

## Otago Regional Council Draft Regional Public Transport Plan 2025-2035 Summary of Submissions

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Peter Jenkins		RPTP-0001	Bus stop infrastructure	Additional bus stop requested at Peninsula/Poplar intersection in Kelvin Heights	No changes to RPTP - operational	This request will be forwarded to our operations team. Noting throughout the plan we emphasis working closely with our TAs to coordinate new infrastructure work programmes.	
Peter Jenkins		RPTP-0001	Vehicles smaller	Kevin Heights services should have smaller buses running more frequently	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Peter Jenkins		RPTP-0001	Vehicles smaller	Use smaller buses at increased frequencies when expanding services into smaller towns	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Kristina Goldsmith		RPTP-0002	Fares concessions	Supports free child fares on the condition that adult fares don't increase	No changes to RPTP	Child concession value decision	
Kristina Goldsmith		RPTP-0002	Fares base fare	Opposes base fare increase on the basis that cost of living is high enough and would potentially trigger more fare increases	No changes to RPTP - base fare decision		
tania rohtmets		RPTP-0003	Frequency	Reduce Balaclava and St Clair routes to half-hourly	No changes to RPTP	We put high value on frequent routes serving our communities. We will, however, continue to evaluate opportunities to optimise our service costs.	
tania rohtmets		RPTP-0003	Fares concessions	Retain low fares for beneficiaries	No changes to RPTP - base fare decision		
tania rohtmets		RPTP-0003	Fares zones	Users taking longer trips such as to Mosgiel and Palmerston should pay more	No changes to RPTP - zone fare decision		
Gramt Craig		RPTP-0004	Operations	Request for newer buses for Route 77 (Unit 5)	No changes to RPTP	New buses for Unit 5 will be coming into service in the months to come	
Gramt Craig		RPTP-0004	Routes	Mosgiel express (Route 77) has greatly improved public transport services for commuters from Mosgiel	No changes to RPTP	Noted with thanks	
Gramt Craig		RPTP-0004	Dunedin bus hub	Supports the Dunedin Bus Hub as a great public transport infrastructure asset	No changes to RPTP	Noted with thanks	
Gramt Craig		RPTP-0004	Dunedin bus hub	Concern for safety issues at Dunedin Bus Hub, especially for children	No changes to RPTP - noting	Public safety is noted as a challenge in section 1.5, and a key priority in Focus Area 1: Passenger Experience and 2.2 Safety. Safety is incorporated in actions throughout the RPTP.	
Gramt Craig		RPTP-0004	Rail and ferries	Request to consider and plan for rail services as an eventual public transport need, such as purchasing land at the Mosgiel Rail Station Yard and discussing options with rail companies.	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions.	

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Gramt Craig		RPTP-0004	Fares base fare	Opposes any fare increases	No changes to RPTP - base fare decision		
Gramt Craig		RPTP-0004	Fares base fare	Request to keep low fares and continue improving timetables as ways to increase patronage	No changes to RPTP - base fare decision		
Nikita Woodhead		RPTP-0006	Wayfinding	Improve real-time tracking	No changes to RPTP - noting	We are committed to continuous improvement of our real-time information and how it is presented in the Transit App or any other future data consumers	
Nikita Woodhead		RPTP-0006	Fares base fare	Don't change \$2 fare -- it's made using the bus more affordable and the number of users is noticeably higher. Old fares could be over \$5 each way and this added up fast	No changes to RPTP - base fare decision		
Isobel Taylor		RPTP-0008	School services	Wants school buses in rural towns (e.g. Milton and Waihola)	No changes to RPTP - noting	A Balclutha to Dunedin service is an integral service in our plan, but is not currently funded. As such we are not able to make a commitment to such services, but our plan aligns with this goal.	
Nathan Woodfield		RPTP-0010	Fares concessions	Supports 100% discount for 5-12 years, especially for peak time traffic congestion and in light of Ministry of Education service removal.	No changes to RPTP	Child and youth concession value decision	
Nathan Woodfield		RPTP-0010	Fares concessions	Supports 40% discount for 13-18 years, but thinks it is less important than keeping the 100% discount for 5-12 years.	No changes to RPTP - noting	Child and youth concession value decision	
Nathan Woodfield		RPTP-0010	Community transport	Supports ORC introducing a community transport programme. Sees the use in community transport services themselves, as well as the data they will generate for understanding communities' transport needs.	No changes to RPTP - noting	Community transport decision	
Nathan Woodfield		RPTP-0010	Pets on buses	Request to maintain current pet policy. Opposes changing the policy to attract more pets on buses.	No changes to RPTP	Existing pet policy maintained	
Nathan Woodfield		RPTP-0010	Wayfinding	Appreciates that better access to bus times has improved passenger experience	No changes to RPTP	Noted with thanks	
Nathan Woodfield		RPTP-0010	Vehicles electric	Supports electric buses for reducing pollution and a more comfortable passenger experience	No changes to RPTP	Noted with thanks	
Nathan Woodfield		RPTP-0010	Focus areas	Supports focus areas, especially passenger experience	No changes to RPTP	Noted with thanks	
Nathan Woodfield		RPTP-0010	Fares base fare	Supports increasing base fare to \$2.50. Appreciates that increased fares can fund better urban and new regional services	No changes to RPTP - base fare decision		
Nathan Woodfield		RPTP-0010	Fares zones	Supports the proposed zone design in comparison with Dunedin's previous zones.	No changes to RPTP - zone fare decision		
Nathan Woodfield		RPTP-0010	Fares zones	Request to assess whether patronage is high enough in outer areas to increase their fares with zones	No changes to RPTP - zone fare decision		

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Shaquille Newton		RPTP-0011	Routes	Wants there to be more routes	No changes to RPTP - noting	Our plan includes new regional routes that do not currently operate. However, these are not currently funded. We note that in urban areas, more routes does not always mean more service -- it could just mean lower frequencies. See section 5.1 of the full plan	
Shaquille Newton		RPTP-0011	Ticketing system	Wants Bee cards for under 5 year olds, so they understand how to use service.	No changes to RPTP - noting	We support teaching children to navigate the network, including paying fares. We do not view Bee Cards for under-5s as necessary, however.	
