Alison Clarke**

I am car-free by choice, with bicycle and bus my main means of transport. I am a regular user of Dunedin buses to the Otago Peninsula and to Palmerston. I greatly appreciate the current services provided by the Otago Regional Council and I am, indeed, dependent upon them. I would not be able to get by without a car were it not for the regular 7 day/week bus service. I commend especially some improvements to the service over recent times, including the Bee Card and live tracking of buses via the Transit app. The bike racks on the buses are wonderful – if the weather deteriorates after I cycle into town I can put my bus on the bike for the trip home. If the bike racks were not available I would cycle less often, and I am pleased to see a continuing commitment to them in the plan. Sometimes the racks on the Otago Peninsula route are fully used, so increased capacity should be considered. Since buses only run hourly on this route, it is a long wait until the next bus comes for those who require a bus rack.

It is critical that more people use active and public transport for the present and future wellbeing of our communities (indeed, the entire planet) and I commend the Otago Regional Council's commitment to that. I am especially pleased to see the

commitment to low emission vehicles for future services, and urge a move to electric buses as soon as possible – we are in a climate emergency. With respect to funding, I would like to see public transport fully funded by rates in the districts where the services are provided (for Dunedin, these could be through DCC rates or through ORC rates for those ratepayers in the districts with provision). I would be happy to pay more rates so that this could happen. Those using public transport are adding to public wellbeing (through reduced emissions, reduced pollution, reduced congestion, reduced parking requirements etc), while those using private vehicles are adding to these critical problems.

While public transport is already subsidised by ratepayers, full subsidies would provide the attractive incentive of free public transport, encouraging far more people to switch modes. If public transport is not made free for all at point of use, which is my preference, then consideration should be given to how the costs are shared between users. At present older people receive free transport at off-peak hours. Given that the people who will be most affected by climate change are the younger generation, this seems an unfair intergenerational transfer of wealth. If free transport was provided to young people, it would have the additional benefit of turning them into public transport users early in life, hopefully setting up a lifelong habit.

### **118)Judy Martin**

I am a weekly user of route no 1 in the Dunedin network, that is the bus that travels 3 times a day between Palmerston and Dunedin. This bus is a vital community resource, connecting the settlements from Palmerston to Waitati not just to central Dunedin, but to each other. It is common for Waikouaiti residents to hop on the bus to Palmerston at 9:30, spend a leisurely hour getting a haircut, shopping at the 4 Square or meeting friends, then returning at 11 to a free afternoon. For a longer trip, the 11am bus arrives in Dunedin shortly after midday, and doesn't leave again till 3:35pm. And of course school children and commuters benefit from the early and later buses as well. Starts and finishes around 7am and 7pm make for long days but the trip itself is relaxing without the need for driving concentration and the availability of wifi.

In the past the number of zones has made for high fares for non seniors which, though considerably cheaper than car running costs for a single person, have been high enough to put many people off the idea of the bus. However the free, and now flat fares, have encouraged a large number of locals to become bus users. To keep this trend I would like to relate the following suggestions to the stated objectives of the ORC Regional Transport Plan: Objective One: Contribute to carbon reduction and improved air quality through increased public transport mode share and sustainable fleet options: To increase PT mode share, it is essential to keep fares low and to offer more timetable choices, including a weekend service. If a separate express service



for workers that took less than an hour were made available that might encourage more commuter use.

Objective Two: Deliver an integrated Otago public transport network of infrastructure, services and land use that increases choice, improves network connectivity and contributes to social and economic prosperity: Positive developments are the Transit App, and bike carriers on each bus. The DCC proposal for a free electric bus circuit around the central city would increase connectivity.

Objective Three: Develop a public transport system that is adaptable and able to effectively respond to change: Reliability is a huge issue. Our bus route is plagued by frequent delays and breakdowns, as well as a high staff turnover. Tenders that had higher performance requirements and did not encourage companies to offer as cheap a deal as possible would allow bus drivers to be better paid, and buses to be better serviced.

Objective Four: Establish a public transport system that is safe, accessible, provides a high-quality experience that retains existing customers, attracts new customers and achieves high levels of satisfaction: To be safe, all buses travelling this route for 50km on State Highway one need seat belts available for passengers. To attract new passengers, they must be reliable, comfortable and easy to get on and off. A weekend service will increase patronage in young people - the bus users of the future!

Objective Five: Deliver fares that are affordable for both users and communities: Fares should remain as cheap as possible so they are clearly competitive with car travel. It's worth doing some advertising to remind people of this, as many people do not appear to know that \$2 fares exist.

### **119)Jen Houltham**

Would be great to get an affordable bus service in Wānaka from Hawea to Wānaka (with a few stops around Wānaka including 3 parks, Ballantyne Road, up to Sargood, through town and back to Mt Iron).

Would also be ideal if a regular bus from Wānaka to Queenstown also did an early morning stop in Cardrona (even at the bottom/1km mark of the ski field road) so skiers and mountain bikers can address their carbon footprint in an affordable way. On the other side of town a bus to/from Glendhu Bay and Treble Cone 2-3 times a day would be utilised by campers, skiers and mountain bikers really well too.

### **120)Leigh**

Add weekend bus route too

### **121)Zenobia**

The \$2 flat fare has made travelling by bus from Palmerston to Dunedin much cheaper than driving, and more accessible for more people. The previous cost of \$23/day to commute to Dunedin and back was a significant chunk of my pay, and I would love to see a permanent low rate. It has been wonderful to see more people using public transport now, and therefore fewer car trips. I feel like we are making a dent in our pollution & carbon emissions goals, as well as easing congestion in Dunedin. To build on this, and with a growing population in Dunedin and the East Otago townships, one or two late night options during the week would be appreciated, as would a weekend option. This would be a very real way to support the public in making changes to reduce our environmental impact.

### **122)Kate Springford**

The \$2 fare is great pricing for the route 1 bus, Palmerston to Dunedin and back. Obviously the price is subsidized by rates for the community good but this bus is well utilized. The bus is used by many, with the benefit of reducing demand for car parking in central Dunedin. The lack of any weekend services is unfair though and is only on this route and no other.

### **123)Natalie Reeves**

Convenient public transport is a necessary component for people to gain access to services and maintain connections across and within our communities. Reducing the barriers to access and increasing connectivity should be the primary aim for public transport services. These barriers include timing and frequency of service, cost, bike carrier capability and route selection.

I live in Arthurs Point and work along Malaghans Road towards Arrowtown. There is no bus service that I can take to get to work and cycling along the road is often dangerous, particularly during winter. I would take the bus if it were an option, but it's not.

There are also no frequent public services between Wanaka and Queenstown, only commercial and taking a bike is difficult. It would be great to have at least three services a day, particularly in weekends, at an affordable rate, to increase connectivity between our two small towns. I appreciate the services currently provided and see the increase in range of service offerings as a critical component of reducing our greenhouse gas emissions as a Region going forward.

I would also support campaigns to de-stigmatise public transport amongst our community and try promote a greater uptake of public transport as many still do not consider it as a practical or 'cool' transport mode.

**124)Lynne Holden**

I feel the service needs to expand taking in a mid-morning run to get down town appointments. to arrive around 10 am and return around 1.30pm. More people will use the service if it is expanded. The \$2 fare is going to be very welcome.

**125)Stephaney Alleston**

Our teenagers have used the Dunedin to Palmerston bus for a number of years now when we are unable to give them a lift. We live in Warrington. I would really like a weekend service. Also can the bus to remain at the designated stop until the designated time as you have to go to the bus stop at least 15 mins before to have a chance to catch it!!!

**126)Orokonui Ecosanctuary**

I personally would love to see passenger trains connecting all of the coastal suburbs from the city via Port Chalmers, Purakaunui, Osborne, Drs Point, Waitati, Warrington, Seacliff, Karitane, Waikouaiti and even Moeraki and Palmerston!!! I know I would use this to get to the city...just think how many people this would take off the road and hence, how much safer and in line with our climaye goals!

I'd also like to see more regular buses that traverse this route and especially on weekends, there is currently no weekend bus to Waitati at all!!! On an aside, as a representative of Orokonui Ecosanctuary we would love more regular buses and trains! The summer train brought many visitors to the sanctuary for which we areberv grateful. In times were we all rely heavily on local tourism, public transport is key. To go even further it would be amazing if the DCC and ORC worked together to support a shuttle bus going from Waitati to Port Chalmers via Orokonui, as there is currently no public transport to the sanctuary, which in my personal opinion, unfortunately makes the sanctuary a play place for the wealthy. Our collective future should work hard at removing such classist barriers to wellbeing.

**127)Hamish Spencer**

Submission on the Otago Regional Council's 2021-2031 Regional Public Transport Plan (RPTP) Thank you for the opportunity to make a submission on this plan. I write as a frequent Dunedin bus user. Indeed, if the reliability and frequency of the services around Dunedin were improved, I would use the buses even more often. I am delighted that the ORC has such a positive vision for its public transport: "inclusive, accessible, innovative public transport that connects Otago and

contributes positively to our community, environment, and economy.” Similarly, the statement, “Increasing the attractiveness of public transport and positioning the service as a high-quality travel choice is a priority for this Plan” is wonderful. I am pleased, too, that the Council sees that public transport will play a significant role in reducing New Zealand’s greenhouse gas emissions. Nevertheless, in my view, the draft plan fails to provide a clear path to achieving these laudable goals. Moreover, it appears overly self-congratulatory in talking about the changes (called “improvements”) over the past ten years or so. I do not want to be negative about what clearly are advances (e.g., the Dunedin Bus Hub and the very recent introduction of real-time information on Dunedin bus routes). Nevertheless, it seems to me that a true measure of the impact of those changes would be a significant increase in ridership. It is clear that buses in Dunedin, at least, continue to run around town mostly empty (even at rush hour), often late and/or unpredictable. There is vast room for improvement. In short, the plan is too much business as usual, with too much investigation and too little action. At the most basic level, the Plan fails to be sufficiently passenger-focussed. As the Plan recognizes (to its credit), public transport needs to become a more attractive option. The irony is that increasing traffic congestion makes bus services unreliable and hence pushes people to use their cars more, worsening that very congestion. Some transformational thinking and action is required in Dunedin, certainly within the next ten years. To do so, the ORC must focus on the passengers. Too much of the time, the emphasis seems to be on what works for the contractors who supply the buses. I submit that what passengers want above all is a reliable service: one that runs to schedule, so that they can plan their trips and avoid standing in the rain waiting for the bus that is running late again. And looking beyond this goal, in the ideal Dunedin, the timetable would not matter, because a bus would come every ten minutes or so, and it is like catching the subway in London: you just go! Passenger focus is crucial and here the ORC has a sad record. Let me give you some examples. A few years ago, we saw the lack of passenger focus in arguments about schools, students and bus services on the Otago Peninsula. Another example that comes to mind: only in the last few months has the ORC maintained a systematic register of passenger complaints about the bus services. The lack of real-time bus information for passengers until recently (some ten years after it was available in other NZ cities) provides a third example. Over the last ten years, in spite of targets such as “95% of buses to arrive/depart within 3 minutes of the scheduled timetable,”<sup>1</sup> there has been no monitoring of timeliness of buses during their run. Indeed, so far as I can tell, the contracts with the providers only seem to care about when buses start their runs, not what happens later on when the vast majority of passengers embark on their journeys. Consequently, services that are systematically late continue to be so for years, and the ORC seems to be unable to do anything about them. But there are some encouraging signs. The real-time information will make a genuine difference. Knowing just when the bus actually is coming minimizes waiting times, which are a major reason many people do not currently use buses. Who in

Dunedin relishes standing in the rain and wind for 30 minutes for a bus that ought to have come and might be about to come, but no one knows? But there is still some distance to go here: my informal observations of the real-time information for Route 11 (Shiel Hill to Opoho) suggest that about 20% of the time, the real-time system fails – the bus is not recorded as it moves along its route. The vast amount of data being gathered by the real-time system should soon (i.e., this year) be used to improve the timetables, so they truly reflect when buses can be expected to turn up. Again, using the Route 11 buses as an example, the services to Opoho between about 4.30 and 6 p.m. are notorious unreliable, in spite of the ORC being aware of this matter for over a decade. I am pleased also to read of the intention to “Investigate opportunities to prioritise the movement of buses ahead of private motor vehicles.” But, what I would really like to see is the actual implementation of such measures, not just more talk! Bus lanes will be slow and expensive to install; what about having buses get priority at traffic lights, via some sort of electronic signalling that a bus is waiting? Cities overseas have long had such technology. My guess is that passengers in cars who see the buses going ahead of them are more likely to consider using buses for future journeys (as has happened in Auckland, with its extensive bus lanes). We all know what the passengers want: a clean service that runs frequently and on time and goes where we want to go. I acknowledge that buses are sometimes unavoidably delayed by one-off events (and hence the real-time information is really helpful), but systematic problems need to be solved. We cannot improve patronage (and ultimately frequency) until people who currently do not ride buses think positively about the bus system. We need concrete plans for the step-change we so desperately need, leading to major improvements reflecting the priorities of your passengers. I would like to speak to this submission to clarify any of these matters.

### **128) Arrowtown Promotion and Business Association**

The Arrowtown Promotion and Business Association (APBA) is a non-profit community organisation of commercial ratepayers and business operators covering the Arrowtown Ward. The Board has representatives from these groups and the Arrowtown Ward QLDC representative. The APBA activities cover the commercial area of Arrowtown and the Arrowtown ward catchment area. The Association employs a Manager to support all the activity they undertake annually. The APBA engages with Destination Queenstown (DQ), the Arrowtown Village Association (AVA), Queenstown Lakes District Council (QLDC), Otago Regional Council (ORC), Village Residents, Event Planners and the Lakes District Museum to promote, preserve, advocate and protect the interests of Arrowtown. We do wish to acknowledge and thank Otago Regional Council ( ORC) for the support and initiatives to date. In particular we thank ORC for the real time passenger information in Queenstown, the Lake Wakatipu ferry service and the new Bee card system that allows for topping up online. Arrowtown produces the third largest revenue spend\* for the Queenstown Lakes District and is the second highest in visitation.\*\* We hold regular big district wide events, year round, in our town (for example, Autumn

Festival - April, Arrow Sounds - March, Long Lunch - December, Cyclorama - November) with our Athenaeum Hall is booked five out of every seven nights, on average, for an event (day or evening). The current bus service frequency and route allocation does not match the statistics currently for our town that punches well above its weight for the district. \*As per Marketview stats \*\*As per Destination Queenstown stats APBA Transport Submission May 21 2 | Page APBA key objective from our 10-year plan in relation to transport: "A regular and cost-effective public transport system that enables easy access between Arrowtown and other centres in the region of Queenstown Lakes District, to encourage commuters out of their private vehicles and our visitors to choose more sustainable modes of transport which are ideally non-carbon-fuelled".

1. We encourage the exploration of non-carbon fuelled buses in the district and will in particular, assist Arrowtown in both our air quality goals and our goal to be working towards being carbon neutral by 2030.
2. We welcome maintaining the cost effective subsidized public transport network and concessions to continue to encourage commuter use for our workers, as well as developing stronger visitation, allowing those workers and visitors to our district to be able to make affordable and sustainable transport choices.
3. APBA strongly supports an expansion of the current public transport networks to include increased bus service frequency and a new route to and from Arrowtown. This is for the benefit of the overall public transport network. This is particularly important for Arrowtown that struggles with air quality and the use of less private vehicles and increased use of public transport aligns with your objective one - "Carbon reduction and improved air quality".
4. We encourage the use of effective publicity as well as incentivising our commuters and visitors to use the public transport network. We believe this is the best way to ease congestion by getting people out of cars and onto buses. If the service is cost effective, faster, more frequent and convenient, that will happen.

In particular we draw ORC attention to the following key points we would look to see rectified in the revised transport plan as they all meet your objectives, as outlined in your draft regional public transport plan 2021-31 • A direct bus service via Malaghan's Road from Arrowtown to Queenstown via Arthurs Point - the current circuitous route is deemed too long for direct work/commuter purposes • A designated service from Ladies Mile subdivisions ( Lake Hayes Estate, Shotover Country and the Retirement Village) to Arrowtown without the need to change at Frankton. We would also like to see a new bus stop or even bus hub in the Ladies Mile area to allow for this, with the inclusion of bike racks so people can bike or walk to the bus hub. • Later services to be introduced on weekend evenings to encourage residents and visitors to enjoy Arrowtown's restaurants, bars and other

entertainment options • Rectify the current bus route through Arrowtown which presently loops back on itself through the same street (Ramshaw Lane) as part of the departing circuit, which is time wasting and discourages use. We would like to see just one circuit through the town. • Bus Stop Switch - The opportunity to have a bus stop in Tewa Banks Housing Trust development, once it is up and running next year. Which can be achieved by removing the shelter on the east side of Centennial Ave, which has never been used, and putting it up near Jopp St instead to capture this (great cost saving too!). The bus could loop easily around the estate as a natural one way loop system. See picture below of Tewa Bank Housing Trust. APBA Transport Submission May 21 4 | P a g e In addition, but not currently covered in the proposed draft plan, we would like to see discussion commence and consideration for: 1. Improvement of the wait time for interconnections at Frankton. These are often 45 – 60 mins when commuting from the airport or Five Mile. 2. Buses keeping to the time schedule at Frankton where certain buses are known to depart early - Potential for communication between drivers on connecting buses? 3. Real time displays at key stops for how far away buses are and clear signage for connecting options. 4. Introduction of bus services to the ski fields during the ski season at a reasonable price, on a convenient schedule. You could start with 2 or 3 morning and 2 or 3 late afternoon connections which would assist with vehicle congestion and lack of parking on the mountain. We would like to speak to our submission at the hearing, in relation to this matter. APBA Board Members: Jimmy Sygrove (Chairperson), Bruce Gibbs (Treasurer), Nicky Busst (Manager), David Clarke, Scott Julian, Sam Lycock, Vicky Arnold, Benje Patterson, Jeanie Crawford, Nick Fifield\* (\*additional member), Heath Copland (QLDC councillor)

### **129)Michelle Mears**

The Route 1 bus service to Palmerston is awesome. The \$2 fare is greatly attractive even to car owners. Please extend this service to cover weekends as well, for shopping trips and attending events/market days in Dunedin. It would be amazing to be able to catch the bus to attend the Farmers market etc.

### **130)Woodley**

Keep the cheap palmerston to dunedin run and please add weekend runs as well so the teens have some independence and not having to rely on mum and dad to take them everywhere. Also, it means the elderly community also have independence we need a weekend bus service and its great it is \$2 a ride.

### **131)Liz**

Kia ora, I am a route 1 user (Waikouaiti to Dunedin) and am very happy with the \$2 fees! It would be great to have weekend service to and from the city. Thank you!

**132) Jason**

I use the bus from Waikouaiti to Dunedin (Route 1). The \$2 fee is great. Would also like to have some weekend service if possible. Cheers

**133) Janet Brady**

Despite initial reservations I think the Bus Hub is an improvement to the bus service because I can transfer from one bus to another quickly and easily. However I think it would be much safer if private cars were banned from travelling through the Hub. There are already two street entrances to the supermarket.

The introduction of the Beecard and flat \$2 fares has also made the service easier and more appealing. I have used buses far more since the \$2 fares were introduced and if it were to go up I would be inclined to use buses less.

I use the number 1 route (Palmerston) around 6 times a week to get to Waikouaiti and back to the city. I am a dedicated bus user but there are a number of improvements that would make this route more attractive to less keen bus users. Firstly, for such a long trip, on State Highway 1, with higher speed limits and so many big trucks on the road, I think there should be a bus more suited for these trips for both greater safety and comfort, something like an Intercity bus would be better.

Seat belts should be fitted, and compulsory. This route has had frequent breakdowns and this is particularly inconvenient when such a long distance is involved. Because of this, and constant road works which means keeping to the timetable is beyond the driver's control, the introduction of the real time app has been a godsend. I hope this (and the cheap and convenient \$2 fares) will be advertised widely as I find that it is not very well known among those who habitually drive. Having to wait, often a bus stop without a seat or shelter, with no way of knowing if and when the bus is going to arrive has been off putting to many of my friends who drive.

I would travel in the weekends if I could and I believe others would too. Visiting Waikouaiti and Karitane are attractive day trips for visitors and Dunedin residents alike and for workers the weekend is the only time to have "a day out". An extra in/out trip during weekdays would be useful to. At present the last bus leaves from the Hub at 6pm and this means residents along the route can't go out into town for evening events. For some reason access to the Internet has not been available for some time on this route which is a shame because on such a long trip it is when you most want to be able to use it.



### **134)Jackie Dean**

I have lived in Waikouaiti for the last 10 years during which time my children have gone from primary to secondary school in Dunedin city. I really appreciate the changes recently made to the pricing for the current Palmerston-Dunedin bus service. The previous pricing was prohibitive for all three of us to make two trips daily requiring me to simply use the car. Now however it is a real alternative which we can afford. Having teenagers now however who are 17 and 18, neither of whom have their licences a limited weekend service would be a much-welcomed addition to save family needing to run them in and provide greater independence. This is a service which has always had a real community feel and as such is much appreciated by all who use it.

### **135)Stuart Victor**

I think the ORC Regional Public Transport Plan needs to realise that with the proposed MASSIVE development of Queenstown's Ladies Mile Highway/SH6 (opposite Lake Hayes Estate), will prevent buses and private vehicles from accessing Frankton or Queenstown. QLDC's and the developers proposed accommodation (7 story apartments) for 10,000+ new residents on Ladies Mile is reckless and with the ever increasing amount of traffic travelling on SH6 from Arrowtown, Wanaka, Cromwell, and Alexandra, it will prevent buses from even entering and exiting Lake Hayes Estate/Shotover Country at any time of the day.

A bus lane is proposed starting from the Howard's Drive exit, down to the Shotover Bridge, however, the buses will still have to wait in a long line with all the cars exiting Lake Hayes Estate/Shotover Country before they can even utilise that bus lane. Then, when the buses reach the Shotover Bridge, the merging of the bus lane will only create more traffic jams; therefore it will not solve the traffic issues.

Can the ORC please step in and oppose the rezoning of land currently zoned Rural, Rural Lifestyle, or Large Lot Residential to a mixture of High Density, Medium Density and Lower Density Suburban Residential Zones and the extension of the existing Urban Growth Boundary in this area to incorporate these areas? If this development goes ahead, it will utterly cripple this state highway to Frankton and Queenstown!

If this development of Ladies Mile/SH6 actually gets approved, can the ORC please work with NZTA **\*\*\*BEFORE HOUSING DEVELOPMENT IS PERMITTED TO START\*\*\*** to add a new 4 lane Shotover Bridge? This way, the bus lane can continue across the bridge to/from Frankton and Lake Hayes and will then allow the bus travel time to be an acceptable 15 minutes and will then encourage people to leave their cars at home? I think Arrow Junction (near the bottom of the Crown Range road) is the most suitable location for a Park and Ride. It is a short drive for Arrowtown residents, and captures the Wanaka, Cromwell, and Alexandra commuters before they get too close

to Frankton/QT. Putting a 300+ parking lot at 516 Ladies Mile Highway (SH6) is not appropriate as drivers are then so close to In terms of bus services, hydrogen powered buses would be the way to go to lower CO2 emissions and will also reduce the noise of bus engines when driving through our neighborhoods. Thank you very much for reading my submission.

**136) Katie Peppercorn**

Busses at the weekend to and from waitati please.

**137) Hamish Gavin**

Weekend service is desperately needed, and a later evening bus through the weeks or at least Friday/Saturday 10-11pm. I've been stranded far too many times since ive been back living in Dunedin due to this rediculously low bus support for the blueskin area. Likely I will leave Dunedin due to it. A real bus stop needs to be built outside Warrington or signs constructed. There are kids and the elderly using the bus everyday and it's not fair not to provide information or a real marking for the location where the bus is stopping

**138) Simonne Wood**

I am writing as a resident of the Otago Peninsula, who travels into the city centre for work, shopping etc 4-6 days a week. My partner and I own an electric car for town journeys and a petrol car for longer journeys, but I choose to travel into town by bus two or three times a week.

The aim of my submission is

- (1) to express support for the overall vision and objectives of the ORC in the draft RPTP,
- (2) to explain what prompts a person like me in my choice between car and bus, and
- (3) to make a few suggestions.

(1) Support The ORC's vision and objectives are appropriate and necessary. I fully support an expansion and improvement of the public transport system in Otago. I see this as a priority for the ORC, and would justify a rates increase if required. An effective, low carbon public transport system is a crucial element in New Zealand's contribution to averting catastrophic climate change. It will also reduce the health and environmental impacts of pollution, increase public health through more active transport, reduce land use for parking, and promote social equity. I am pleased that the ORC does not see public transport as a revenue-generating function, but a public good. I encourage ORC to be ambitious and determined in carrying out its vision.

(2) Transport choices The plan accurately identifies a number of 'push and pull' factors for public transport use. As a fit, middle-aged, working woman without school-age children, I can say that the following factors influence my transport choice; not all of these are mentioned in the plan but are worth considering as part of a publicity campaign for encouraging more frequent use of buses. Reasons for taking the bus:

- More relaxing journey to work than driving myself
- Easier than finding a parking space
- Very good value, especially compared with parking charges
- Encourages me to build walking into my day, for exercise
- Feel more connected to people, city and environment when not enclosed in my own 'metal box'

Environmental and efficiency benefits of shared transport instead of private transport (including reducing amount of space required for parking)

- Ability to put bike on bus to facilitate one way bike trips
- Buses are comfortable, clean and safe

Factors that would make me take the bus more often:

- More reliability (if I have a fixed appointment, I need to be sure I'll arrive on time) – this has got better over past year, so I am using the bus more
- Greater frequency (half-hourly) in the evening if in town for events
- More generous connection times for transfer from Peninsula service to tertiary precinct at bus hub (1 minute is not enough if there is even a slight delay in the first bus)
- Live arrival information – have just got the new Transit app, so this will hopefully make a big difference, not having to waste time waiting at an uncomfortable bus stop for a bus that is late or cancelled
- Being more sure of getting a place for my bike – the Peninsula service is sometimes full for bikes now. I would also be more likely to take public transport on trips to Christchurch (about 4 times a year) if there were reasonably fast trains and good connections with bus services either end.

(3) Other suggestions The ORC should commit to making payment of the living wage, and good working conditions, a condition of awarding public transport contracts. Although this might make the services a bit more expensive, it is the right thing to do and, significantly, is likely to attract an even more reliable, customer-orientated set of employees if they are well-treated and respected in their job. To reflect high aspirations, the definition of 'transport-disadvantaged' should not include those without access to a private vehicle, at least in central Dunedin, where a comprehensive and attractive bus system should be possible. This definition suggests that public transport is always a second-best, whereas we should aspire to be a city where it is perfectly comfortable to live without regular access to a car. The ORC should include in its plan an investigation of the possibility of shared car schemes such as Zipcar, to make car ownership less necessary, and to encourage people to take public transport except when they really need a car.

**139) Anita DeSoto**

Please can we have a bus service from Palmerston to the city in the weekends.

**140) Andrew Edgar**

Generally a great plan to make public transport an integral part of the transport network. A couple of points that I would like to be taken into account in the final plan. Objective one states: "Contribute to carbon reduction and improved air quality through increased public transport mode share and sustainable fleet options" however the policies are only vehicle and infrastructure based. There is no policy on increasing modal share to contribute to carbon reduction or improve air quality. I would suggest that one method to continue to help increase modal share is to keep public transport fares lower - that is, a component of ORC and national funding to address carbon reduction is applied to public transport to keep fares low. This includes the longer the trip taken by public transport, the greater the carbon reduction funding applied. This is especially true where a route will have an affect on a congested route where fuel use per vkt is increased.

Objective Five: Deliver fares that are affordable for both users and communities. There is a lot of discussion about public transport passengers paying for the service they get, but the only passengers who really need public transport, and therefore who are "paying for the service they get", are the transport disadvantaged. Anyone else is likely to have a choice of another mode, which is also likely to be as attractive or more attractive, and so are only choosing public transport because there is a factor that makes it at least somewhat attractive. The fare is not likely to be that factor. Therefore the fare must be low enough that it is not a issue. The longer the journey, the more this is true, because the longer the journey, the more attractive other modes (car generally) will be, so the fare must be even less of an issue for longer journeys. The upshot of that discussion is that I support the continuing of a flat fare across the public transport networks, regardless of the distance travelled.

Also in support of this fare structure, is that the further someone travels on public transport, the greater the benefit to the road network by reducing the km travelled by car, where converts into larger reductions in fuel usage. There is also not a lot of discussion around getting people to the destinations they need to go to. There is discussion about the distance of bus stops to residential properties, but there is little discussion about identifying destinations, and the distance of those destinations to public transport stops (except some very high usage locations). Thanks for the opportunity to comment.

**141) Amber Fraser-Smith**

Thank you for the \$2 fares - they are great! Please consider changing the bus route from Dunedin to Palmerston to include the growing townships of Warrington and Seacliff. Also, increasing the frequency of the service - so there are more buses each day and in the weekend - would be an effective way of encouraging city workers to catch buses rather than use private cars. I believe this would have a positive impact on community connection and environmental sustainability.

## **142) Nancy Earth**

First, I would like to commend the Otago Regional Council on the excellent public transport progress made by opening the Dunedin Central City Bus Hub and improving bus services among others. As a SuperGold Card holder, I also appreciated several months of free bus travel, however, along with many others, was severely disappointed when it ended. I'll return to this point later in my submission. Having read the Draft Otago Regional Public Transport Plan, I am struck by the glacial pace of change proposed which does not reflect the severity of the climate crisis we are currently facing. For instance, while the Central government stipulates that "all fossil-fuelled buses must be replaced" by 2035, I believe that with more progressive policies, this could happen within a few years. Why? I have heard, for instance, that whole buses do not need to be replaced, rather, it is possible to simply convert bus engines from fossil-fuelled to electric. This would not only save a huge amount of money, but also the whole fleet could be converted in a much shorter amount of time. What are we waiting for? The proposed Implementation Plan (Table 14) shows that in the Short Term (years 1-3) of the Plan, there will only be an investigation of opportunities, NOT actualisation thereof, of moving "to low emission vehicles, or alternative fuels and technologies". We are wasting up to three years without having one electric bus in Dunedin! That pace of change is unacceptable.

While I understand that the majority of the Plan's focus is on improving bus services, it is very disappointing that there are no plans for Rail. This would be the safest, most efficient transport on a rail system that is already in place. There should be an active plan to use all the rail systems and improve them for everyday public transport. As has already been suggested, also building an electric light-rail system from South Dunedin to North Dunedin would be hugely beneficial in several ways including alleviating central city traffic congestion.

"Park and Ride" facilities built at all Rail/light rail departure/arrival points would enable a vast population to move efficiently and in safety. A modernised Mornington (and other routes) Cable Car system would be a magnet for tourism in addition to providing for regular public transport. Imagine the future tourist slogan: "They're Back! Only in Dunedin! Ride the Dunedin Cable Cars today!" All of the above plans should be urgently implemented in order to counter climate change in a more sustainable way.

To return to my point about free bus travel, as noted in Figure 5, "Otago Bus Patronage - 2019 vs 2020", when free bus travel was offered, bus patronage significantly increased. This had flow-on effects such as improving air quality and less

road-related accidents. In other words, it promotes human and environmental health. Having free bus travel is the quickest way to reduce our impact on the environment and should be permanently implemented. But what about funding, you may ask. As you have mentioned on page 25, "conversations with government" will enable adequate funding because the results are clear: free bus travel is the quickest way to reduce our impact on the environment. It promotes human and environmental health. Period.

Last, just a few suggestions in order to enhance bus patronage. The physical infrastructure of the Bus Hub has an uneven distribution of bus shelters. For example, "Bus Hub A" has no sheltered waiting area. People waiting for the bus there are vulnerable in adverse weather conditions, especially, since it is located near an intersection open to the elements. An adequate, glassed-in bus shelter should be built there immediately as an urgent matter. This should be done for other Bus Hub Stops lacking bus shelters as well. This was a gross mistake in the design of the Bus Hub. Perhaps the reason why the above Bus Hub mistake was made was because people employed by the Otago Regional Council do not use buses. Therefore, I think all employees of the Otago Regional Council should be required to use public transport at least 50% of the time as part of the Otago Regional Public Transport Plan (2021-2031). This will not only sensitise them to bus riders' needs but also enable them to "walk the talk". Good luck with it!

### **143) Arrowtown Village Association**

The Arrowtown Village Association (AVA) is a volunteer-run incorporated society that works in an energetic, co-operative and organised way for the benefit of the village of Arrowtown. The AVA is a recognised community association by the Queenstown Lakes District Council and is the appointed guardian of the Shaping Our Future Arrowtown (SOF) 2017 Report. SOF is the most recent visioning document for the future in Arrowtown compiled following intensive community consultation. The AVA extends our thanks to the ORC in providing the highly subsidised public transport bus service for Queenstown and surrounding areas including Arrowtown. We are further thankful of the extended generosity during our national lockdown periods (and beyond) when our bus services were free of charge. The significant increase in patronage since the subsidies were introduced is proof enough that a well-priced public transport offering is a valued service to our residents. We commend ORC on a particularly comprehensive Transport Plan and appreciate the wide consultation process that preceded this. We do believe, however, there is more that can be done to improve the public transport network that services Arrowtown and the greater Queenstown area. Our submission to the Transport Plan 2021-31 requests the

consideration of the following issues that are important to the AVA members, being the residents of Arrowtown: PUBLIC TRANSPORT Direct SOF statements relevant to our submission include:

- o Community Key Objective: A regular cost-effective public transport system that enables easy access between Arrowtown and other districts in the region AVA request the following for inclusion in the finalised Transport Plan 2021 - 2031:

- Increased funding and initiatives to encourage a modal shift and step change to improve usage of the public transport network including education on the benefits of a highly utilised public transport network (environmental, economic, social)

- Expansion of the current public transport networks to include:

- o A direct bus service via Malaghan's Road from Arrowtown to Queenstown via Arthur's Point - the current circuitous route is deemed too long for direct work or business purposes. This could be managed by having two bus routes continually travelling a circular route in opposite directions.

- o Increased bus services and routes to and from Arrowtown, including designated services from Lake Hayes Estate and Shotover Country. We would also like to see a stop at Ladies Mile in each direction

- o Improvement of the wait time for interconnections at Frankton. These are often 45 – 60mins when commuting from the airport or Five Mile

- o Buses keeping to the time schedule at Frankton where certain buses are known to depart early.

- o Later services to be introduced on weekend evenings to encourage residents and visitors to enjoy Arrowtown's restaurants, bars and other entertainment options

- o Targeted service to special events such as New Year's Eve Fireworks in Queenstown

- o Introduction of bus services to the ski fields during the ski season at a reasonable price on a convenient schedule

- Improvement of safety initiatives for bus drivers. Our wider district has undergone widespread speed limit changes over the past 12 months, the bus drivers should be ambassadors of safety and adherence to the new speed limits, especially in the Arrowtown CBD where our speed limit is 30 km/hr as well as adhering to the wider 40 km/hr

- A significant time saving bus route in Arrowtown CBD that doesn't double back on itself through Ramshaw Lane but does one circuit of Arrowtown rather than coming back around and picking up visitors and residents from the same stop a few minutes later. We are aware of the requirement of specific start and finish points, but in light of efficiency and a decrease in emissions we believe this is a very worthy request.