Shaquille Newton		RPTP-0011	Fares base fare	Opposes fare increases	No changes to RPTP - base fare decision		
Shaquille Newton		RPTP-0011	Fares zones	Opposes zone fare structure due to fairness	No changes to RPTP - zone fare decision		
S Watson		RPTP-0012	Fares concessions	There should be one fare for children and youths up to 18	No changes to RPTP - noting	Child and youth concession value decision	
S Watson		RPTP-0012	Fares base fare	Don't increase fares, or increase them as little as possible such as 20c, because the increased cost can add up quickly for regular users	No changes to RPTP - base fare decision		
S Watson		RPTP-0012	Fares zones	Disagree with zonal fares -- it's going backwards to what we used to have	No changes to RPTP - zone fare decision		
Sarah Brimon		RPTP-0013	Fares concessions	Supports keeping 100% discount for 5-12 years	No changes to RPTP - noting	Child concession value decision	
Sarah Brimon		RPTP-0013	Collaboration with institutions	Request for more access roads in and out of Queenstown	No changes to RPTP	Out of scope for this plan	
Sarah Brimon		RPTP-0013	Collaboration with institutions	Address heavy traffic in Queenstown, for instance through accelerating road works	No changes to RPTP - noting	Public transport has a part to play in addressing traffic congestion, and we work with QLDC and NZTA to minimise disruption from roadworks	
Sarah Brimon		RPTP-0013	Fares base fare	Opposes increasing base fare. Wants governments to find sources of funding beyond taxpayers	No changes to RPTP - base fare decision		
Sarah Brimon		RPTP-0013	Fares zones	Supports zone fares as long as trips within urban areas fares remain low	No changes to RPTP - zone fare decision		
Jazmine Bell		RPTP-0014	Fares concessions	Maintains importance of Community Connect concessions, particularly for vulnerable people	No changes to RPTP - noting	Concession value decision	
Jazmine Bell		RPTP-0014	Fares base fare	Opposes adult Bee card fare increases	No changes to RPTP - base fare decision		
Helen Gibbs		RPTP-0016	Fares zones	Fares should not be free for children and youth travelling multiple zones whose families are above the Community Service Card threshold.	No changes to RPTP - noting	Child and youth concession value decision	
Helen Gibbs		RPTP-0016	Wayfinding	Request to improve buses' real-time information by not letting drivers turn tracking off, keeping the tracking on if the bus is more than 15 minutes late, and ensuring tracking remains on during route detours.	No changes to RPTP - noting	We are committed to continuous improvement of our real-time information and how it is presented in the Transit App or any other future data consumers	

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Helen Gibbs		RPTP-0016	Wayfinding	Request to add all cancelled bus alerts to Transit app.	No changes to RPTP - noting	We are committed to continuous improvement of our real-time information and how it is presented in the Transit App or any other future data consumers	
Helen Gibbs		RPTP-0016	Fares base fare	Change fare structure so all non concession groups pay \$4. This would encourage people to register for Community Service Cards.	No changes to RPTP - base fare decision		
Helen Gibbs		RPTP-0016	Fares zones	Supports zone fares. Proposes higher zone fares are no more than \$2 for each fare group.	No changes to RPTP - zone fare decision		
Woodrow Sonya		RPTP-0017	Fares concessions	Opposes free fares for children, thinks it should be the same price as 13-18 year olds	No changes to RPTP - noting	Child and youth concession value decision	
Woodrow Sonya		RPTP-0017	Fares base fare	Opposes fare increases, wants to keep fares low	No changes to RPTP - base fare decision		
Keri Jackson		RPTP-0018	Fares base fare	Increase in fares would be acceptable if there was more frequent services, but otherwise anything more than \$2 is too high	No changes to RPTP - base fare decision	Charging different fares for different levels of service removes the value of the simplicity of a low flat fare.	
Keri Jackson		RPTP-0018	Reliability	Would like to see service be more regular and reliable	No changes to RPTP - noting	Focus Area 4 of our plan (A connected and integrated network) emphasises the importance of reliability and frequency.	
Trina Excell		RPTP-0019	Fares concessions	Opposes youth (13-18 years) being charged a fare. Believes all passengers 18 and under should travel for free.	No changes to RPTP - noting	Child and youth concession value decision	
Trina Excell		RPTP-0019	Fares base fare	Supports base fare increase to \$2.50.	No changes to RPTP - base fare decision		
Mike Wheeler		RPTP-0020	Fares concessions	Supports free fares for all school students (up to year 13) and maintaining low fares for Community Services Card holders	No changes to RPTP - noting	Child and youth concession value decision	
Mike Wheeler		RPTP-0020	School services	Wants dedicated buses that go directly to schools	No changes to RPTP	Our plan classes school-focused services as targeted services and allows for such services in cases where they serve trips that cannot be reasonably made on regular services.	
Mike Wheeler		RPTP-0020	Fares base fare	Supports increasing adult Bee card fares	No changes to RPTP - base fare decision		
Mike Wheeler		RPTP-0020	Fares zones	Opposes moving to zones	No changes to RPTP - zone fare decision		
Angela Dempster-Passang		RPTP-0021	Bikes on buses	Request that bike racks be restored to service urgently	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Angela Dempster-Passang		RPTP-0021	Fares base fare	Free buses could improve usage.	No changes to RPTP - noting	Pg 86 of the plan contains an explanation for why we don't support free public transport.	
Angela Dempster-Passang		RPTP-0021	Reliability	Early and late running make using the bus a challenge	No changes to RPTP - noting	We agree it is important to design timetables that deliver good punctuality, however some level of early and late running is unavoidable on a public transport network. We will continue to work to ensure our routes are planned with realistic run times.	

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Amanda Purvis		RPTP-0022	Dunedin Airport service	Introduce airport service, charge \$20 airport fare but enable people en route to use the service at a local fare.	No changes to RPTP - noting	Airport zone identified in zone system to provide ability to charge higher fare for this trip purpose.  A Dunedin to Balclutha service is included as an integral service in the plan and would serve the airport, but is not currently funded.	
Amanda Purvis		RPTP-0022	Community transport	Supports ORC supporting and building community transport in Otago, especially for ageing populations.	No changes to RPTP - noting	Community transport decision	
Amanda Purvis		RPTP-0022	Fares local/tourists	Charge cruise ship passengers \$10 fare.	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a tourist is also difficult.	
Amanda Purvis		RPTP-0022	Fares concessions	Would like youth fare concession to be a 50% discount, not 40%.	No changes to RPTP - noting	Youth concession value decision	
Amanda Purvis		RPTP-0022	Fares zones	Opposes a zone fare structure due to cross-zone fares becoming unaffordable for many families and causing patronage to decrease.	No changes to RPTP - zone fare decision		
Amanda Purvis		RPTP-0022	Fares base fare	Request to keep fares affordable so people continue to make the mode shift from car to public transport. It is better for the environment.	No changes to RPTP - base fare decision		
Astrid Erasmuson		RPTP-0023	Community transport	Supports community transport, though wants costs to be reasonable	No changes to RPTP - noting	Community transport decision	
Astrid Erasmuson		RPTP-0023	Vehicles electric	Supports electric buses in Dunedin	No changes to RPTP	Noted with thanks	
Astrid Erasmuson		RPTP-0023	Frequency	Supports increasing frequency of well-travelled routes, including Port Chalmers during cruise ship season	No changes to RPTP - noting	Our plan supports more frequent services to deliver a bus network that is available when people need it.	
Astrid Erasmuson		RPTP-0023	Fares base fare	Supports raising adult Bee card fares to \$2.50	No changes to RPTP - base fare decision		
Astrid Erasmuson		RPTP-0023	Fares zones	Opposes zone fare structure due to potential high fare cost.	No changes to RPTP - zone fare decision		
Anna S		RPTP-0024	Fares concessions	Reduce 13-18 concession from 40% to 20%, offer to tertiary students as well	No changes to RPTP - noting	Youth concession value decision	
Anna S		RPTP-0024	Fares base fare	Don't increase the base adult fare -- dislikes how expensive buses are in Wellington	No changes to RPTP - base fare decision		
Anna S		RPTP-0024	Fares zones	Higher fares within reason to outlying areas are reasonable; people choose where to live because of cheap housing	No changes to RPTP - zone fare decision		
Jodie Walker		RPTP-0025	Rail and ferries	Request for passenger train services connecting smaller towns and rural areas to reduce the number of buses on regional roads.	No changes to RPTP - noting	We do not currently have the evidence base to support regional rail, but we acknowledge that there is community support to look for alternative ways to improve connectivity and access for smaller towns.	