AVA is also aware of the confusion this creates for some people who think they have missed a bus when it is actually returning in the other direction minutes later.

- The AVA supports the signalled introduction of a ferry service on Lake Wakatipu, the sooner the better. Arrowtown Village Association acknowledges that some of our points raised are contained within the framework of the proposed Transport Plan and request that the finer detailing be considered for inclusion. We may wish to speak to this submission depending on the timing, but also express a desire to remain involved as a stakeholder in future community consultation. Yours faithfully, Susan Rowley Chairperson Arrowtown Village Association.

**144) Amy**

I am writing in regards to the Palmerston to Dunedin (and vice versa) bus service. The \$2 flat fare has made my whanau use the bus a lot more and I think it should stay. I would also like to see extra journeys added as 3 trips per weekday just isn't enough. If I could get to Dunedin and back between school hours then I would catch the bus rather than drive. I think adding an extension so that the bus travels into Warrington would be good.

The footpath is not that great especially when I see kids and adults walking into Warrington after catching the late bus home. It's so dark and the footpath is so close to the road with no kerb that sometimes you don't see people until the last minute. Would hate for there to be an accident. We also have no weekend service which I find unbelievable. There have been countless times when my teenagers have been stuck at home at the weekend because they have no way of getting to town. Surely that's got to be added.

**145) Alex MacMillan**

Thank you for the opportunity to submit on this plan. By way of introduction, I'm a public health physician and Associate Professor of environmental health at the University of Otago's Department of Preventive and Social Medicine. My areas of research expertise include the complex links between transport and population health, health and social equity and environmental sustainability. Transport is a fundamental building block of health. Our current car dominant transport system is not only unsustainable but deeply unhealthy and inequitable. It plays a major part in Aotearoa New Zealand (A-NZ) getting the international bronze medal for rates of obesity, being the only OECD country where road traffic injury deaths are rising instead of falling, and inequities by income and ethnicity in access to other building blocks of health and wellbeing, including education, employment, training, health services, family and friends, health-promoting goods and services, and sites of cultural importance. A well-functioning public transport system can assist with addressing all of these. In particular, public transport is the safest way to travel. Achieving a mode shift from cars to public transport is the most effective method for



moving us towards the government's Vision Zero for road traffic deaths. Investment in world class public transport investment and services is therefore an investment in health, wellbeing and fairness, as well as required under our obligations to address climate change. On the whole, I support the overarching goals of the draft RPTP, but consider there to be a lack of ambition in setting mode shift targets, and some important missing elements. Therefore, please find some specific comments below.

More ambitious mode share targets are needed for climate, health and fairness

1. I note the goal for Dunedin city is to achieve a mode share for bus use of 8% by 2030. Many small cities around the world, particularly University cities, and including low density US cities of similar size to Dunedin, already have a mode share of public transport over 20%. Under the Climate Change Response Amendment Act 2020, we are obliged to reach zero emissions from transport by 2050. This will mean we need to be more ambitious about a mode shift to public transport. I would therefore urge a more ambitious target of over 20% mode share by 2030.
2. There is currently no target for increasing public transport mode share in Wakatipu. A similarly ambitious and clear target is also needed for this urban area. A mix of incentives and disincentives will be needed to meet targets
3. An ambitious mode shift towards public transport will require both incentives for public transport use, and disincentives for car use. While priority bus lanes help with this, other policies are also needed that make it less convenient to use cars, including lowering vehicle speeds (which has other major benefits for road safety, livability, the attractiveness of active travel, and noise reduction); increasing the price and reducing the availability of parking; and reallocating road space. Ordinary bus services alone will not achieve the articulated vision
4. While I strongly making ordinary bus services more attractive, frequent, accessible and affordable, very few cities with competitive public transport systems rely only on bus services that are forced to mix with traffic. Priority bus lanes are an important step, and I support them – the Plan could go further in signalling their use in the region's urban areas, especially where there is congestion.
5. An express bus service between Dunedin city to the airport, with priority through congested parts of the route, should be a priority in the plan, yet is currently absent. A trial of such a bus service has been promised in more than one previous RPTP, but never delivered.
6. It was disappointing to see the almost complete absence of rail in the Plan, especially given central government Budget announcements of new funding for rail infrastructure and services, including the revival of Dunedin as a rolling stock manufacturing hub. There is huge potential for reviving both suburban and intercity rail in the region. Affordability and intergenerational equity
7. Our research with young people who have experienced structural access barriers to employment, education and training (Shaping Cities for Youth) highlights the critical importance of public transport in achieving the access needed to move disadvantaged young people out of poverty and into long-term

employment. One of the major recommendations to emerge from this research is to make public transport free for all children and young people, up until the age of 24. We currently have free public transport for people aged over 65, which represents an intergenerational injustice. We therefore strongly recommend making public transport free for all children and young people up until 24 years of age. 8. I support a rebalancing of the existing regional transport fund towards a greater proportion spent on public transport. This would mean we could afford to make public transport free for children and young people without increasing rates. 9. I support the ORC's approach to focusing on affordability and attractiveness over fare box recovery. However, for equity I would urge the ORC to go further by reducing its fare box recovery, covering costs through reallocation of the existing new road building budget, and advocating to central government to scrap the fare box recovery and see public transport as a public good rather than a commercial enterprise. Mode shift will be more important than electrification in the coming decade 10. Mode shift from private cars to diesel buses comes with major greenhouse gas emissions reductions – a full bus represents a 90% reduction in emissions compared to those passengers taking their trip in a private motor vehicle. Given the opportunity cost and likely supply and demand issues constraining the availability of electric buses in the coming decade, as cities around the world press to decarbonise their public transport systems, it would be more sensible for the ORC to focus first on increasing mode share through affordability, attractiveness and frequency, with electrification a second priority. 11. While I strongly support the electrification of the public transport system as a second priority, including because it would improve air quality and reduce air pollution deaths and illnesses. However, buses make a very small contribution to the region's air pollution issues. The growth in other diesel vehicles, including freight, and the increasing vehicle share of twin cab utes and SUVs are a bigger problem that should be prioritised. Valuing bus drivers is an important route to high quality services and social justice 12. Bus drivers have to put up with a lot, including health and safety risks, and increased risk as essential workers during COVID. They deserve a living wage, and this would make for better quality services. Wellington has introduced a requirement for bus drivers to be paid a living wage as part of their public transport contracting. ORC should do that too, and provide the funding to ensure it occurs.

#### **146)Yasmin Nowak**

One key aspect that is still missing from this plan in terms of accessibility is that the public transport system needs to become attractive for people that currently prefer to use a car in order to reduce the environmental impact of individual fossil fuel transport. This would include expanding the service in terms of area but also frequency which will also benefit those that do not have access to their own vehicle.

## **147)Kerryn Boniface**

The five objectives framed within the RPTP all sound good in theory, but the key for achieving a resoundingly successful transport system in the Wakatipu will be a highly commuter-focused service that enables residents and visitors to move about with ease and take them to where they want to go. People, whether tourists or locals, expect a world-class and efficient service. We are so far away from that - the bus network here doesn't even have WiFi services in operation, but it's the inability to address these sorts of issues quickly and fully that concerns me most as an ORC ratepayer (this service, for instance, has been down for about 12 months). Evidently, the "feedback loop" between the bus contractor/s and ORC needs to be established, monitored and/or properly measured if you're serious about improving the customer experience for the Wakatipu network.

So, how will ORC's people and capability tie into the success of this RPTP? What about bus drivers and the ability to attract and retain more of them? These are important points that I would like to have seen referenced in this strategic document - it assumes fit and proper staff will be available in the years ahead (see p. 58). What do staffing needs look like across future transport modes etc.? Data for commuters needs to drive the services we need for our communities. Trials are a good idea, but get on the ground and talk to the people using the system and the ones who don't. I suggest there's a lot more to learn about the current experience that would help inform how public transport is planned, executed and improved within the Queenstown Lakes District.

Is the Lake Hayes to Queenstown route the most efficient for expected pick-ups (does it need to maintain its current route)? Why not a service that "joins up" with Five Mile, The Landing or an "Orbiter-like" service that gives choice and flexibility? I am pleased the Water Ferry service trial has been supported by ORC, after much consideration, as the road corridors here are simply not made for en masse public transport. How will a priority bus lane work here? Will it be continuous right along Frankton-Ladies Mile and SH6? It makes me wonder if there may also be an opportunity for some type of mixed transport solution that makes use of Shotover River - and this could serve the area north of Ladies Mile, in much the same way that the Kawerau River could complement other transport needs/modes to the south of Ladies Mile.

Unravelling the traffic congestion problem requires smart solutions to divert traffic off the main road corridor, developing connections that lead to key destination points and enable optimal flow for all modes. It may also require bold interventions if voluntary behaviour change doesn't come to fruition and transport issues are the same as now, or get worse. I am also pleased about the Customer Standards set out on p. 58, especially the 'Performance and monitoring standard'. Taking the idea of

real-time complaint management, I'm interested in how that will be achieved as patronage increases.

Would be great to see consideration of non-carbon fuelled vehicles, I've heard of buses that even have solar panels to help power them. An evidence-driven public transport network is what we need here, one that delivers and can be relied on. One that is enjoyable and moves you quickly, and safely. Lighting needs to be considered for evening trips, including street and road lighting. The Shotover Bridge is particularly poorly lit at night and safety could be enhanced with some simple measures like lights on the bridge and/or roadway. It's pretty hard currently to determine where your stop actually is.

Finally, the fare structure is pretty good in terms of incentivizing travel for me. It's cheaper than the cost of petrol for a 12km trip in to work. But, I do wonder if you could be bolder on this front - what about incentivizing multiple trips that passengers take (especially given the positive increments this behaviour contributes to our larger environmental outcomes)? P.S. It would have been great to see a more innovative RPTP, perhaps using some video of the Otago Region, its services and a sense of how transport works across it or could going forward. It may help illustrate some of the points faster and more powerfully than the document alone, and also showcase some of your achievements since the last RPTP. :)

**148) Kate**

As a regular user of the Route 1 bus between Waikouaiti and the Dunedin city hub, I would love to see the \$2 flat fares continue and would also appreciate more regular bus service between Dunedin and Waikouaiti. I have always been a user and advocate of public transport as a preference to driving where possible and convenient, particularly for commuting. As a single car family with two working parents, a more frequent service would allow us much more flexibility. Weekend services would also be a very welcome addition.

**149) Pru Casey**

Route One user supporting continued bus services to Warrington

**150) Jack Cowie**

I would like to begin by acknowledging the hard work that has been done so far by ORC staff and councillors, along with other stakeholders who have contributed for their work on this plan, and more generally for their work on PT in Otago in recent years. As is so often the case in local government, it is difficult to acknowledge good work when we always want more, and thanks to the significant improvements we have seen the expectations of Dunedin and Queenstown residents for PT service

quality have risen significantly. This is as it should be. It is important that we look back on our successes not as evidence that we have done enough, but as evidence that we can do more. In making this submission, I hope to be seen as somewhat of an expert. Last year I completed my Masters' thesis on PT in New Zealand, with Dunedin as a major case study. As a part of this work, I studied every current RPTP in New Zealand, as a part of comparatively studying every urban PT network in the country.

I believe I have learned a little about how PT works (and how it should work), although as every researcher does, I also often learned how little I know. In my submission, I will attempt to do the following:

- Give a perspective on the context (nationally, locally, theoretically) of this plan
- Evaluate the plan at a broad level — as a whole rather than its parts
- Respond to particular content within the plan — e.g. specific policies
- Put forward a network-design concept I have worked on It should be said that my views here are mine alone, although they are of course influenced by many others, they are based on a combination of my personal knowledge of the topic, my academic expertise, and my local knowledge. I shall largely be talking about Dunedin because that is where I live, so please excuse me if I mistake Otago for just Dunedin in places. Context The previous RPTP heralded an era of significant change for PT in Otago, with both Dunedin and Queenstown getting “new networks”. This was somewhat linked to changes at a national level driven especially by the difficulties faced by Wellington and Auckland in integrating their PT networks, which after a pile of politics went on, resulted in what is referred to as the Public Transport Operating Model. 2Broadly, PT changes in Otago and NZ can be seen as involving a shift towards network-oriented planning 1 . This phrase refers to the idea that a PT network is more than the sum of its parts due to cross-subsidisation (network effects) between various network elements. For example, journeys that involve a transfer creates an interdependence between different lines on the network; similarly, even on a single line there may be an interdependence between service levels at busy and quiet times of day, because people need to go home. Network-oriented planning aims to make use of these factors to design PT networks that are ready-made for any possible journey a user wants to undertake, rather than being tailor-made for travel patterns that planners attempt to second-guess. Designing PT along these lines requires some trade-offs, given there are downsides: notably, some journeys that might have previously been possible on a single service might subsequently involve a transfer. It is thus important that the application of a network-oriented approach involves some care: insisting that a user transfers between services is still an imposition, and the benefits need to stack up. Network-oriented planning has seen increased application in New Zealand, although not

within some challenges. Auckland has seen clear success in its new bus network, designed to be coordinated with much-improved trains instead of competing with them. Wellington's network redesign has been more controversial and implementation difficulties were blamed by some on the "hub and spoke" model, although difficulties in delivering infrastructure or and a lack of funding improvement have also been factors. Christchurch in the early 2000s was a pioneer of network-oriented PT in New Zealand, rejecting registration of commercial routes that did not run a full timetable, and decentralising their network with the highly successful Orbiter route. Network-oriented reasoning was also clear in a post-earthquake redesign that has been less successful, but this was in the context of pressure to reduce funding, and the compromises in network design may well have been making the best of a bad situation. Network-oriented reforms were also evident in other NZ cities, including Hamilton and Tauranga. However, some of the most evident reforms in the country were in Otago, under the previous RPTP (2014, with later amendments for Queenstown). Dunedin's network saw a fundamental redesign with routes straightened, service levels increased (especially in evenings and on weekends), most route variations throughout the day removed, and frequencies increased. Queenstown's previous network consisting of marginal, infrequent commercial routes was completely replaced. Both networks were given new "Orbus" branding, replacing their previous weak operator co-brandings. In my research, Queenstown's bus network was evaluated as the most network-oriented in the country (doubly significant given that small cities largely saw limited uptake of network-oriented principles), and Dunedin equal-second. 1 Various referred to as "network planning", "network-oriented planning", "integrated transport planning", "the multidestination approach", "proactive planning with business delivery" and other names. These phrases do not all refer to exactly the same thing, but are clearly identified with each other in the literature. "Network planning" is especially common in New Zealand but it is difficult to distinguish whether this refers to the process or the underlying idea; hence I use "network-oriented planning" for clarity. 3 In this context, this RPTP is representative of a new challenge: now that network changes are broadly complete, what is next? Can we build upon the success and generate further growth in PT patronage? Are there new needs that can be served? Can we maintain the success so far? Will we rethink any of the reforms of the previous RPTP that we might perceive as unsuccessful? Otago's last RPTP gave only limited hints of long-term aspirations beyond its own scope, which can be contrasted with other RPTPs (e.g. Canterbury, Waikato) that express long-term concepts beyond their immediate scope. As such, there is some uncertainty as to what comes next in Dunedin. Feedback on RPTP Broad view The 2021 RPTP is, as would be expected, a different document to its predecessor, given there is no equivalent of the major network redesign signalled in the previous RPTP. Notably, there are a number of issues where there is less specificity. In many cases this may be because there is still work to be done, or potentially disagreement with various stakeholders. This is understandable, but in some cases very broad and abstract strategic principles and

policies can be hard to engage with without seeing their practical impact in terms of services on the ground. It is therefore important to balance the need for high-level strategic coherence, as a plan such as this attempts to create, with the understanding that such strategic principles may still require further thought as they are translated into practice. To give an example, the consultation over \$2 flat fares attracted a far higher volume of feedback than a complicated plan such as this could ever hope to: it is important that such an outpouring of public feedback be given significance in strategic thinking, regardless of the fact that the immediate goal of that consultation was narrow.

**Vision/priorities/objectives** These three elements are closely linked. I broadly agree with the contents, but would like to express a couple of subtle points and make a suggestion or two for changes. These comments carry over to other parts of the plan; I will attempt to note other places where this might apply. My question is whether “innovation” is given too high a priority in this section. This is not to dispute that innovation (whether in technology, processes, delivery, or otherwise) is an important element of PT, but it is important to put it in its right context, as a means rather than an end. Often in transport, innovation and technology (especially “disruptive” technologies) are given too great a priority in thought, when true success is more likely to come from the application of well-established best practices along with base service quality. I would note that the most important shifts in PT in Otago have come from the implementation of what we should see as well-established best practices: integrated ticketing, multidestinational network design, a single network with minimal variations, clear branding, higher emphasis on bus quality, a quality central bus hub, clockface timetables, improved frequencies, and so on. 4Even more technological changes we have seen more recently — the Bee Card and live timing — are well-established technologies finally being implemented. All of this can more accurately be described as best practice, not innovation, and I hope we will not lose sight of this. There is, of course, a degree of innovation to all of this, especially when some such practices are new to the local context, but we do need to be wary of Silicon Valley narratives of “disruption”. My recommendations, therefore, are to emphasise that integrated, connective PT is the goal, and that innovation is a means to an end. My suggestion is that it integration should replace innovation in the vision and key priorities, with innovation and technology made more implicit. For example the changes could be as follows.

**Vision:** Inclusive, accessible, innovative integrated public transport that connects Otago and contributes positively to our community, environment and economy. **Key priorities:** ...3. Capitalise on new technology and opportunities for innovation; Implement best practices to maintain and further develop an integrated, modern public transport system...

**Chapter 1: Background** This is a short, mostly-technical section. In line with my comments on the vision/ priorities/ objectives, I would like to see some explicit mention of maintaining/continuing trends of PT integration in section 1.3. **Chapter 2: Context** 2.1 - 2.5 Early parts of this chapter (2.1-2.5) are largely descriptive in nature and I have only limited feedback. I particularly note and support the statement on p.21 of four broad challenges facing the region, which is well stated. I do just want to

critique one part. Section 2.5.2 (mislabelled, I think, as a second Section 2.5.1) begins by stating this: Public transport ensures that the basic needs of the community, particularly those without access to private transport, are met and that people can access essential services such as supermarkets, food stores, healthcare, education, and jobs. In Otago this is particularly important for our rural Districts, where communities are dispersed, and travel distances are long. It then finishes with this statement, only a few paragraphs later: No rural communities are currently served by public transport and distances and/or geography are too great for modes other than private vehicles to play a significant role in connecting these communities to the social and economic opportunities provided in centres or around the region. I think this second statement is slightly missing the mark, and seems difficult to square with the first. A more careful phrasing would be helpful. I would also note that commercial inter-city services that are mentioned are a form of public transport by any reasonable definition, so some care is needed in talking about the services seen by many rural towns.

52.6 I generally note the various parts of 2.6.1 positively, including the emphasis on land-use integration, and the clear increase in interest in the PT needs of rural communities. Section 2.6.1.2 is repeated twice (second should be a 3 I assume) and the distinction between “local” rural services and longer distance services in these two sections is not made entirely clear by their titles, so perhaps the language could be clarified. Section 2.6.1.5 is another section which references technological change; in line with my earlier comments I would like to see some nuance given that this can be a double-edged sword. Tables 4-6 are of importance, and will be responded to here:

- Table 4 ○ “Ease and convenience of driving”: this row has an editing error with repeated content. I would like to see some clear acknowledgement here that some interventions will need to take space from cars. I would like to add in the importance of George St being redesigned for pedestrians, and that nebulous, poorly defined ideas of an “inner city bus loop” should not be accepted as justification for maintaining a car-centric design. Similarly, I want to point to the PT benefits of removing the one-way network.
- Network utilisation: I support all elements here (more comments on timetabling later). The importance of Princes St is especially noted. I thoroughly support the idea of bus lanes here. I would also emphasise the importance of Anderson’s Bay Road, and of the potential for built-out bus stops in a number of locations.
- Land use integration, especially Mosgiel development: My wariness of “innovation” applies here: while I accept there may be some role for demand-responsive services, I think there should be a lot of caution and clear exploration of what more conventional approaches could look like.
- Table 5 ○ I covered priority measures just above this — strongly supported.
- Service improvements: frequent all-day service on Mosgiel route will be welcomed and is well justified by patronage. I would like to see the last steps of service improvements on city routes — including raising the Ridge-runner to half-hourly all day long, and finally getting rid of the last 40-minute frequencies. As I will discuss in more detail, I would like to see changes avoid 20 minute frequencies and focus on achieving 30 minutes with a few 15 minute services, as there are benefits to



frequencies dividing each other. I would like to see the full timetable extended to Saturdays or even 7 days, as the network benefits of such consistent service would be considerable, and weekend patronage is often very solid (in my observations). 60 Express services to Mosgiel: Given patronage levels this sounds like it would be well-justified. o Service span: support consistency and reasonable extensions of hours, especially for weekend service on the Mosgiel service, which falls away far too much late in the day. o Interchange facilities: strong support. I would also add that continued work on minor local stops would be welcome, including steady improvement of wayfinding. o Park-and-ride: I agree that there is a role for park-and-ride, but limitations should be acknowledged: this is just a part of the mix of infrastructure that is required, and travel patterns that do not use cars are the ideal. o Demand-responsive services: as stated above, I support some investigation into demand-responsive services, with local service in Mosgiel a possible target, but I do call for care and skepticism as to whether the arguments really add up, and what conventional fixed-route alternatives could look like.

Chapters 3 and 4: Network and developments, goals Only brief comments in these chapters, as they are relatively descriptive and short.

3.1 Units The splitting of Dunedin's various routes into units in Dunedin appears to have been based on pre-existing operator territory rather than more strategic groupings of routes, which is especially seen in the way key corridors (for example Anderson's Bay Road) are served by routes in different units, with different operators, and frequencies that do not divide each other (e.g. 30 minute and 20/40 minutes), reducing the ability to provide even spacing on common sections. My understanding is that this partly reflects the technicalities of the PTOM transition, including legacy contracts. I will return to this point in more detail below.

3.6.1 Rail [and issues arising] I note that this section is the last time that rail is mentioned in the plan. This leaves questions of the future role of rail in public transport ambiguous. I would like to see at least a cautious representation of current thinking on questions such as:

- Is there a potential role for commuter rail around Dunedin?
- Could rail serve longer-distance needs, both intra-regionally and inter-regionally to Canterbury and Southland?

I raise this point with some skepticism: I am doubtful that commuter rail can serve a serious strategic role in Dunedin's PT in the near future other than satisfying a nebulous sense of nostalgia. Longer-distance services are of greater interest, particularly the restoration of services from Christchurch. Although this goes beyond the scope of much of this plan, the coordination of passenger rail and regional bus services could be of strategic interest, and also may generate a need to extend inter-regional transport planning.

4 I have made comments already on the vision/priorities/objectives and have no further comments on other parts of this short chapter.

Chapter 5: Policies

5.1.1 Vehicle quality standards The quality of customer service is an important element of PT practice, and the shift in quality we have already seen is notable. Vehicle service standards are a central element of this. Other than meeting the minimum requirements of the RUB and maintaining a young fleet (both important), there is little other indication of how vehicle quality might be improved. One idea I would put

forward is to consider the use of real-time information displays in buses, as well as perhaps “next stop” announcements. These are common overseas and create a great customer experience. While the RPTP may not be the place to prescribe exact solutions if this has seen little work, perhaps something general could be stated along the lines of “consider using live timing data inside buses to improve customer experiences”.

### 5.1.2 Emissions

I want to emphasise my support for a fast transition to zero-emissions vehicles. It is past the time for trialing one or two electric buses: they are an established, proven technology that create a quality customer experience and a more attractive city. Either immediately or within a short period of time, we need all new buses arriving in the city to be electric, with diesel buses phased out as their lifetimes end. I understand that infrastructure challenges exist (e.g. charging at depots), but this is the work that needs to be done. While the improved emissions of newer diesel buses is worth being happy about and might be enough to reduce concerns about local air quality, lower emissions are not enough to meet the challenges of climate change, and “alternative fuels” (which I think largely alludes to hydrogen?) need to be evaluated critically. As with so much “technology and innovation” in public transport, we have a solution already: electric buses. We do not need to over-think this or put our hopes on unproven, marginal, or bespoke alternatives (although we should, of course, keep our eyes open to progress in the industry). I do note the reporting that electric buses in Wellington appears to have been constructed in the Xinjiang region of China, where a genocide (or something approaching it) of the Uyghur people is in process. The reporting indicates that the GWRC appears to have taken reasonable steps to avoid such an occurrence and was let down by the central government. However, I do want to emphasise the importance of avoiding such an occurrence in the future for any new buses coming to Otago: I hope that difficult questions are asked of MFAT in order to ensure that nothing is being missed.

### 5.2.1 Network form and function

While there is little to overtly disagree with in this section, I feel there is a significant slippage in terms of the level of detail compared to the 2014 plan in terms of network design principles. In this plan such principles have been reduced down to effectively two bullet points. Obviously, the 2014 plan outlined a major network change while the 2020 plan is a “keep it going” deal, so it is to be expected that there might be some level of loss of detail, however, I feel the vagueness of the current section is excessive. Some re-assertion of the network design principles in the 2014 would help maintain focus on best-practice principles and protect against the sort of short-sighted meddling with routes that detracts from the big picture network. In particular:

- “public transport timetables that are easy to understand”: the principle of clockface timetables should be explicitly mentioned. Headways such as 40 minutes that still exist are an anachronism and should be phased out with those routes’ contracts (as I will argue, so should 20: it should be 15, 30, 60, 120 etc). I would also like to see added the coordination of timetables on overlapping routes to create more even spacing between buses on major corridors.
- direct bus routes (or keeping them to main roads where possible) and the removal of minor variations was a major element of

the 2014 plan and these policies should be explicitly maintained. There will always be pressures to add variations or to make routes more circuitous. While these principles should not be inviolable (as seen on the Peninsula school deviation, which was eventually a good decision), there needs to be a strong presumption against such changes unless exceptionally well justified by local contexts.

- enabling transfers: transfers/connections are essential to effective network design. Even in Dunedin's small, largely radial network, transfers play an important role. The current phrasing only vaguely refers to "connectivity"; this is a loss of focus. While "connections" is often the preferred language in terms of its positive connotations compared to the negatively-regarded "transfers", the latter is probably more legible and useful in the local context and I would stick to that language for clarity.
- maintaining high off-peak service levels and long service hours in general, emphasising the need to serve more than just commuters

### 5.2.2 Service levels

In my view the division of rapid/frequent/regular in this plan is problematic.

- Firstly, I would like to see the service type considered at a network level on top of the route-by-route level. In other words, stop saying that a route is a rapid route: say that a common corridor has rapid service along it, when multiple routes (that might themselves be "frequent" or "regular" combine to give a sufficient frequency.
- We should consider none of Otago's current routes as "rapid" on their own. While the definition of "rapid" could certainly be varied depending on local context, I think one element that should not be compromised is turn-up-and-go "forget the timetable" frequencies. In the literature, 10 minutes is seen as the upper limit of turn-up-and-go. The 15 minute frequencies of several Otago routes is strong, but it is not quite turn-up-and-go, especially on a cold winter day, and so it should not be called "rapid".
- The definition of "frequent" as being 20/40 minutes is problematic and is too much based off current frequencies (which predate network reforms!) rather than being forward-looking. 40 minute frequencies need to be eliminated from the network as they are not clockface frequencies. In my experience living near a 40 minute and a 30 minute service, I still have not remembered how that timetable works, or the relationship between the services.
- Further, 20 minutes is an unhelpful frequency: while it is a "clockface" frequency, it does not divide the most common headway on the network (30 minutes), meaning the relationships between different route timetables is confusing and inconsistent.
- The policy on frequencies for Dunedin, in my view, should be that 30 minutes is the driving frequency of the core network, with strong routes halving that to 15 (as they do).
- As such, the definitions could be
  - rapid: 10 minutes or less (only achieved by combined impact of multiple routes on common corridors; to practically achieve this will also require better timetable coordination to get even spacing)
  - frequent: 15 minutes
  - regular: 30 minutes for core network, 60 in certain instances, perhaps 120 for minor rural routes if this is relevant anywhere

### 5.2.4: Land use / development

I support what is in this section, but it seems a little incomplete. Of the three top-level bulletpoints, the first and third are purely reactive. The second one, work proactively with territorial authorities through Spatial Plans and other strategic planning documents to identify

future growth and demand needs in the planning of services and infrastructure, is on the surface about being more proactive, but what is missing is an actual statement that we want to strongly encourage new developments to be designed with PT in mind. This might indeed be what is meant by working with TAs through spatial plans and other strategic planning documents, but it needs to be said: otherwise “working proactively” could end up just meaning “proactively knowing ahead of time that the new development will be difficult to serve with PT”. I don’t think this is the intention in any way, but we need stronger language.

5.2.7 Transport disadvantaged I am very pleased to see the policy of permitting pets on off-peak and weekend services. Quite aside from the very important cases of guide dogs / support animals etc for the transport disadvantaged, an inability to travel on public transport with pets is an example of how our we 10 have assumed that access by car is required in order to make basic lifestyle choices such as choosing to have a pet in one’s life. One of the things I enjoyed in travelling to the UK was seeing dogs on trains and buses (and pubs!) in a way that was not familiar to New Zealand. This is a great example of the shift from seeing PT as a last resort that provides bare-bones transport needs, to seeing it as a quality product that can create freedom in how people choose to live their lives. I utterly commend this: in fact, I had already intended to raise this matter myself.

5.3.1 Collaborative relationships I wonder if collaboration with other regional councils could be added in some way to the actions in this section? Explicit collaborations such as the RITS/Bee Card have been a really important trend in recent years, and more informal collaboration/relationships with individual councils (e.g. Southland and Canterbury as neighbours) also hold value, especially for smaller councils.

5.3.2, 5.3.3 Trials, technology, innovation I won’t repeat the comments from earlier about technology etc, but they are relevant here.

5.4.1 Physical infrastructure I would like to see a shift towards a preference for bus stops to be built out into the road, which is widely regarded as best practice. Many bus stops around the city, especially on key corridors, see buses contending with parked cars when pulling in and out. They also may struggle to get back into traffic, although traffic levels are generally not so high that this is a major factor. Nonetheless, this seems like a logical and proportionate bus priority measure, especially now that boardings are sped up by the Bee Card. Examples of places where this could be applied include the bus stops at Dunedin Hospital and along George St, and others like them, especially on busy city and inner suburban roads. I would also like to see some evaluation and rethinking of bus stop locations. Bus stops are generally reasonably closely spaced; I don’t think a massive increase in spacing is needed, as patronage is not so high that buses are significantly slowed by relatively close spacing. However, there are some cases where bus stops are absurdly close together (e.g. two bus stops on George St on either side of Albany St), which should be remedied, and more broadly it could be worth stepping back and reconsidering bus stop locations on many routes where bus stops are inherited from former routes that were very different to their current form (for example, a number of bus stops on the northern end of Highgate). I would also draw attention to the confusing layout at the

Exchange, where the two bus stops are split between different routes; if the number of buses using this stop is so great that two stops are needed, it needs to be signposted much more clearly to customers. Finally, I would like to draw some attention to the connectivity of the 77 route as it continues to grow in patronage and importance. I would like to see some investigation of the possibility for bus stops at the top of Lookout Point, to enable a connection between this route and the 63 and 115/6 services which both terminate close by, especially given the 77 may become more frequent in future, which would mean this would be a rare point where two frequent services intersect. Although this presents challenges, the road is not a motorway at this point, and with good design there could be safe and usable bus stops on both sides of the road. I do not imagine this would be especially highly used, but could make a significant difference to users changing buses, who could save an enormous amount of time on journeys that would otherwise be very difficult.

#### 5.4.2 Reliability / punctuality

The increase in reliability/punctuality (I will use the words interchangeably here although I note they are not quite the same thing) of bus services in Dunedin since network reforms has been notable. Buses are now, as a general rule, very reliable. Part of this has come from the trade-off between speed and reliability; by building more slack into timetables, delays have become more recoverable. This has sometimes been frustrating for users as buses have waited around at intermediate stops for seemingly excessive time periods, but it is undoubtedly an improvement on the previous situation. Nonetheless, there may be opportunities to speed services up. Clearly, bus priority measures could protect buses from delays in heavy traffic, equalising peak and off-peak speeds and allowing timetables to be tightened. Additionally, although there is significant value in having a perfect clockface timetable right through the day, it may be worth deviating a little further from this principle to speed up off-peak services, especially on routes that see major rush-hour slowdowns.

#### 5.4.3 Vehicle capacity

A quick comment is needed given the popularity of “make the buses smaller” in public feedback. In general I acknowledge the limitations of this popular “take”, which I understand as follows:

- bus size needs to be appropriate to rush-hour loadings
- small buses are not significantly cheaper to buy or operate, and labour is the major cost regardless
- excessively small buses can feel crowded with rather low loadings — e.g. 10 passengers could be uncomfortably full
- a more uniform fleet creates greater operational flexibility

I don't doubt there will be some feedback in this consultation along the lines of “my clever idea is that we should just run minibuses everywhere”. I know enough of the ORC's thinking to know that this will not be taken very seriously, and rightly so. I would, however, just comment that it is important not to throw every part of this issue out. While the clever solutions many people propose tend to be unworkable, that does not mean the entire problem is invalid. Buses have grown bigger, and can be a clumsy fit on narrow, hilly streets. There may be a place for moderately smaller buses, without getting silly about it. There are a number of potential obstacles to this, but some thought should be given.

#### 5.4.5 Customer information

I mentioned above that I would like to see some thought given to live

data being used in on-board displays. This could include next stop announcements, or even time to other departures at close-by stops.

#### 5.4.7 Orbus branding

The Orbus brand is a fantastic shift to a unified, integrated product and I look forward to the day when every bus in town carries the unified livery. The white buses with a simple roundel-esque logo is a fabulous and simple design that will last very well. I hope we can also see some Orbus branding at bus stops (more visible than just timetables), along with visible information around the bus stop sign such as bus routes using the stop. I hope some effort can be used to avoid operator branding beyond a very simple “this service operated by (logo) near the door or inside the bus. Beyond this, operator branding detracts from the brand and I hope contracts will give strong control over this. One distasteful trend that has been seen on a few buses is when operators include digs at their competitor: we have seen operators with their logo, the message “100% New Zealand owned and operated”, and an excessively large New Zealand flag for good measure. I think this is poor form and undermines the unity of the network. Regardless of the merits of whether it is a good thing for a PT operator to be NZ-owned, the product being offered in Otago is Orbus, not Ritchies or GoBus; competition between operators is competition for the market, not on-the-street, and should not be allowed to spill over into public branding.

#### 5.4.9 Ticketing

The Bee Card is a fantastic product and a brilliant achievement: smaller councils pooling their resources and producing a solution that serves our needs while waiting for the seemingly-intractable national ticketing solution to finally arrive. I congratulate the ORC for their leadership on this. I note the intention to phase out cash payments. I understand that among the reasons for this trend is questions of driver safety, which is definitely a serious matter. The change will cause some disgruntlement, but there is plenty of precedent, and when contactless bank payments are implemented, almost everyone will have access (although even now not every bank card is contactless). I do wonder if a “no change given” policy would be sufficient, however: cash could presumably be secured and inaccessible if drivers did not have to make change with it.