Jodie Walker		RPTP-0025	Fares base fare	Opposes base fare increase so services do not become unaffordable for low income groups	No changes to RPTP - base fare decision		

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Jodie Walker		RPTP-0025	Fares zones	Opposes zone fare structure because they believe services should be just as accessible for everyone, regardless of where they live.	No changes to RPTP - zone fare decision		
Amanda Brown		RPTP-0026	Fares concessions	Supports maintaining fare concessions for children and thinks school children should travel for free	No changes to RPTP - noting	Child concession value decision	
Amanda Brown		RPTP-0026	Community transport	Supports community transport as a transport solution, may need to partner with commercial transport companies	No changes to RPTP - noting	Community transport decision	
Amanda Brown		RPTP-0026	School services	Supports dedicated school bus routes	No changes to RPTP - noting	Our plan classes school-focused services as targeted services and allows for such services in cases where they serve trips that cannot be reasonably made on regular services.	
Amanda Brown		RPTP-0026	Fares base fare	Supports increasing adult Bee card fare, but wants fare to remain affordable	No changes to RPTP - base fare decision		
Pia Davie		RPTP-0027	Routes	Put a bus route and stops nearer John McGlashan College (Dunedin) -- the bus is too far for many older people in this area	No changes to RPTP - noting	While we aim to deliver as much coverage as realistic, there will be some areas that are challenging to serve due to road layout and land use patterns. In these areas, people may need to walk a little further to catch the bus.	
Juanita Willems		RPTP-0028	Fares base fare	Opposes a base fare increase because it could make the service unaffordable and create more transport disadvantage for people.	No changes to RPTP - base fare decision		
Juanita Willems		RPTP-0028	Fares base fare	Request to keep services affordable so it remains accessible for groups like the disabled community.	No changes to RPTP - base fare decision		
Gillian Noon		RPTP-0029	Fares concessions	Supports free fares for children as they don't have an income and the bus has social benefits for them	No changes to RPTP - noting	Child concession value decision	
Gillian Noon		RPTP-0029	Frequency	Supports increasing frequency (20 min) to the No. 18 Peninsula route	No changes to RPTP - noting	We are aware that the Peninsula service sees a high peak loading and will consider this in future development of its timetable	
Gillian Noon		RPTP-0029	Fares base fare	Supports adult Bee card fare increase as it is still affordable compared with parking/driving	No changes to RPTP - base fare decision		
Gillian Noon		RPTP-0029	Fares zones	May not take the bus for longer trips if the cost is too high compared with driving	No changes to RPTP - zone fare decision		
Beverley Holmes		RPTP-0030	Routes	Would like there to be a route between St Clair, Tomahawk, and Andersons Bay	No changes to RPTP - noting	It is important to avoid dividing our resources between too many routes, as this reduces our ability to fund high-frequency services. Where direct trips cannot be supported, passengers may transfer between services, while paying only one fare.	
Ari Tristiano Wibowo		RPTP-0031	Timetables	Extend service hours so first bus starts at 6am latest. This would enable people commuting early in the morning to use public transport.	No changes to RPTP - noting	Our Fares and Frequencies Business Case puts high importance on long service hours, especially for shift workers (such as at the hospital). Our plan reflects this, but we note that major improvements in this area will be limited funding available.	

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Ari Tristiano Wibowo		RPTP-0031	Routes	Request to evaluate Route 70 services due to its low patronage.	No changes to RPTP - noting	Section 5.2 of our plan includes an action to periodically review services based on factors such as patronage	
Ari Tristiano Wibowo		RPTP-0031	Marketing, promotion, engagement	Request for survey into how public transport can reduce car usage.	No changes to RPTP	There is a wide body of research on this matter and we do not need to duplicate it. However, we agree that it is important to regularly understand community views and study our local context.	
Ari Tristiano Wibowo		RPTP-0031	Ticketing system	Requests children's bus cards look different so it is more obvious when adults are paying child fares.	No changes to RPTP - operational	This is a great idea, unfortunately not something that is possible as we move to the National Ticketing Solution model.	
Ari Tristiano Wibowo		RPTP-0031	Reliability	Request to address Route 77 to Mosgiel running late in the afternoon.	No changes to RPTP - operational	We agree it is important to design timetables that deliver good punctuality, however some level of early and late running is unavoidable on a public transport network. We will continue to work to ensure our routes are planned with realistic run times.	
Ari Tristiano Wibowo		RPTP-0031	Fares zones	Supports a zone fare structure as they believe it is more fair.	No changes to RPTP - zone fare decision		
Chris Hays		RPTP-0032	Fares concessions	Supports retaining free fares for children and standardising concessions in Dunedin/Queenstown	No changes to RPTP - noting	Child and youth concession value decision	
Chris Hays		RPTP-0032	Bus drivers	Thinks bus drivers can be rude and miss requested stops	No changes to RPTP - operational	Comment has been passed on to our Operations team.	
Chris Hays		RPTP-0032	Fares base fare	Opposes adult Bee fare increases	No changes to RPTP - base fare decision		
Chris Hays		RPTP-0032	Fares zones	Opposes zone fares	No changes to RPTP - zone fare decision		
Hayden Johnson		RPTP-0033	Fares concessions	Wants a \$1 fare for under-12s -- adults pay and so should children	No changes to RPTP - noting	Child concession value decision	
Hayden Johnson		RPTP-0033	Bus stop infrastructure	Would like a shelter outside Tahuna Park	No changes to RPTP - follow up action	Stop infrastructure is guided by the One Network Framework and outlined in section 5.4. DCC manage Dunedin bus infrastructure. Will pass this request on to DCC	
Hayden Johnson		RPTP-0033	Focus areas	The plan has too many broad statements, and reads as a wish list.	No changes to RPTP - noting	We have tried to balance the strategic nature of the plan, and the high expectations our community has for public transport, with the constraints of our funding and operating environment. We understand that the balance may not be perfect.	
Hayden Johnson		RPTP-0033	Operations	Would like improved heating on buses when it is cold	No changes to RPTP - operational	We'll pass on the query to our operations team.	
Hayden Johnson		RPTP-0033	Fares zones	Don't implement zones, the old zone system was ridiculous and standard fares encourage people to explore the city	No changes to RPTP - zone fare decision		

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Mandy Phipps-Green		RPTP-0034	Fares base fare	Supports an adult fare increase to \$2.50, but opposes any fare increases to youth. Due to youth fares already increasing in 2024, they do not want to see them go up again.	No changes to RPTP - base fare decision	And child and youth concession value decision	
Mandy Phipps-Green		RPTP-0034	Fares concessions	Opposes free child (5-12 years) fares. Would rather children pay a small amount to subsidise lower youth (13-18 years) fares, which already increased in 2024.	No changes to RPTP - noting	Child and youth concession value decision	
Mandy Phipps-Green		RPTP-0034	Public information	Praise for the Orbus website working well.	No changes to RPTP	Noted with thanks	
Mandy Phipps-Green		RPTP-0034	Public information	Praise for the Orbus social media presence, which does a good job at sharing information.	No changes to RPTP	Noted with thanks	
Mandy Phipps-Green		RPTP-0034	Operations	Praise for the ORC customer service team who do a great job at answering queries.	No changes to RPTP	Noted with thanks	
Mandy Phipps-Green		RPTP-0034	General	Praise for Orbus services fitting the respondent and their family's needs well. Frustration that Central Government is making cuts to public transport funding.	No changes to RPTP	Noted with thanks	
Yuta Wibowo		RPTP-0035	Fares concessions	Supports retaining free fares for children due to reduced carbon emissions and financial pressure for families	No changes to RPTP - noting	Child concession value decision	
Yuta Wibowo		RPTP-0035	Community transport	Supports community transport	No changes to RPTP - noting	Community transport decision	
Yuta Wibowo		RPTP-0035	Wayfinding	Enjoys real time tracking of buses	No changes to RPTP	Noted with thanks	
Yuta Wibowo		RPTP-0035	Vehicles electric	Supports electric buses, particularly ones that have reliable air conditioning and are quieter	No changes to RPTP	Noted with thanks	
Yuta Wibowo		RPTP-0035	Ticketing system	Wants standardised way to pay for buses through visa/Mastercard	No changes to RPTP - noting	ORC will be implementing the National Ticketing System (Motu Move) within the next 2 years, which will include bank-card payment	
Yuta Wibowo		RPTP-0035	Fares zones	Supports zone fares because travelling further means higher cost	No changes to RPTP - zone fare decision		
Mason Hoseit		RPTP-0036	Fares concessions	Requests free travel for people under 22 and people with community service cards	No changes to RPTP - noting	Child concession value decision. Additionally noting the RPTP contains an explanation for why offering 'free' buses for a wider group is not supported.	
Mason Hoseit		RPTP-0036	Fares base fare	Don't increase adult fares, it would be too expensive	No changes to RPTP - base fare decision		
Rhonda K		RPTP-0037	Fares concessions	Supports child fares being free, but thinks youth fares should also be free.	No changes to RPTP - noting	Child and youth concession value decision	



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Rhonda K		RPTP-0037	Frequency	Request to make more routes' peak-time frequencies better than 30 minutes.	No changes to RPTP - noting	Our plan emphasises achieving greater frequency over time. And our Fares and Frequencies Business Case recommends improved peak frequencies across the network, but these improvements are not currently funded and any improvements would be minor at present.	
Rhonda K		RPTP-0037	Routes	Extend routes into new developments around Dunedin's hill areas	No changes to RPTP	We do not currently have any plans to extend services in these areas. The principles to trigger adding services are outlined in our service delivery policy SD P4 on pg. 52 of the plan.	
Rhonda K		RPTP-0037	Fares base fare	Opposes a base fare increase because it will have a negative impact on patronage and therefore profit. It will also make services less affordable.	No changes to RPTP - base fare decision		
Rhonda K		RPTP-0037	Fares zones	Opposes a zone fare structure. Suggests, if zones are implemented, that fares are still affordable in outer zones to avoid losses in patronage.	No changes to RPTP - zone fare decision		
Dee Robinson		RPTP-0038	Frequency	Supports increased bus frequencies, particularly in Queenstown	No changes to RPTP	Frequency improvements for the Queenstown network are funded and will commence in July 2025.	
Dee Robinson		RPTP-0038	School services	Supports Ministry of Education subsidising buses for students	No changes to RPTP - noting	MOE services are not regulated by ORC or this Plan, but we agree that these form an important part of the public transport system. An MOE subsidy would be another form of public share revenue so not helpful in achieving increased private share directive.	
Dee Robinson		RPTP-0038	Fares zones	Opposes zone fare structure because it could further incentivise people living further away to drive	No changes to RPTP - zone fare decision		
Amelie A		RPTP-0039	Bikes on buses	Restore bike racks to buses	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Amelie A		RPTP-0039	Fares concessions	A strong youth concession is important to Dunedin compared to Queenstown as people are generally poorer	No changes to RPTP - noting	Child and youth concession value decision	
Amelie A		RPTP-0039	Community transport	Likes idea of supporting community vehicle trusts but is concerned about costs to ratepayers	No changes to RPTP - noting	Community transport decision	
Amelie A		RPTP-0039	Community transport	Likes idea of supporting community vehicle trusts but thinks it should be public transport not personal transport for environmental reasons	No changes to RPTP - noting	Community transport decision	
Amelie A		RPTP-0039	General	Would like the plan to have a stronger evidence base in terms of usage and financial numbers	No changes to RPTP - noting	We have carefully considered the level of detail suitable for this strategic plan. Evidence and greater financial detail is more suited to a business case, AP or LTP.	

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Amelie A		RPTP-0039	Fares base fare	Accepts increasing fares to \$2.50 is okay, but not ideal and will have a negative effect on revenue and congestion	No changes to RPTP - base fare decision		
Amelie A		RPTP-0039	Fares zones	Is unable to support zonal fares as they don't know how much they would be, but would accept them if the increases with distance were not too steep and longer trips were still affordable	No changes to RPTP - zone fare decision		
Rachel Stanton		RPTP-0040	Fares concessions	Supports discounted but not free child fares.	No changes to RPTP - noting	Child concession value decision	
Rachel Stanton		RPTP-0040	Fares concessions	Suggests making child fares discounted except for 1 day per week, when we have a free child travel day (e.g. Saturdays)	No changes to RPTP - noting	Child concession value decision	
Rachel Stanton		RPTP-0040	Community transport	Opposes community transport as a solution to the transport challenges in towns like Wānaka, Cromwell and Alexandra. More robust public transport is needed in these places.	No changes to RPTP - noting	Community transport decision	
Rachel Stanton		RPTP-0040	Central Otago service	Request for public transport services beyond community transport and Total Mobility be introduced to Cromwell and Alexandra. Suggestion of Queenstown Airport connection routes to begin with.	No changes to RPTP - noting	Community transport decision	
Rachel Stanton		RPTP-0040	Upper Clutha service	Request for public transport services beyond community transport and Total Mobility be introduced to Wānaka. Suggestion of Queenstown Airport connection routes to begin with.	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities.	
Rachel Stanton		RPTP-0040	Fares base fare	Reluctantly supports an increase to the base fare to \$2.50 if it is required to maintain services.	No changes to RPTP - base fare decision		
Rachel Stanton		RPTP-0040	Fares zones	Supports a zone fare structure as long as it remains affordable for people outside central areas. Particularly supports zone fares between major centres.	No changes to RPTP - zone fare decision		
Eli Blackwood		RPTP-0041	Community transport	Supports community transport as it helps connect smaller towns and rural areas	No changes to RPTP - noting	Community transport decision	
Eli Blackwood		RPTP-0041	Frequency	Wants increased bus frequencies on the weekend from hourly to half-hourly	No changes to RPTP - noting	We agree that low frequencies on weekends are a deficiency in the current Dunedin network, and our plan includes an ambition to lift weekend services to full frequencies. However we are not currently in a position to fund such improvements.	