#### 5.5.1 Fare structure

I welcome the actions in this section, which I think indicates that the flat-fares consultation has been a source of significant new ideas. In particular, I welcome the indications of a move towards fare-capping, which I gave a strong argument for in that consultation. I think there is perhaps one omission here: there is not an acknowledgement that fare structures should serve complex travel patterns. The classic example of this is multiple-hop travel where travellers are not merely alighting and boarding the bus in order to transfer to another service, but also to visit the location, perhaps do some shopping or have a quick bite to eat, at several locations around the city. The phrasing “enables easy connections and transfers between services” does not quite cover this sort of travel, because such travel breaks the normal assumption that a journey simply has a start and an end; as such, complex travel patterns are hard to account for. I would like to see an additional action along the lines of “employ a fare structure that supports complex travel patterns” in order to complete this. To comment further on what such a fare system implies, I think that complex travel patterns need

to be supported by leaning towards assuming they are a single journey, rather than being miserly and getting them to add up to multiple journeys. This therefore supports transfers being generous: longer time periods and no limit (or a very high limit) on the number of transfers permitted with a single fare, as opposed to the current situation of a short 45 minute period and 1 transfer only. The reason I argue this is that transfers are a burden, and using often-infrequent buses to serve complex travel needs is also a burden, yet both are extremely good for the overall network operations and patronage, if they are well-supported. Ultimately, I think the best approach is Christchurch's: 2 hours transfer (from first boarding to last boarding; with tag-offs this might be changed to instead use alighting times on the start, end, or both, but I see no strong advantage to this). The city's generous fare-capping (2 fares per day max, and 10 per week) also achieves the same objectives and should be seen as part of the same package. Other cities have generally been less generous, although Auckland allows up to 4 hours if chained (but only if you never spend more than 30 minutes from alighting to boarding). I think the conceptual simplicity of buying two hours' travel is the best approach by far, and should be replicated. At the flat-fares consultation I also spoke on the options for base fare structures. My basic argument was that I support the flattening of fare structures from the previous, which were extremely harsh on outer destinations and also often present users with the conundrum of having to pay an enormous amount more in order to go one extra stop. My conclusion was that the ideal fare structure for Dunedin would be a near-flat structure: longer journeys to pay a little more, but not much. This could be viewed as a base fare that forms the majority of the fare, plus a distance-based component. Thinking more theoretically about transport mode-choice, there are strong reasons for flat or near-flat fare structures in a city such as Dunedin. Very short distance bus journeys compete with walking and cycling (which ought to be encouraged), and may often be taken by convenience (there's a bus coming, I might as take it a few stops and save myself the walk) rather than necessity (although this does depend on a person's mobility level). Hence, excessive subsidy for short-distance travel is difficult to justify. By contrast, over middle and long distances across the city, the competing mode is primarily the car, and so the objective of reducing car usage is supported by subsidising bus journeys more. I think that when we look at longer-distance services — especially the Palmerston service — the \$2 flat fare starts to look indefensible. I therefore put forward that a near-flat approach where fares rise only slowly with distance is the best, fairest way to defend fare affordability when there is pressure to increase fare revenue. Whether this be more granular such as the older fare zones, a little less so such as the pre-2020 fare zones, or very coarse such as one zone to Green Island, two to Mosgiel, or even one to Mosgiel and with non-flat fares only on the infrequent Palmerston and Harrington Point runs, is a different question: while I feel like the continuity of a more granular system is ultimately fairer, simplicity does matter a lot, as the plan acknowledges.

### 5.5.2 Setting and reviewing fares

This section is generally a good statement of the factors to consider in setting fares, acknowledging that there is more to fares than

maximising revenue. While fares are to be determined annually, I would like to see some indication given when fares shift of the intended or hoped-for future trajectory, in order to set expectations realistically and prevent sudden jumps when a failure to proportionally increase fares year-on-year leads to a need for a single, nasty rise. I would also, noting the point in the actions about service improvements, note that it would be good practice to tie any necessary fare increases to service improvement. Public communication could make this clear, perhaps indicating the predicted revenue increase and what the service benefits will be (e.g. this rise will get us X extra hours of service per day, which will pay for Y% of the improved frequency on Route Z). I would also point to the value of this as a technique for public engagement: ask respondents to choose between a certain fare increase or an improved level of service. This could encourage the public to realistically weigh up the trade-offs that the ORC must consider rather than treat this issue in a vacuum. (However, I also acknowledge that such an approach could be seen as manipulative if applied without due care).

### 5.5.3 Fare concessions

I note a relative lightness in the expectations for concession groups: for bus travel, only the super-gold subsidy plus under 18s. While simplicity is a good thing, I think a wider set of concessions is needed. Given that some degree of fare increases are probably going to be forced at some point (I hope it will not be excessive), this will be an opportunity to show that the impacts of those most sensitive to cost are being considered, and I think this would be tremendously helpful in alleviating the public response to any proportionate fare increases. I would advocate for the following fare concessions:

- Firstly, reduced fares for welfare recipients seems an absolute necessity. Presumably this can be done through the community services card. This could be a 25% reduction.
- Secondly, I would like to see a return to a student concession. As a further point, I would like to see some change to the youth concession. Teenagers' travel usage will affect their willingness to use public transport use their whole lives, and the ability to travel around town independently creates enormous freedom that can define their transition to 15adulthood 2 . While this comes with some negatives in behaviour, this has always been a part of growing up and requires careful management, not reflexive reactions. Therefore, one idea I have for the youth concession is to make it more graduated in order to provide a transition from youth fares to full fares, and therefore prevent the scenario where bus usage drops suddenly on the 18th birthday because fares have nearly doubled. For example, fares could be:
  - 60% off for 12 and under
  - 55% off for 13 year olds
  - 50% off for 14 year olds
  - so on, with full fares reached at 24 years old.This could replace student concessions entirely, or a modest student concession could be stacked on top of it.

One other idea I would put forward on concessions would be to support family travel. For even a small family, multiple family members paying fares can very quickly add up to a very high cost for travelling around town, much higher than the marginal cost of driving. I would like to see a scheme that is generous to family members travelling at the same time as each other — this could even include travelling on different services at similar times. For example in the morning commute a parent



might take one bus to work, and their child another bus to school at a similar time; these journeys are very deeply linked. A discount could be applied to the children's journeys to ensure the family's travel costs are not excessive. (Presumably this could not be applied "in real time" on the Bee Card, but a partial refund could occur when journey data is brought together, and applied to cards next boarding). A small discount could even apply to joint travel for families without children — e.g. couples/spouses — but this scenario would not require the same level of generosity and is probably unnecessary complication.

#### 5.5.4 Farebox Recovery

The national farebox recovery expectations were viewed by many councils as an obstacle to the maintenance and improvement of PT; this was especially the case for smaller councils that were being asked to essentially achieve the impossible. My understanding is that farebox recovery was seen as too blunt an instrument: the 50% number feels "pulled out of the air". It is interesting to note that the ORC has chosen to essentially maintain this policy despite it no longer being required. My assumption is that the relative success of PT in Otago in recent years has meant that such a target feels relatively realistic in the local conditions, and hence there is not much need to fix what isn't broken. Additionally, a lot of criticism of farebox recovery ratios does not come with a 2 This is also a really good argument for why school travel should be integrated into the public network wherever possible. Taking a school bus does not teach a teenager how to navigate the city independently and will not drive their future transport behaviour nearly as much as taking a public bus will. 16clear alternative: the number might be pulled out of thin air in a sense, but what's the alternative, exactly? My view is that this is a question that needs to be answered, and while Otago may be able to operate with the same old farebox recovery, it may still be an obstacle to future development, especially in terms of regional travel. I acknowledge that the policy states that there should be some flexibility in the application in certain circumstances, but I feel like this is saying "we want to achieve this objective except in circumstances where we'll be okay with not achieving it". It's a little circular, it runs away from the problem. From conversations I had around my research, one of the big missing elements, especially for marginal PT environments such as small cities or rural areas, is that there is little idea of what a "base service level" looks like. For example, what is the base service level for a low-density outer suburb that should be provided even in very low-patronage environments? What is the base service level we should accept for a village like Brighton which is near a city? What about base service levels within a small city like Invercargill? I would like to see these questions answered, based on an understanding that: 1) Public services and infrastructure cannot purely be allocated on the basis of their financial performance 2) However people do choose where to live and these choices impact the sort of services and infrastructure they can access. I think that together, these principles can be used to justify some degree of PT development in Otago that includes more rural services that do not currently exist, while not leading to absurd conclusions (e.g. attempting to serve total backwater locations far from any significant travel corridors). I think that such baseline requirements should be explicitly excluded from

any farebox recovery target, and not simply rely on being an ad-hoc exception later down the decision-making process. Farebox recovery targets should only be applied to areas where service levels can be expected to exceed base-line requirements. If this approach is excessively qualitative or hand-wavy, one point to make is that (for example) longer-distance rural networks are likely to be relatively separable from urban networks, and could see their own lower farebox recovery targets.

### 5.5.5 Funding opportunities

A quick comment here: sources of funding are obviously very important to PT, and the “power of the purse” means that funders have significant influence over the form PT takes. It is very important that new funding opportunities do not detract from the fundamental principles of integrated, network-oriented public transport: Dunedin, Queenstown, and the rest of our towns are not large enough for fragmented public transport to have even the slightest viability.

17 One example of “alternative funding” arrangements causing fragmentation is in Palmerston North, where a huge swathe of free rush-hour-oriented buses serve the city’s tertiary institutions, funded by those institutions’ admirable desire to get cars off the road. Meanwhile the rest of the city’s buses run outdated, circuitous routes at low frequencies, providing little more than a bare-bones service that a rural-oriented regional council does not quite take seriously. In Dunedin, the city council’s long-standing desire for an “inner city bus loop” could be an example of the potential for alternative funding to lead to fragmentation. The ORC has shown opposition to this, and I support this opposition: despite good intentions, such a route would not succeed and is contrary to network design principles. This is not to say that alternative funding opportunities should not be pursued, but rather that great care should be taken. The DCC has a role to play in PT and this could involve an element of funding, but needs to be part of an integrated approach rather than running off providing its own solutions. If the University wanted to provide funding for greater student concessions, it could do so, but services still need to run in a single, integrated network. Ultimately, “alternative funding opportunities” are coping strategies for a difficult funding environment, and are not a long-term path to PT success. The question of how to fund PT better will be solved by discussions about the transport funding system and local government design. It is crucial that the ORC plays an important role in advocating for how Otago’s transport needs will best be served into the future.

18 Future network development in Dunedin

The RPTP does not give any particular idea of how Dunedin’s bus network will develop over time other than a few discrete projects, but some network planning may be in order in the future. In this section I outline some possible changes to the overall network design. These comments relate in particular to my comments about service levels in 5.2.2 where I argued that to characterise any of Dunedin’s routes as “rapid” is stretching the word too far: rapid service should be turn-up-and-go service levels, which are generally regarded in the literature as requiring headways of 10 minutes or less (any disagreement in this is generally along the lines of being even more strict). At these frequencies, transfers become relatively seamless and the resultant network effects really take hold, multiplying the range of destinations accessible on PT. Dunedin

clearly has no individual services at such a frequency, although two services do run at 15 minute frequencies and another two combine for much of their length to give the same. However, Dunedin does have a number of PT corridors where multiple routes combine to give the necessary overall service levels for “rapid” service. The problem is that, in most instances, the timetables on these corridors are not well-coordinated. For example, eight buses an hour run from the University (Albany St) to the bus hub, enough for a theoretical 7.5 minute headway (an expected waiting time would be half this, 3.75 minutes). However, the spacings in minutes between buses follow this pattern: 15, 0, 12, 3. Because a bus arriving soon after another one is far less useful, the waiting times users can expect at this stop are 6.3 minutes, which is 1.7 times worse than the ideal spacing and equivalent to the waiting time for a bus that runs every 12.6 minutes. This example is important, because the connection to the University is a particularly important one. The network changes in 2017 significantly reduced service levels to/from the university, which was previously overserved, with the expectation that most users can change buses to get to the university. This was well-justified, but the flipside of asking users to transfer more often should be to maximise the ease of the transfer, and as shown, this has not entirely occurred in timetabling terms. The same is true on other corridors: for example 8 outward buses an hour along Stuart St follow the pattern 7, 4, 4, 15; the inward buses follow the pattern 7,7,15,1. The situation is even more intractable along George St, Princes St, and Anderson’s Bay Road, where 40 minute services run alongside 30 and 15 minute services. While it may be possible to make some incremental improvements to this situation with tweaking of timetables (especially if 40 minute frequencies are upgraded to 30), the design of Dunedin’s bus routes as they stand provides a more significant barrier to evening out timetable spacing. The problem lies in the way termini are paired to create cross-town routes: often, multiple buses will converge along one corridor on one side of town, and then diverge in completely different directions once they reach the Bus Hub. For example, the three services along Albany St all do different things after they reach town: the 37/38 goes over Stuart St, the 63 goes up High St, and the 14 terminates in town. Although this gives more one-seat rides to different parts of the city, it creates interdependencies between the timetables of different routes, meaning that creating even spacing between buses on one corridor will prevent achieving the same on the other side of town and preventing “rapid” headways being achieved. 19The answer, in my view, lies with the network-design principle described as “one section, one line” in the influential HiTrans network planning best practice guide 3 , which is shown to the left. In Dunedin, this would not mean literally having only one line along these corridors, but rather it would mean pairing the termini so that routes that converge on one side of the Bus Hub stay together on the far side. My particular approach would be to re-pair the termini to create three rapid cross-town spines: King Edward St through to the Gardens, Anderson’s Bay Road to Stuart St, and Mornington to the University. With modest service improvements in some places, each spine could run a bus every 7.5 minutes (not counting services that break off a little early, such as. the Ross Creek

service not going all the way to the Gardens). The most essential increase in service that would be required for this would be to increase 40 minute frequencies to 30 minutes, which is long overdue. An extra 2 buses an hour along High St would complete the pattern, but is not essential if some unevenness in this section were accepted. A halfhourly Peninsula service could form part of the rapid service along the Anderson's Bay Road spine, or another route could receive extra service. I have constructed an indicative map to show how this would work, shown on the next page. Importantly, such changes would cut across the current PTOM units, so would require some work to implement, but they would also provide a logical structure for new PTOM units. These changes would support the creation of higher-quality infrastructure along these spines such as bus lanes, high-quality bus stops, and improved wayfinding. They would significantly extend the proportion of the city accessible at frequent turn-up-and-go service levels, allowing the bus network to serve more diverse travel needs. As with any network redesign there would be disadvantages: some direct bus connections would be lost; for example less of the city would have a direct bus to the university, but this would be made up for by making the transfer easier for everyone. 3

<http://www.civitas.no/assets/hitrans2publictransportplanningthe-networks.pdf>

20Indicative network map with re-paired termini to create three rapid spines (red, blue, yellow) 21Conclusion As far as public transport goes, Otago has been a quiet success in recent years. It can be easy to forget this, but we must not lose sight of what has worked, less we lose focus. Success in PT can be a thankless achievement, always leading to higher expectations. The climate crisis multiplies this sense. I hope my contribution to this plan can make it better; can perhaps give some ideas and help flesh out details that the draft is light on, or where there is uncertainty on how to move forward. I look forward to the opportunity to discuss this further at hearings. A concise list of recommendations is given on the next page.

22Recommendations P.10-11: Recommend the vision and key priorities be amended to prioritise integration and best practice over technology and innovation (without entirely deprecating these). Possible example: Vision: Inclusive, accessible, innovative integrated public transport that connects Otago and contributes positively to our community, environment and economy. Key priorities: ...3. Capitalise on new technology and opportunities for innovation; Implement best practices to maintain and further develop an integrated, modern public transport system... Figure 1: (minor) ensure the 4 phrases fit with each other: for example, on the left hand side you can have "customer focus, innovation" or "customer focused, innovative", but you should not mix these two approaches. 1.3: in line with the above, include a comment about maintaining an integrated approach to PT as part of the reasons listed. Figure 9 (accessibility to frequent bus services in Dunedin) is blurry and illegible. Replace with better version 2.5.2 (mislabelled as a second 2.5.1): Clarify statements at the start and end of section about rural public transport which appear difficult to reconcile. Also clarify that commercial bus services such as InterCity are a form of public transport, as the current phrasing seems to exclude them. 2.6.1.2 and

2.6.1.3: Fix section numbering and clarify language of headings to be clearer that the first section refers to more “local” services while the second refers to longer-distance regional travel. 2.6.1.5: in line with the above, give some acknowledgement that technological change and innovation can present a threat as well opportunities to PT 2.6.2 (table 4): fix repeated text on first row 3.6.1: provide greater clarity about strategic thinking around potential role for passenger rail 4: (see recommendations above for p.10/11) 5.1.1: Consider role for in-vehicle displays in giving live passenger information 5.1.2: Add action to encourage ORC to support ethical sourcing of vehicles 5.2.1: Add greater specificity on network design principles to be maintained 5.2.2: Rethink definitions of “rapid” and “frequent” services so that “rapid” refers to turn-up-and-go headways that are only achieved in Dunedin where routes overlap, and “frequent” refers to 15 minute headways. Propose elimination of 40 minute headways and the avoidance of 20 minute headways so that 30 minutes becomes the unambiguous base for core Dunedin network. 5.2.4: Increase clarity in supporting PT-friendly design in new developments 5.3.1: Add inter-regional collaboration to actions 5.4.1: ● Give consideration to bus stop design principles such as built-out stops in key locations. ● Evaluate outdated/odd bus stop locations/spacings across city ● Consider the possibility of a bus stop on SH1 at Lookout Point to create connection between 77 and the 5/6, 63 routes. 5.4.7: Protect Orbus branding from attempts to stretch operator branding beyond a factual expression of who runs the service 5.5.1: ● Add an action along the lines of “employ a fare structure that supports complex travel patterns” ● Consider Christchurch’s system of 2 hour transfers and generous daily/weekly fare capping as a strong model to replicate 5.5.2: ● Consider the value of clarity in setting longer-term expectations for fares even if decision is ultimately made annually. ● In public consultation and communication, link fare increases to service improvements and consider the possibility of asking public to consider trade-offs 5.5.3: ● Add more possible concessions to plans and consider making youth concession fall away “softly” over several years rather than a hard jump to adult fares ● Consider family discounts for journeys made at the same time 5.5.4: Increase clarity over where 40-50% target might not apply, especially with regards to rural/regional services 5.5.5: Consider clarifying that alternative funding sources should not be accepted if they undermine network integration and strategic thinking Network design: Consider possibilities in changing pairing of termini to create rapid cross-city spines with greater timetable coordination.

### **151) Simon Easton**

The northern bus from Dunedin is pivotal to our family, my wife and i both work and are unable to get our children to school any other way. Obhs + oghs. Our children are not eligible for the school bus being outside our zone. The flat fare system has been fantastic for many reasons. On the downside the bus is so popular that our children rarely get a seat, and standing unrestrained on a motorway is not safe in any vehicle.

I would like to see more buses or a double up in the busy periods. Our children would use a weekend service if available.

## **152) OUSA**

I would like to begin by acknowledging the hard work that has been done so far by ORC staff and councillors, along with other stakeholders who have contributed for their work on this plan, and more generally for their work on PT in Otago in recent years. As is so often the case in local government, it is difficult to acknowledge good work when we always want more, and thanks to the significant improvements we have seen the expectations of Dunedin and Queenstown residents for PT service quality have risen significantly. This is as it should be. It is important that we look back on our successes not as evidence that we have done enough, but as evidence that we can do more. In making this submission, I hope to be seen as somewhat of an expert. Last year I completed my Masters' thesis on PT in New Zealand, with Dunedin as a major case study. As a part of this work, I studied every current RPTP in New Zealand, as a part of comparatively studying every urban PT network in the country. I believe I have learned a little about how PT works (and how it should work), although as every researcher does, I also often learned how little I know. In my submission, I will attempt to do the following: ● Give a perspective on the context (nationally, locally, theoretically) of this plan ● Evaluate the plan at a broad level — as a whole rather than its parts ● Respond to particular content within the plan — e.g. specific policies ● Put forward a network-design concept I have worked on It should be said that my views here are mine alone, although they are of course influenced by many others, they are based on a combination of my personal knowledge of the topic, my academic expertise, and my local knowledge. I shall largely be talking about Dunedin because that is where I live, so please excuse me if I mistake Otago for just Dunedin in places. Context The previous RPTP heralded an era of significant change for PT in Otago, with both Dunedin and Queenstown getting “new networks”. This was somewhat linked to changes at a national level driven especially by the difficulties faced by Wellington and Auckland in integrating their PT networks, which after a pile of politics went on, resulted in what is referred to as the Public Transport Operating Model. 2Broadly, PT changes in Otago and NZ can be seen as involving a shift towards network-oriented planning 1 . This phrase refers to the idea that a PT network is more than the sum of its parts due to cross-subsidisation (network effects) between various network elements. For example, journeys that involve a transfer creates an interdependence between different lines on the network; similarly, even on a single line there may be an interdependence between service levels at busy and quiet times of day, because people need to go home. Network-oriented planning aims to make use of these factors to design PT networks that are ready-made for any possible journey a user wants to undertake, rather than being tailor-made for travel patterns that planners attempt to second-guess. Designing PT along these lines requires some trade-offs, given there are downsides: notably, some journeys that might have previously been possible on a

single service might subsequently involve a transfer. It is thus important that the application of a network-oriented approach involves some care: insisting that a user transfers between services is still an imposition, and the benefits need to stack up. Network-oriented planning has seen increased application in New Zealand, although not without some challenges. Auckland has seen clear success in its new bus network, designed to be coordinated with much-improved trains instead of competing with them. Wellington's network redesign has been more controversial and implementation difficulties were blamed by some on the "hub and spoke" model, although difficulties in delivering infrastructure or a lack of funding improvement have also been factors. Christchurch in the early 2000s was a pioneer of network-oriented PT in New Zealand, rejecting registration of commercial routes that did not run a full timetable, and decentralising their network with the highly successful Orbiter route. Network-oriented reasoning was also clear in a post-earthquake redesign that has been less successful, but this was in the context of pressure to reduce funding, and the compromises in network design may well have been making the best of a bad situation. Network-oriented reforms were also evident in other NZ cities, including Hamilton and Tauranga. However, some of the most evident reforms in the country were in Otago, under the previous RPTP (2014, with later amendments for Queenstown). Dunedin's network saw a fundamental redesign with routes straightened, service levels increased (especially in evenings and on weekends), most route variations throughout the day removed, and frequencies increased. Queenstown's previous network consisting of marginal, infrequent commercial routes was completely replaced. Both networks were given new "Orbus" branding, replacing their previous weak operator co-brandings. In my research, Queenstown's bus network was evaluated as the most network-oriented in the country (doubly significant given that small cities largely saw limited uptake of network-oriented principles), and Dunedin equal-second. 1 Various referred to as "network planning", "network-oriented planning", "integrated transport planning", "the multidestination approach", "proactive planning with business delivery" and other names. These phrases do not all refer to exactly the same thing, but are clearly identified with each other in the literature. "Network planning" is especially common in New Zealand but it is difficult to distinguish whether this refers to the process or the underlying idea; hence I use "network-oriented planning" for clarity. 3 In this context, this RPTP is representative of a new challenge: now that network changes are broadly complete, what is next? Can we build upon the success and generate further growth in PT patronage? Are there new needs that can be served? Can we maintain the success so far? Will we rethink any of the reforms of the previous RPTP that we might perceive as unsuccessful? Otago's last RPTP gave only limited hints of long-term aspirations beyond its own scope, which can be contrasted with other RPTPs (e.g. Canterbury, Waikato) that express long-term concepts beyond their immediate scope. As such, there is some uncertainty as to what comes next in Dunedin. Feedback on RPTP Broad view The 2021 RPTP is, as would be expected, a different document to its predecessor, given there is no equivalent of the major

network redesign signalled in the previous RPTP. Notably, there are a number of issues where there is less specificity. In many cases this may be because there is still work to be done, or potentially disagreement with various stakeholders. This is understandable, but in some cases very broad and abstract strategic principles and policies can be hard to engage with without seeing their practical impact in terms of services on the ground. It is therefore important to balance the need for high-level strategic coherence, as a plan such as this attempts to create, with the understanding that such strategic principles may still require further thought as they are translated into practice. To give an example, the consultation over \$2 flat fares attracted a far higher volume of feedback than a complicated plan such as this could ever hope to: it is important that such an outpouring of public feedback be given significance in strategic thinking, regardless of the fact that the immediate goal of that consultation was narrow.

**Vision/priorities/objectives** These three elements are closely linked. I broadly agree with the contents, but would like to express a couple of subtle points and make a suggestion or two for changes. These comments carry over to other parts of the plan; I will attempt to note other places where this might apply. My question is whether “innovation” is given too high a priority in this section. This is not to dispute that innovation (whether in technology, processes, delivery, or otherwise) is an important element of PT, but it is important to put it in its right context, as a means rather than an end. Often in transport, innovation and technology (especially “disruptive” technologies) are given too great a priority in thought, when true success is more likely to come from the application of well-established best practices along with base service quality. I would note that the most important shifts in PT in Otago have come from the implementation of what we should see as well-established best practices: integrated ticketing, multidestinational network design, a single network with minimal variations, clear branding, higher emphasis on bus quality, a quality central bus hub, clockface timetables, improved frequencies, and so on. 4Even more technological changes we have seen more recently — the Bee Card and live timing — are well-established technologies finally being implemented. All of this can more accurately be described as best practice, not innovation, and I hope we will not lose sight of this. There is, of course, a degree of innovation to all of this, especially when some such practices are new to the local context, but we do need to be wary of Silicon Valley narratives of “disruption”. My recommendations, therefore, are to emphasise that integrated, connective PT is the goal, and that innovation is a means to an end. My suggestion is that it integration should replace innovation in the vision and key priorities, with innovation and technology made more implicit, For example the changes could be as follows.

**Vision:** Inclusive, accessible, innovative integrated public transport that connects Otago and contributes positively to our community, environment and economy. **Key priorities:** ...3. Capitalise on new technology and opportunities for innovation; Implement best practices to maintain and further develop an integrated, modern public transport system...

**Chapter 1: Background** This is a short, mostly-technical section. In line with my comments on the vision/ priorities/ objectives, I would like to see some explicit



mention of maintaining/continuing trends of PT integration in section 1.3. Chapter 2: Context 2.1 - 2.5 Early parts of this chapter (2.1-2.5) are largely descriptive in nature and I have only limited feedback. I particularly note and support the statement on p.21 of four broad challenges facing the region, which is well stated. I do just want to critique one part. Section 2.5.2 (mislabelled, I think, as a second Section 2.5.1) begins by stating this: Public transport ensures that the basic needs of the community, particularly those without access to private transport, are met and that people can access essential services such as supermarkets, food stores, healthcare, education, and jobs. In Otago this is particularly important for our rural Districts, where communities are dispersed, and travel distances are long. It then finishes with this statement, only a few paragraphs later: No rural communities are currently served by public transport and distances and/or geography are too great for modes other than private vehicles to play a significant role in connecting these communities to the social and economic opportunities provided in centres or around the region. I think this second statement is slightly missing the mark, and seems difficult to square with the first. A more careful phrasing would be helpful. I would also note that commercial inter-city services that are mentioned are a form of public transport by any reasonable definition, so some care is needed in talking about the services seen by many rural towns.

52.6 I generally note the various parts of 2.6.1 positively, including the emphasis on land-use integration, and the clear increase in interest in the PT needs of rural communities. Section 2.6.1.2 is repeated twice (second should be a 3 I assume) and the distinction between “local” rural services and longer distance services in these two sections is not made entirely clear by their titles, so perhaps the language could be clarified. Section 2.6.1.5 is another section which references technological change; in line with my earlier comments I would like to see some nuance given that this can be a double-edged sword. Tables 4-6 are of importance, and will be responded to here:

- Table 4 ○ “Ease and convenience of driving”: this row has an editing error with repeated content. I would like to see some clear acknowledgement here that some interventions will need to take space from cars. I would like to add in the importance of George St being redesigned for pedestrians, and that nebulous, poorly defined ideas of an “inner city bus loop” should not be accepted as justification for maintaining a car-centric design. Similarly, I want to point to the PT benefits of removing the one-way network.
- Network utilisation: I support all elements here (more comments on timetabling later). The importance of Princes St is especially noted. I thoroughly support the idea of bus lanes here. I would also emphasise the importance of Anderson’s Bay Road, and of the potential for built-out bus stops in a number of locations.
- Land use integration, especially Mosgiel development: My wariness of “innovation” applies here: while I accept there may be some role for demand-responsive services, I think there should be a lot of caution and clear exploration of what more conventional approaches could look like.
- Table 5 ○ I covered priority measures just above this — strongly supported.
- Service improvements: frequent all-day service on Mosgiel route will be welcomed and is well justified by patronage. I would like to see the last steps of

service improvements on city routes — including raising the Ridge-runner to half-hourly all day long, and finally getting rid of the last 40-minute frequencies. As I will discuss in more detail, I would like to see changes avoid 20 minute frequencies and focus on achieving 30 minutes with a few 15 minute services, as there are benefits to frequencies dividing each other. I would like to see the full timetable extended to Saturdays or even 7 days, as the network benefits of such consistent service would be considerable, and weekend patronage is often very solid (in my observations).

60 Express services to Mosgiel: Given patronage levels this sounds like it would be well-justified.

- o Service span: support consistency and reasonable extensions of hours, especially for weekend service on the Mosgiel service, which falls away far too much late in the day.
- o Interchange facilities: strong support. I would also add that continued work on minor local stops would be welcome, including steady improvement of wayfinding.
- o Park-and-ride: I agree that there is a role for park-and-ride, but limitations should be acknowledged: this is just a part of the mix of infrastructure that is required, and travel patterns that do not use cars are the ideal.
- o Demand-responsive services: as stated above, I support some investigation into demand-responsive services, with local service in Mosgiel a possible target, but I do call for care and skepticism as to whether the arguments really add up, and what conventional fixed-route alternatives could look like.

Chapters 3 and 4: Network and developments, goals Only brief comments in these chapters, as they are relatively descriptive and short.

3.1 Units The splitting of Dunedin's various routes into units in Dunedin appears to have been based on pre-existing operator territory rather than more strategic groupings of routes, which is especially seen in the way key corridors (for example Anderson's Bay Road) are served by routes in different units, with different operators, and frequencies that do not divide each other (e.g. 30 minute and 20/40 minutes), reducing the ability to provide even spacing on common sections. My understanding is that this partly reflects the technicalities of the PTOM transition, including legacy contracts. I will return to this point in more detail below.

3.6.1 Rail [and issues arising] I note that this section is the last time that rail is mentioned in the plan. This leaves questions of the future role of rail in public transport ambiguous. I would like to see at least a cautious representation of current thinking on questions such as:

- Is there a potential role for commuter rail around Dunedin?
- Could rail serve longer-distance needs, both intra-regionally and inter-regionally to Canterbury and Southland?

I raise this point with some skepticism: I am doubtful that commuter rail can serve a serious strategic role in Dunedin's PT in the near future other than satisfying a nebulous sense of nostalgia. Longer-distance services are of greater interest, particularly the restoration of services from Christchurch. Although this goes beyond the scope of much of this plan, the coordination of passenger rail and regional bus services could be of strategic interest, and also may generate a need to extend inter-regional transport planning.

4 I have made comments already on the vision/priorities/objectives and have no further comments on other parts of this short chapter.

Chapter 5: Policies

5.1.1 Vehicle quality standards The quality of customer service is an important element of PT

practice, and the shift in quality we have already seen is notable. Vehicle service standards are a central element of this. Other than meeting the minimum requirements of the RUB and maintaining a young fleet (both important), there is little other indication of how vehicle quality might be improved. One idea I would put forward is to consider the use of real-time information displays in buses, as well as perhaps “next stop” announcements. These are common overseas and create a great customer experience. While the RPTP may not be the place to prescribe exact solutions if this has seen little work, perhaps something general could be stated along the lines of “consider using live timing data inside buses to improve customer experiences”.

### 5.1.2 Emissions

I want to emphasise my support for a fast transition to zero-emissions vehicles. It is past the time for trialing one or two electric buses: they are an established, proven technology that create a quality customer experience and a more attractive city. Either immediately or within a short period of time, we need all new buses arriving in the city to be electric, with diesel buses phased out as their lifetimes end. I understand that infrastructure challenges exist (e.g. charging at depots), but this is the work that needs to be done. While the improved emissions of newer diesel buses is worth being happy about and might be enough to reduce concerns about local air quality, lower emissions are not enough to meet the challenges of climate change, and “alternative fuels” (which I think largely alludes to hydrogen?) need to be evaluated critically. As with so much “technology and innovation” in public transport, we have a solution already: electric buses. We do not need to over-think this or put our hopes on unproven, marginal, or bespoke alternatives (although we should, of course, keep our eyes open to progress in the industry). I do note the reporting that electric buses in Wellington appears to have been constructed in the Xinjiang region of China, where a genocide (or something approaching it) of the Uyghur people is in process. The reporting indicates that the GWRC appears to have taken reasonable steps to avoid such an occurrence and was let down by the central government. However, I do want to emphasise the importance of avoiding such an occurrence in the future for any new buses coming to Otago: I hope that difficult questions are asked of MFAT in order to ensure that nothing is being missed.

### 5.2.1 Network form and function

While there is little to overtly disagree with in this section, I feel there is a significant slippage in terms of the level of detail compared to the 2014 plan in terms of network design principles. In this plan such principles have been reduced down to effectively two bullet points. Obviously, the 2014 plan outlined a major network change while the 2020 plan is a “keep it going” deal, so it is to be expected that there might be some level of loss of detail, however, I feel the vagueness of the current section is excessive. Some re-assertion of the network design principles in the 2014 would help maintain focus on best-practice principles and protect against the sort of short-sighted meddling with routes that detracts from the big picture network. In particular:

- “public transport timetables that are easy to understand”: the principle of clockface timetables should be explicitly mentioned. Headways such as 40 minutes that still exist are an anachronism and should be phased out with those routes’ contracts (as I will argue,

so should 20: it should be 15, 30, 60, 120 etc). I would also like to see added the coordination of timetables on overlapping routes to create more even spacing between buses on major corridors. ● direct bus routes (or keeping them to main roads where possible) and the removal of minor variations was a major element of the 2014 plan and these policies should be explicitly maintained. There will always be pressures to add variations or to make routes more circuitous. While these principles should not be inviolable (as seen on the Peninsula school deviation, which was eventually a good decision), there needs to be a strong presumption against such changes unless exceptionally well justified by local contexts. ● enabling transfers: transfers/connections are essential to effective network design. Even in Dunedin's small, largely radial network, transfers play an important role. The current phrasing only vaguely refers to "connectivity"; this is a loss of focus. While "connections" is often the preferred language in terms of its positive connotations compared to the negatively-regarded "transfers", the latter is probably more legible and useful in the local context and I would stick to that language for clarity. ● maintaining high off-peak service levels and long service hours in general, emphasising the need to serve more than just commuters

### 5.2.2 Service levels

In my view the division of rapid/frequent/regular in this plan is problematic. ● Firstly, I would like to see the service type considered at a network level on top of the route-by-route level. In other words, stop saying that a route is a rapid route: say that a common corridor has rapid service along it, when multiple routes (that might themselves be "frequent" or "regular" combine to give a sufficient frequency. 9 ● We should consider none of Otago's current routes as "rapid" on their own. While the definition of "rapid" could certainly be varied depending on local context, I think one element that should not be compromised is turn-up-and-go "forget the timetable" frequencies. In the literature, 10 minutes is seen as the upper limit of turn-up-and-go. The 15 minute frequencies of several Otago routes is strong, but it is not quite turn-up-and-go, especially on a cold winter day, and so it should not be called "rapid". ● The definition of "frequent" as being 20/40 minutes is problematic and is too much based off current frequencies (which predate network reforms!) rather than being forward-looking. 40 minute frequencies need to be eliminated from the network as they are not clockface frequencies. In my experience living near a 40 minute and a 30 minute service, I still have not remembered how that timetable works, or the relationship between the services. ○ Further, 20 minutes is an unhelpful frequency: while it is a "clockface" frequency, it does not divide the most common headway on the network (30 minutes), meaning the relationships between different route timetables is confusing and inconsistent. ○ The policy on frequencies for Dunedin, in my view, should be that 30 minutes is the driving frequency of the core network, with strong routes halving that to 15 (as they do). ● As such, the definitions could be ○ rapid: 10 minutes or less (only achieved by combined impact of multiple routes on common corridors; to practically achieve this will also require better timetable coordination to get even spacing) ○ frequent: 15 minutes ○ regular: 30 minutes for core network, 60 in certain instances, perhaps 120 for minor rural

routes if this is relevant anywhere 5.2.4: Land use / development I support what is in this section, but it seems a little incomplete. Of the three top-level bulletpoints, the first and third are purely reactive. The second one, work proactively with territorial authorities through Spatial Plans and other strategic planning documents to identify future growth and demand needs in the planning of services and infrastructure, is on the surface about being more proactive, but what is missing is an actual statement that we want to strongly encourage new developments to be designed with PT in mind, This might indeed be what is meant by working with TAs through spatial plans and other strategic planning documents, but it needs to be said: otherwise “working proactively” could end up just meaning “proactively knowing ahead of time that the new development will be difficult to serve with PT”. I don’t think this is the intention in any way, but we need stronger language. 5.2.7 Transport disadvantaged I am very pleased to see the policy of permitting pets on off-peak and weekend services. Quite aside from the very important cases of guide dogs / support animals etc for the transport disadvantaged, an inability to travel on public transport with pets is an example of how our we 10have assumed that access by car is required in order to make basic lifestyle choices such as choosing to have a pet in one’s life. One of the things I enjoyed in travelling to the UK was seeing dogs on trains and buses (and pubs!) in a way that was not familiar to New Zealand. This is a great example of the shift from seeing PT as a last resort that provides bare-bones transport needs, to seeing it as a quality product that can create freedom in how people choose to live their lives. I utterly commend this: in fact, I had already intended to raise this matter myself. 5.3.1 Collaborative relationships I wonder if collaboration with other regional councils could be added in some way to the actions in this section? Explicit collaborations such as the RITS/Bee Card have been a really important trend in recent years, and more informal collaboration/relationships with individual councils (e.g. Southland and Canterbury as neighbours) also hold value, especially for smaller councils. 5.3.2, 5.3.3 Trials, technology, innovation I won’t repeat the comments from earlier about technology etc, but they are relevant here. 5.4.1 Physical infrastructure I would like to see a shift towards a preference for bus stops to be built out into the road, which is widely regarded as best practice. Many bus stops around the city, especially on key corridors, see buses contending with parked cars when pulling in and out. They also may struggle to get back into traffic, although traffic levels are generally not so high that this is a major factor. Nonetheless, this seems like a logical and proportionate bus priority measure, especially now that boardings are sped up by the Bee Card. Examples of places where this could be applied include the bus stops at Dunedin Hospital and along George St, and others like them, especially on busy city and inner suburban roads. I would also like to see some evaluation and rethinking of bus stop locations. Bus stops are generally reasonably closely spaced; I don’t think a massive increase in spacing is needed, as patronage is not so high that buses are significantly slowed by relatively close spacing. However, there are some cases where bus stops are absurdly close together (e.g. two bus stops on George St on either side of Albany St), which should be

remedied, and more broadly it could be worth stepping back and reconsidering bus stop locations on many routes where bus stops are inherited from former routes that were very different to their current form (for example, a number of bus stops on the northern end of Highgate). I would also draw attention to the confusing layout at the Exchange, where the two bus stops are split between different routes; if the number of buses using this stop is so great that two stops are needed, it needs to be signposted much more clearly to customers. Finally, I would like to draw some attention to the connectivity of the 77 route as it continues to grow in patronage and importance. I would like to see some investigation of the possibility for bus stops at the top of Lookout Point, to enable a connection between this route and the 63 and 115/6 services which both terminate close by, especially given the 77 may become more frequent in future, which would mean this would be a rare point where two frequent services intersect. Although this presents challenges, the road is not a motorway at this point, and with good design there could be safe and usable bus stops on both sides of the road. I do not imagine this would be especially highly used, but could make a significant difference to users changing buses, who could save an enormous amount of time on journeys that would otherwise be very difficult.

#### 5.4.2 Reliability / punctuality

The increase in reliability/punctuality (I will use the words interchangeably here although I note they are not quite the same thing) of bus services in Dunedin since network reforms has been notable. Buses are now, as a general rule, very reliable. Part of this has come from the trade-off between speed and reliability; by building more slack into timetables, delays have become more recoverable. This has sometimes been frustrating for users as buses have waited around at intermediate stops for seemingly excessive time periods, but it is undoubtedly an improvement on the previous situation. Nonetheless, there may be opportunities to speed services up. Clearly, bus priority measures could protect buses from delays in heavy traffic, equalising peak and off-peak speeds and allowing timetables to be tightened. Additionally, although there is significant value in having a perfect clockface timetable right through the day, it may be worth deviating a little further from this principle to speed up off-peak services, especially on routes that see major rush-hour slowdowns.

#### 5.4.3 Vehicle capacity

A quick comment is needed given the popularity of “make the buses smaller” in public feedback. In general I acknowledge the limitations of this popular “take”, which I understand as follows:

- bus size needs to be appropriate to rush-hour loadings
- small buses are not significantly cheaper to buy or operate, and labour is the major cost regardless
- excessively small buses can feel crowded with rather low loadings — e.g. 10 passengers could be uncomfortably full
- a more uniform fleet creates greater operational flexibility

I don't doubt there will be some feedback in this consultation along the lines of “my clever idea is that we should just run minibuses everywhere”. I know enough of the ORC's thinking to know that this will not be taken very seriously, and rightly so. I would, however, just comment that it is important not to throw every part of this issue out. While the clever solutions many people propose tend to be unworkable, that does not mean the entire problem is invalid. Buses have grown

bigger, and can be a clumsy fit on narrow, hilly streets. There may be a place for moderately smaller buses, without getting silly about it. There are a number of potential obstacles to this, but some thought should be given.

125.4.5 Customer information I mentioned above that I would like to see some thought given to live data being used in on-board displays. This could include next stop announcements, or even time to other departures at close-by stops.

5.4.7 Orbus branding The Orbus brand is a fantastic shift to a unified, integrated product and I look forward to the day when every bus in town carries the unified livery. The white buses with a simple roundel-esque logo is a fabulous and simple design that will last very well. I hope we can also see some Orbus branding at bus stops (more visible than just timetables), along with visible information around the bus stop sign such as bus routes using the stop. I hope some effort can be used to avoid operator branding beyond a very simple “this service operated by (logo) near the door or inside the bus. Beyond this, operator branding detracts from the brand and I hope contracts will give strong control over this. One distasteful trend that has been seen on a few buses is when operators include digs at their competitor: we have seen operators with their logo, the message “100% New Zealand owned and operated”, and an excessively large New Zealand flag for good measure. I think this is poor form and undermines the unity of the network. Regardless of the merits of whether it is a good thing for a PT operator to be NZ-owned, the product being offered in Otago is Orbus, not Ritchies or GoBus; competition between operators is competition for the market, not on-the-street, and should not be allowed to spill over into public branding.

5.4.9 Ticketing The Bee Card is a fantastic product and a brilliant achievement: smaller councils pooling their resources and producing a solution that serves our needs while waiting for the seemingly-intractable national ticketing solution to finally arrive. I congratulate the ORC for their leadership on this. I note the intention to phase out cash payments. I understand that among the reasons for this trend is questions of driver safety, which is definitely a serious matter. The change will cause some disgruntlement, but there is plenty of precedent, and when contactless bank payments are implemented, almost everyone will have access (although even now not every bank card is contactless). I do wonder if a “no change given” policy would be sufficient, however: cash could presumably be secured and inaccessible if drivers did not have to make change with it.

5.5.1 Fare structure I welcome the actions in this section, which I think indicates that the flat-fares consultation has been a source of significant new ideas. In particular, I welcome the indications of a move towards fare-capping, which I gave a strong argument for in that consultation. I think there is perhaps one omission here: there is not an acknowledgement that fare structures should serve complex travel patterns. The classic example of this is multiple-hop travel where travellers are not merely alighting and boarding the bus in order to transfer to another service, but also to visit the location, perhaps do some shopping or have a quick bite to eat, at several locations around the city. The phrasing “enables easy connections and transfers between services” does not quite cover this sort of travel, because such travel breaks the normal assumption that a journey

simply has a start and an end; as such, complex travel patterns are hard to account for. I would like to see an additional action along the lines of “employ a fare structure that supports complex travel patterns” in order to complete this. To comment further on what such a fare system implies, I think that complex travel patterns need to be supported by leaning towards assuming they are a single journey, rather than being miserly and getting them to add up to multiple journeys. This therefore supports transfers being generous: longer time periods and no limit (or a very high limit) on the number of transfers permitted with a single fare, as opposed to the current situation of a short 45 minute period and 1 transfer only. The reason I argue this is that transfers are a burden, and using often-infrequent buses to serve complex travel needs is also a burden, yet both are extremely good for the overall network operations and patronage, if they are well-supported. Ultimately, I think the best approach is Christchurch’s: 2 hours transfer (from first boarding to last boarding; with tag-offs this might be changed to instead use alighting times on the start, end, or both, but I see no strong advantage to this). The city’s generous fare-capping (2 fares per day max, and 10 per week) also achieves the same objectives and should be seen as part of the same package. Other cities have generally been less generous, although Auckland allows up to 4 hours if chained (but only if you never spend more than 30 minutes from alighting to boarding). I think the conceptual simplicity of buying two hours’ travel is the best approach by far, and should be replicated. At the flat-fares consultation I also spoke on the options for base fare structures. My basic argument was that I support the flattening of fare structures from the previous, which were extremely harsh on outer destinations and also often present users with the conundrum of having to pay an enormous amount more in order to go one extra stop. My conclusion was that the ideal fare structure for Dunedin would be a near-flat structure: longer journeys to pay a little more, but not much. This could be viewed as a base fare that forms the majority of the fare, plus a distance-based component. Thinking more theoretically about transport mode-choice, there are strong reasons for flat or near-flat fare structures in a city such as Dunedin. Very short distance bus journeys compete with walking and cycling (which ought to be encouraged), and may often be taken by convenience (there’s a bus coming, I might as take it a few stops and save myself the walk) rather than necessity (although this does depend on a person’s mobility level). Hence, excessive subsidy for short-distance travel is difficult to justify. By contrast, over middle and long distances across the city, the competing mode is primarily the car, and so the objective of reducing car usage is supported by subsidising bus journeys more. I think that when we look at longer-distance services — especially the Palmerston service — the \$2 flat fare starts to look indefensible. I therefore put forward that a near-flat approach where fares rise only slowly with distance is the best, fairest way to defend fare affordability when there is pressure to increase fare revenue. Whether this be more granular such as the older fare zones, a little less so such as the pre-2020 fare zones, or very coarse such as one zone to Green Island, two to Mosgiel, or even one to Mosgiel and with non-flat fares only on the infrequent Palmerston and Harrington



Point runs, is a different question: while I feel like the continuity of a more granular system is ultimately fairer, simplicity does matter a lot, as the plan acknowledges.

5.5.2 Setting and reviewing fares This section is generally a good statement of the factors to consider in setting fares, acknowledging that there is more to fares than maximising revenue. While fares are to be determined annually, I would like to see some indication given when fares shift of the intended or hoped-for future trajectory, in order to set expectations realistically and prevent sudden jumps when a failure to proportionally increase fares year-on-year leads to a need for a single, nasty rise. I would also, noting the point in the actions about service improvements, note that it would be good practice to tie any necessary fare increases to service improvement. Public communication could make this clear, perhaps indicating the predicted revenue increase and what the service benefits will be (e.g. this rise will get us X extra hours of service per day, which will pay for Y% of the improved frequency on Route Z). I would also point to the value of this as a technique for public engagement: ask respondents to choose between a certain fare increase or an improved level of service. This could encourage the public to realistically weigh up the trade-offs that the ORC must consider rather than treat this issue in a vacuum. (However, I also acknowledge that such an approach could be seen as manipulative if applied without due care).

5.5.3 Fare concessions I note a relative lightness in the expectations for concession groups: for bus travel, only the super-gold subsidy plus under 18s. While simplicity is a good thing, I think a wider set of concessions is needed. Given that some degree of fare increases are probably going to be forced at some point (I hope it will not be excessive), this will be an opportunity to show that the impacts of those most sensitive to cost are being considered, and I think this would be tremendously helpful in alleviating the public response to any proportionate fare increases. I would advocate for the following fare concessions:

- Firstly, reduced fares for welfare recipients seems an absolute necessity. Presumably this can be done through the community services card. This could be a 25% reduction.
- Secondly, I would like to see a return to a student concession. As a further point, I would like to see some change to the youth concession. Teenagers' travel usage will affect their willingness to use public transport use their whole lives, and the ability to travel around town independently creates enormous freedom that can define their transition to 15adulthood 2 . While this comes with some negatives in behaviour, this has always been a part of growing up and requires careful management, not reflexive reactions. Therefore, one idea I have for the youth concession is to make it more graduated in order to provide a transition from youth fares to full fares, and therefore prevent the scenario where bus usage drops suddenly on the 18th birthday because fares have nearly doubled. For example, fares could be:

- 60% off for 12 and under
- 55% off for 13 year olds
- 50% off for 14 year olds
- so on, with full fares reached at 24 years old. This could replace student concessions entirely, or a modest student concession could be stacked on top of it.

One other idea I would put forward on concessions would be to support family travel. For even a small family, multiple family members paying fares can very quickly

add up to a very high cost for travelling around town, much higher than the marginal cost of driving. I would like to see a scheme that is generous to family members travelling at the same time as each other — this could even include travelling on different services at similar times. For example in the morning commute a parent might take one bus to work, and their child another bus to school at a similar time; these journeys are very deeply linked. A discount could be applied to the children's journeys to ensure the family's travel costs are not excessive. (Presumably this could not be applied "in real time" on the Bee Card, but a partial refund could occur when journey data is brought together, and applied to cards next boarding). A small discount could even apply to joint travel for families without children — e.g. couples/spouses — but this scenario would not require the same level of generosity and is probably unnecessary complication.

#### 5.5.4 Farebox Recovery

The national farebox recovery expectations were viewed by many councils as an obstacle to the maintenance and improvement of PT; this was especially the case for smaller councils that were being asked to essentially achieve the impossible. My understanding is that farebox recovery was seen as too blunt an instrument: the 50% number feels "pulled out of the air". It is interesting to note that the ORC has chosen to essentially maintain this policy despite it no longer being required. My assumption is that the relative success of PT in Otago in recent years has meant that such a target feels relatively realistic in the local conditions, and hence there is not much need to fix what isn't broken. Additionally, a lot of criticism of farebox recovery ratios does not come with a 2 This is also a really good argument for why school travel should be integrated into the public network wherever possible. Taking a school bus does not teach a teenager how to navigate the city independently and will not drive their future transport behaviour nearly as much as taking a public bus will.

#### 16clear alternative: the number might be pulled out of thin air in a sense, but what's the alternative, exactly?

My view is that this is a question that needs to be answered, and while Otago may be able to operate with the same old farebox recovery, it may still be an obstacle to future development, especially in terms of regional travel. I acknowledge that the policy states that there should be some flexibility in the application in certain circumstances, but I feel like this is saying "we want to achieve this objective except in circumstances where we'll be okay with not achieving it". It's a little circular, it runs away from the problem. From conversations I had around my research, one of the big missing elements, especially for marginal PT environments such as small cities or rural areas, is that there is little idea of what a "base service level" looks like. For example, what is the base service level for a low-density outer suburb that should be provided even in very low-patronage environments? What is the base service level we should accept for a village like Brighton which is near a city? What about base service levels within a small city like Invercargill? I would like to see these questions answered, based on an understanding that:

- 1) Public services and infrastructure cannot purely be allocated on the basis of their financial performance
- 2) However people do choose where to live and these choices impact the sort of services and infrastructure they can access. I think that together, these principles can

be used to justify some degree of PT development in Otago that includes more rural services that do not currently exist, while not leading to absurd conclusions (e.g. attempting to serve total backwater locations far from any significant travel corridors). I think that such baseline requirements should be explicitly excluded from any farebox recovery target, and not simply rely on being an ad-hoc exception later down the decision-making process. Farebox recovery targets should only be applied to areas where service levels can be expected to exceed base-line requirements. If this approach is excessively qualitative or hand-wavy, one point to make is that (for example) longer-distance rural networks are likely to be relatively separable from urban networks, and could see their own lower farebox recovery targets.

### 5.5.5 Funding opportunities

A quick comment here: sources of funding are obviously very important to PT, and the “power of the purse” means that funders have significant influence over the form PT takes. It is very important that new funding opportunities do not detract from the fundamental principles of integrated, network-oriented public transport: Dunedin, Queenstown, and the rest of our towns are not large enough for fragmented public transport to have even the slightest viability.

17One example of “alternative funding” arrangements causing fragmentation is in Palmerston North, where a huge swathe of free rush-hour-oriented buses serve the city’s tertiary institutions, funded by those institutions’ admirable desire to get cars off the road. Meanwhile the rest of the city’s buses run outdated, circuitous routes at low frequencies, providing little more than a bare-bones service that a rural-oriented regional council does not quite take seriously. In Dunedin, the city council’s long-standing desire for an “inner city bus loop” could be an example of the potential for alternative funding to lead to fragmentation. The ORC has shown opposition to this, and I support this opposition: despite good intentions, such a route would not succeed and is contrary to network design principles. This is not to say that alternative funding opportunities should not be pursued, but rather that great care should be taken. The DCC has a role to play in PT and this could involve an element of funding, but needs to be part of an integrated approach rather than running off providing its own solutions. If the University wanted to provide funding for greater student concessions, it could do so, but services still need to run in a single, integrated network. Ultimately, “alternative funding opportunities” are coping strategies for a difficult funding environment, and are not a long-term path to PT success. The question of how to fund PT better will be solved by discussions about the transport funding system and local government design. It is crucial that the ORC plays an important role in advocating for how Otago’s transport needs will best be served into the future.

18Future network development in Dunedin

The RPTP does not give any particular idea of how Dunedin’s bus network will develop over time other than a few discrete projects, but some network planning may be in order in the future. In this section I outline some possible changes to the overall network design. These comments relate in particular to my comments about service levels in 5.2.2 where I argued that to characterise any of Dunedin’s routes as “rapid” is stretching the word too far: rapid service should be turn-up-and-go service levels, which are

generally regarded in the literature as requiring headways of 10 minutes or less (any disagreement in this is generally along the lines of being even more strict). At these frequencies, transfers become relatively seamless and the resultant network effects really take hold, multiplying the range of destinations accessible on PT. Dunedin clearly has no individual services at such a frequency, although two services do run at 15 minute frequencies and another two combine for much of their length to give the same. However, Dunedin does have a number of PT corridors where multiple routes combine to give the necessary overall service levels for “rapid” service. The problem is that, in most instances, the timetables on these corridors are not well-coordinated. For example, eight buses an hour run from the University (Albany St) to the bus hub, enough for a theoretical 7.5 minute headway (an expected waiting time would be half this, 3.75 minutes). However, the spacings in minutes between buses follow this pattern: 15, 0, 12, 3. Because a bus arriving soon after another one is far less useful, the waiting times users can expect at this stop are 6.3 minutes, which is 1.7 times worse than the ideal spacing and equivalent to the waiting time for a bus that runs every 12.6 minutes. This example is important, because the connection to the University is a particularly important one. The network changes in 2017 significantly reduced service levels to/from the university, which was previously overserved, with the expectation that most users can change buses to get to the university. This was well-justified, but the flipside of asking users to transfer more often should be to maximise the ease of the transfer, and as shown, this has not entirely occurred in timetabling terms. The same is true on other corridors: for example 8 outward buses an hour along Stuart St follow the pattern 7, 4, 4, 15; the inward buses follow the pattern 7,7,15,1. The situation is even more intractable along George St, Princes St, and Anderson’s Bay Road, where 40 minute services run alongside 30 and 15 minute services. While it may be possible to make some incremental improvements to this situation with tweaking of timetables (especially if 40 minute frequencies are upgraded to 30), the design of Dunedin’s bus routes as they stand provides a more significant barrier to evening out timetable spacing. The problem lies in the way termini are paired to create cross-town routes: often, multiple buses will converge along one corridor on one side of town, and then diverge in completely different directions once they reach the Bus Hub. For example, the three services along Albany St all do different things after they reach town: the 37/38 goes over Stuart St, the 63 goes up High St, and the 14 terminates in town. Although this gives more one-seat rides to different parts of the city, it creates interdependencies between the timetables of different routes, meaning that creating even spacing between buses on one corridor will prevent achieving the same on the other side of town and preventing “rapid” headways being achieved. The answer, in my view, lies with the network-design principle described as “one section, one line” in the influential HiTrans network planning best practice guide 3, which is shown to the left. In Dunedin, this would not mean literally having only one line along these corridors, but rather it would mean pairing the termini so that routes that converge on one side of the Bus Hub stay together on the far side. My particular approach would be to re-

pair the termini to create three rapid cross-town spines: King Edward St through to the Gardens, Anderson's Bay Road to Stuart St, and Mornington to the University. With modest service improvements in some places, each spine could run a bus every 7.5 minutes (not counting services that break off a little early, such as the Ross Creek service not going all the way to the Gardens). The most essential increase in service that would be required for this would be to increase 40 minute frequencies to 30 minutes, which is long overdue. An extra 2 buses an hour along High St would complete the pattern, but is not essential if some unevenness in this section were accepted. A halfhourly Peninsula service could form part of the rapid service along the Anderson's Bay Road spine, or another route could receive extra service. I have constructed an indicative map to show how this would work, shown on the next page. Importantly, such changes would cut across the current PTOM units, so would require some work to implement, but they would also provide a logical structure for new PTOM units. These changes would support the creation of higher-quality infrastructure along these spines such as bus lanes, high-quality bus stops, and improved wayfinding. They would significantly extend the proportion of the city accessible at frequent turn-up-and-go service levels, allowing the bus network to serve more diverse travel needs. As with any network redesign there would be disadvantages: some direct bus connections would be lost; for example less of the city would have a direct bus to the university, but this would be made up for by making the transfer easier for everyone. 3

<http://www.civitas.no/assets/hitrans2publictransportplanningthe-networks.pdf>

20Indicative network map with re-paired termini to create three rapid spines (red, blue, yellow) 21Conclusion As far as public transport goes, Otago has been a quiet success in recent years. It can be easy to forget this, but we must not lose sight of what has worked, less we lose focus. Success in PT can be a thankless achievement, always leading to higher expectations. The climate crisis multiplies this sense. I hope my contribution to this plan can make it better; can perhaps give some ideas and help flesh out details that the draft is light on, or where there is uncertainty on how to move forward. I look forward to the opportunity to discuss this further at hearings. A concise list of recommendations is given on the next page.

22Recommendations P.10-11: Recommend the vision and key priorities be amended to prioritise integration and best practice over technology and innovation (without entirely deprecating these). Possible example: Vision: Inclusive, accessible, innovative integrated public transport that connects Otago and contributes positively to our community, environment and economy. Key priorities: ...3. Capitalise on new technology and opportunities for innovation; Implement best practices to maintain and further develop an integrated, modern public transport system... Figure 1: (minor) ensure the 4 phrases fit with each other: for example, on the left hand side you can have "customer focus, innovation" or "customer focused, innovative", but you should not mix these two approaches. 1.3: in line with the above, include a comment about maintaining an integrated approach to PT as part of the reasons listed. Figure 9 (accessibility to frequent bus services in Dunedin) is blurry and

illegible. Replace with better version 2.5.2 (mislabelled as a second 2.5.1): Clarify statements at the start and end of section about rural public transport which appear difficult to reconcile. Also clarify that commercial bus services such as InterCity are a form of public transport, as the current phrasing seems to exclude them. 2.6.1.2 and 2.6.1.3: Fix section numbering and clarify language of headings to be clearer that the first section refers to more “local” services while the second refers to longer-distance regional travel. 2.6.1.5: in line with the above, give some acknowledgement that technological change and innovation can present a threat as well opportunities to PT 2.6.2 (table 4): fix repeated text on first row 3.6.1: provide greater clarity about strategic thinking around potential role for passenger rail 4: (see recommendations above for p.10/11) 5.1.1: Consider role for in-vehicle displays in giving live passenger information 5.1.2: Add action to encourage ORC to support ethical sourcing of vehicles 5.2.1: Add greater specificity on network design principles to be maintained 5.2.2: Rethink definitions of “rapid” and “frequent” services so that “rapid” refers to turn-up-and-go headways that are only achieved in Dunedin where routes overlap, and “frequent” refers to 15 minute headways. Propose elimination of 40 minute headways and the avoidance of 20 minute headways so that 30 minutes becomes the unambiguous base for core Dunedin network. 5.2.4: Increase clarity in supporting PT-friendly design in new developments 5.3.1: Add inter-regional collaboration to actions 5.4.1: ● Give consideration to bus stop design principles such as built-out stops in key locations. ● Evaluate outdated/odd bus stop locations/spacings across city ● Consider the possibility of a bus stop on SH1 at Lookout Point to create connection between 77 and the 5/6, 63 routes. 5.4.7: Protect Orbus branding from attempts to stretch operator branding beyond a factual expression of who runs the service 5.5.1: ● Add an action along the lines of “employ a fare structure that supports complex travel patterns” ● Consider Christchurch’s system of 2 hour transfers and generous daily/weekly fare capping as a strong model to replicate 5.5.2: ● Consider the value of clarity in setting longer-term expectations for fares even if decision is ultimately made annually. ● In public consultation and communication, link fare increases to service improvements and consider the possibility of asking public to consider trade-offs 5.5.3: ● Add more possible concessions to plans and consider making youth concession fall away “softly” over several years rather than a hard jump to adult fares ● Consider family discounts for journeys made at the same time 5.5.4: Increase clarity over where 40-50% target might not apply, especially with regards to rural/regional services 5.5.5: Consider clarifying that alternative funding sources should not be accepted if they undermine network integration and strategic thinking Network design: Consider possibilities in changing pairing of termini to create rapid cross-city spines with greater timetable coordination.

### **153) CCS Disability Action Otago**

The draft plan has identified several future challenges and the complexities public transport in the region. Public transport is a significant contributor to community

wellbeing and the lack of public transport and inability to use public transport results in poorer community wellbeing and inequality. This submission will focus on the transport needs of people who are less likely to be able to use public transport and experience poorer wellbeing as a result.

While inclusion and accessibility are mentioned in the draft plan, we submit that this will not be achieved without the commitment to develop an inclusion and equity plan. This would include: - Addressing inclusion and accessibility from the concept stages to planning design and implementation. - Conducting disability impact assessments on all public transport services. - Talking to potential users of each service and ask about trips not taken and the reasons for this e.g., cost, lack of accessible information about time timetables etc. - Consulting with access professionals who have an in depth understanding of universal design and transport. - Adopt the concept of the accessible journey - i.e., a seamless uninterrupted return journey and use this to identify barriers to using public transport. When concerns are the responsibility of another Local Authorities (LA) e.g., inaccessible bus shelters, footpaths etc. liaise with the LA re improvements. - Measure diversity of participation. - Ensure that the cost of public transport is not a barrier – or that the costs of not having access to transport to use a service are not experienced in other areas.

In 2019/20, an estimated 123,000 New Zealanders (1.6% of children and 2.7% of adults) had experienced an unmet need for GP services in the past 12 months as they were unable to access transport. Lack of transport was a major barrier to accessing GP services for disabled adults, with one in nine people affected in 2019/20. Disabled adults were 6.5 times as likely as non-disabled adults to be unable to access GP services due to a lack of transport (Environmental Health Intelligence New Zealand, 2021).

**Mobility Taxi Services** We have varying feedback regarding the Total Mobility Scheme. People who require vans fitted with a hoist continually report that even when booking in advance Mobility Taxis are often not available – particularly during the school year. Despite the service being available 24/7 many people find it very difficult to book a Mobility Taxi for an evening out. We recommend that the Council review the Mobility Taxi Service. Demand-responsive transport services It is clear that traditional public transport services are not viable in smaller rural centers – we consider that this is not due to a lack of demand but that the services provided do not meet the needs of the community. Smaller rural centers often have aging populations with fixed incomes and increasing transport needs – the consequences of this community severance range from social exclusion to poor health. It is not acceptable for the status quo to remain for the next ten years.

The Council must collaborate with communities across the region to and innovate to provide demand- driven transport services. The My Way on demand service in

Timaru has made a difference, by providing an affordable transport choice and has enabled people to do things that they were never able to do e.g., visiting friends and family. It is being used by people without cars, and people who choose not to use their cars and has resulted in a 16% increase in bus patronage. Some success factors to My way were the broad community consultation and education / information programmes. We recommend that the Council develop a demand- responsive transport services across the region.

Community transport trusts By providing transport between smaller and main centers Community Transport Trusts allow people to access essential services, however some are only for certain services – the provision of these services often allows people to remain in their lifelong homes. We recommend that the Council review the availability of community transport trusts in the region and develops a scheme to support and fund community transport trusts.

#### **154) Lynley Workman**

My child catches the route 1 bus every day to and from Otago boys high (because we live in Karitane he is exempt from using the free school bus which is available to people living close by like Seacliff or those fortunate families that can afford private schools or those attending religious schools.) The flat rate fares of \$2 has been helpful. I have other children and we already scrap through from pay-check to pay-check and this has been a huge help. Pretty-Please keep this fare at this base rate- I beg you. Soon I'll be paying for two children to get in and out of town and it is stressful. Also I'd like to add, that a weekend trip to town and back would also be a HUGE deal to us, it gives my kids the ability to catch up with their friends and go to the gym etc. Kind regards, The Workman whanau

#### **155) Mandy Mayhem Bullock**

Public transport plan consultation 2021-2031 Kia Ora , My name is Mandy Mayhem Bullock and I am a resident of Waitat, Blueskin Bay As you may or may not know Waitat is a transition town, striving to be less reliant on energy and more self-sustaining. Transition initiatives include shared transport. A key area for concern is our lack of Bus services. As a mother of teenagers it would be wonderful to offer some weekend and evening services to allow them to connect with friends. I support senior folk to remain in their homes and we have a large population of retirees on the North coast or route 1 network. We all love the 22 fares but their convenience is lacking. Try to make appointments on weekdays or social interaction on weekends is near impossible. I see constant requests on social media for ride connections to enable folk to simply get to work or where ever. At the weekend, residents in the communities north of Dunedin are effectively cut off from the city and from each other, unless they have a car. Visitors to Dunedin are also unable to access the north coast using alternative modes of transport such as via a safe cycling route or using public



transport. There is no weekend or evening bus service for the 4000 residents on the north coast bus route. I strongly suggest that this imbalance be addressed.

Connected and Cohesive City- key focus for me is for people feel included in their local communities and the wider City. Also that people are connected to the places they need to go by safe, affordable and user-friendly transport options and for communities are resilient and have good access to information and resources. The key strategic priorities for Dunedin's transport network are: - improving Dunedin's road safety record - providing safe, viable transport choices - strengthening connections to, within and between Dunedin's centres In this submission I support these strategic priorities and in addition to supporting:-the Government Policy Statement on land transport (GPS) (including safety, better travel options and emissions reductions) - the DCC's Zero Carbon 2030 target (The transport sector is Dunedin's most significant, and fastest growing, source of emissions. Trends suggest that with increasing investment in infrastructure to improve the levels of service for active and public transport modes, there is a slow increase in uptake, and with increasing intensification of urban form, these trends are likely to continue.) - Waka Kotahi's Road to Zero (aims to have a 40% reduction in deaths and serious injuries from 2018 – 2030) Land transport investment promotes keeping people in employment, improves productivity, and supports economic growth and connected communities.

#### **156)Raewyn Glynn**

I believe that reliable, accessible, clean and comfortable buses that take people where they want to go are essential to a sustainable, clean energy future. As a non-driver living in St Clair, I am happy with the service on my local route, the No. 8 Normanby to St Clair. It is used by locals and visitors alike and serves the needs of the South Dunedin population, many of whom are older or have physical challenges. As someone who likes to travel to Waikouaiti, I find I have to use the InterCity bus on the weekends when there is no local service. Perhaps there could be some kind of integration between the Bee Card and the InterCity cards? Either that or a weekend City to Palmerston service. An airport bus would be great. As a way of encouraging bus use, specific routes could be promoted to visitors and locals for their scenic qualities or access to specific areas of interest. Some places that are not accessible by bus, such as Aramoana or Seacliff, could be specifically marketed to tourists, encouraging them to travel by local bus.

#### **157)Alex King**

I am a Dunedin resident and a member of Bus Users Support Group Otago (busgo). I am concerned about climate change and would like to see our region move rapidly to reduce carbon emissions. Dunedin's public transport service has a key role to play in reducing carbon emissions in Otago, by enabling modeshift from private vehicles to public transport (as well as active transport and trip reduction.) I support the proposed Draft plan in general, and support the changes suggested in the Bus Users

Support Group Otago submission. In addition I suggest the following amendments: 1. The prime objective of the plan should be “To make a significant carbon reduction in Otago through increased public transport mode share.” The other objectives should be subsidiary to that. 2. Targeting a specific increased ridership goal, that will make a significant contribution to reducing carbon emissions. For example, the Dunedin service should be aiming for a 10 times increase in the number of trips as are currently taken, with the the majority of the new trips replacing car journeys, by 2026 3. I support the use of modern marketing techniques to encourage bus use. Dunedin already has excellent services on many routes. These should continue to be improved. However the primary task for Orbus now is to launch a marketing campaign that will prompt car drivers to switch to using the bus. This may not be an easy task, but it should get the resource it needs to do that job. The marketing effort to increase ridership should be seen as important as providing the service itself. 4. I support innovative fare structures and incentives. Ideally we would fund 100% of the service through rates and taxation and have zero cost at point of travel. The next card after the bee card should be no card; the only thing needed to take a bus trip should be to step or wheelchair on board. However, if this is not adopted, I support the following fare innovations: ◦ Crediting ratepayers transport rates onto their Bee Cards for credit towards bus travel. ◦ Keep the flat fare structure that sets a maximum charge for a journey using the Bee Card. ◦ Offer discounted fares informed by the marketing plan, backed by research, designed to boost ridership. ◦ In the short term, experiment with different special offers to find effective ways to attract new riders and trips. ◦ In the longer term, engage in a significant programme of research on mode shift and shape fares according to the outcome of that research. ◦ Fares will likely need to segment the market and offer discounts to those with limited ability to pay, so a Community Services Card discount of 50% could be justified to enable those on lower incomes to switch to public transport. ◦ Explore ways to offer free public transport in return for households permanently reducing the number of vehicles they have, or for vehicle free households. 5. I support increasing the public transport rate. 6. I support working with the Dunedin City Council to place a surcharge on parking in Dunedin to fund public transport. 7. I support working with government to access further tax funding, e.g. the ETS revenue. We urgently need to find a way to make a step change in how we travel around Dunedin and around Otago. The Regional Council needs to enable people to make good decisions that will allow us to avoid the worst consequences of climate change.