Eli Blackwood		RPTP-0041	Fares base fare	Thinks increasing adult Bee card fares is logical, but fares need to be low to keep patronage up	No changes to RPTP - base fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Eli Blackwood		RPTP-0041	Fares zones	Supports zone fares, but the price is important. The difference between a 50c increase and \$1 increase definitely adds up	No changes to RPTP - zone fare decision		
Katherine Ward		RPTP-0042	Fares concessions	Children should pay the same as adults. They take up space and often force adults to stand. People who choose to send children a longer distance instead of local schools should pay the cost	No changes to RPTP - noting	Child and youth concession value decision	
Katherine Ward		RPTP-0042	Fares concessions	It's fair to standardise concessions between Dunedin and Queenstown.	No changes to RPTP - noting	Child and youth concession value decision	
Katherine Ward		RPTP-0042	Bus drivers	Bus drivers are nice and helpful	No changes to RPTP - operational	Noted with thanks	
Katherine Ward		RPTP-0042	Capacity	Crowding from school travel makes getting home tough	No changes to RPTP - noting	Route capacity will continue to be a consideration in our design of routes and timetables.	
Katherine Ward		RPTP-0042	Reliability	Buses are regularly 15-20 minutes later making them hard to rely on	No changes to RPTP - noting	We agree it is important to design timetables that deliver good punctuality, however some level of early and late running is unavoidable on a public transport network. We will continue to work to ensure our routes are planned with realistic run times.	
Katherine Ward		RPTP-0042	Fares concessions	Maintain fare affordability for beneficiaries.	No changes to RPTP - base fare decision		
Katherine Ward		RPTP-0042	Fares zones	Don't price out people who live in Palmerston.	No changes to RPTP - zone fare decision		
Rachel Kennedy		RPTP-0043	Community transport	Supports community transport services giving people better access to healthcare services (e.g. hospital appointments).	No changes to RPTP - noting	Community transport decision	
Rachel Kennedy		RPTP-0043	Frequency	Request for more frequent bus services (lives in Dunedin).	No changes to RPTP - noting	Our plan emphasises achieving greater frequency over time. And our Fares and Frequencies Business Case recommends improved peak frequencies across the network, but these improvements are not currently funded and any improvements would be minor at present.	
Rachel Kennedy		RPTP-0043	Collaboration with institutions	Request for increasing parking fees and introducing road user fees to subsidise public transport and induce mode shift.	Change to RPTP	Parking charges are set by our TAs, however we agree that parking and congestion pricing can significantly influence and impact public transport. We have included a section on parking management, and will strengthen language on congestion pricing.	Improve language or policies around congestion pricing [details to determine]
Rachel Kennedy		RPTP-0043	Fares base fare	Opposes an increase to all fares because it will disincentivise mode shift and result in worse environmental outcomes.	No changes to RPTP - base fare decision		
Rachel Kennedy		RPTP-0043	Fares base fare	Opposes any fare increases because public transport will become unaffordable for lower income people.	No changes to RPTP - base fare decision		
Nick Graham		RPTP-0044	Bikes on buses	Wants bike racks back on buses	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Nick Graham		RPTP-0044	Wayfinding	Does not like the Transit app due to inconsistent GPS tracking	No changes to RPTP - noting	We are committed to continuous improvement of our real-time information and how it is presented in the Transit App or any other future data consumers	
Nick Graham		RPTP-0044	Fares base fare	Opposes increased adult Bee card fares due to lower patronage	No changes to RPTP - base fare decision		
Nick Graham		RPTP-0044	Fares zones	Supports zone fares, so long as the fares are not substantive increases over short distances	No changes to RPTP - zone fare decision		
L Y		RPTP-0045	Fares concessions	Asking children to pay half price fares would be easier, it would generate revenue that could improve the service	No changes to RPTP - noting	Child and youth concession value decision	
L Y		RPTP-0045	Fares base fare	Only increase fares if you can make improvements to service, e.g. more evening trips or real time improvement	No changes to RPTP - base fare decision	Noting link of price with provision of service.	
L Y		RPTP-0045	Timetables	Requests evening service after 6pm for to Palmerston	No changes to RPTP - noting	Our plan emphasises achieving greater frequencies and service spans over time. However, under current funding constraints we are not able to commit to such improvements.	
L Y		RPTP-0045	Fares zones	Zones are confusing, some people who don't take the bus don't realise how easy it is to take the bus now that it's flat fares.	No changes to RPTP - zone fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Dave Bainbridge-Zafar		RPTP-0046	Fares base fare	<p>Believes public transport should be free for everyone in Dunedin due to its environmental, public health, social equity and economic benefits. Free fares would improve parking availability, traffic congestion, bus trip times, road safety, affordability for low income people, bus patronage, Dunedin's attractiveness to tourists, transport-related greenhouse gas emissions, etc.</p> <p>Note that several statistics cited are inaccurate or out of date. We infer this letter was addressed to ORC Councillors in 2022 ahead of the 7 December 2022 Council meeting, at which the submitter spoke in public forum. Inaccuracies include:</p> <ul style="list-style-type: none"> <li>- Malta introduced free bus fare for people with bus cards but still charged cash fares. The submitter cites this happening last month, but it happened in 2022.</li> <li>- In Hasselt, Belgium, public transport was free from 1997 to 2014. Free fares ended due operating costs outsizing revenue.</li> <li>- Generally, providing ample affordable car parking is not conducive to inducing mode shift to public transport, regardless of fare price.</li> <li>- The submitter inaccurately cites that Dunedin public transport services receive \$21 million of ORC funding. In reality, for 2024/25 all PT</li> </ul>	No changes to RPTP - noting	Pg 86 of the plan contains an explanation for why we don't support free public transport.	
Kathryn van Beek		RPTP-0047	Dunedin bus hub	Safety around the bus hub, particularly at night, is important. Submitter said they felt unsafe at the bus hub at night when their bus didn't turn up and there was not an update as to where their bus was	No changes to RPTP - noting	Public safety is noted as a challenge in section 1.5, and a key priority in Focus Area 1: Passenger Experience and 2.2 Safety. Safety is incorporated in actions throughout the RPTP.	
Kathryn van Beek		RPTP-0047	Rail and ferries	Supports trains and rail (not for tourists) as a priority	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions.	
Kathryn van Beek		RPTP-0047	Fares base fare	Opposes raising adult Bee card fares and believes public transport should be free for all, or very cheap	No changes to RPTP - base fare decision		
Kathryn van Beek		RPTP-0047	Fares zones	Opposes zone fares and thinks it will penalise people who live further away	No changes to RPTP - zone fare decision		
Sam Mehrstens		RPTP-0048	Fares base fare	Keep fares at \$2	No changes to RPTP - base fare decision		
Sam Mehrstens		RPTP-0048	Fares zones	It's fair to pay more to travel further	No changes to RPTP - zone fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Jennifer Erakovic		RPTP-0049	Oamaru service	Request for bus services between Dunedin-Oamaru.	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years.	