### **158) Shaping our Future Inc**

Shaping Our Future wish to be heard This is a submission on the Otago Regional Council Regional Public Transport Plan 2021-2031 and applies to the Queenstown Lakes District where Shaping Our Future operates. Shaping Our Future is an independent, apolitical, non-profit organisation created in 2011 to give the people of our community an opportunity to shape their future. We work with the community to create a long-term vision and roadmap for the future as our district continues to

go through rapid change, even with the recent disruption of Covid-19. Shaping Our Future is governed by a volunteer board made up of committed members of the community, elected in rotation by the members at each AGM. The following submission is based on information gathered from the community in a number of community forums and community task force reports, most notably: 1. Shaping Our Future Wellbeing Forums 2021 2. Shaping Our Future Wakatipu Freshwater Report 2021 3. Shaping Our Future Climate Challenge Forum 2019 4. Shaping Our Future Lake Hayes Estate/Shotover Country Community Forum 2019 5. Shaping Our Future Upper Clutha Freshwater Report 2019 6. Shaping Our Future Frankton Masterplan Forum 2018 7. Shaping Our Future Upper Clutha Transport Report 2018 8. Shaping Our Future Queenstown Transport Report 2017 9. Shaping Our Future Arrowtown Community Visioning Report 2017 10. Shaping Our Future Glenorchy Community Visioning Report 2016 11. Shaping Our Future Events Report 2012 and Update 2016 12. Shaping Our Future Upper Clutha Conservation Report 2016 13. Shaping Our Future Visitor & Tourism Report 2015 14. Shaping Our Future Energy Report 2014 15. Shaping Our Future Economic Futures Report 2014 Shaping Our Future Submission on Otago Regional Council Regional Public Transport Plan 2021-2031 2 16. Shaping Our Future Innovation Forum 2013 Shaping Our Future Community Forum and Task Force report can be found here <https://www.shapingourfuture.org.nz/action/all> While some of the forums and reports are some years old, the Shaping Our Future process and longterm visioning means that the recommendations put forward by the community are enduring. Recent Wellbeing Forums have reconfirmed those long-term community visions and priorities but with a focus on economic recovery, diversity and tourism in the current Covid-19 climate. However other community priorities such as housing affordability (cost of living) climate and transport are still relevant with a general view that the Covid-19 situation has given the region a chance to reset and do things better moving forward. Shaping Our Future congratulates the Otago Regional Council on its draft Regional Public Transport Plan 2021-2031 and supports the Vision for inclusive, accessible, and innovative public transport that connects Otago and contributes positively to our community, environment and economy which aligns strongly with the Queenstown Lakes Communities Vision for Transport: Summary of Submission Recommendations: While Shaping Our Future doesn't have any specific recommendations that are contrary to the draft Regional Public Transport Plan, we wish to emphasise Queenstown Lakes communities view on the following: 1. Integrate public transport with land use planning (Queenstown Lakes Spatial Plan) and future development within the Queenstown Lakes District, and existing or growing developments, e.g. Queenstown's "Southern Corridor", to improve access and use of public transport (and active modes such as walking and cycling). The points under Preparing for Future Growth on page 25 or key to achieving this. Shaping Our Future's submission on the Queenstown Lakes draft Spatial Plan was concerned at the actual integration of land use and transport, particularly public transport. 2. Consider public transport service needs in conjunction with public transport infrastructure and travel

behaviour change to maximise the ability of public transport to compete with the private car with improved reliability. We note that travel behaviour change and/or travel demand management is not mentioned in the draft Regional Public Transport Plan, but is key, along with public transport services and public transport infrastructure in enhancing public transport use in the community. 3. Plan for the expected rapid growth in the Queenstown Lakes District by regularly monitoring growth and developing growth triggers and revisiting growth forecasts along with a flexible implementation Shaping Our Future Submission on Otago Regional Council Regional Public Transport Plan 2021-2031 3 plan that is adaptable and resilient to changes in growth. We are not sure if this is what is intended by the establishment of Level of Service triggers in the Short Term Implementation Plan (page 66)? 4. Continue to work collaboratively with the Queenstown Lakes District Council and Waka Kotahi (through Way to Go) on public transport (services, infrastructure and travel behaviour) in the Queenstown Lakes. 5. Supports the Short Term Actions as part of the Regional Public Transport Plan Implementation Plan. 6. Supports the Otago Regional Council at looking at alternative ways and sources of funding public transport in the Queenstown Lakes District. Full Submission: There is strong alignment between the Queenstown Lakes Communities vision for Transport and the Otago Regional Council's Vision for inclusive, accessible, and innovative public transport that connects Otago and contributes positively to our community, environment and economy. The Upper Clutha and Queenstown Communities vision for Transport for the Queenstown Lakes District: Key recommendations from the Upper Clutha and Queenstown Transport Reports were: 1. Integrated Strategic Planning – future development, creative transport solutions, efficient connectivity and allowing for mixed land use to enable residents to live, work and access recreation in their community. 2. Spatial planning that shall include clean, convenient, safe (systems approach) and accessible solutions in all plans for future urban and rural development, including mixed-use zones and densification within existing urban boundaries. 3. Development of an integrated district wide long-term transport strategy that provides for transport within and between Frankton, the Queenstown CBD, and the Wakatipu Basin's major residential areas, as well as catering to commuters from the wider Central Otago Region, e.g. Wanaka, Cromwell, Alexandra, Glenorchy, and Kingston. The plan to include but not limited to a. A Master Plan for the Wakatipu basin area following the principles of recommendations 1 and 2, identifying key public transport, walking and cycling corridors within and connecting to the Frankton Flats area b. Identification, protection and development of key public transport corridors and transport hubs needed now and into the future. c. A fundamental transformation from the use of private/rental cars and campervans to public transport and innovative forms of transport, e.g. automated shared vehicles, ebikes, water taxis, gondolas, monorail, etc. Shaping Our Future Submission on Otago Regional Council Regional Public Transport Plan 2021-2031 4 d. Provision of safe and efficient commuter cycling and walking corridors between key destinations and major residential areas, linking with

the trails network in the Wakatipu basin. 4. Proposed Upper Clutha specific short – medium term recommendations for land transport: a. Integrated Strategic Planning - main arterial routes, future transport needs, maintenance/upgrade planning for current network, Wanaka lakefront and CBD. b. Public Transport - future provision for transport hubs. c. Walking/Cycling “active transport modes”- safe and attractive tracks, including commuter trails, with infrastructure that is fit for purpose connecting our communities residential, recreational, retail and business areas. d. Community Culture – co-ordination promotion and information available to the residents and visitors to the Upper Clutha. Long-term behavioural change. e. Parking – long term parking strategy for the CBD, lakefront, retail and business centres.

Shaping Our Future did not submit on the Otago/Southland draft Regional Land Transport Plan (as we missed the date due to a number of other community consultations at the same time). However the Queenstown Lakes Communities views largely supported the draft Regional Land Transport Plan Shaping Our Future submitted on the Queenstown Lakes District Council’s draft Queenstown Lakes Spatial Plan. Although Shaping Our Future supports the suggested intent of the draft Queenstown Lakes Spatial Plan, we have suggested enhancements to bring it more in line with community needs and expectations expressed through Shaping Our Future processes. Shaping Our Future’s key community responses to the draft Spatial Plan were: 1. Ensure that there is true integration between land use and transport in the Spatial Plan and that the proposed scenarios are adequately tested as some of the proposed priority development areas, such as Ladies Mile, result in adverse transport outcomes. 2. Identify and protect future routes beyond the Spatial Plan, for example the Frankton to Queenstown corridor. 3. Analyse further metrics to understand the impact on transport of the draft Spatial Plan, for example trip length distributions, average trip lengths, and how this aids mode shift given that the Queenstown Lakes network is predominantly rural. 4. Consider climate change initiatives beyond mode shift. 5. Understand the link between growth, community facilities and community wellbeing as part of the Spatial Plan. Shaping Our Future Submission on Otago Regional Council Regional Public Transport Plan 2021-2031 5 6. Align the Ten Year Plan 2021-31 with Priority 7 of the Spatial Plan where investment in public transport and active mode networks are prioritised, rather than traded off for investment in infrastructure that has limited impact on the wider district. Shaping Our Future submitted on the Queenstown Lakes District Council’s draft Ten Year Plan 2021-2031. The key transport aspects of Shaping Our Future’s submission on the draft Ten Year Plan were: Big Issue 2: Meeting the transport needs of our communities and ensuring capacity and choice Option 1: Complete the Wakatipu Transport Capital Programme as outlined in the programme Option 2: Re-direct the funding for Queenstown Public Transport interventions as proposed (\$42.1M) to Active Travel projects not currently included in the draft Ten Year Plan Shaping Our Future does not support re-directing Queenstown Public Transport Interventions to Active Travel projects and recommends instead that the budget be increased to realistically ensure that all aspects of the Wakatipu Transport Capital Programme are

able to delivered in parallel, including both public and active transport initiatives throughout the district. Shaping Our Future submitted on the Otago Regional Council's draft Long Term Plan 2021-2031. Shaping Our Future's key Queenstown Lakes community responses to the Otago Regional Council's draft Long Term Plan 2021-2031 were: 1. Largely supports the Regional Land Transport Plan (although missed the date to make a submission). 2. Developing an integrated planning framework that enables well managed urban growth across Otago with a key to integrating public transport. 3. Continue to collaborate with the Queenstown Lakes District Council and Waka Kotahi NZ Transport Agency on transport. 4. Continue to provide public transport services in the Queenstown Lakes District to help manage growth. Shaping Our Future Submission on Otago Regional Council Regional Public Transport Plan 2021-2031 6 As can be seen from the above community recommendations, commentary and recent, there is strong alignment with the Queenstown Lakes Communities recommendations for Transport with the Otago Regional Council's key priorities in achieving the Vision for Public Transport: And five objectives that will guide the plan: ORC draft Regional Public Transport Plan 2021-2031 references – pg6 foreword references to working with QLDC and Waka Kotahi pg14 Way to Go pg19 Tourism Growth Queenstown and Wanaka – Wanaka growth & services pg21 RLTP pg21 – Funding Sources – fares, rates and Govt. (NLTP) – consider alternative funding sources, although may be limited by the LTMA, etc although opportunities for PPP pg21 Key Challenges – land use integration, attractiveness – PT infrastructure & behaviour change, responsiveness, access pg22 climate change – focus on mode share and start planning for non ICE vehicles when technology and cost/affordability suits pg25 Preparing for Future Growth – these are key Pg27 Regional Services, MaaS and introduction of Wanaka services Pg31 Wakatipu Network Key Opportunities: • PT priority -> NZ Upgrade Programme (NZUP) 2021-24 • Improved PT Services -> business case -> funding & flexibility for growth • Customer experience – improved facilities -> NZUP + supporting infrastructure (QLDC) Pg45 Transition to lower emissions: • align with PTOM contract changes, Qtown 2027 • alternative funding for infrastructure, e.g. charging stations pg52 Park & Ride – consider and support pg66 Short Term (1-3 year) Implementation Plan • PT Services DBC for Queenstown • Bus priority SH6 (NZUP) • Establish LoS triggers (networks)? – is this for network improvements/growth? Not clear, but assume so • Develop business cases with communities that wish to expand services • Continue to work alongside partners in Way to Go • Investigate opportunities for lower emission vehicles • Review medium to long term actions within next 3 years (and will be based on business cases) Pg74 Proposed Wakatipu Integrated Network Units Pg74 Proposed Trial Unit

### **159)Kawarau Jet Services**

Thank you for the opportunity to submit on the draft Otago Regional Public Transport Plan. 1. In 2020 KJet obtained resource consent from QLDC to establish and operate a scheduled public ferry service on Lake Wakatipu and the Kawarau

River to enable people to travel between Queenstown and various locations adjacent to Lake Wakatipu and the Kawarau River. A jetty and pontoon adjacent to Bridesdale Farm was also consented for use by the ferry vessels for loading and unloading passengers. KJet's resource consent allows for one trip every 16 minutes with hours of operation between 06am and 12am (midnight) on weekdays and between 07am and 12am (midnight) on weekend days. 2. KJet supports the ORC's vision to provide inclusive, accessible, innovative public transport that connects Otago's community and contributes positively to our community, environment, and economy. KJet's consent to provide a ferry service in the Wakatipu Basin is consistent with the objectives, desired outcomes and policies listed within the draft Otago RPTP and aligns with the ORC's vision to for public transport within the Wakatipu Basin. 3. We note the following: • Section 3.6.2 discusses the trial ferry service between the Frankton Arm and Queenstown Bay. We are aware that the Registration of Interest for the Wakatipu Ferry Service trial has already closed and is due to begin in July 2021. KJet's consent allows for a ferry service that would move between Queenstown Bay and Bridesdale and therefore request that the below stops be included in the RPTP in recognition that these additional stops would support additional choice of transport to the residents within these areas: – Remarkables Park – Bridesdale Farm, Lake Hayes Estate. • Section 5.2.2 lists ferry services as targeted services which provide services to areas or link destinations where there is not enough demand to justify a core, frequent service, or where normal services cannot meet peak demand. KJet's consent, at the allowed frequency and hours of operation is described in paragraph 1 above, meets the characteristics used to describe a rapid service type. 4. In order to provide a public ferry service that operates east and downstream of the Kawarau Falls Bridge works relating to navigational safety in the channels will be required. These works are necessary to achieve the high quality public transport network of infrastructure and services addressed in Objective 2 of the RPTP and should be recognised by ORC.5. KJet fully supports the ORC in its endeavours to provide the region with a strong public transport system and would welcome any opportunity to continue to work with the ORC to assist them in achieving this outcome through the use of our planned water ferry service.

**160) Irene**

Express bus service (bus 77) from Mosgiel to City (onto motorway from Mosgiel with 1st stop at the oval in Dunedin) for early commuters (7am to 8am timeframe) during School Terms.

**161) Andrea Johnston**

Public transport must be designed as an essential component of a multi-modal transport system, to support and enhance walking and cycling, and to facilitate movement around the network for people who are not able to walk or cycle long, or short, distances. Investing in public and active transport, to enable more people to move to public and active transport, will improve all transport options for all users of the roading network – including those for whom private transport is the most feasible option. For people to choose public transport, more often, service frequencies must be more than simply ‘adequate for current usage’. In areas where service frequencies continue to be low, it is pointless to wait for demand to appear before increasing frequencies. The service frequency model needs to move away from the out-dated ‘peak / off-peak hours’ concept. The Draft RPTP refers to a lack of services that arrive in the city centre before 7am. This is one single aspect of the result of focusing on ‘peak hours’ being at the beginning and end of an 8am-5pm working day. The peak / off-peak distinction also contributes directly to uncertainty about scheduled times. Thus far, I have found the Transit App provides some help, but I note that this relies on access to a smartphone, and having data available when away from home. There may still be a need to identify ‘lower-use periods’ as ‘off-peak’, in relation to the Gold Card scheme supported by the NZ Government. Working actively to meet the needs of the Transport Disadvantaged (5.2.7) is critical to increase equity within our community. Additionally, the usability of public transport services for everybody will be enhanced. Bus Fares need to be as straightforward as possible. I do not support the difference between fares using the BeeCard, and cash fares. This is a discount for pre-payment of fares, and is in effect a barrier for people who are within the group you identify as transport disadvantaged. Increasing use of new technology and new service platforms (5.3.3) is something I welcome. The groups of people you list as transport disadvantaged do not currently include people for whom ‘smart’ technology is inaccessible and / or overwhelming. Too much reliance on technology will push more people into this group. Even the need to have an email address in order to manage a BeeCard effectively can be a barrier. The Specialist and Trial Services initiatives (5.3.2) look positive. I would like to see Routes 5 and 6 (Pine Hill to Calton Hill and return) included in a demand responsive service trial - the current 40 minute frequency during the middle of the day renders the service inadequate. At either end of this route, the terrain reduces opportunities for both walking and cycling, for many people. Charges for demand responsive services needs to be on the basis that these services provide a public transport service. If costs verge on full cost recovery, the initiative has lost its impetus. Demand-responsive services must not lead to the further downgrading of scheduled services in some areas. In Table 15, Routes 5, 6, 10 and 11 are identified as ‘Dunedin Transitional Services’. I have searched the online version of the Plan, and nowhere can I find an explanation of this term. I also searched the ORC website – again, to no avail. What is this category, and what does it mean for people living on these routes? It is very disappointing that the Draft Otago RPTP is not very accessible – 74 pages, much of it closely typed. The table of contents, taking 2 full pages, is



daunting. The Summary is mostly history, and acknowledgments, with relatively little to highlight significant areas where you seek responses. The submission form requires free text entry. A structure for responses, with space for additional comments, would encourage people to participate. Your Customer Focus Vision notwithstanding, it seems you would prefer that ordinary people did not engage with the plan.

**162) Debbie Shum**

To encourage more bus patronage and to make using buses more attractive the following should be implemented:

1. Free bus travel for all children attending schools
2. Free bus travel for all SuperGold Card holders (all times, all days)
3. Free bus travel for Community Service Card holders
4. Free bus travel for tertiary students (with id)
5. Reduce the current bus travel fee to \$1.00 a trip (for other users).

These implementations would stop putting a barrier on necessary travel for many people, especially those on low incomes. I almost stopped using my car when the buses were free last year! Reducing car usage also means it is safer on the roads and pollution is reduced. If the bus fleet were to become electric or hybrid, bus travel becomes a more environmentally sustainable option.

**163) Jane Schofield**

My children are route 1 users. We rely on this bus service for the kids to get to school every day. The \$2 fare makes this very affordable and practical even with more than one user in the household. I am a low-income earner and this ensures my children are able to get to a school that is best suited to them at a rate I can afford. The stops work perfectly for Karitāne to DNI. A weekend service would be useful, but the current service is fantastic.

**164) Emily Cooper**

I'm a long-time resident of Waikouaiti, a town located on SH1, 30 minutes' drive north of Dunedin City. In this submission I would like to encourage the Otago Regional Council to fulfil their vision for "Inclusive, accessible, innovative public transport that connects Otago and contributes positively to our community, environment, and economy" by increasing the bus services to the north coast of Dunedin and investigating the return of commuter rail. At the weekend, residents in the communities north of Dunedin, such as Waikouaiti, are effectively cut off from the city and from each other, unless they use a car. Visitors to Dunedin are also unable to access the north coast using public transport. There is no weekend or

evening bus service for these 5640 people - 6981 people if Waihemo is included (using Census 2018 figures\*). Compare that to the extensive cycling, walking and bus options available to the residents of the Otago Peninsula, for example, an area also around 30 minutes' drive from the city. The population there is HALF that figure at 3579 people. Many of these 6981 north coast residents commute to Dunedin for work and school. The area is popular for its beautiful environment, close-knit communities and proximity to the city. However the area's attractiveness for development could be much improved with some decent transport infrastructure. We can't even cycle or walk between our communities (previously I have submitted to ORC on behalf of the Coastal Communities Cycle Connection, to lobby for local cycleways). The existing Go Bus timetable falls short for a number of reasons: • there is no weekend service • there is no evening service • the morning commuter service arrives in Dunedin at the bus hub at 8.10am. This is too late for many workers who start at 8am. It is also too early for many school students • it is not in the best interests of the bus drivers. eg. the bus driver is expected to wait around for up to two hours unpaid between services (they arrive at 12.00pm at the Dunedin bus hub, have lunch and are then required to fill in time, unpaid, until 3pm, for the next paid journey) Please make the existing Palmerston to Dunedin bus route a 'Regular' service so that residents of the north coast may enjoy the minimum service levels of this category and can travel to Dunedin on the evenings and weekends as well as regularly throughout the day. Please also consider utilising the main truck railway line for a commuter service. In part 3.6 of the draft Regional Public Transport Plan, it states "The Government Policy Statement (GPS) on Land Transport has signalled changing priorities and a significant increase in the overall level of capital investment available for public transport. This may create opportunities for new types of public transport services in the future." The main trunk line in Otago runs from Oamaru to Balclutha. Utilising existing infrastructure that already connects the coastal communities of Otago could be a good solution that would have many positive effects including safety, wellbeing, economic, tourism and lowered emissions. It could also present an opportunity for an integrated transport strategy; to upgrade rail infrastructure, such as the Waikouaiti river rail bridge, to include cycle and pedestrian access and to enable the construction of cycleways in the area. I've included below snippets of local's personal experiences of the previous commuter service that ran along the north coast to Dunedin, ending sometime in the 1970s. The comments are taken from posts on the private Facebook group "Karitane, Seacliff, Merton and environs, memories of people and places" (link in references). Kā mihi Emily Cooper \*Census 2018 Statistical Areas populations: Otago Peninsula 852 Macandrew Bay-Company Bay 1572 Broad Bay-Portobello 1155 Mount Cargill 2016 Bucklands Crossing 1482 Waikouaiti 1194 Palmerston 948 Waihemo 1341 References: Palmerston to City bus timetable: <https://www.orc.govt.nz/public-transport/dunedin-buses/checkyour-timetables/1-palmerston-city> Facebook group "Karitane, Seacliff, Merton and environs, memories of people and places": <https://www.facebook.com/groups/264289737912295>

### **165)Protect our Winters NZ**

Protect Our Winters New Zealand connects the outdoor community and everyone who loves and needs winter to generate positive climate action. We focus on educational initiatives and community-based empowerment to preserve New Zealand's' alpine playground. We currently represent a membership of 1800 members, the majority of whom live in the Queenstown Lakes District and those members who do not, visit the region often. When we surveyed our members, we received the following information:

- There needs to be more public transport and it needs to be more frequent. If it doesn't run often enough people won't take it.
  - The cost needs to be clearly cheaper than driving. If it's more expensive to take the bus than drive people won't take the bus.
  - There needs to be more public transport connecting Queenstown and Wanaka and Alexandra and Cromwell with Queenstown and Wanaka.
  - People are prepared to pay \$10-\$15 to get from Queenstown to Wanaka. That is a lot but the service offered currently is double that.
  - There needs to be the ability to take sports equipment on the bus. Skis, Bikes, Snowboards.
  - There is higher demand for services on Fri, Sat and Sun.
  - There is a lot of demand for electric buses.
  - Services need to leave early and late in the day to allow for connections with flights
- Transport is the largest contributor to greenhouse gas emissions in the Queenstown-Lakes area.

We therefore need to take urgent action to reduce these emissions. Climate change is the single greatest threat to our environment, our health and our economy. Every person in the region needs to be taking action and one of the most important ways a person can and should take climate action is to take public transport instead of drive. More importantly though it should not be left up to the individual to take this action solely. Local government needs to play a much larger role and needs to stop passing the buck. Proper public transport needs to be implemented at a local, regional and national level. It needs to be affordable and accessible. The ORC needs to expand the current service operating in Queenstown to include transport to/from Wanaka, Cromwell and Alexandra. The service needs to be cheaper than driving, frequent, operate on weekends as well as weekdays and have options for sports equipment.

Nga Mihi, The team at POW NZ

### **166)Liz Evans**

I would like to say that I am pleased with the recently introduced \$2.00 flat fare. But being a route 1 bus user not a day goes by that I don't curse the ridiculous lack of buses on this route (3) it is near on impossible to make a medical (or any other)

appointment in Dunedin without having to hang around town all day for say a half hour appointment. The same goes for getting to the medical center in Palmerston. And forget about doing anything in Dunedin at the weekend because we don't have any buses on a Saturday or Sunday.

### **167)Dunedin Tramways Union**

Dunedin Tramways Union is pleased to support the new Regional Public Transport Plan with the following changes:

We ask that dangerous turning manoeuvres be removed at Cargills Corner as many buses have been damaged here and passengers are in danger from turning buses. There isn't a Barnes dance to make it safe for buses to turn without passengers in the way. If St Kilda buses went straight through (like St Clair ones do) and if Corstorphine buses went straight through (like Ridge Runner buses do) there would be no turns here and all the traffic would be smoother. The bus stop at Cargills Corner heading into town is unsafe for buses from St Kilda to turn right into Hillside Rd and we will have to refuse to use this stop if it isn't changed.

We do not want to go back to fares that aren't in even dollar amounts, such as \$3.70 or \$ 1.50. So please make sure any changes to fares are in whole dollars.

We would like to stop handling change on buses. We want all cash to go into a strongbox with a hole in the top but unable to be opened. This would mean that no-one could get change for their bus fare or top-up but it would also mean bus drivers wouldn't get robbed. We are feeling under constant threat of having our money stolen.

We want all bus stops made large enough for a bus to enter and exit the stop without hitting cars, poles or shop roofs. We have been asking for this for so long that we must advise that we will have to refuse stopping at stops that are unsafe unless something is done.

We would like a driver's room at the bus hub where we can take rest breaks, use a toilet, have a cup of tea, warm up our lunch and eat it, and where we can change drivers so that buses aren't delayed.

We still feel vulnerable from Covid and we ask that ORC do more to promote masks. You should be giving them out to passengers. We would feel safer with a driver's cab door like in other cities.

We would like to discuss all these points with you at the meeting.

### **168)Graham Wood**

Congratulations on drafting an excellent public transport plan for the next ten years - it is full of good ideas and I strongly support it. Before I get to my main point, just one concrete request/suggestion. I often use the buses in Christchurch and the accurate information on arrival times at the Lichfield St hub are stunning - it makes it feel like a 21st century installation and it keeps the public happy. Can we please have this at our hub in Dunedin? At present you just see the timetable, but reality can be far from this, so it can be frustrating. Now, to my main point. Lots of people would like to drive a bus, even if only for a very short time - it would be a memorable experience. I'll get back to this... You are doing all the right things, wanting to make public transport more accessible and attractive. But we are up against a huge buffer. When people, even very good people, want to make a trip, they think of the car in the garage, its convenience, its privacy, how it is under their control, and off they go - even if the bus is running past the door every 15 minutes. Why? The Greeks knew, 2500 years ago. They said, "The future whispers, but the present shouts". So we don't think of clean air, less CO2, the life our grandkids will have when we want to make a trip into town. We think, I'm late, my time is precious, the quickest way to town is in the car. I'll pay for parking and what the heck. No matter how attractive and accessible the buses are, changing habits and moving people onto them is a tough call. So we need to gently educate folks as well as improve the system. How do we do this? Here's an idea. We need to bring the importance of public transport alive in the minds of Otago-ites. We need to change mindsets. There are a myriad ways of doing this and (off the top of my head) I'll suggest just one. It would require a small budget to be set aside for it, but if it brings in the passengers and starts to nudge society, it would be money well spent. We run a competition. We get people thinking about changing their car kilometers into public transport kilometers, letting them know what this means, and we reward them. Suppose you tracked your daily travel, noting how many k's you do in the car and how many on public transport. If you are successful, your graph over a month would show a declining red line (your car) and an ascending green line (public transport). Will adults do this - not very many! So we sell the ideas to primary schools - we get the kids to quiz their parents and to draw up the graphs. As time goes by the parents will start to get interested. And the prize for the most successful (how we check this is to be thought about) is to drive a bus. In Dunedin, perhaps in that wonderful big paved area near the Dunedin Ice Stadium off Forbury Road - of course under the eye of a very experienced and kind bus driver! The ODT would love it. What fabulous publicity... What are the payoffs? It would be a great public transport consciousness raiser and it would educate the next generation of bus users. It would give some young people wonderful memories, which they'd recall for years to come. There's lots more possibilities - an Excel spreadsheet that you could download to enter your k's and which also creates your graph, which calculates the CO2 you didn't put up in the atmosphere, and the myriad other worthy measures that accrue when you take public transport. Happy to discuss this further if it's of interest. Let's make public transport the way to go, and a load of fun.

Thank you for the opportunity to make comment on your 2021-2031 Regional Public Transport Plan. We have already made some comment on this topic in our submissions to the Regional Transport Plan and your Long Term 10-Year Plan, but we go into more detail in this submission. We first have to comment on a typographical error in the 'Acknowledgements' section on Page 12 of the Plan. We are not the 'Waikouaiti Community Board' as stated. We are the Waikouaiti Coast Community Board. We represent the communities north of Dunedin itself, and our 'North Coast' area includes the populated centres of Waikouaiti, Karitane, Hawksbury Village, Seacliff, Warrington, Evansdale and Waitati. Our comments in this submission relate to bus services. At first glance, a 'bus service' would seem to be a fairly simple thing :- a bus transports people from various places along a route and allows them to leave the bus at other places along a route. The question has to be asked - Why do we need three (3) large public entities to perform this seemingly straightforward task? We have the Otago Regional Council, the Dunedin City Council and the Ministry of Education all performing slightly differing functions to achieve the same aim in our part of Otago. Surely this is neither efficient nor economical. If the answer to our question above is that Central Government Legislation is responsible for the current arrangement, then what better place to start simplifying things is there, than the start of a long-term 10-year plan? I spend a fair bit of time in and around the city environs of Dunedin and it saddens me to see buses travelling around with no passengers on board and, occasionally, with only one or two passengers. This would seem to suggest that the buses are not travelling to where people want to go, or not travelling at the times that suit people, or they are too expensive for some people. This is not a situation you will face once you provide a decent bus service for our North Coast area which has a population in the region of 4,000. Currently there is no bus service at weekends, nor is there an evening service during the week. In the evenings and weekends the 'travel choice' that our residents have is to use a car (if they have one) or stay at home. This is not consistent with the aspirations that you have. In our view this situation is completely unsatisfactory and must change, and change soon, - preferably within Year 1 of the current Plan. A couple of years ago we spoke with bus users in our region to determine what they would see as a satisfactory improvement to the timetable for the route between Palmerston and Dunedin. We prepared a draft suggested timetable and presented it to the ORC transport 2 department. It transpired that our wishes did not quite fit in with what ORC could achieve under your current arrangements with your service providers. This draft suggestion is attached as Appendix 2. We believe that you need to have a fresh look at the North Coast situation. Some points to consider are: a) The current Palmerston to Dunedin route bypasses Warrington completely. This is a growing community, with around three dozen new domestic building projects, either complete, partly complete, or consented and ready to start. When they are all complete, in the near future, the population of Warrington will have grown by around 30%. b) The distance between Dunedin CBD and Waitati is similar to the distance between Dunedin CBD and Portobello. There is a comprehensive bus service

to Portobello, but not to Waitati - the population of which is about to increase markedly. c) On Page 29 of your Plan you make the comment 'Most of the new housing is on the Taieri Plain in Mosgiel and Outram'. 'This land use pattern means there is likely to be a greater number of trips, largely by car, on corridors from the south/south-west of the city'. Questions - do you actually liaise with the Dunedin City Council Planning & Building Consent people to see what is happening in the wider DCC area? Are you keeping abreast of the current situation with the DCC 2GP and the likely consequences of successful appeals? How can you know what volume of traffic is coming into Dunedin from the north until some form of measurement is undertaken? d) It is highly likely that there will be significant population increase in the wider area around Waikouaiti in the coming years. I make these four comments above because it seems that our North Coast area is a bit of a 'forgotten land' and certainly does not appear to have been considered in any depth in your current 10-year Plan. (There is one comment at the top of the table on Page 73). Your draft Plan seems to accept that there are many issues with the existing bus service arrangements. The Plan has many worthy aspirations and generalised comments, but is a bit light on the actual 'this is how we will achieve xxx and when we will achieve it'. I would like to summarise our requests as follows, in an attempt to obtain an acceptable bus service for the wider Waikouaiti Coast populated area. We would like to meet with your Transport Team sooner, rather than later, to discuss these issues in detail. 1) Let us set aside our draft request from a couple of years ago, and your Transport Manager's modified response. Let us look at the actual problem and possible solutions - then look at how they can be fitted into your onward planning. 2) On the current bus route between Palmerston and Dunedin, the bus leaves the highway and journeys into Karitane, then returns to the highway and continues along the unpopulated highway to Evansdale and then to Waitati. 3) To be able to service Warrington, the bus could turn off at Evansdale and travel into Warrington, then return to the highway. A couple of our Board Members have timed this option and it would add around seven minutes to the current route. 4) Another option to service Warrington is for the bus to continue along Coast Road between Karitane and Warrington. This would also provide a service for the residents of Seacliff which is located on Coast Road. One advantage of this route is that it would provide a service for people visiting the Truby King Recreational Reserve beside Seacliff, something that is going to increase with current redevelopment of the Reserve. 3 One slight downside to this option is that Coast Road is undulating, and is prone to bumps and hollows appearing from time to time. Sitting at the rear of one of your large buses with their excellent suspension could be a bit uncomfortable for some passengers sitting there for a while. Another consequence of using this route is a potential clash with school buses. We would not want to see any improvement to the general service having a detrimental effect on the current school bus service. Yet another thing worth considering as we get into detailed discussion - does the Coast Road bus have to be the same size as the highway bus? Is it possible to have another provider operating a smaller bus at different times? As we look at improving our North Coast

bus service, let us start with a blank piece of paper and look at ways in which things can be done, rather than finding reasons why something cannot be done. School Buses As mentioned earlier it does not seem to be logical, or desirable, to have a similar system controlled by two separate entities. Apart from reiterating that we would not want to see our improved general service having a negative impact on the existing school bus service, I make no further comment now, but I attach to this submission a summary of the topic from my fellow Community Board member, Geraldine Tait, who has much experience in this area. See Appendix 1 Affordability of providing an improved service As you look at what we are requesting, it is understandable that you might ask yourselves “How do we know that people will actually use a new bus service”? We will undertake to communicate widely and comprehensively with our communities and make it clear that the new service will be based on ‘use it or lose it’. From our knowledge of the population of the various locations we are confident that the improved service will be well patronised. A contributing factor to this is the cost of bus fares. We commend ORC on the introduction of the \$2 flat fare. It certainly seems to have been successful on the Otago Peninsula routes and we believe that the same situation will occur in our area. We request that you continue with the \$2 flat fare. Bus Stops & Bus Shelters It is our view that people are more likely to use bus services if good quality bus shelters are provided at strategic locations. For many years there was a complete absence of bus shelters in the well-populated town of Waikouaiti. It was bit like pulling teeth getting three of our requested four bus shelters installed a couple of years ago - a process that required the joint input of ORC and DCC - and we do thank your staff member who helped in this process. We still have a requirement for more shelters in our area. During the bus shelter discussions we found that ORC had previously purchased bus shelters from Auckland, something that we found to be ludicrous. We have since had discussions with ORC staff and it is hoped that bus shelters will be able to be sourced locally from here on. Park & Ride We note that there have been many comments about a ‘Park & Ride’ facility for Mosgiel commuters travelling to the city. While much thought is being given to that option, let us not lose sight of the fact that something similar might be applicable to commuters travelling from the north. This could include ‘Park’ areas in the northern townships to provide connection to the buses. Some thought should also be given to connection with a proposed ‘Free Bus Loop’ in the city. Whichever option or solution is chosen we must keep in front of our minds a comment we made earlier, that people will likely use buses if they travel to where people want to go, and when they have to be there. Just Buses? Or Trains too? On Page 39 of your Plan you have the statement : The Government Policy Statement (GPS) on Land Transport has signalled changing priorities and a significant increase in the overall level of capital investment available for public transport. This may create opportunities for new types of public transport services in the future. The recent ‘Trains not Planes’ initiative by Dunedin Venues Management was a resounding success, with the train between Dunedin and Waitati being filled to capacity each week. Some serious thought has to be given to increasing the



attractiveness of rail travel and we would like to be part of that conversation as it pertains to our North Coast area. We wish you well with your deliberations on this Public Transport Plan. The writer would like to speak in support of our submission at any future hearing.

**170)Grace Dalley**

My submission is:

The only way \*more\* people are going to use public transport is if services are more frequent, particularly in the evening and at weekends. These are exactly the times when it's not suitable or safe to wait for long periods on the street, and there are no other

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places to go that don't involve spending money and being in a noisy, crowded environment.

There needs to be an indoors place at the bus-hub for patrons to wait, that is warm and dry and well-lit. Having to wait on the street, especially at night and in cold weather is just not good enough.

Bus shelters need to have seats. As mobile but disabled person I often need to sit down, and even able-bodied people like to have the option! The "leaning-rail" is absolutely useless and insulting to patrons, further discouraging people from seeing public transport as a pleasant choice.

I love our buses but find the variable frequency of services during the day very confusing and frustrating. I'd much rather have fewer buses that went at a consistent time (eg.: half-hourly all day) than have to always be checking a time-table because sometimes the gap is 20 mins, and sometimes 40 mins.

I know regional councils are required to charge fares, but I look forward to a day when public transport is fully-funded and all the stress and bother of tagging on and off and topping-up is no longer required. I'm sure it costs a lot to administer the fare system as well as causing stress to patrons (particularly disabled people and children).

If we are serious about cutting emissions, free and frequent public transport must be part of the solution. The cost would be tiny compared to building more and bigger highways, and so much better for the community and environment.

### **171) Amir Levy**

I think the buses in Dunedin are generally good, run at an adequate frequency and run till late at night, which make them a feasible option to commute/attend events in town in the evening. I like the flat fare fee and will like to see this continued. I'd also like to encourage more people to use the bus. It'd also be good to increase public transport outside Dunedin and Queenstown potentially by running mini vans/mini buses in places where the demand is lower.

### **172) Otago Polytechnic**

Introduction Thank you for the opportunity to provide input into the 2021-31 draft Regional Public Transport Plan (RPTP), which sets out the objectives and policies for delivering public transport in Otago over the next 10 years. As this is a strategic document that will direct ORC's focus and investment over the coming decade and provide clear direction on how to respond to future challenges and opportunities, we are pleased to have the opportunity to suggest changes and improvements to the draft as documented below.

Background As Tertiary Precinct Partners you will be aware the Tertiary Precinct is a special part of the city that creates the leaders of the future. The annual influx of students from around the country is unique to the city. Other centres have tried to create the same but often come up short. There is a huge economic benefit to the city from the tertiary education sector and we would like to see this specifically provided for in the long-term transportation planning for our city. In 2019 the contribution to Dunedin City's GDP was \$1.125 Billion from Otago Polytechnic and the University of Otago, which is approximately 18% of the City's total GDP. Further, Otago Polytechnic and the University's GDP contribution to the City in 2021 is estimated to increase to approximately \$1.3 Billion, as both institutions have expanding domestic enrolments supported by increases to population growth, central Government funding and free fees for several programmes. (refer 2019-20 Economic Impact Reports for Otago Polytechnic, University and DCC). If the indirect, or flow-on expenditure is considered, the total spend in Dunedin increases to \$2.2 billion (2019), or more. For example, the Polytechnic and University buy supplies from a local business; that business in turn needs to employ staff and buy raw products from another supplier to meet the demand. It is obvious that the impact of the tertiary sector's Total Expenditure in the City is significant. In 2019 the University supported 16,265 jobs and Otago Polytechnic supported 4,172 jobs in Dunedin City. This equates to 31% of the City's paid workforce. Otago Polytechnic has created partnerships and links into the wider city and region. These are key to ensuring innovation and the best outcomes for both parties. The impact of our learners on the organisations they work with and for, is often underestimated. In addition to the above economic impact, this often includes unpaid volunteer work. As part of this submission we will be highlighting and asking for your consideration and support for projects that are critical for the continued

innovation and development of our city. General Comments Otago Polytechnic supports any initiative that has the net effect of improving uptake and patronage of public transport within Dunedin City in particular. The Polytechnic has undertaken regular Transport Surveys of staff and students between 2007 and 2019. These surveys show a low usage of public transport by staff and students. They also show that there are specific needs related to our student population that poses different issues to those of the University's student travel needs. More than 42% of Polytechnic students are 25 years of age or older and more than 44% are parttime students. These groups are more likely to have work and/or family commitments; or both. Work and family commitments will mean they need to move to and from the campus with multiple destinations in one day. These are likely to include pre-school, primary and secondary schools and work places elsewhere in the city. The main mode of transport for 44% of staff is cars. For students, 43% use cars. Only 5% of staff take a bus, compared to 19% of students who use buses. This means that a public transport solution is more complex than University students and staff. The main feedback we get about the public transport service is that it is too slow and too unreliable. Staff and students also point out that the public transport system is not agile enough to move seamlessly between or readily connect with, multiple destinations. In the Tertiary Precinct there are safety issues. Large buses are parked or turn in areas where significant numbers of students crossing roads and intersections between the Polytechnic and University campuses. In 2021, this situation has been further exacerbated by the significant increase in the number of student enrolments at both the University and Polytechnic. The continued use of diesel fuelled buses continues to add to carbon emissions and poses health issues for pedestrians. The Polytechnic has a significant interest in the Council's activities. We support the Council's activities in terms of planning for the Region, and accordingly welcome the opportunity to be involved in the Regional Public Transport Plan process. To convince the people of Dunedin to use public transport requires unrelenting focus, emphasis, and drive to affect change. If we are to achieve pedestrian friendly campuses and create a real commitment to using public transport to and from the University and Polytechnic then we need to decarbonise public transport; and aim towards removing all cars and buses from the Tertiary Precinct.

Issues There are sever parking issues in the Tertiary Precinct. The draft Otago Regional Public Transport Plan focuses on moving people in and out of the city. There is currently little discussion about moving people between downtown and the campus. The current bus routes near the campus are designed to transport people from the suburbs to downtown and relatively few stops are close to the Polytechnic and University. This idea of connecting the city and the Tertiary Precinct campuses is an very important consideration to be included in the draft. These are some possibilities :

- A frequent loop service could connect the Dunedin Bus Hub (Great King Street near the Octagon) to the stadium (via Great King - Frederick - SH1 pair - Albany Street and continue on to Anzac Avenue and down to the roundabout by the stadium). This would have the benefits of connecting downtown to the campus and

our park-and-ride, at the stadium, to the campus. There are options yet to be explored to increase park and ride areas behind the stadium and Logan Park. • An agile electric smart shuttle service between the bottom of Union Street and the stadium, past the College of Education and the Polytechnic to the top of Union Street and the University campus could connect park and ride facilities on the perimeters of the Tertiary Precinct (refer Tertiary Precinct Development Plan 2008). New AV technologies already trialled in New Zealand and Australia could be trialled in the Tertiary Precinct to provide a continuous shuttle service up and down Union Street, much like a cable car service. These would be small 'hop on' "hop off " vehicles which travelling at slow speeds using GPS systems to guide them on streets designed primarily for pedestrians, cyclists, skate boards and scooters. All other motorised vehicles ( with the exception of small goods delivery vehicles) could be excluded. They would link to the main bus routes and parking areas. If successful as a trial this could be extended to include Harbour Tce, Forth and Clyde Streets. In the longer term this trial could model options for George and Princes Streets with the overall intent of reducing most, if not all cars and other vehicles from the Tertiary Precinct and eventually, the inner city. This is a call to bold and 'dare to wise'.

**Fee Structure**  
We support incentivising staff and students to stop using their cars. To achieve this public transport needs to be made as attractive as possible. Staff and students have commented about starting to use the bus when the fares were free. Some have remained loyal bus users even when the fares went to \$2. The travel Survey confirms that staff and students are definitely sensitive to the fare structure of public transport. The Tertiary Precinct Development Plan (2008) to which the Polytechnic, University, DCC and ORC are partners, includes the objective to provide free public transport in the Tertiary Precinct. In our Tertiary Precinct Development Plan 2008 (partners to this plan include yourselves, the University, DCC and the Polytechnic) objectives include free transport within the Tertiary Precinct.

**Minimum Service Levels**  
Our staff and students need to have confidence in their bus service i.e. that it arrives at their stop and their destination on time. A further significant consideration is bus frequency. The Polytechnic supports the ORC's undertaking to have services that support high levels of patronage run more often. There will be benefits of implementing minimum service levels that include: Rapid services - at least every 15 minutes for core or higher capacity routes; Frequent services - between 20 – 40 minutes for services that connect residential areas with commercial, industrial, community, and other key activities; Regular service – between 30 and 120 minute for the public transport network not well served by Rapid and Frequent services; and Targeted Services to areas or link destinations where there is not enough demand. It is important that minimum service levels are tracked and appropriate action taken to ensure customers can have confidence in their trust public transport. The Polytechnic supports the ORC's statement that when undertaking reviews of services, provision of new services, or amending existing services they will explore opportunities to exceed these minimum standards. More specifically, as growth and additional demand occurs, the ORC should explore opportunities to add more

targeted rapid and frequent services. Within the Tertiary Precinct itself the most important consideration is providing small smart agile slow moving de-carbonised public transport which complements the pedestrianisation of the Tertiary Precinct.

**Multi-modal Access** The Polytechnic agrees with the ORC's desire to create an integrated public transport network with good connections to other modes, particularly walking and cycling. Planning for these modes as part of the network approach is critical to achieving a viable alternative to driving a car. This integration of alternative modes encourages more sustainable travel and provides opportunities for more people to use public transport. Please refer to our comments above for applying new technologies on some of the Tertiary Precinct streets –specifically Union Street.

**Park and Ride** Park-and-ride facilities are included in the objectives of the Tertiary Precinct Development Plan and are key to enabling multi-modal access to the public transport network. The consultation document says the ORC has been investigating sites at strategic locations that would complement the public transport network. The idea being to intercept car commuters to facilitate mode shift. The Polytechnic and the University have identified areas owned and currently unused by the ORC and DCC which could be used for park and ride facilities. Examples include ex Mobil site on Fryatt Street and back of Logan Park.

**Movement within Dunedin** The Polytechnic fully supports public transport. The focus of the Regional Public Transport Plan is moving people from the suburbs into the city centre. But for larger centres, like Dunedin, there is an issue of moving people around downtown. It is not reasonable to expect people going to or coming out of the Dunedin hospital to make their way from the Central City Bus Hub. Polytechnic staff complain about getting from the Central City Bus Hub to campus. After school and on the weekends there is never enough parking in the Tertiary Precinct for the sport fields around Logan Park. There needs to be a better 'Customer Experience' to encourage more people onto public transport. The large buses that currently travel from Union Street along Harbour Terrace are a danger to pedestrians in this vicinity, especially primary and secondary school students and the parents with small children who access the sporting grounds in large numbers, after school and on the weekends. There are currently fourteen routes to the Central City Bus Hub, and in the future there will be more if parkand-ride and express services start. The draft Land Transport Plan stated - Education and health care are a large focus for the Dunedin economy, reflecting the importance of the University of Otago and Otago Polytechnic, and Dunedin Hospital/health care facilities. Dunedin's health and health technologies sector are valued at approximately \$330 million, employing over 4,000 people in more than 560 businesses. There is no central city service to move people rapidly around downtown (i.e. between the Octagon and the Stadium). Like the university the Polytechnic sees this as a priority opportunity to help drive mode shift. There are only three bus routes to move those people from the Central City Bus Hub towards the University, and Polytechnic, or the hospital. And two of those routes run only on the half hour. Staff and students want convenient door to door options, particularly at key peak commuting times (morning, evening). Waiting at a bus hub is far less convenient than

a car. Small agile electric/ de-carbonised shuttle -like vehicles could provide a good option to large buses which have difficulty navigating already congested streets with roundabouts and speed bumps. Shaping Dunedin Futures is a project involving the ORC, DCC, and NZ Land Transport. The Draft Otago Regional Public Transport Plan is a once in a decade opportunity to build on a range of projects to shape a quality public transport system to meet future demand. It is an opportunity for the ORC to 'dare to be wise' and the Polytechnic would encourage the ORC's public transport to be de-carbonised, smart, agile and constantly test, trial, and innovate it's services and network. Hearing The Polytechnic would appreciate the opportunity to attend and present this submission in person. Summary The Polytechnic appreciates the opportunity of comment on the draft Regional Public Transport Plan. We look forward to continuing to work alongside the Council. Thank you for the opportunity to make this submission. If any clarification or further information would assist, please do not hesitate to contact the Polytechnic as per the details provided above.

### **173) BUSGO**

Submission to the 2021 Draft Regional Public Transport Plan consultation Contents: • A brief list of our aspirations, previously submitted to the ORC Long Term Plan consultation • A page-by-page commentary on the draft, and any request for alterations and additions to the draft RPTP • A request to add some major content not included in the draft • A discussion of some major revamps we would like to see made to the network Part one - Our aspirations for improvements to Dunedin Orbus network We support a programme of continued improvement to Dunedin's public transport. We ask that the network of Dunedin public transport be gradually expanded, including: - A bus service to Dunedin Airport - A bus service to South Otago, including Milton and Balclutha (possibly combined with Airport) - Bus services to Purakaunui and Aramoana, Warrington, Seacliff, Outram and Middlemarch, possibly working jointly with school bus services - Introduction of a "stopping local" service between Dunedin and Green Island to provide more connections and journey opportunities - Introduction of a major hub at Green island or Burnside with nearby terminating routes (such as Corstorphine, Lookout Point, Concord and Balaclava) extended to the new hub to provide more connections and journey opportunities - Making the No 15 Ridge Runner a rapid service every 15 minutes, instead of hourly, and "completing the circle" via the Dunedin waterfront - Divert or extend services to operate very close to the entrances of Dunedin Public Library, the new Dunedin Hospital and Moana Pool - Resolving the poor connection of City Rise by introducing a new route or diverting an existing route We ask that public transport be made steadily more affordable and better-used by: - Introducing fare-capping - Introducing a Community Services Card holders' discount - Introducing a Student discount - making "half" fares truly 50% (or less) of adult fares - using excess off-peak capacity by bringing back "shopper special" discount - "kids travel free with adults" promotions for weekends and school holidays We ask that the service hours be extended as follows:- Make all Sunday and Public Holiday timetables identical to

Saturday timetables - Introduce this new timetable to the remaining non-service holidays Christmas, Good Friday and Easter We ask that new and innovative ways of funding public transport be considered: - Ratepayers who pay their public transport levy can have this credited to their Bee Card accounts - Developers can get higher-density developments permitted by contributing to improved public transport - Have public transport funded by a regional fuel tax or carbon tax Part two - Commentary on and requests for additions and alterations to the draft Regional Public Transport Plan. P12 Objective Two: Public transport integrated with land use would require input from ORC into DCC's planning documents. Variation 2 of the city's 2GP plan , for example, does not integrate development with public transport. P16 Map: Please add label for Middlemarch at the end of the Taieri Gorge Railway P16 2.2 Strategic drivers: please rename to "strategic considerations" or similar as "driver" already has a specific meaning in the industry. P17 chart: Group the towns according to which main bus network they are nearest to. Have a bold colour for the network (Dunedin or Queenstown) and a pale colour for the network they are near but not part of. P23: Note that Dunedin has the highest proportion of zero-car households (10%) and reduced car ownership per households than other towns. Consider: is this because they have public transport or the reason they need public transport? P26: The map is horribly out of date (maybe late 1990s?) and inaccurate. The pink-coloured zone of "400m from a frequent bus route" is not consistent with the official term "frequent". Mosgiel, Port Chalmers and Portobello should be coloured the same as most of Dunedin, and small parts of Dunedin should have a different zone colouring for a so-called "rapid" service. P27: 2.6.1.2: (continued from P26): add "school buses" to the list of vehicles to be "harnessed" P27: 2.6.1.2: This section has the same number as the one above; should be 2.6.1.3. Intra-regional travel: this section seems to be alleging that InterCity and Atomic coach services don't exist. Please remedy this omission. Add integration with existing school buses to the list of "key opportunities" P28: Bus priority: we support bus priority achieved through enhanced IT-based traffic signalling with bus detection, not the allocation of road space to bus lanes P28: Express service: We support additional express services to Mosgiel but they should be complemented by non-express stopping services connecting Green Island with Corstorphine, Caversham, South Dunedin and Kaikorai Valley (see our "Southern gateway" proposal) P29: Park and Ride: We support the construction of a Park and Ride facility in the Green island area as a part of a "Southern gateway" proposal to link all routes in this area to improve connectivity and journey opportunities. We support construction of Park and Ride in Mosgiel adjacent to the railway station to future proof it for a possible rail commuter service P35: Map: incorrectly shows the now-obsolete fare zones P38: Chart "Otago's current fare structure" omits Gold Card travel P39: 3.6.1 Rail: Map excludes the Taieri Gorge Railway which could become a potential future asset for commuter travel, so please correct this. P39: 3.6.2 Ferry: This should include the "Port to Port" ferry service in Dunedin as a possible future commuter asset. P41: Objectives: The order is scrambled, there are two "Objective Fours" and no "Five" We agree with and support these objectives. P43: Table of



Desired Outcomes: We support the targeted performance measures apart from the low expectation of 95% for reliability. We wish the performance measure "reliability" to be redefined and set at a much higher level of 99% or above. We will discuss this further in a later section. P45: 5.1.1: Vehicle quality standards: Add words "at all times on all services" to "Require all operators to, at a minimum, adhere to national standards..." P45: 5.1.2: We support a move to zero-emission vehicles as these will capture the public imagination and bring a rapid boost to ridership. P46: Chart of minimum service levels: We support a standardisation to "rapid" 15-minute frequencies and "Regular" 30-minute frequencies by eliminating the 20-40 minute "Frequent" standard as it is incompatible with the other two service levels, creates inconsistent transfer timings and bus stop utilisation. However we do not wish to see this as a service cutback, rather that the 20- minute frequency be changed to 15min at peak and 30min off-peak, and 40min frequencies changed to 30min. Regarding 15min frequency services: we support upgrading these to a dynamic roster allowing reduced vehicle fleets at off-peak times, with faster speeds in the lighter traffic, and increased fleet, lower speeds at peak times. We believe there is less requirement for accuracy of buses turning up at exact times on "rapid" routes, so we support elimination of layover time at intermediate stops with a focus on efficiency within tolerable waiting times instead. P49: 5.2.3 Regional Connectivity: Include consideration of existing InterCity, Atomic, Catch-a-Bus etc services in this section, and how they can be better integrated into the Orbus networks. P49: 5.2.4 Integration with land Use and New Development: We support this concept but we are not sure that Dunedin City Council does. P54: 5.3.4 Events: Add "work with the Dunedin City Council events staff to ensure that bus services they operate are integrated with the Orbus network" P55: 5.4.1 Physical infrastructure: Add words "best practice including no kerbside obstructions and optimal kerb height with tyre-friendly bus stop kerbs" (because the NZTA "Guidelines" are silent on these matters) P56 Bus stop minimum service requirements: Change maximum spacing to 400m unless in semirural sections of route. Specify 200m as maximum spacing in areas where retailing and community facilities are located. P57 Table 11 Reliability standards: As previously mentioned we wish the performance measure "reliability" to be redefined and set at a much higher level of 99% or above. The definition for reliability should be should be changed from "59 seconds before to 9min 59sec after departure time" to "59 seconds before to the time when overtaken by the next scheduled service or after one hour, whichever is the sooner" We think the present definition for reliability provides a perverse incentive to cancel a delayed service, when all passengers want is for something to turn up, the sooner the better. We ask for failed services to be publicised as soon as possible through social media channels and for monthly reports to be published. P60: 5.4.7 Branding and Marketing: We support the use of modern marketing techniques to encourage bus use. Existing campaign by Connecting Dunedin to encourage bus travel should be rebranded as Orbus advertising. The Orbus logo should be used at bus stops, and should be used more creatively and imaginatively, by placing bus stop location names within it as is

done in London with the London transport logo. P61: 5.4.9 Ticketing system: We support generous fare incentives to use electronic ticketing as we understand the advantage for public transport administration that this provides. While we agree to cash fares being higher than electronic fares, we OPPOSE the abolition of cash payment for travel UNLESS bus card readers are adapted or replaced to accept universal bank payment cards, such as Eftpos or Paywave. We accept that use of Eftpos or Paywave cards could attract an extra fee for use (as cash does at present) compared to a Bee card but we definitely do not wish to see people unable to travel through not holding a Bee card. P61: 5.5.1 Fare structure: We support the present flat fare system. If zones are brought back, they should be distance based and only affect the very longest journeys, so that they are very easy to understand with as few locations as possible where routes leave a zone. We support fare capping. We note that, under the Bee Card system, fares could increase with inflation at a moderate rate (for example, to \$2.07) at little inconvenience to passengers. We support cash fares being larger than Bee Card fares and rounded to whole numbers of dollars for faster handling. We support incentives to tag on and off and to register cards to the user, as long as these are not too punitive. P62 5.5.3 Fare Concessions: We most strongly urge that electronically-paid fares be reduced for holders of Community Services Cards and Student ID cards to ensure that travel is affordable for all. We suggest a 33% discount for these folk. We accept that other fares may need to increase slightly to cover this but we would prefer to fund this through rate increases, cash fare surcharges, a surcharge on non-registered adult standard fares equal to the present non-tagging-off surcharge and funding by increased ridership that the discount attracts. P63 5.5.5 Funding opportunities: We support the use of additional funding including: - a surcharge on parking revenue from city council - a regional fuel tax or carbon tax - advertising on the sides of buses- sponsorship of bus routes - increasing the transport rate, but crediting it back to Bee Card account of the ratepayer P65 6.2 Monitoring and review: We request an increase in monitoring of quality standards as there is a wide discrepancy in service quality between bus contractors which brings the whole network into disrepute. We would like monitoring of performance to be published monthly, with league tables naming the contractors. Part three - Add content to the RPTP To provide a better working policy document, the RPTP needs to have two new sections: • A statement of bus route design, and how requests to add or change routes will be assessed • A statement of how bus stop locations are determined, and how requests to add, move or remove bus stops will be assessed. Part four - Revamps The Southern Gateway We see the need for a new hub in the Green Island area, in conjunction with the proposed park and ride facility, extending all nearby bus routes to operate to and from it. So the Concord, Corstorphine, Lookout Point services would all converge here, and some would continue to Mosgiel, Brighton and Abbotsford. Express services to Dunedin, Mosgiel, the Airport and South Otago would also stop here, as would long-distance coach services. Ideally it would be close to the railway to future-proof a possible passenger train service. Separating Abbotsford from the Brighton service would

make both routes far more efficient and especially make bus travel to and from Brighton more attractive. Brighton buses should travel all the way to the city, as an extension of either the 37/38 Concord or 33 Corstorphine routes. Improving services to the Library, Moana Pool and the new hospital. Dunedin Hospital finally got decent accessibility for bus users just a few years before it is closed! We do not want this to happen again with the new hospital. We request that the ORC begin planning how services can reach the Hospital, just one bus stop away from the Bus Hub, but that is a huge distance for unwell or disabled people to make under their own steam. The Library has had a major downgrade in accessibility by bus since services were diverted to the Bus Hub. This can be fixed by routing some York PI services along Filleul St to stop outside (and opposite) Dunedin Town hall in Moray Pl. Moana Pool is on a major bus route, but for many unwell or disabled users it is "so near and yet so far" with buses stopping on a very steep angle and four lanes of fast traffic to cross. We request that some routes be diverted along Queens Drive and down Pitt St to better serve this area, as well as Olveston and St Hilda's Collegiate (see following). Improving services to City Rise The City Rise area is crossed by major bus routes, High St, Stuart St and Pitt St/Drivers Rd, but they spread away from each other at widening angles, leaving large areas far from a bus stop. City Rise residents have been vocal in their requests for return of the service they once enjoyed but have had no satisfaction. This can be remedied by re-routing the Kenmure 61 service via Pitt St, Queens Dr, Moana Pool, Arthur St and Māori Rd; this would offer many advantages including bringing a large catchment area of Mornington closer to the city high schools and the University as well as resolving the accessibility issue at Moana Pool as mentioned above. Another way to improve accessibility of City Rise is to turn the existing Route 19 into a loop, continuing via Napier St, Māori Rd and Arthur St to return to the city. This would reduce overall mileage, fuel use and carbon emissions, as we pointed out in our submission to the 2014 RPTP. An airport bus The plan to improve Mosgiel services provides an opportunity to introduce an Airport bus, with stops in Momona, Allanton and East Tairi before picking up at Mosgiel Station where a Park and Ride facility could be built. It so happens that departures and arrivals at Dunedin Airport dovetail nicely with peak passenger flows between Mosgiel and the City so that for example a full early morning airport bus would return fairly empty via Mosgiel in time for a surge in Mosgiel commuters. An Airport bus could extend beyond to Milton, Balclutha and the Finegand freezing works to provide many new journey opportunities. Code-share A practice used by many airlines on less-busy routes is to combine their customers into each other's planes to provide more connections. Orbus should adopt this technique to improve services to and from Palmerston and introduce services to Milton and Balclutha. If people could use their Bee card on InterCity coaches, and their InterCity tickets on Orbus, there would be better travel opportunities for everyone. A rural bus network for all of Otago Every small settlement in Otago is already connected twice a day with its nearest town by Ministry of Education school buses. We request that the ORC work to integrate with this network to allow adult passengers to use available spare

capacity on existing or enlarged school buses. A turbo-charged Ridge Runner The Ridge Runner is a poorly-used, poorly-resourced route operating far below its potential. It needs to operate at least every 15 minutes, instead of hourly, so that there are good connections at all the points where it intersects with other routes: South Dunedin, Mornington, Roslyn, Māori Hill, North Dunedin. Joining the route to itself between University and South Dunedin via the waterfront would extend bus services to an unconnected area with a large daytime working population. Extending the Dunedin Bus Hub The Dunedin Bus Hub needs a small extension to make it work better and reduce congestion. We suggest a new east-west flow of buses be added along St Andrew St with some new stops either side at the Great King St corner. Most or all buses heading up Stuart St should be re-routed to operate along the one-way system, then left into St Andrew St, then up the hill. Concord buses would go up and down St Andrew St instead of around Moray Pl. Long-distance coaches should be relocated here from their isolated and uncomfortable Stop K in Moray Pl.

Straightening Cargill's Corner Turning movements at Cargill's Corner are unsafe for buses and pedestrians. Buses to and from St Kilda should go straight through along King Edward St while buses to and from Corstorphine should go straight up and down Hillside Rd; effectively re-jigging these services to use each other's present route. A mini-hub near the Oval There is an opportunity to replace several substandard bus stops near the Oval on Princes St with one good bus stop on each side, adjacent and opposite the Market Reserve. This would allow people to easily transfer between routes without entering the central city.

Port Chalmers express and local services The Port Chalmers bus service has great potential to be made much better, with express services avoiding Roseneath, Maia, St Leonards and Sawyers Bay scheduled in-between and therefore complementing the existing every-stop service. Balaclava-Bayview mega-loop The Balaclava bus could be greatly extended to operate via Corstorphine, replacing the St Clair Park loop thence down to Forbury Rd shops near St Clair, Bay View Rd past the high schools thence down to Portsmouth Dr and back along the waterfront to the University. Thus would link multiple suburbs to the high schools and serve some under-served areas near Forbury Park, and also enable Corstorphine 33 services to divert via Concord to Green island and beyond. More Mosgiel local buses A new park-and ride at Mosgiel railway Station should provide interchange with a new Mosgiel Express, Airport bus, South Otago buses, Intercity buses and also reconfigured local buses to improve the Mosgiel Loop services 80 and 81. These operate at a timing incompatible with the existing services to Dunedin, so need to be reconfigured. They need to be extended to new housing near Mosgiel airport and Wingatui.

Submission	Draft RPTP reference
Include updated figures on bus use for period Dec 2020 – April 2021 to show how usage is tracking.	Figure 5, page 19
Section 2.4 <i>Funding Sources</i> covers funding for public transport and states “To date, public transport funding from the National Land Transport Fund has been guided by policy that has required public transport services to achieve a 50% fare box recovery. This means that half of the costs of running and providing the service are recovered from customer fares. The reality of trying to attain this level of farebox recovery has proven challenging for the ORC” This section should be updated noting the following: <ul style="list-style-type: none"> <li>The national farebox recovery target was an aggregated national target at the time the policy was introduced, and it did not mean that every Council’s public transport network had to meet 50 percent farebox recovery. The larger metros covered the bulk of the costs and revenue to the point where small networks were inconsequential to achieving the target.</li> <li>Waka Kotahi is very mindful of funding constraints and the importance of fare revenue to contribute to operating costs in the current operating environment, however 50% farebox recovery is no longer a formal target or key strategic driver in itself. This is particularly so for services where access to social opportunities is a key part of the service provision.</li> <li>Waka Kotahi RPTP guidelines on fare policy development.</li> </ul>	Section 2.4, page 21
Other key challenges that could be included: <ul style="list-style-type: none"> <li>Drivers required to deliver increased services</li> <li>ORC staff, expertise, resourcing, technology, tools</li> <li>Step change required in Queenstown to enable a functioning transport network - big step change, not a modest one</li> <li>Achieving an integrated approach to public transport, travel demand management and parking</li> <li>Keeping fares low in a constrained funding environment and with reduced fare revenue in Queenstown as a result of COVID-19</li> <li>Trade-off of patronage focussed routes versus coverage/access focussed routes.</li> </ul>	Section 2.5

Replace “without aspirations to expand” with “with aspirations to expand”.	Section 2.5.5 3 <sup>rd</sup> paragraph
Consider working with major employers to make travel free for staff who choose to take up public transport by negotiating annual fare contribution lump sum. Or consider providing incentive schemes for regular users (not just fare caps).	Section 2.6
The map and legend are fuzzy and unreadable. Is this showing all day frequency or just peak times?	Figure 9, page 26
Note that new potential developments like Tarras Airport could also be a catalyst to look at worker and regional connectivity opportunities.  Clarification is needed of some text: What does “future proofed” refer to (p27, paragraph 1)? What does “use integrated approaches to achieve efficiencies and lower operational costs” mean (p27, 4 <sup>th</sup> bullet point)?  Replace “Key opportunities in Otago include:” with “Key opportunities in Otago include the investigation of:”	Section 2.6.1.2
Section 2.6.1.2 <i>Intra-regional Travel</i> lists a number of key opportunities in Otago. Are these programmed/are there timeframes?	Section 2.6.1.2, page 27
The “strategic response” information is missing in the first row, it’s the same as the “gap”. Third row, strategic response – clarify what an “Alternative” approach is.	Table 4, page 29
Consider including information on current progress and indicative timeframes for activities.  Consider swept paths, and also parts of the network that slow buses down other than Princes Street.	Table 5, page 30
Consider mentioning the PT Detailed Business Case.	Table 6, page 32
Add mention of the real time app in Dunedin.	Section 3.2
Second paragraph – last sentence on p 36 is incomplete.	Section 3.3

Note that Waka Kotahi is also funding the ferry trial.	Section 3.6.2
Consider application of the WK benefits framework – this would assist in monitoring for the system and also for upcoming business cases. For example access to key economic and social destinations and spatial coverage.  Consider including a measure to show the transition to a Zero Emissions Vehicle fleet.  Consider including percentage increase for annual boarding.	Section 4.4
Section 5.4.9 <i>Ticketing System</i> contains an action to “Implement a 3-year transition period starting in July 2021, after which cash will not be accepted on buses”. Detail of how cash will be phased out should be included in the plan.	Section 5.4.9, action 3, page 61
Consider mentioning that changes to enable Zero Emissions Vehicles can also be done by variation to existing contracts.  Consider including timeframes and/or rewording policies to recognise the Central Government requirements on Zero Emissions Vehicles.	Section 5.1.2, page 45
Consider including working with Councils on parking policy and parking implementation plans, and travel demand management activities.	Section 5.2
Frequent services – does the 20 or 40 minute services create any issues for timing services at the Dunedin Bus Hub?	Section 5.2.2
Note that waiting for development to be substantially implemented before introducing services may be too late to capture patronage from people who have moved to that area and started using their vehicles.	Section 5.2.4
Consider provision of a safe and <b>secure</b> services eg CCTV  Consider including ski/luggage provision on buses particularly in Queenstown.	Section 5.2.6
Consider rewording this section, to clarify the circumstances in which Park-and-Ride is likely to be useful – e.g. where it is not easy to provide walk up services or a convenient feeder bus service.	Section 5.2.8

What is the plan for ticketing for ferries if the Queenstown trial proves successful?	Section 5.4.9
Consider specifically mentioning parking revenue and revenue from major employers.	Section 5.5.5
How will the trial services be evaluated?	Section 6
Consider including “Who” will undertake the Action.	Table 14
Are the “Dunedin Transitional Services” (routes 5, 6, 10, 11) part of Unit 3?	Appendix B
In general: <ul style="list-style-type: none"> <li>• The draft plan would benefit generally from data and analysis on the public transport systems in Queenstown and Dunedin.</li> <li>• It would also benefit from greater description of the wider context of those areas and the interaction and effects on the public transport system and needs.</li> <li>• A lot of information is duplicated within the document which could be reduced to increase readability.</li> </ul>	

## **175) Brandon Ducharme**

I’m a Queenstown resident, ratepayer and NZ permanent resident living and working in Queenstown. I couldn’t find the link on the website to provide a submission, so please accept this email as my submission.

Carbon initiatives should be linked to mode shift within the ORC policies. Carbon reduction is a great objective and can best be given effect through mode shift improvements, which our district is in dire need of.

Also, better direct links. Arrowtown to Queenstown CBD via Arthur’s point is a critical step in getting better PT uptake from arrowtown residents and connecting arrowtown as a destination of travel to district PT users.

Put significant investment pt mode shift improvements.

Flat fee structure is critical for an attractive service that gains more mode shift uptake.

There should be more emphasis on businesses and employers working with council to promote and subsidise transport usage.

## **176)Clutha District Council**

Thank you for the opportunity to provide a submission to the Draft Otago Regional Public Transport Plan 2021-2031.

The Draft Otago Regional Public Transport Plan is a considered and pertinent document, and Clutha appreciates the opportunity to engage with Otago Regional Council on how the draft plan fits with the needs of the Clutha District.