Jennifer Erakovic		RPTP-0049	Clutha service	Request for bus services between Dunedin-Balclutha.	No changes to RPTP - noting	These services are included in this Plan as integral services for Otago, but availability of funding will dictate timing of such improvements.	
Jennifer Erakovic		RPTP-0049	Fares base fare	Supports a base fare increase to \$2.50 if it provides the revenue adequate to fund services from Dunedin to Balclutha and Oamaru.	No changes to RPTP - base fare decision		
Jennifer Erakovic		RPTP-0049	Fares zones	Supports a zone fare structure, but only if fares for longer trips increase moderately.	No changes to RPTP - zone fare decision		
Anne-Marie Hutton		RPTP-0050	Fares concessions	Supports free fares for children, but only for going to and from school	No changes to RPTP - noting	Child concession value decision	
Anne-Marie Hutton		RPTP-0050	General	Submitter mentions that buses provide an essential part of Dunedin's life, and that customers should find them affordable and safe	No changes to RPTP	Noted with thanks	
Anne-Marie Hutton		RPTP-0050	Bus drivers	Submitted mentioned bus drivers do a great job	No changes to RPTP - operational	Noted with thanks	
Anne-Marie Hutton		RPTP-0050	Fares base fare	Supports increasing adult Bee card fares as the increase is small	No changes to RPTP - base fare decision		
Anne-Marie Hutton		RPTP-0050	Fares zones	Opposes zone fare structure due to perceived complexity	No changes to RPTP - zone fare decision		
Austin Milne		RPTP-0051	Fares concessions	Make youth concessions 50% so that it's simpler	No changes to RPTP - noting	Child and youth concession value decision	
Austin Milne		RPTP-0051	Fares concessions	Under-12s should pay a small fare so they get used to paying	No changes to RPTP - noting	Child concession value decision	
Austin Milne		RPTP-0051	Fares base fare	Accepts fare increases if improvements to service are occurring.	No changes to RPTP - base fare decision	Noting link of price with provision of service.	
Austin Milne		RPTP-0051	Focus areas	Needs focus on convenience under passenger experience	No changes to RPTP - noting	Our full plan includes convenience as a key consideration under Focus area 1: Passenger Experience. Convenience is also a key aspect of network design in Focus area 4: A connected and integrated network.	
Austin Milne		RPTP-0051	Pets on buses	Make it easier to take pets on buses. People without cars should have the same freedoms as those with. Could adopt a policy of full muzzles like Auckland, and have to get off bus if a guide dog gets on. Could charge a fare to pets.	No changes to RPTP - noting	We acknowledge interest by some pet owners to alter our existing pet policy. The current policy however does provide for pets to be on buses in a manner that is safe for all users.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Austin Milne		RPTP-0051	Fares zones	Accepts higher fares for long trips but there should also be lower fares for very short trips	No changes to RPTP - zone fare decision		
Mark Kane		RPTP-0052	Community transport	Supports ORC having a role in supporting community transport services. Believes more robust public transport than just community transport services is needed through our region.	No changes to RPTP - noting	Community transport decision	
Mark Kane		RPTP-0052	Rail and ferries	Requests rail connections to smaller towns and rural areas be used to provide public transport services.	No changes to RPTP - noting	We do not currently have the evidence base to support regional rail, but we acknowledge that there is community support to look for alternative ways to improve connectivity and access for smaller towns.	
Mark Kane		RPTP-0052	Vehicles smaller	Request to use different sizes of buses at different times of day (e.g. peak vs. off-peak) as a means of reducing operating costs.	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips; it is not good value for money to maintain separate fleets for different times of day.	Add explainer on small buses in Focus area 4.
Mark Kane		RPTP-0052	Fares base fare	Opposes any increase to fares. Requests public transport be funded 100% by targeted rates, so fares are free and areas without public transport do not subsidise the service.	No changes to RPTP - base fare decision		
Hanna Lynch		RPTP-0053	Bikes on buses	The ban on bike racks was extremely disruptive and even contributed to the submitter to buying a car	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Hanna Lynch		RPTP-0053	Fares concessions	Supports maintaining free fares for children	No changes to RPTP - noting	Child concession value decision	
Hanna Lynch		RPTP-0053	Community transport	Supports community transport as it enables people to get around without the burden of car ownership	No changes to RPTP - noting	Community transport decision	
Hanna Lynch		RPTP-0053	Reliability	Submitter mentioned struggles with inconsistency, missed buses and the lack of buses in 5 Mile	No changes to RPTP - noting	Service improvements recommended in the Queenstown Public Transport Business case are included in the plan and funded; we are seeking to implement these improvements.	
Hanna Lynch		RPTP-0053	Frequency	Wants more frequent and more reliable buses in Queenstown.	No changes to RPTP - noting	Service improvements recommended in the Queenstown Public Transport Business case are included in the plan and funded; we are seeking to implement these improvements.	
Hanna Lynch		RPTP-0053	Fares base fare	Opposes increases to adult Bee card fares, unless there is a local monthly rate available to make it affordable for daily bus users (e.g. fare caps)	No changes to RPTP - base fare decision		
Hanna Lynch		RPTP-0053	Fares zones	Opposes zone fare structure due to fairness for people living further away	No changes to RPTP - zone fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Lyn McLaren		RPTP-0054	Routes	Mosgiel bus should continue along Hagart-Alexander Drive to serve new developments in Highland Park	No changes to RPTP	We do not currently have any plans to extend services in these areas. The principles to trigger adding services are outlined in our service delivery policy SD P4 on pg. 52 of the plan.	
Amanda Elrick		RPTP-0055	Community transport	Would prefer to see public transport improvements in highly populated areas before focusing on smaller towns and rural areas. This includes deprioritising supporting community transport in favour of urban public transport.	No changes to RPTP - noting	Community transport decision	
Amanda Elrick		RPTP-0055	Fares concessions	Request to introduce a fare-capping system, for example, for people who take public transport multiple times per year to Dunedin for hospital appointments.	No changes to RPTP - noting	Fare capping is included as a potential element of our fare structure in Fare policy F P2 pg. 84. The current low fares mean multiple trips are affordable. Additionally fare capping does not currently align with NZTA directive to increase private share.	
Amanda Elrick		RPTP-0055	Public information	Requests greater promotion of public transport to locals to generate patronage.	No changes to RPTP - noting	Focus area 1: Passenger experience includes increased emphasis on promotion, publicity and education activities. Policy BM P2 pg26 and actions 1-4.	
Amanda Elrick		RPTP-0055	Fares local/tourists	Supports a base fare increase to \$2.50, but believes tourists should be charged more than locals.	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a tourist is also difficult.	
Amanda Elrick		RPTP-0055	Central Otago service	Request for public transport services to be introduced from Queenstown to Cromwell.	No changes to RPTP - noting	Public transport links between Cromwell and Queenstown are outlined in the plan for improving regional connectivity, and we hope to implement them in the next 10 years subject to funding and alignment with central government priorities.	
Amanda Elrick		RPTP-0055	Upper Clutha service	Request for public transport services to be introduced from Queenstown to Wanaka.	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities.	