On Tuesday 3 November 2020 a public meeting was held by Clutha District Council in response to community transport issues that had been raised by Clutha District residents. At that meeting were representatives from primary schools; community bus groups; service groups, health representatives and concerned individuals. One of the common themes noted from the meeting was the lack of connection to Dunedin was problematic particularly for our youth and aging population. The lack of a public transport link to Dunedin is challenging as health-related services, financial services and tertiary education and training providers become more centralised to major cities like Dunedin, it removes the ability for our elderly and youth to access these services. It also means we lose these people from our local communities. However with the provision of public transport links these people can remain in the local communities that they can afford and our district retains these key people that form our communities.

In response to the concerns raised at our public meeting we seek Otago Regional Council to actively consider the provision of a Public Transport link from South Otago to Dunedin and welcome the consideration of a proposed Trial Unit for this route.

We are encouraged to note, and fully supportive of, Objective Two – Deliver an integrated Otago public transport network of infrastructure, services and land use that increases choice, improves network connectivity and contributes to social and economic prosperity. A public transport connection from Balclutha to Dunedin would provide resilience and accessibility for our communities - particularly for our elderly residents and youth and would also meet the priority of providing people with better transport options to access social and economic opportunities. As previously stated, with the centralisation of many financial, health and education services to Dunedin, a public transport link would allow our residents to continue to access these services whilst remaining in their communities. The Government Policy Statement on Land Transport 2021 (GSP) states the priority of providing better transport options to allow people to access social and economic opportunities. Currently many Clutha residents are unable to access these services and opportunities due to the lack of a public transport connection to Dunedin.



The GPS also highlights Climate Change as a priority and the need for a public transport system that supports the reduction of emissions. A public transport connection from Balclutha to Dunedin would provide a more environmentally friendly option to combat climate change whilst still providing inclusive access for Clutha. Private vehicle transport to and from Dunedin is currently the only means of access for our district. The provision of a low carbon transport connection this would significantly decrease the need for the high instance of passenger vehicles traveling to and from Dunedin.

The Ministry of Transport Framework emphasises that the purpose of a transport system is to improve people's wellbeing and the liveability of places – enabling people to participate in social and economic opportunities such as work, education and healthcare. A public transport link with Dunedin would vastly improve the wellbeing and liveability of Clutha residents and address the concerns raised by residents.

We welcome the policy detailed in the draft plan that looks to investigate options to improve regional connectivity and work collaboratively with territorial authorities. We look forward to engaging further with Otago Regional Council on how this could work to meet the transport and connectivity concerns of Clutha residents in order to achieve an inclusive and accessible public transport network that connects Otago and contributes positively to the community needs and economic resilience for Clutha.

#### **177)Christine Dalley**

Notable gaps in service:

- 1 – No service to the airport – why ever not?
- 2 – Absence of adequate seating at bus stops. Variation in height is needed.

Some are not able to use ordinary height seating such as the very small or disabled. So low as well as high seating is needed. Pull down seats would provide plenty of space.

- 3- Poor hours of service in the evenings and on holidays discourage outings.
- 4 – Lack of shelter and no designated safe place to wait at the hub – which all of us need.

#### **178)Nick Stoneman**

Overall the current the previous Regional Transport Plan worked but there is always room for more improvements to be made. Important other submitters will tell say that they are not needed, they are as if a bus arrives too early and isn't able to catch up time along its route, how will extra passengers access the network there and also this enables timely transfer to other services.

Opoho - Shiel Hill timetable needs to be fixed so that during the day off peak the service is every 30 instead of every 40 thus giving Andersons Bay and area almost a 15 minute bus service: and this service at the weekends needs to every 30 during the day not hourly.

Port Chalmers - Every 30 minutes at Weekends

Ridge Runner Every 15 minutes all day Monday - Friday and Every 30 at Weekends

Airport Bus Service needs to be standalone not connected to the Mosigel Service at all and on a seperate trial period Ocean Grove - Ross Creek remove the 35-minute sit over at evenings and weekends make it every 30 minutes up till say 9pm

### **179)Disabled Persons Assembly**

Introducing Disabled Persons Assembly NZ The Disabled Persons Assembly NZ (DPA) is a pan-impairment disabled person's organisation that works to realise an equitable society, where all disabled people (of all impairment types and including women, Māori, Pasifika, young people) are able to direct their own lives. DPA works to improve social indicators for disabled people and for disabled people to be recognised as valued members of society. DPA and its members work with the wider disability community, other DPOs, government agencies, service providers, international disability organisations, and the public by: • telling our stories and identifying systemic barriers • developing and advocating for solutions • celebrating innovation and good practice The submission DPA New Zealand welcomes the Otago Regional Council's Draft Otago Regional Passenger Transport Plan 2021-31. DPA believes that our public transport networks should be safe, affordable and accessible to everyone. Many of the proposed objectives, policies and actions contained in this RPTP are very welcome, especially those pledging to incorporate the 'accessible journey' into our local transport system through utilising universal design and other related concepts into transport planning and delivery. Many of the proposed moves are great, but we would like to see words turned into action and at the earliest possible opportunity as much of our transport network remains inaccessible to us as disabled people. Some of the remaining barriers to full accessibility include the lack of 24/7 Total Mobility-funded wheelchair vehicle fleet services; poorly trained and disability unresponsive bus and taxi drivers; inaccessible buses in both rural and urban areas; lack of audio announcements and general accessibility of information and communications around transport services including, for example, bus timetables which people with learning disabilities find difficult to understand. Therefore, DPA will be making a series of key recommendations to enhance and improve the policies and actions proposed in this plan. We will also be making extensive recommendations, particularly around parts four and five of the document. We also welcomed the recent engagement with our Kaituitui and other organisations around this draft plan before it went out for public consultation. Overall, we are pleased with the direction of travel in this document, and it is also the most positive plan we have seen in years from this Council but more remains to

be done as we will outline.<sup>3</sup> The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) The UNCRPD Articles most relevant to our submission are:

- Article 4.3 Involving disabled people and our organisations in decisions that affect us
- Article 5: Equality and non-discrimination
- Article 9: Accessibility
- Article 19: Living independently and being included in the community
- Article 20: Personal mobility
- Article 29: Participation in political and public life

New Zealand Disability Strategy 2016-2026: Action 10 priority around increase the accessibility of the built environment and transport services. DPA's recommendations DPA welcomes the overall vision articulated in part 4.0 of building an inclusive, accessible, innovative public transport system that connects Otago and contributes positively to our community, environment and economy. DPA welcomes the five stated objectives contained in the plan, particularly objectives four and five which outline the need for accessible services, infrastructure and affordability. DPA welcomes the four focus areas stipulated in 4.3 around the need to improve customer experiences, improve environmental health, embrace innovation and funding. Around funding though, we would ask not only that cost-effectiveness and investment decisions around services be given weight but also that adequacy of funding be considered as well. DPA strongly recommends that 4.4 desired outcomes be amended to incorporate a measurement around measuring the accessibility of services as well as another on safety. The former point around safety is particularly relevant given that disabled people and other bus users have complained, for example, that some drivers either start driving before people have sat down or sometimes stop suddenly meaning that passengers are at risk of being injured. DPA strongly recommends that 5.1.1 vehicle quality standards policy be amended by taking out the words 'at a minimum' leaving the words 'require all operators to adhere to' thereby strengthening the statement to ensure that the latest updated bus standards (which include improved accessibility requirements) are met. DPA supports the adoption of zero-emission vehicles into the Otago Regional Council's contracted bus fleets as a means of curbing climate change. DPA strongly recommends that 5.1.3 around sustainable approaches to physical infrastructure be amended to include that all new procurement processes include an accessibility requirement as well.<sup>4</sup> DPA welcomes point 5.2.1 around designing routes that maximise access and travel options and that the design of public transport timetables that are easy to understand is undertaken. The point around the need to understand bus timetables is especially relevant for the disability community given that, for example, people with learning disabilities report difficulties in understanding bus timetables and that Blind people and people with low vision experience difficulties on bus services in terms of not having access to audio announcements or large print bus timetables. DPA welcomes the statement under 5.2.2 that there is a need to ensure that public transport levels of service improve choice, connectivity, and meet a diverse range of customer needs. DPA welcomes the proposal contained in 5.2.3 regional connectivity to improve access to public transport, particularly in rural areas. However, we would strongly recommend that not only are options investigated but that they are actioned, and that rural and

inter-provincial transport services be made fully accessible. DPA welcomes and supports under multi modal access point 5.2.6 the requirement to implement the accessible journey approach to public transport by providing infrastructure and information that enables everyone to use public transport services, something that was a major recommendation of the 2005 Human Rights Commission's inquiry into accessible public land transport. This is long overdue, and we would also strongly recommend that Disabled Persons Assembly and other local disabled person's organisations (DPOs) including People First, Blind Citizens Network, Kapo Maori, Deaf Aotearoa, Muscular Dystrophy Association and Balance New Zealand (through the Otago Mental Health Support Trust) be fully involved in the co-design and implementation of these requirements alongside other stakeholders. DPA particularly welcomes plans to meet the needs of transport disadvantaged communities. In terms of the proposed Total Mobility (TM) policy, we would like to see the Otago Regional Council work with both central government and other territorial authorities as well as Waka Kotahi/NZ Transport Agency to make transport fare free at a 100 percent discount for all users which includes many disabled and older people. To this end, we support the Free Fares for Freedom campaign, led by disabled people, which calls for fare-free bus and taxi travel around New Zealand and we would like to see this achieved within the lifetime of the RPTP. DPA hopes that these and other upgrades will follow on from the new national standards regarding the TM scheme when they are released. DPA strongly recommends that alongside the welcome action to encourage the adding of more wheelchair-accessible vehicles throughout the province that taxi services are mandated through policy or legislation at the central government level, and/or are encouraged through incentives at the local level to provide 24/7 wheelchair taxi service access. Currently, while taxi and passenger service vehicle operators have a requirement to provide 24/7 service to everyone, including wheelchair users and other disabled people, this often doesn't happen in practice. For example, due to the shortage of drivers and when combined with the requirement for drivers to take significant rest periods for safety reasons, this means that there are restricted levels of service available which means that many mobility taxi and passenger service vehicle clients are restricted to taking trips during the daytime and early evenings only. Typically, many services cease providing mobility coverage between 6pm and 9pm in the evenings and only resume again at around 7am in the morning. This isn't fair and it's discriminatory to disabled people who use wheelchairs or mobility devices who, for example, want to go out with their friends and come home late, which is something that impacts on many disabled people who want to socialise with family and friends. Therefore, we would like to see the ORC support moves towards creating a genuine 24/7 accessible wheelchair user van service, both locally and nationally, so that taxi and shared passenger vehicle services are available to everyone on a genuinely equitable basis. DPA strongly supports and welcomes the ORC's commitment to adopt universal access design principles in the planning, design, and implementation of services and infrastructure. DPA strongly supports and welcomes the proposed policy to consider the needs and

requirements of disabled people and other groupings who experience access difficulties when making changes to services or infrastructure are proposed. As stated earlier, locally based DPOs should be involved in this process alongside other disability stakeholders. Therefore, we would like to see the ORC establish an Accessible Transport Advisory Group (on the same basis as the Dunedin City Council's Disability Issues Advisory Group) to oversee the co-design process through providing advice and feedback from a wide range of impairment-based perspectives. The Accessible Transport Advisory Group would also work alongside Council in addressing Total Mobility issues as they arise. DPA strongly supports and welcomes the proposed policy of working alongside territorial authorities to ensure that all new public transport and infrastructure is planned and designed in accordance with Waka Kotahi's New Zealand Public Transport Design Guidelines. Accordingly, we welcome the associated actions around working with disability and other key stakeholders to identify specific needs, requirements, and areas of the public transport system that can be improved. DPA strongly welcomes and supports the proposal to permit service and assistance dogs at all times, on scheduled bus services. However, we do have some concerns about permitting pets which are not service or guide animals on buses. Therefore, we would ask that as part of discussions around how to improve public transport access that the best way of addressing this issue is found as some guide and service dogs, for example, don't relate well to non-guide and service dogs. DPA welcomes the proposal to implement park and ride facilities by working in partnership with local authorities to do so. Again, we would ask that any such services have accessible options available and have mobility parking spaces available at both pick up and drop off points.<sup>6</sup> DPA strongly recommends around 5.3.3 technology and innovation that when new technology and service platforms are proposed for roll out, that these are trialled with disabled people, amongst key stakeholders, prior to any public roll out. DPA welcomes the proposal in 5.4.1 that all supporting physical infrastructure in terms of bus shelters, bus stops, interchange facilities, etc, be accessible to people from transport disadvantaged communities but we would ask that within the actions, the terms 'different abilities, mobility requirements and the transport disadvantaged' be replaced with the terms 'disabled people and transport disadvantaged communities' as there is nothing wrong in using the term disabled to describe people with impairments who experience disabling barriers throughout society. DPA has no fixed views on the service types outlined in Table 10 except to state that any service changes must fully involve the community and in particular transport disadvantaged stakeholders such as disabled people and our organisations in discussions around them. Service changes, especially to bus routes, should also ensure that disabled, older and other transport disadvantaged communities have services based as close as possible to main population areas/neighbourhoods, thus, avoiding the issues around, for example, people with mobility impairment having to walk long distances from their home to access bus services which is currently the case in some areas of Dunedin at the moment. DPA strongly recommends that under 5.4.5 around customer information that the needs

of Deaf, learning disability and neurodiverse communities are accounted for in the actions as well given that, for example, bus timetables and information are currently hard for many people with learning disabilities to understand. We would also like to strongly recommend that visual information be provided in New Zealand Sign Language (the third official language of Aotearoa) especially in terms of, for example, signed on board announcements, information terminals at bus hubs and stops, etc. DPA welcomes the policy under 5.4.8 around the requirement that operators should be expected to train both management and service staff in customer service, particularly when it comes to the needs of supporting disabled passengers. However, we would like to see an additional statement placed within the actions around the need for any training to be led and delivered by disabled people and that it be mandatory. DPA welcomes the steps that have been taken by the Otago Regional Council in recent years to make public transport more affordable including the \$2 flat bus fare trials in Dunedin and Queenstown. This has seen a substantial increase in bus patronage but more needs to be done in this space. DPA strongly recommends that fare free travel for all disabled and older people who use Total Mobility (TM) be introduced during the lifetime of this plan as has been called for by the Free Fares for Freedom campaign. During last year's Covid-19 Alert Levels 3 and 4 lockdowns when buses were fare free, Total Mobility was similarly made fare free and this - particularly in the Alert Levels 2 and 3 period - up to June 7 30 saw a dramatic increase in taxi and vehicle passenger service patronage from disabled people. Given that taxi fares are increasing even while the incomes of many disabled people (who tend to be low-income earners) remain stagnant, it would be great if both central government and regional councils agreed to increase funding as a result of the review into TM to make both it and bus services fare free for disabled and older people upon the proviso that fare free travel be extended out to all of the population over time. DPA strongly recommends that processes around procurement and monitoring involve disabled people and our organisations through, for example, the Accessible Transport Advisory Group we have proposed. DPA notes that there is barely any reference to rail in this document. We would like to see full consideration given to having a fully accessible inter-city rail service (like the former Southerner rail service) re-established in the South and support from the ORC and other territorial authorities for this would be welcomed. DPA strongly recommends the trial of an affordable, fully accessible commuter rail service between Dunedin and Mosgiel which would encourage more people to ditch car travel to and from work and other activities. ORC support for this would also be welcomed given that Mosgiel's population is increasing, and the town contains a high number of disabled people within its population who would benefit from having greater choice. DPA notes that there is no proposal contained in this document to even trial an accessible bus service both to and from Dunedin Airport. The ORC is not entertaining this proposal on the basis that other centres have either discontinued such services or that they are unviable. However, given the distance between the airport and the city and the costs involved in accessing taxis and shuttle services, this is worth re-considering.

DPA strongly recommends the insertion of an action that the ORC trial and, if successful, permanently introduce an accessible bus shuttle service between Dunedin Airport and the city. Overall, we welcome this RPTP as one of the best documents we have seen from ORC on the issue of accessible transport. However, as we stated at the outset, we would strongly recommend that all changes be part of a co-design process with disabled people, alongside other stakeholders. We also hope that this document signals an intention to improve relationships with other transport network stakeholders as well

**180) Dugald McTavish**

Please consider the recommendations for lower emissions and more integrated transport in the Ministry of Transport's Green discussion paper. Hikina te Kohupara – Kia Mauri ora ai te iwi Transport Emissions: Pathways to Net Zero by 2050.

**181) Finn Campbell**

The Good.

We've been really happy to see the ORC's support for, and the uptake of public transport in the region since the 2014 plan. The Bee Card, Dunedin Bus Hub, and \$0 fares in 2020 are examples of successful initiatives that we have been proud to see. Speaking to the overall themes of the document, we find that this document has many great features that if effectively implemented will provide for a continued improvement of public transportation in Dunedin. Key Submission points 2.4 Funding sources. ORC identifies public transportation as important for managing travel demand on constrained roads and parking at key destinations. We believe that the ORC should not be taking the view of a 'sustainable level' of funding and instead should be considering the benefits of public transportation in reducing infrastructure pressures as the leading priority. 2.5.3 - Increasing attractiveness. We believe the ORC has done a commendable job attempting to increase the attractiveness of public transport services. However one of the highest usage periods was when the bus service was free in 2020. We believe increasing attractiveness should reflect the ease of using the service. This is through the knowledge to plan your journey through real time bus times and removing the fare requirement to remove some of the barriers to 'just jump on at any time without much foresight being required.' If people can have confidence to make an impromptu journey the bus service can be naturally considered attractive. 2.5.4 - Reducing network pressure. We agree that land use planning will be crucial to ensuring uptake of bus patronage. We have concerns that the NPS-US 2020 will have negative consequences of housing / land development in the form of urban sprawl despite the push for urban densification. We also believe that the consequence of network pressure is that small businesses miss out on foot traffic because car patronage tends to favour large carparked areas and big box

retail. So with ORC policy accounting for network pressures we hope the ORC can also favour short journeys to small businesses that are often driven past by car users; and less towards centralisation of all journey types to single destinations like work or the CBD. 2.5.5 Affordability and funding. No further comments to add other than developing our comments on 2.5.4 - that the ORC considers free/cheap public transportation as an act of local business economic stimulus through reducing costs for transportation, increasing foot traffic for local business, and reducing pressure on congestion and parking. 3.1 Public Transport units. We ask that the contracted services require that drivers are paid a livable wage. To the comment of the radial pattern network design - we ask that this design also includes alternatives to the 'home to work' in future route design. This can include access to schooling, business, social and cultural amenities, food gathering locations, and recreational places like: beaches, parks, walks. Or alternatively to the alternative, planning routes on different needs: like morning commutes, nighttime travel (definitely lacking in Dunedin), or weekend recreation. 5.5.4 - The document states the ORC's intention to continue with a 40-50% farebox recovery ratio goal. We do not support this being maintained because we disagree with ORC sentiment that the benefits should be balanced between the users and the secondary beneficiaries. The primary beneficiaries should be considered the patrons of the bus service, the car users who benefit from lower congestion and parking availability, and the businesses who benefit from higher foot traffic and longer shop times. Evidence shows the beneficiaries of effective bus services being everyone in the community. Fares should reflect the public benefit incurred by people choosing public transport, and not by an arbitrary percentage. We are encouraged to see that the ORC is actively considering other funding models. As part of this we would like to see flat \$1 fares trialled regionwide. This would promote the ORC's stated goal of inclusive and accessible services, contributing positively to the community, environment and economy. The \$1 fare trial also would tick all five of the ORC's stated objectives.

### **182) CCS Disability Action**

The draft plan has identified several future challenges and the complexities public transport in the region. Public transport is a significant contributor to community wellbeing and the lack of public transport and inability to use public transport results in poorer community wellbeing and inequality. This submission will focus on the transport needs of people who are less likely to be able to use public transport and experience poorer wellbeing as a result. While inclusion and accessibility are mentioned in the draft plan, we submit that this will not be achieved without the commitment to develop an inclusion and equity plan. This would include. • Addressing inclusion and accessibility from the concept stages to planning design and implementation. • Conducting disability impact assessments on all public transport services. • Talking to potential users of each service and ask about trips not taken and the reasons for this e.g., cost, lack of accessible information about time timetables etc. • Consulting with access professionals who have an in depth



understanding of universal design and transport. • Adopt the concept of the accessible journey - i.e., a seamless uninterrupted return journey and use this to identify barriers to using public transport. When concerns are the responsibility of another Local Authorities (LA) e.g., inaccessible bus shelters, footpaths etc. liaise with the LA re improvements. • Measure diversity of participation • Ensure that the cost of public transport is not a barrier – or that the costs of not having access to transport to use a service are not experienced in other areas. o In 2019/20, an estimated 123,000 New Zealanders (1.6% of children and 2.7% of adults) had experienced an unmet need for GP services in the past 12 months as they were unable to access transport. o Lack of transport was a major barrier to accessing GP services for disabled adults, with one in nine people affected in 2019/20. Disabled adults were 6.5 times as likely as non-disabled adults to be unable to access GP services due to a lack of transport. 2.3 Mobility Taxi Services • We have varying feedback regarding the Total Mobility Scheme. People who require vans fitted with a hoist continually report that even when booking in advance Mobility Taxis are often not available – particularly during the school year. Despite the service being available 24/7 many people find it very difficult to book a Mobility Taxi for an evening out. We recommend that the Council review the Mobility Taxi Service. Demand-responsive transport services • It is clear that traditional public transport services are not viable in smaller rural centers – we consider that this is not due to a lack of demand but that the services provided do not meet the needs of the community. Smaller rural centers often have aging populations with fixed incomes and increasing transport needs – the consequences of this community severance range from social exclusion to poor health. It is not acceptable for the status quo to remain for the next ten years. The Council must collaborate with communities across the region to and innovate to provide demand- driven transport services. • The My Way on demand service in Timaru has made a difference, by providing an affordable transport choice and has enabled people to do things that they were never able to do e.g., visiting friends and family. It is being used by people without cars, and people who choose not to use their cars and has resulted in a 16% increase in bus patronage. Some success factors to My way were the broad community consultation and education / information programmes We recommend that the Council develop a demand-responsive transport services across the region. Community transport trusts • By providing transport between smaller and main centers Community Transport Trusts allow people to access essential services, however some are only for certain services – the provision of these services often allows people to remain in their lifelong homes We recommend that the Council review the availability of community transport trusts in the region and develops a scheme to support and fund community transport trusts.

### **183) Rachael Brinsdon**

I was aware that submissions closed today, but have just discovered they closed at mid-day. There were two main points I wanted to bring up...

- 1 The Mosgiel-Dunedin service is very lacking in continuity during evenings and weekends, compared to the Dunedin-Port Chalmers service. For example, if someone works in Dunedin until 5pm on a Saturday or a Sunday, there is no bus to Mosgiel until 6:12, meaning you finish work at 5pm, but don't get home until about 7pm. Could the service be extended to every half hour or evening every hour during evenings and weekends?
- 2 There is no easy way to get from Mosgiel to the University or hospital. The new bus hub has meant that the older folk have to walk further to the hospital. University students have to catch another bus to get down there, and Logan Park High School students cannot easily get to or from school. They need to catch the 63 bus which shares the bus hub stop with the 77. The 63 bus leaves the stop just before the Mosgiel 77 bus gets there, so you have to wait another 15 minutes for the 63 bus to return. The bus hub is just that much further away from anything down the north end of town. Could there be a University shuttle leaving the hub regularly?? There is the 37, but that goes nowhere near Logan Park.
- 3 Mosgiel West Loop service has no stops anywhere near the south end of Mosgiel (near the railway line and Gladstone Road. So, for example, if you are wanting to get from Lanark Street to the industrial area on Gladstone Road, you can take the loop bus and the tracking app says you can get off on Bruce Street, but there is no stop there. Why can't this bus go one block further, up Burns Street, turn left and stop on Gordon Road (near Nellies)? This would allow passengers to get off there and walk across the railway tracks to Gladstone Road. Just a few things I hope you can consider.

### **184) Ritchies Transport Holdings**

Arrowtown Express Service

1. Reasoning 1.1 Currently, Route 2 (Arrowtown/Arthurs Point) suffers from low patronage numbers when there are no events or tourism in the area. Locals would prefer to travel over the shorter route (Malaghan's Road) instead of spending a long time on the bus. 1.2 Arthurs Point community made several submissions to ORC regarding the low frequency (hourly) outside peak times. 1.3 Having an express service running in between the current timetable (Route 2 departing times are close to the hour, the express service departures would be close to half past the hour) would remove the need for the current peak time extra services on Route 2, saving a significant amount of resource which could be invested to improve reliability. 1.4 The express service would offer connections to routes 1 (Sunshine Bay/Remarkables) and

5 (Lake Hayes direct) at Stanley Street. Together with connections already occurring at Frankton Hub, we will provide a higher passenger flow, and events like Autumn Festival could greatly benefit. 1.5 The service can be easily diverted into Speargrass Flat Road to service school requirements, providing public transport service for the general public during those times

2. Structure 2.1 2 buses departing from each end at around half past the hour, from 06:30 (first departure) to 22:30 (last departure).

Cromwell Link 1. Reasoning 1.1 Cromwell link will be a necessary addition to the network, allowing workers and students to travel, while Cromwell can benefit from the tourism industry in Queenstown. 1.2 Arriving at Frankton Hub in time for all connections, passengers travelling on this route would seamlessly connect to all public transport routes available, accessing several destinations in an efficient, timely manner. 1.3 Together with the proposed Arrowtown Express service, the Cromwell link can reduce traffic congestion around Shotover Bridge areas during peak times, either westbound or eastbound. 1.4 With seamless Frankton Hub connections, Cromwell locals and tourists arriving at the airport will have reliable public transport available. 2.

Structure 2.1 2 buses departing from each end at around 20 past the hour, from 06:30 (first departure) to 21:30 (last departure).

Frankton Loop 1. Reasoning 1.1 The large housing and commercial developments between Five Mile, Frankton Flats and Remarkables Park provides demand for a more frequent service in the area, with no need for connections. 1.2 The idea was put to ORC in the last quarter of 2020. Recently, during a meeting with Aaron, Operations Manager at Five Mile, together with ORC and Adam (QLDC infrastructure), it was discussed that there had been discussions between Five Mile and Remarkables Park administrators to try and provide a dedicated route. It is pleasing to not that what was described as the desired solution is exactly what was submitted to ORC. 1.3 For the first time, a route would be considering the Events Centre as an essential destination. 1.4 With less than 10km registered, the Frankton Loop may operate with only one bus, providing 30 minutes departures from Frankton Hub, which delivers a cost-effective solution to cope with the exponential growth that the area is facing. 1.5 The service delivers a vital public transport link for the general public to the new proposed hospital. 2.

Structure 2.1 1 bus departing at around 20 and 50 past the hour, from 06:20 (first departure) to 21:50 (last departure).

Wanaka Routes 1. Reasoning 1.1 Wanaka can have the majority of points of interest covered by 2 routes at the beginning 1.2 Both routes offer connections in two different points every loop. 1.3 Consider possible development of a small hub close

to Puzzling World, offering connections between Wanaka public transport and routes coming out of town. 1.4 All leading schools (Take Karara, Wanaka Primary School and Mount Aspiring School) are considered, together with Wanaka Retirement Village, Medical Centre, major grocery stores and new developments around Sir Tim Wallis Drive. 1.5 The Hawea link offers a route inside Albertown, allowing students, workers, and other passengers to travel to and from major destinations and other points of interest.

2. Structure 2.1 2 buses depart from each end on Wanaka 1, and 02 buses depart from each end on Wanaka 2. 2.2 First departure around 6:00 and last around 22:00. 2.3 Timetables adjusted to meet school starting times and on-time connections.

### **185)Margaret van Zyl**

Sir, re Public Transport.

The old system of travelling on the bus from Mosgiel to Dunedin via Caversham and South Dunedin along the one way route north, would take approximately 1/2 an hour.

Now, for a passenger to travel from Mosgiel to Dunedin, by passing Caversham and South Dunedin, along Princes Street, through the Exchange, up Bell Hill, turning right into Moray Place then linking up at the Bus Hub is approximately 40 mins. depending on passenger pick up/drop off, road works, traffic flow etc.

To get to South Dunedin, one needs to access another bus from the Bus Hub taking now from Mosgiel to South Dunedin approximately one hour 25 minutes.

Many passengers patronised the convenient route from Mosgiel to South Dunedin in 20 minutes and shopped within this precinct.

Would the OBC consider reinstating the old tried and true system of bus transport to Dunedin including stops at

South Dunedin, then travelling via the one way system to the BusHub. Travel time doesn't need to be every half hour. Why not every hour allowing for peak times, and other interruptions.

The current convoluted route along Princes Street, through the Exchange, up Bell Hill and into Moray Place has obviously been achieved by computer. Some bright spark has dreamt this up without ever having driven a bus ~~in~~ the city. The return journey down the main street is congested and slow. Badly planned!!

Many elderly and mobility impaired passengers are finding it difficult to transfer from one bus to another. Tapping on and off is OK for the more agile passenger who can leap from one bus to another.

The longer time frame now from Mosgiel/Brighton under the current time table really isn't an improvement. It's theoretical but not very practical.

Bearing in mind, one route doesn't suit all - just my observations on how improvements could be made for the future of public transport.

I like the bus transport and rarely take my aged car (driven by an aged driver) into Dunedin. Parking is a problem and I'm not at all keen on riding a bike.

Sincerely,

(Mrs) Margaret van Zijl.

## 186) Helen Chitty

My submission is:

regarding Objectives Four and Five. This relates to my past versus current experiences using the 70 Brighton Service

I live at Ocean View and for at least five years used the Brighton service

as my transport to and from my work in the CBD:

- I got on the bus at Ocean View which took me through to town, and on one bus in town which took me home
- I finish work at 5pm and had a choice of a 5:15, 5:30 or 5:45 bus to get home, with the 5:45 bus going around Abbotsford only if there was anyone on board needing the service

It would cost me around \$50 per week but I was prepared, and able to afford, to pay this as I

- a) wanted to reduce car use due to environmental concerns
- b) didn't need to look/pay for a carpark
- c) was still home within a reasonable time frame
- d) enjoyed not having any driving hassles and being able to switch off and read on my way home

For me to use the same service now:

- I would get on a bus at Ocean View, drive around Abbotsford, get off the bus at the Green Island 'Hub' where there is a standard size bus shelter to cater for school children catching their bus, along with passengers from Brighton, Abbotsford and Green Island waiting for the Uasgiel bus. Not ideal in adverse weather. Evenings also involve the bus change and Abbotsford trip

• In the evenings I finish at 5pm but have to wait in town for the 5:42 Masque bus as the 5:12 doesn't connect with the Brighton bus. This means I get to my Ocean View bus stop at 6:23. That's an hour and 23 minutes after I finish work, still involves a bus swap at Green Island and trip around Abbotsford, and assumes the bus(es) are running on time which is not always a given.

Needless to say you have lost a previously satisfied customer who also wouldn't encourage anyone from out here to take the bus. The experience I used to enjoy was of a higher quality, with less hassle, and a realistic time frame.

In the meantime I have mitigated some of my environmental concerns by purchasing an electric car but would have still been happy to support and encourage the use of public transport if my experience had remained as positive as it was previously.

## 187) Malcolm Robertson

My submission is:

My submission is focused on my own experience on the Brighton - City routes 70 & 77 and changes I would like to see to make it meet the criteria in

- Objective Four. Because of the changes made to the route and timetable a few years back, supposedly to make the route more direct, I have mostly stopped using the bus. The reasons I have stopped using it are outlined below. At a minimum 1, 2 and 3 would need to be addressed to entice me back.
1. The service, particularly on the 4-6pm slot is too infrequent making a trip (including wait time) after a 5pm work finish take 40 minutes - or longer if the buses are running late. There needs to be more route 70 services connecting with the 77 route
  2. The buses in my experience nearly always run late sometimes by 20-30 minutes
  3. The route takes too long. It includes a route around Abbot'sford on every run, adding to the journey's length.
  4. Changing buses with the Mosajel connection in Green Island also increases journey time and is an unpleasant wait in inclement weather.



**188)Des McIntosh**

my submission is:

That the shelters are such as in the one at the construction of ~~the~~ ~~the~~ ~~the~~ Tabernacle road & Stuart St by Naim St as others don't

shelter a from Sutherland like the Bus Hub & by Farmers no glass shield against Northerly but Surveys must be online only which cuts out a lot of customers. Put info (phamplets) on bus's that u can send in Electric buses talked about for yrs + Dcc blame Orc. Surely we could start for 1 & do a circuit like they had in Ch Ch many yrs ago

After attendg many Bus Go meetgs nothings changed + when I put a submission in at the mtg I was asked if "I had any ?'s" I went there for their opinions of my proposals which I spent days researching so this time I will expand at the submission hearing on my ideas noted & expect an opinion.

Most Buses in morning are not heated - why?

As the booklet is too much fill more line as currently moved & working on

(Please attach additional sheets if necessary)

that so will have more details for Submeeting

Submissions must be received by 12 pm, Monday 24<sup>th</sup> May, 2021.

### **189) Kristina Crane**

Our current situation is many primary school children catch the public bus from Arrowtown

(Adamson Dr) to Frankton for sport each way. ~~The~~ In order to do this they must leave school at 2:30pm for the 2:55pm bus. The alternative to this is many parents drive their children (30km round trip) to the Events Centre in Frankton.

An alternative solution to get more cars off the road & not put small children as young as 8 yrs having to cross busy roads as the bus does not drop them off at the events centre.

Ideally the public bus could pass by Arrowtown school at 3pm on route to Adamson Drive pick the kids up with little disruption to the existing route & times

The bus could enter the events centre and drop kids off to their various sporting activities such as swimming, soccer, rugby, tennis, hockey, basketball, cricket etc. Approx 30+ cars would be taken off the road with this one step.

### **190) Andrew Whiley**

Late Submission to the Regional Public Transport Plan 2021-31

#### 2.6.1.1 Preparing for Future Growth

*In Dunedin City, the main considerations are how to best align its development needs with the provision of transport infrastructure in services. Around 70% of Dunedin's population live within 800 metres of public transport service Figure 9. Does this apply to workplaces? For example there is no bus service for those working in the wharf area (Thomas Burns Street, Ward Street and Fryatt Street). It's one thing to provide*

a bus service from home to town but where is the incentive for those working in this area to use public transport?

#### 2.6.1.5 Embracing Emerging Technology & 2.6.1.6 Improving Quality and Access to Information

Fastrack the role out of real time monitoring at Dunedin bus stops as per the bus stop at MacAndrew Bay

#### 2.6.2 Dunedin Network

Table 4 - Increasing Patronage: Bus pass with employer assistance & Student bus pass

- I would like to see all school pupils have free access to buses
- All University and Polytechnic students paying a fee (say \$100) to have free access to buses. That would bring in excessive of \$2.8m and more if including staff. This money would be included in the student fees paid to these institutions and paid in a lump sum to the ORC Bus Fund. This would also encourage students to visit more areas of the city and even live further away from campus. This would assist students to access more affordable and quality housing in the suburbs.
- Major employers like the Hospital, DCC, ORC, MSD and ACC etc would be encouraged to provide all staff with a free bus service. This cost could be \$200 per annum, per staff employee. I believe offering this bulk arrangement would increase bus patronage, encourage modal shift and assist in funding a more efficient and effective bus service.

Table 5 - Outlines Dunedin Network key projects

- Have the St Clair to Normanby route travel through the centre of town along Princess Street, Octagon and George Street. Ideally this would be a regular service travelling every 10-minutes so would remove the need for the DCC to further proceed with a Loop Bus or George Street service.
- Provide a Free Ride Service around the CBD. For example from Jervois Street to the South (Salvation Army Store – Spotlight) through to Albany Street to the North (Rob Roy Diary), Anzac Ave – Cumberland Street to the east and Princes Street, George Street and Smith & York Place. This would encourage more people to use the bus as an efficient mechanism to navigate a larger part of the city. This would be similar to the Free Tram service in Melbourne. I can envisage workers at John Wickliffe House hopping on a free bus and going to shop at Meridian Mall and grabbing some lunch. Then taking the free bus back to work.
- Mosgiel Express Service with a stop at the Sunnyvale Sports Ground. Sunnyvale has lots of available parking Monday – Friday for a commuter park and ride service. There is easy access for the buses to get on

and off the motorway. Lots of existing space for free parking and convenience for the riders to access. Also no need for new infrastructure to be built by the DCC. Most of the 65% traffic movements quoted coming from the South would find Sunnyvale more convenient than travelling to the Burnside Area. (5.2.8 Park-and-ride)

- Convenience of service – work with the major employers talking about their timetables. For example what hours are the shift changes at the hospital?
- Further investigate smaller more economical buses and have them in the network within 3-years.

### 3.2 Dunedin public transport network

I applaud the changes in the network since 2014. Bee Card \$2 fare improved scheduling and acknowledging the improved service from the Otago Peninsula community and school service. I would like to see there is a daily fare cap of \$5 to encourage frequent use.

## *WHAT WE WANT TO ACHIEVE*

### 4.1 Vision

I would to see the bus service to be... Inclusive, accessible, innovative public transport that connects Otago and contributes positively to our community, environment, and economy.

### 4.3 Focus areas

- Improve the customer experience
- Improve environmental health
- Embrace Innovation
- Be cost effective – especially around school pupils, tertiary students and assist the city's major employers provide assistance to their staff to leave their cars at home and access public transport more frequently.

5.3.4 Events Continue to support public transport access to events to reduce congestion and ensure the operational performance of the transport network as a whole. Improve the services to spaces like the Edgar Centre at peak usage times. For example an express bus to and from the Bus Hub to the Edgar Centre to assist school pupils and family members attending after school sport activities.

5.4.5 Customer Information Keep investing in technology to better enhance customers experience that is easily accessible, easily understood, and meets customer expectations.

## **191) Dunedin City Council**

Tēnā koutou SUBMISSION ON THE OTAGO REGIONAL COUNCIL'S 2021-31 DRAFT PUBLIC TRANSPORT PLAN

1. The Dunedin City Council (DCC) welcomes the opportunity to submit on the Otago Regional Council's 2021-31 draft Regional Public Transport Plan (RPTP).
2. The DCC seeks the transfer of Dunedin's public bus services from the ORC to the DCC to improve transport solutions and further progress Dunedin's ambition to be Zero Carbon by 2030. The DCC seeks immediate discussions over transfer of management of the Dunedin public transport services. The DCC recommends the CEO's of the ORC and DCC meet to discuss the implications of the possible transfer and report back to their respective Councils by December 2021.
3. **Process, Roles and Responsibilities**  
3. Currently responsibility for providing public transport in Dunedin is shared between the ORC and DCC, with the DCC providing critical infrastructure such as bus stops. To deliver an effective public transport network that enables Dunedin residents to access social and economic opportunities, the DCC and ORC need to work together to deliver an integrated transport network.
4. The draft RPTP emphasises the importance of integrated transport planning and the need for the ORC to work collaboratively with road controlling authorities (including the DCC) on planning mechanisms such as spatial plans and infrastructure provision (e.g. to provide multi modal access at bus stops). The DCC recognises the difficulty in achieving fully integrated and collaborative outcomes and is interested in investigating new approaches.
5. The DCC seeks clarity of the respective roles of the ORC's partners in the implementation of the plan. Table 14 'Implementation Plan' on page 66 lists actions to be delivered in the short to long term but does not identify which of these will be delivered by ORC's partners. For example, the Princes Street bus priority, if approved through the 10 year plan process, will be delivered by the DCC. The DCC would like to see a clear outline of roles and responsibilities on the actions committed to by the ORC and partner organisations.
6. **Dunedin context**  
6. In Section 2 (titled 'Context') of the RPTP, it states that Dunedin city makes up more than half of the Otago region's population. The DCC suggests a greater focus in this section on the role Dunedin plays in the Otago region and the role the public transport network plays in the city. The affordability and accessibility of public transport connections both within and from other towns to Dunedin are important as Dunedin is a major health and education hub for the region.
7. The context section also looks in depth at tourism growth and the COVID-19 impacts on tourism. However, the DCC suggests recognising other benefits that public transport can contribute to the economy. Public transport continues to have an important role enabling people to access employment, health and education services. It can also contribute to improving freight reliability on journeys to Port Otago through reducing congestion on the Dunedin road network.
8. **Fares and Farebox recovery and Funding**  
8. The DCC strongly supports simple and affordable bus fares and would like to see a continuation of the \$2 flat fares or lower fares beyond the current trial which ends on 30 June 2021. As part of this DCC would encourage ORC to investigate and trial \$1 fares, or free fares to address the issue where short trips

are now more expensive than prior to the introduction of the Bee card. Lower fares will encourage mode shift and contribute to Dunedin's goal of being net carbon zero by 2030. The DCC seeks clarity on fares from July 2021 and welcome the opportunity to work collaboratively to ensure affordable fares are maintained. 9. The DCC supports the key priority 'Improve the Customer Experience' with the goal that 'more people choose to use public transport more often' and 'Objective one - contribute to carbon reduction and improved air quality through increased public transport mode share and sustainable fleet options'. DCC sees low fares as a major contributor to achieving these goals. Evidence of this is provided by the Otago Bus Patronage – 2019 vs 2020 figures on page 19, which shows that patronage levels in Dunedin were higher in 2020 than in July and August of the previous year when buses were free. This was achieved despite the continuing effects of the COVID-19 restrictions. 10. The DCC sees the farebox recovery targets of 40% - 50% as contradictory to the key priorities and objective as stated above. Under Waka Kotahi's current guidance, fare policies should be set to achieve the desired objectives and priorities. The draft RPTP states that the purpose of a farebox recovery target is to achieve a fair sharing of costs and to deliver fares that are affordable for both users and communities (Objective five). The DCC is concerned this does not take into account the number of public transport users with low income, and the consequential cost to the Dunedin community as a whole, if mode shift and emission reduction are not achieved. 11. The DCC supports initiatives to encourage regular usage of the public transport system through fare discounts, fare caps and welcomes the ORC's desire to explore new funding opportunities. DCC encourages the ORC to be proactive in providing a funding path for bulk purchasing bus passes for major trip generators such as schools, tertiary institutions, District Health Boards, and workplaces. The DCC would welcome a collaboration with the ORC on this through its workplace travel planning programme. Carbon Zero by 2030 12. In 2018/19, the Transport sector was assessed as the city's largest source of emissions, accounting for 39% of total gross emissions. Within the transport sector, the largest emissions category is land transport (petrol and diesel, on- and off-road), accounting for 64% of transport emissions. The DCC strongly supports policies to reduce the carbon emissions produced from the transport network to support Dunedin's goal of being net carbon zero by 2030. 13. The DCC therefore supports a shift to electric buses and/or alternative fuel buses. The DCC has actively promoted uptake of electric vehicles (EVs) in Dunedin since 2015, recognising the importance of EVs in reducing emissions. The DCC recommends a prompt conversion of the bus fleet to enable further emission reductions in the Transport sector. 14. The DCC encourages the ORC to explore commuter rail as a low carbon transport mode, including investigations on whether the express rail service can be delivered from Mosgiel to Dunedin. Feedback on the DCC's draft 10 year plan 2021-31 showed support for commuter rail from Mosgiel to Dunedin. Technology and Innovation 15. The DCC supports using technology and innovation to improve public transport. The DCC supports the ORC improving the quality and access to information and encourages the ORC to work with the DCC on

improving the usage of data and technology. DCC urges ORC to integrate real time information into the displays at the bus hubs, and displays at future Super Stops. 16. The DCC looks forward to working with the ORC to utilise improved data about service performance and usage to improve supporting infrastructure and to review the scheduled length of services to provide reliable services for commuters. 17. The DCC is supportive of utilising technology to facilitate demand-responsive transport services in areas of low demand. DCC looks forward to working with ORC on implementing Mobility as a Service platforms to enable mode shift. 18. Alongside technology, the DCC supports the focus on multi-modal access to bus stops, carrying bikes on buses and investigating options to increase bike storage on buses. The Dunedin Network 19. Dunedin's public transport network was last reviewed in 2014. Population growth and major projects that are likely to have an impact on the road network, such as the George Street redevelopment and the Hospital rebuild, provide a case for review. 20. Table 4 'Dunedin Network Key Opportunities' lists re-enforcement of the central spine of the network along George Street as a strategic response. This needs to take the current George Street redevelopment project, into consideration as it may result in road network changes affecting bus routes travelling through the CBD. The DCC would like to actively work with the ORC to articulate a vision for the future of public transport in Dunedin's central city. 21. The DCC recommends a review of the bus frequencies, timetables and operating hours of all services to increase levels of services to encourage mode shift and provide for shift workers. As part of this DCC would like to see express services at peak times on longer routes to areas like Mosgiel and Port Chalmers. 22. Table 5 'Dunedin Network Key Projects' on page 30 includes investigating 'alternative frequencies and operating hours to ensure they are simple, legible and meet customer requirements as best as possible within available funding'. The DCC is concerned about the wording of 'as best as possible within available funding' as it could conflict with the goals to drive mode shift and having a customer focus if funding becomes an issue. 23. DCC would like to see opportunities to trial services connecting townships such as Middlemarch and Outram identified in the RPTP. 24. The DCC recommends bus number 1 (route Palmerston-Dunedin) increase its frequency and operating hours, achieved in the form of a demand-responsive service or a regular service. Submitters on the DCC's draft 10 year plan sought improvements to the span of service and requested the introduction of weekend services. 25. The DCC recommends a free City Centre Loop Bus be trialled to improve access around the CBD. The DCC requests that the ORC includes a trial unit in the draft RPTP which could provide for a City Centre Loop Bus in Dunedin. Impacts on lower socio-economic residents 26. The DCC seeks clarity on how the policies set out under 'considering the needs to the transport disadvantaged' will support lower socio-economic demographic groups. Policies about affordability, such as retention of low flat fares or specific concessions for these groups, are currently not included. 27. The proposed removal of cash on buses can have a disproportionate impact on some groups who are already at risk of transport disadvantage. The impact of removing cash will need to be offset by

offering cash top-up facilities near bus stops across a higher number of locations than at present. 28. In section 2.6.1.4 (Increasing Transport Access) the DCC notes that deprivation is not only an issue in rural parts of the region. There are parts of Dunedin where deprivation is also an issue. Dunedin has the lowest median income in the region, due in large part to groups within the city on low incomes. 29. In section 2.6.1.6 (Improving Quality and Access to Information) the DCC suggests the ORC consider including 'providing information in accessible formats for people with disabilities' in the key opportunities. Other matters 30. In addition to the points raised above there are other various matters where the DCC seeks clarification or expresses support for.

- Section 1.3: Reviewing the RPTP, bullet point 4) Assist in various projects delivered by Connecting Dunedin partnership The DCC recommends making it clearer DCC, ORC and Waka Kotahi are the three partner organisations who deliver the various projects. The current wording suggests the Connecting Dunedin Partnership group itself has decision making and delivery functions, which is not the case.
- Table 1: Otago's Urban Centres The DCC would like to point out that Palmerston is not part of Dunedin, but Waitaki District Council.
- Section 2.6.1.2: Regional Connectivity The DCC seeks a correction in this section as Palmerston is a rural community and is connected to Dunedin by bus.
- Section 2.6.1.2: Intra-regional Travel The DCC supports linking Clutha District with Dunedin with consideration given to the timing of services. Many people from Clutha District travel to Dunedin to access healthcare services. Having public transport connections that help meet this demand will need to be an important consideration in service design. The DCC seeks clarity on what is intended by the collaborative development of rideshare and community transport options to support smaller communities and whether these will be demand responsive transport services.
- Section 3.6.2: Ferry Reference is made to Dunedin having opportunities for future ferry services to be considered. The plan should mention that there are tourism/recreational focused ferry services already operating on the Otago Harbour (e.g. the Port Chalmers to Portobello ferry).
- Figure 9: Accessibility to Frequent Bus Services in Dunedin and Mosgiel This figure is very low resolution, but there appears to be gaps in coverage in South Dunedin and Mosgiel. The DCC seeks clarity on whether this is an error, or if there are areas of poor coverage in parts of Dunedin. If there are gaps in access to services, the DCC would urge the ORC to review the network in these areas to ensure adequate coverage for these communities.
- Section 5.4.1 Physical infrastructure The RPTP notes that targeted services will not require bus stops, which is concerning as bus number 1 to Palmerston is classified as a targeted service and utilises bus stops. Demand responsive services may also be classified as targeted services in the future, and these may need bus stops as well, depending on how the service will be run. The DCC suggests that the wording is changed to 'may not require bus stops' to accommodate the potential need for bus stops in targeted services.
- Section 2.6.2 Dunedin Network The Strategic Response on the first item 'ease and convenience of driving leading to high private vehicle mode share' looks to be an error. The DCC suggests that it should be changed to read 'to improve public transport, through



attractive fares, longer span of services and reliable frequencies’. • Section 5.4.2 Service Reliability The DCC supports the policy action ‘Develop effective service timetables that support reliable journey times and refine these based on network performance data’ and the introduction of performance monitoring. The DCC is interested in utilising the data and working with the ORC to improve the reliability and punctuality of services. • Section 5.4.6 Customer Engagement This duplicates section 5.4.5 customer information, and therefore the DCC suggests removing this section. • Section 5.4.3 Vehicle Capacity The DCC recommends including a policy in this section that states frequency will be increased if demand exceeds capacity over a certain period of time. • Section 5.3.4. Events The DCC supports provision of public transport access to major events as this will help to reduce congestion, increase access and encourage mode shift. Concluding remarks 31. Thank you for the opportunity to submit on the Otago draft 2021-31 RPTP. 32. The DCC wishes to speak to this submission. 33. If the ORC would like to clarify any of these issues raised in the submission, please do not hesitate to get in touch.

### **192)Queenstown Lakes District Council**

Thank you for providing QLDC with the opportunity to present this submission. Officers have participated in the development of the programme presented, working to the parameters of a constrained funding environment. However, it’s important to note that the district continues to face projected increased population demand and a potential infrastructure deficit in future. As such, it’s essential that planning for the next RLTP continues unabated as there is still much to be done. QLDC would encourage the Committees to place more emphasis in the plan on both resilience and climate action. Transport needs to focus on both adaptation and mitigation, recognising the strategic role it can play in behaviour change. As the RLTP highlights, Mode shift is one of the greatest challenges facing this RLTP. The provision of public and active transport options will be key to success and as such, QLDC would encourage the Committees to ensure that these modes automatically receive high priority status. QLDC wishes to appear before the committee to speak to its submission. It should be noted that this submission reflects the position of officers and has not yet been ratified by full council. Yours faithfully Mike Theelen Chief Executive

1.0 STRATEGIC DIRECTION 1.1 QLDC broadly supports the RLTP and thanks the Committees for the involvement of officers at earlier stages in the process. The RLTP reinforces the content and priority of some of the district’s programmes. 1.2 QLDC supports the vision of the RLTP (p8), but would like to see the inclusion of resilience as an important aspect: “A transport system providing integrated, quality choices that are safe, environmentally sustainable and support the regions’ wellbeing, resilience and prosperity” 1.3 The objectives listed are supported by QLDC, with particular focus on the importance of ‘connectivity and choice’. This will be essential for the provision of alternate transport modes and supporting behavioural change.

1.4 Where objective three reference “communities and business” (p42), the RLTP needs to clarify that this is inclusive of all users, including freight/haulage and visitors (domestic and international). 1.5 QLDC also strongly supports the objectives of ‘environmental sustainability’ and ‘road safety, but does not consider either of these to be sufficiently represented within the draft RLTP (p9). 1.6 There are a number of issues in the draft RLTP that need to be addressed. These will be set out within the following sections: - Timing and Programme - Environmental Sustainability - Systems Approach and Resilience - Planning and Land Use - Mode Shift and Behaviour Change - Speed Management

## 2.0 TIMING AND PROGRAMME

The direction of the plan is sound, but low investment will impact service levels and community wellbeing.

### 2.1

The strategic direction of the plan is sound, but there is a lack of investment in the Queenstown Lakes District. Constrained funding opportunities both at a national and local level have resulted in a programme that does not address the district’s escalating infrastructure deficit. This puts pressure on the service levels being offered and places delivery and community satisfaction at risk.

### 2.2

Personal private transport, congestion, parking, active travel and public transport are critical factors in the ability for our communities to have a high quality of life and a good standard of general wellbeing. Lack of investment in the district results in increased stress, time poverty, less active living and threatens community connections.

## RLTP Submission 3 Queenstown Lakes District Council

### 2.3

QLDC’s 2020 Quality of Life survey highlighted that less than half of respondents felt that public transport was accessible for their needs, while even fewer felt that it meets the needs of all residents. Planning for further investment is needed<sup>1</sup>. Planning for higher levels of demand in the Queenstown Lakes District needs to continue, even if project interventions are deferred.

### 2.4

QLDC recognises that the current economic environment has resulted in the need for a prudent approach to all funding. However, it is important that planning processes are enabled to continue in preparation to higher levels of demand. Despite COVID – 19, QLDC’s projections identify a rapid return to growth in population<sup>2</sup>. This will have significant implications for all aspects of transport planning and must also include provisions for visitors to move around the district in a safe, low-emissions fashion.

### 2.5

QLDC requests the inclusion of a number of Pre-Implementation phases to ensure effective preparation for this return to increased demand. These include: - Public Transport Interchange (2M) - Arterial route (2M) - Street Upgrade (2M) - Wanaka Active Travel Network (1M) - Arthurs Point Crossing (road bridge) (1M) - Parking Management – Travel Demand Management (TDM) (2M)

There is opportunity to improve the efficiency of the programme development process

### 2.6

The timing of the RLTP processes and its approvals are poorly aligned with other dependent processes relating to transport. It significantly hampers the delivery of a robust programme that spans the RLTP, the National Land Transport Plan (NLTP) and QLDC’s Long Term Plan (LTP). This inefficient and frustrating situation creates complexity and uncertainty, making it difficult to allocate sufficient funding in the QLDC LTP when there is no security of funding from other parties. This also places our ability to reallocate local share funding at risk.

### 2.7

Unfortunately, the

laborious nature NLTP/RLTP submission process exacerbated frustrations with the process further. It will be essential for the Transport Investment Online portal to be fully functioning for the next process, as the use of multiple spreadsheets introduced unnecessary risk for 2021-31. 3.0 ENVIRONMENTAL SUSTAINABILITY 3.1 Whilst environmental sustainability is highlighted as an objective (p9), there is little exploration of tangible action to achieve this within the plan. It is unclear as to how the strategic response translates to a programme response. 1

<https://www.qldc.govt.nz/community/community-research#quality-of-life> p72 2

<https://www.qldc.govt.nz/community/population-and-demand> RLTP Submission 4

Queenstown Lakes District Council 3.2 Intergenerational equity needs to be understood in more detail, ensuring that necessary interventions are not disproportionately shouldered by future generations. QLDC would encourage the Committees to focus beyond sustainability and consider how transport can be approached with a regenerative mindset. 3.3 Whilst not government policy, the RLTP may want to reflect on the potential implications of the Climate Change

Commission's advice to government in relation to transport and the extensive behavioural change programmes that will be required. 3.4 The plan reflects the need to adapt to the impacts of climate change (p29), but a coherent approach to climate action (both mitigation and adaptation) is unclear. Transport is the highest source of greenhouse gas emissions in the district, with 37% of all emissions attributable to road transport<sup>3</sup>. The RLTP needs to recognise its role in the development of a strategic programme to counter this and help target net zero carbon emissions by 2050 as per the Climate Change Response (Zero Carbon) Amendment Act. 4.0

SYSTEMS APPROACH AND RESILIENCE 4.1 QLDC strongly supports the adoption of a systems approach (p55), but again would like to see the approach taking prevalence in the draft RLTP. The approach will need a clear methodology, governance and system-definition to be effective. 4.2 Currently not all elements of the transport system are reflected in the RLTP and will need to be included if a true systems approach is to be taken. For example, parking and its management is a critical TDM

measure that does not feature in the RLTP and NLTP due to it not being assigned an activity class. The RLTP process needs to influence change in this regard. 4.3 The Lakeview Arterial Upgrade in Queenstown Town Centre (p69) is an example of where the RLTP is unable to take the systems approach needed. The implementation interventions have all been determined through the integrated approach that the RLTP champions, but is now being disaggregated into its component parts in the RLTP prioritisation process. Viewed separately, the parts of the project are not as compelling as the whole and are therefore disadvantaged and de-prioritised. The arterial route is needed to enable PT to operate, and remove cars from the town centre to enable better access, walking and cycling. Separating these into sub-elements is counterproductive and anathema to a joined-up, systems approach. 4.4 QLDC would like to see a greater level of resilience in the transport network within the district. Alternative routes other than State Highways exist in Queenstown Lakes District – such as the Malaghans Road option from Arrow Junction to Queenstown.

QLDC would like the RLTP to advocate for higher levels of investigations into resilience. 3 <https://www.qldc.govt.nz/media/qyyn4f4d/qldc-2019-ghg-inventory-report.pdf> p4

RLTP Submission 5 Queenstown Lakes District Council

## 5.0 PLANNING AND LAND USE

### 5.1 The RLTP needs to better reflect the inclusion of land use within its systems approach. The Queenstown Lakes District has needed to develop alternate transport modes and possibilities due to the lack of integration between land use and transport planning. The Spatial Plan will help to improve this situation over time, provided it is afforded legislative weight during the reform of the Resource Management Act<sup>4</sup>. QLDC would like to see the RLTP give further importance given to the Spatial Plan in transport and land use integration.

### 5.2 The Resource Management Act Reforms and the Three Water Reforms could fundamentally change the operation of local authorities within the life of this plan. The RLTP needs to acknowledge the implications of this for Road Controlling Authorities (RTAs) and the transition period needed.

### 5.3 Other changes in the planning environment also need to be reflected in the RLTP. For example, the National Policy Statement for Urban Development in high growth areas has significantly changed parking management. As noted at 4.2 this is not recognised as an activity that can attract funding, but its integration in the system is critical to success.

### 5.4 The 'Way to Go' partnership has successfully sought joint planning and approvals through the Queenstown Transport Business Case, which has enabled the following aspects of the programme to enter pre-implementation phases: - Arterial (all stages) - Street Upgrades (both stages) - Public Transport Improvements and Interchange - Ladies Mile through Frankton to Queenstown (NZUP)

### 5.5 Demonstrating the integration of land use and transport planning has been key to the ongoing success of the collaboration and it will continue to lead the planning and investment phases of the transport improvement programme. Testament to the success of the partnership, has been the subsequent formation of a delivery Alliance to facilitate the physical works.

### 5.6 QLDC will partner with the Otago Regional Council (ORC) and Waka Kotahi to produce a Mode Shift Plan, once the TDM, Technology and Queenstown Traffic Operations Centre workstreams have been completed.6.0 MODE SHIFT AND BEHAVIOUR CHANGE6.1 QLDC strongly supports short-term priority three, creating genuine mode choice (p9). However, despite this being an urgent matter in the district, projects relating to public (p25) and active transport (p24 and 25) still need to be assessed through the prioritisation process. To ensure mode shift is achieved, QLDC recommends that all alternate mode interventions (including the Wakatipu Active Travel Network p69) should be automatically prioritised as 'high' throughout the RLTP. 4 <https://www.mfe.govt.nz/rma/resource-management-system-reform> RLTP Submission 6 Queenstown Lakes District Council 6.2 The public transport network in QLDC has been greatly improved since 2017. However, the speed at which the provision of regional services occurs in fast-growing areas such as the Upper Clutha, is hampered by onerous planning, investment and implementation processes. QLDC requests that this RLTP addresses the extension of public transport services to both

Wanaka in the Upper Clutha and Cromwell in Central Otago during the 2021 – 24 period. 6.3 As interventions that clearly support this critical short-term priority, QLDC recommends that these processes are significantly simplified and administered through a faster, more agile process. A step change is required if the district is to achieve meaningful mode shift and achieve its emissions-reduction aspirations. 6.4 The RLTP needs to place far more emphasis on the need for effective behaviour change. Mode shift will require a disciplined, structured approach to behaviour change that challenges fundamental social norms in many parts of the region. Shifting the paradigm away from reliance on personal private vehicles will require significant expertise, tools, funding, regulation and resources. Significant investment will be required into strategic and non-infrastructure solutions and TDM needs to be strengthened as a tool for change. The importance of behaviour change needs far greater amplification and emphasis throughout the RLTP. 7.0 SPEED MANAGEMENT 7.1 It is unclear from the RLTP as to whether the Regional Transport Committee (RTC) is going to lead the Regional Speed Management Plan approach. Further direction is needed to define how we work locally and regionally to achieve speed management outcomes. 7.2 The RLTP needs to provide more clarity in relation to the investment and timing needed for the State Highways Speed Management Review. QLDC would like to see Waka Kotahi provide leadership in regional speed management.

### **193) Lake Hayes Estate Community Association**

#### **LATE SUBMISSION ON REGIONAL PUBLIC TRANSPORT PLAN**

**26 May 2021**

The Lake Hayes Estate and Shotover Country Community Association (LHESSCA) appreciates the opportunity to submit on the Regional Public Transport Plan by the Otago Regional Council. This submission is lodged on behalf of the Lake Hayes Estate and Shotover Country Community Association (LHESCCA). The LHESCCA has been established to represent the residents and ratepayers of Lake Hayes Estate, Shotover Country, Bridesdale and the future Ladies Mile community. The population of these combined subdivisions are now in excess of 4,500 people and hold the biggest concentration of people in the Wakatipu Basin.

In order, to prepare this submission on behalf of our community, the LHESSCA has sought feedback from our committee and fellow community groups such as the Shaping Our Future and Arrowtown Promotions Association to ensure that our response is not only locally based but considers the wider Wakatipu Basin connections and context.

The LHESSCA applauds the Council for this report and the direction to move the region towards a more sustainable transportation path including the Wakatipu Way to Go alliance & funding it has secured over the coming years.

Our number 1 issue for the wellbeing of our community is having a more efficient and safe transportation system. Due to the rapid growth and reliance on private vehicle as the primary means of transport, the roading network is now reaching capacity at morning and afternoon peak times. This trend is likely to continue (extended peak periods) until there is a more efficient and dedicated bus route to the destinations that our residents wish to travel to.

We support the initiative to working with communities to expand services (see Implementation Plan page 66), and the review of LHE-SC bus services. We recently had a presentation by QLDC on bus stop placement. Whilst we responded with clear messages as far as the preferred location and combining with school bus routes, the missing piece was the future bus routes through the estates. We would encourage a more workshop type session to flesh out how the routes and experience can be improved upon, to continue to enhance a more attractive public transport alternative in the short, medium and long term. The introduction of dedicated bus lanes would be a biggest improvement in the short-medium term to give priority to PT and School Bus services who are currently stuck in peak traffic. This is an urgent need.

We would suggest that a comprehensive transport improvement plan is instigated following the Ladies Mile Masterplan process that tests the findings from the Ladies Mile technical transport report with the existing business cases. A more community engaged plan would be an opportunity to flesh out the alternatives, understand where people are going / when to be able to tailor the offering and educate the community along the way.

We would like to see a dedicated person within the Way to Go network champion *travel behaviour management* and to work with community associations & businesses to promote alternative travel options.

The association has previous given feedback to the park and ride at 516 Ladies Mile. We are not supportive of this location and have advised QLDC that a location away from the existing congested Ladies Mile corridor is a more favourable option. A trial of PT services from Wanaka and Cromwell would be an even better alternative and a much more future looking approach.

We support the proposals outlined in the Arrowtown Promotions Association submission including:

- *A designated service from Lake Hayes Estate, Shotover Country and the Retirement Village. We would also like to see a stop at Ladies Mile in each direction.*
- *Later services to be introduced on weekend evenings to encourage residents and visitors to enjoy Arrowtown's restaurants, bars and other entertainment options*

- *Introduction of bus services to the ski fields during the ski season at a reasonable price on a convenient schedule (and NZSki discounted transport on Queenstown addresses ski field pass)*
- *Improvement of the wait time for interconnections at Frankton. These are often 45 – 60 mins when commuting from the airport or Five Mile.*
- *Buses keeping to the time schedule at Frankton where certain buses are known to depart early - Potential for communication between drivers on connecting buses?*
- *Signage at Frankton for how far away buses are and connecting options.*

### Responding to further growth in our community

We support the criteria for managing growth in the Plan including the following bullet points which the Association endorses and has been submitting on in a similar vein to the recent QLDC spatial plan (see submission attached) and upcoming Ladies Mile Masterplan submission process (see previous submission).

- *New development or intensified development in areas that are subject to infrastructure constraints are avoided;*
- *We encourage development in areas where we have infrastructure capacity;*
- *We encourage easy connections between active modes and the public transport network; and*
- *We encourage urban consolidation so that more high-grade facilities and services can be provided centrally where most people can access them as opposed to the need to extend facilities and services to growing outlying areas.*

### **Conclusion**

The Association would like to develop a closer relationship with the ORC and Wakatipu Way to Go to move the dial in a more sustainable direction for our community.

We would like to see a more collaborative approach to future travel demand management initiatives. We would like to see more integration of the Wakatipu Way to Go strategies, tested against the Ladies Mile Masterplan outcomes.

Lastly we would encourage the ORC and its transportation partners to engage with us early, for future transportation plans, projects & service changes (before it reaches a public consultation stage), so that we are able to influence a more positive experience and help be part of the change needed for transport in the Wakatipu Basin.

We would like to be heard at the hearing if it is in Queenstown.

Kind regards

**Lake Hayes Estate Shotover Country Community Association.**

**LAKE HAYES ESTATE AND SHOTOVER COUNTRY COMMUNITY ASSOCIATION  
(LHSCCA)**

19 April 2021

**To Whom it may concern**

**SUBMISSION ON DRAFT SPATIAL PLAN**

The Lake Hayes Estate and Shotover Country Community Association (LHSCCA) appreciates the opportunity to submit on the Draft Spatial Plan (DSP).

The LHSCCA aims to represent the over 4.5k residents and ratepayers within Lake Hayes Estate and Shotover Country. Our community has seen significant growth and has been impacted upon by both the growth within Shotover and Lakes Hayes Estate, and in the wider Whakatipu Basin. It is important that Lake Hayes Estate and Shotover Country continue to become a community rather than a 'development' or suburb. Currently, our community has a larger population than Arrowtown, and yet we have no hall, no church, no swimming pool, or sports fields. Despite commercial development being part of the plan changes that created the zoning, little commercial has occurred. Most of our community, if not all, has to travel to employment, secondary schooling and services located west of the Shotover Bridge.

While the DSP identifies that the key objectives for future growth are consolidation and providing capacity for future growth, it suggests dispersed growth at Ladies Mile. Ladies Mile is not adjacent to services or employment, and it is located east of the Shotover bridge which is already at capacity. Increasing development in areas east of the Shotover Bridge eg Gibbston, Cromwell and Wanaka contribute to congestion, as does the increasing amount of freight needing to travel through Ladies Mile to reach Frankton and Queenstown.

It is our submission that extending growth across Ladies Mile does not represent consolidation as it is not adjacent to an existing township. Our settlement does not provide employment and it does not have community facilities. We consider it odd that in comparison, no growth is to be provided at Arrowtown, which is a township supported by commercial, industrial and tourist activity. While it is acknowledged that Arrowtown is constrained by several golf courses, the remaining land is therefore very important to utilise and connected into the existing community and public transport link.



While it is recognized in the DSP that traffic management is a key issue to resolve before Ladies Mile can be developed, it still fails to recognize that before such greenfield development occurs the growth is better accommodated at Arrowtown and in locations west of the bridge. Providing for growth west of the Shotover Bridge and adjacent to existing townships represents consolidation.

We understand that there is an appeal to the Proposed District Plan (PDP) requesting a zone change to enable residential development at Tucker Beach Road. Yet that area is shown as 'rural' in the DSP. We submit that before any development is proposed east of the Shotover bridge that every opportunity should be taken for development in close proximity to Frankton's services. That is, consolidate growth where it can easily access the services and infrastructure within existing town centres.

All of the components of a functioning township are extremely difficult to achieve in a greenfield development. The planning process in Lake Hayes Estate and Shotover Country has failed to the extent that the development contributions paid have not been used for facilities and services within the community. The existing residential population, let alone any increased residential population, needs these facilities to provide for the social and cultural well-being and community cohesion.

This all points to the importance of the DSP recognizing that development areas must be prioritized, so that development occurs logically and only where it can be supported by infrastructure and is adjacent to existing townships or town centres.

At page 78 the DSP states:

*The backbone of the new system is a Frequent Public Transport Network, initially between the Queenstown Town Centre and Frankton, and eventually extending east to Ladies Mile, and south to Jacks Point / Homestead Bay, via the Airport and Remarkables Park. Services on the frequent network will run at least every 10 minutes during the day, offering 'turn-up and go' convenience so users will no longer need to look at a timetable.*

This is supported, but the frequent bus service needs to be in place **now** for LHESC, not in the future. Investment in this transport system needs to happen first, before any further development can proceed that is not either on the western side of the bridge, or adjacent to a township

- Implement transport initiatives immediately to accommodate existing development, and the growth that will occur adjacent to and within existing townships.
- Expanding future growth areas along greenfield sites only occurs until such time that it can be supported by a functioning multi modal transportation system.

With respect to traffic, even if there is a 50% modal shift from private vehicles to public transport within Lake Hayes Estate and Shotover Country (which is a hard ask) and

then even if the new development at Ladies Mile achieves the same, we are still at capacity on the bridge (and no space for a prioritised frequent public transport). Because of the difficulty in achieving commercial and industrial activity in this location (given its proximity to Frankton's industrial and commercial services) it is unlikely that it can become a live work environment.

We also consider that the existing residents should be supported first. Further growth at Ladies Mile should only occur when there is certainty that planning rules can be imposed to ensure that the development will not simply provide more residential growth. It must provide commensurate services including employment, educational facilities, attractive open spaces and community facilities.

Priorities:

1. Firstly accommodate growth within or adjacent to the existing centres; being Arrowtown, Queenstown and Frankton (Remarkables Park and 5 Mile)
2. Only once there is frequent public transport network (included prioritised bus lanes) in place and development prioritized next to townships and centres can the 'corridors' be developed. This is sound urban design and planning principles. It seems that development is being promoted in Ladies Mile whilst there is a sway of greenfield between the BP roundabout to Quail Rise that could be up-zoned to include the apartment and other high density options that support public transport investment.
3. Development of an efficient and safe walking and cycling network that supports active travel for all age groups especially school students and Frankton and Town Centre commuters

Thank you for the opportunity to submit. We would like to speak to our submission at the hearing.

Kind regards

Lake Hayes and Shotover Country Community