Amanda Elrick		RPTP-0055	Focus areas	Supports focus areas but has concern the plan is too ambitious. Would prefer to see fewer commitments that are well informed and can be guaranteed.	No changes to RPTP - noting	We have tried to balance the strategic nature of the plan, and the high expectations our community has for public transport, with the constraints of our funding and operating environment. We understand that the balance may not be perfect.	
Amanda Elrick		RPTP-0055	Fares zones	Requests understanding fare prices before forming an opinion on introducing a zone fare structure.	No changes to RPTP - base fare decision		



Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Hayleigh Plumb		RPTP-0056	Routes	Implement a service via the back of Queenstown Airport	No changes to RPTP - noting	A service via the back of the airport is not currently part of Queenstown Public Transport Business Case planned improvements, but can be considered in future route planning in the area subject to our service design principles in SD P1 pg51	
Hayleigh Plumb		RPTP-0056	Routes	Extend Queenstown Route 4 to Glenda Drive using layover time in timetable	No changes to RPTP - noting	This will not be possible due to route 4 being changed under upcoming improvements	
Hayleigh Plumb		RPTP-0056	Timetables	Wants logical timetabling	No changes to RPTP - noting	We will be working to implement service improvements under the Queenstown Public Transport Business Case. As frequencies increase we will be shifting timetables from a timed-transfer model (where buses all serve the Frankton Hub at the same time to allow fast transfers) to a combined frequency model (where buses serve the Frankton Hub at separate times, to give a headway of 7.5 minutes or less on the Frankton Road	
Hayleigh Plumb		RPTP-0056	Frequency	Submitter mentions concerns about routes in Queenstown. Thinks there should be a 15 minute gap between routes 5 and 3 in QT. Also wants more services for routes 2 and 4 during peak morning and evening times	No changes to RPTP - noting	We will be working to implement service improvements under the Queenstown Public Transport Business Case. As frequencies increase we will be shifting timetables from a timed-transfer model (where buses all serve the Frankton Hub at the same time to allow fast transfers) to a combined frequency model (where buses serve the Frankton Hub at separate times, to give a headway of 7.5 minutes or less on the Frankton Road	
Hayleigh Plumb		RPTP-0056	Fares base fare	Opposes raising adult Bee card fares and thinks fares are expensive if travelling multiple times throughout the day	No changes to RPTP - base fare decision		
Hayleigh Plumb		RPTP-0056	Fares zones	Opposes zone fares because they don't believe the distances travelled are long enough	No changes to RPTP - zone fare decision		
Ralph-Peter Hendriks		RPTP-0057	Bikes on buses	Restore bike racks on buses before winter.	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Ralph-Peter Hendriks		RPTP-0057	Fares base fare	Low fares encourage usage. Supports free fares; they would save money on ticketing equipment	No changes to RPTP - base fare decision	Pg 86 of the plan contains an explanation for why we don't support free public transport.	
Ralph-Peter Hendriks		RPTP-0057	Bus drivers	Many drivers are too fast, some too slow. Teach them to drive smoothly	No changes to RPTP - operational	This comment will be passed to the Operations team	
Ralph-Peter Hendriks		RPTP-0057	Pets on buses	Allow dogs on a leash on buses.	No changes to RPTP - noting	We acknowledge interest by some pet owners to alter our existing pet policy. The current policy however does provide for pets to be on buses in a manner that is safe for all users.	
Ralph-Peter Hendriks		RPTP-0057	Focus areas	Focus on the basics like comfort	No changes to RPTP - noting	We agree that it is important to get the basics right.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Matthew Jenks		RPTP-0058	Fares concessions	Supports free child (5-12 years) fares to. Free fares make public transport more affordable for low income families. Affordability for children enhances freedom and independence. Free fares also attract families away from driving private vehicles.	No changes to RPTP - noting	Child and youth concession value decision	
Matthew Jenks		RPTP-0058	Focus areas	Supports focus areas and the policies of public transport being affordable, high quality, electrified, frequent, reliable and meet the needs of all users.	No changes to RPTP	Noted with thanks	
Matthew Jenks		RPTP-0058	Vehicles electric	Praise that the bus fleet is being electrified due to it improving air pollution, public health and the climate.	No changes to RPTP	Noted with thanks	
Matthew Jenks		RPTP-0058	Bus drivers	Praise for Dunedin bus drivers for driving safely around cyclists.	No changes to RPTP - operational	Thank you, this feedback will be passed to operators	
Matthew Jenks		RPTP-0058	Fares base fare	Opposes an increase to the base fare because it may make public transport unaffordable for low income people. Understands the fares are increasing due to reduced Central Government funding for public transport.	No changes to RPTP - base fare decision		
Matthew Jenks		RPTP-0058	Fares zones	Supports a zone fare structure, but believes public transport outside central urban areas must remain affordable, frequent and reliable to make it a better option than private vehicles.	No changes to RPTP - zone fare decision		
Deborah Waerea		RPTP-0059	Fares concessions	Supports keeping child fares free	No changes to RPTP - noting	Child and youth concession value decision	
Deborah Waerea		RPTP-0059	Fares concessions	Supports standardising youth concessions	No changes to RPTP - noting	Child and youth concession value decision	
Deborah Waerea		RPTP-0059	Fares base fare	Supports 50c increase to adult Bee fare card	No changes to RPTP - base fare decision		
Deborah Waerea		RPTP-0059	Fares zones	Opposes zone fare due to fairness for people living further away and potential for being confusing	No changes to RPTP - zone fare decision		
Erika Buky		RPTP-0060	Dunedin Airport service	Asks for an Dunedin airport bus. Very hard to get to airport from Peninsula and considers that current airport shuttle operators could be involved	No changes to RPTP - noting	A service to Balclutha is included as an integral service, and include in the plan within the next ten years, subject to funding. This service would include a connection to the airport.	
Erika Buky		RPTP-0060	Bikes on buses	Get bike racks back on buses	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Erika Buky		RPTP-0060	Frequency	Wants a move towards half-hourly services for the Peninsula -- hourly is inadequate	No changes to RPTP - noting	Our plan emphasises achieving greater frequency over time. And our Fares and Frequencies Business Case recommends improved peak frequencies on this route, but these improvements are not currently funded and any improvements would be minor at present.	
Erika Buky		RPTP-0060	Frequency	Prioritise service levels over electric buses -- thinks that the environmental benefits are greater	No changes to RPTP - noting	Our plan emphasises that fleet emissions are only a small part of the environmental benefits of public transport: there are wider benefits in mode-shift and more efficient land-use patterns.	
Erika Buky		RPTP-0060	Fares base fare	Supports free fares to encourage families to use the bus together instead of driving, and to improve congestion/safety at school start/end	No changes to RPTP - base fare decision	Pg 86 of the plan contains an explanation for why we don't support free public transport.	
Erika Buky		RPTP-0060	Fares base fare	Accepts that there's a need in current policy environment to increase fares, but we should consider evidence base for benefits of free buses.	No changes to RPTP - base fare decision		
Erika Buky		RPTP-0060	Fares zones	Flat fare seems fair and accessible for people and also businesses, and reduces hardship for non-drivers. Acknowledges they have some bias as they would be paying 2-zone fares	No changes to RPTP - zone fare decision		
Carol Jamieson		RPTP-0061	Community transport	Opposes community transport if it has a high budget, is inadequately researched and uses unnecessarily large buses.	No changes to RPTP - noting	Community transport decision	
Carol Jamieson		RPTP-0061	Vehicles electric	Opposes electrifying bus fleet because of the negative environmental impacts of building and disposing of lithium batteries. Believes it is an unnecessary cost to ratepayers.	No changes to RPTP - noting	Fleet electrification is mandated by NZTA through the Requirements for Urban Buses (RUB). Further, NZTA's Zero emission bus economics study ( <a href="https://www.nzta.govt.nz/resources/research/reports/718/">https://www.nzta.govt.nz/resources/research/reports/718/</a> ) indicates that intensively used battery-electric buses perform best on a whole-of-life emissions basis, including embedded carbon. Although there remain some open questions, the best information currently available points to battery-electric buses as the best way to serve our needs in most cases.	

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Carol Jamieson		RPTP-0061	Ticketing system	Opposes the national ticketing system replacing the Bee Card. Believes it is unnecessary and costly.	No changes to RPTP - noting	It is an NZTA requirement for ORC to adopt the national ticketing solution. We would not be in a position to withdraw from the national ticketing system at this stage, and withdrawal may jeopardise future central government funding.	
Carol Jamieson		RPTP-0061	Focus areas	Supports safety as a priority in light of the violence at the Dunedin bus hub, graffiti and general antisocial behaviour.	No changes to RPTP	Noted with thanks	
Carol Jamieson		RPTP-0061	Fares base fare	Supports a base fare increase so ratepayers do not have to subsidise public transport.	No changes to RPTP - base fare decision		
Carol Jamieson		RPTP-0061	Fares base fare	Believes base fare should rise to \$3 to remove the need for ratepayers to subsidise public transport and to adequately fund services.	No changes to RPTP - base fare decision		
Carol Jamieson		RPTP-0061	Fares concessions	Supports Community Services cardholders paying lower fares.	No changes to RPTP		
Carol Jamieson		RPTP-0061	Fares zones	Supports zone fares as a 'user pays' model of funding public transport.	No changes to RPTP - zone fare decision		
Marion Jamieson		RPTP-0062	Vehicles smaller	Submitter mentions that the buses are too big relative to the size of the roads, and that buses often run empty. They want smaller buses for lower patronage routes, such as the ridge runner	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Marion Jamieson		RPTP-0062	Fares base fare	Opposes adult Bee card fare increases as that might result in lower patronage	No changes to RPTP - base fare decision		
Marion Jamieson		RPTP-0062	Fares zones	Supports moving to a zone fare structure	No changes to RPTP - zone fare decision		
Jenny Duncan		RPTP-0063	Fares concessions	Not necessary to be consistent between Dunedin and Queenstown on concession levels	No changes to RPTP - noting	Child and youth concession value decision	
Jenny Duncan		RPTP-0063	Timetables	Coordinate timetables in places like South Dunedin where multiple routes coincide, to increase combined frequencies.	No changes to RPTP - noting	The importance of coordinating multiple timetables with each other is included as a consideration in the design of timetables in the Plan.	
Jenny Duncan		RPTP-0063	Reliability	Improve timetable reliability	No changes to RPTP - noting	We agree it is important to design timetables that deliver good reliability, however some level of early and late running is unavoidable on a public transport network. We will continue to work to ensure our routes are planned with realistic run times.	
Jenny Duncan		RPTP-0063	Routes	Wants to see a bus route on Cumberland St stopping outside Otago University	No changes to RPTP - noting	We do not currently have plans to operate a bus route along the one-way in North Dunedin. The plan's service design principles discourage the use of one-way streets where two-way streets are available.	
Jenny Duncan		RPTP-0063	Fares zones	Short typical trip lengths mean that users will be sensitive to fares	No changes to RPTP - zone fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Jenny Duncan		RPTP-0063	Fares zones	Accepts higher fares for longer trips but it shouldn't be a focus	No changes to RPTP - zone fare decision		
Robert ORCHISTON		RPTP-0064	Dunedin Airport service	Request for service from Dunedin City Centre to the Dunedin Airport at least an hourly frequency. There should at least be a Mosgiel-Airport service. This would enable airport staff to commute and those travelling to not have to rely on the private shuttle services.	No changes to RPTP - noting	A Dunedin to Balclutha service is included as an integral service in the plan and would serve the airport, but is not currently funded. A more frequent (e.g. hourly) Airport service would not be a priority as there are a significant number of other service improvements that would deliver better value for money.	
Robert ORCHISTON		RPTP-0064	Fares concessions	Opposes charging youth (13-18 years) a fare. Fares should be free for everyone 18 and under.	No changes to RPTP - noting	Child and youth concession value decision	
Robert ORCHISTON		RPTP-0064	Fares base fare	Opposes all fare increases because public transport should be free or extremely affordable for all users. It should instead be heavily subsidised by higher targeted rates. If users pay, it should be very affordable and by distance.	No changes to RPTP - base fare decision	Pg 86 of the plan contains an explanation for why we don't support free public transport.	
Robert ORCHISTON		RPTP-0064	Fares zones	Opposes the proposed zone fare structure, but supports charging more for longer trips. Trips should be charged on a per kilometre basis, with shorter trips having a higher per kilometre cost and longer trips having a lower per kilometre cost.	No changes to RPTP - zone fare decision		
Duane Donovan		RPTP-0066	Regional services	Enhance regional services due to hospital access, including use of technology.	No changes to RPTP - noting	Access to services such as hospitals is a major motivator for the plan's increased focus on a region-wide network.	
Duane Donovan		RPTP-0066	Fares concessions	Accepts free trips for under-12s due to poor peak usage	No changes to RPTP - noting	Child and youth concession value decision	
Duane Donovan		RPTP-0066	Frequency	More frequent inner-city services; half-hourly gaps are too long	No changes to RPTP - noting	Our plan gives emphasis to enhancing Frequent service where possible., however the current funding constraints are a limitation and this will not always be possible.	
Duane Donovan		RPTP-0066	Timetables	Asks for better scheduling. The two routes servicing Kaikorai leave at the same time making it a 30 min service rather than 15 min. Also scheduled run times not achievable in peak.	No changes to RPTP - noting	The importance of reliable buses, is captured in the plan. Good timetable design is a core principle of the network design chapter of the Plan. However some level of early and late running is unavoidable.	
Duane Donovan		RPTP-0066	General	Eliminate any "social or wellness" clauses in tendering. Focus needs to be on best price for service package, not social engineering.	No changes to RPTP - noting	The Plan outlines that our procurement approach (section 6.3) including compliance and accordance with NZTA Procurement Manual and ORC's Transport Activities Procurement strategy.	

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Duane Donovan		RPTP-0066	Active transport	Link regional services to bike trail hubs	Change to RPTP	This is a consideration in our regional-level thinking and Public and Active connectivity strategy outlined in the Multi-modal access section of the plan.	check if any policies could be amended to reference this explicitly?
Duane Donovan		RPTP-0066	Routes	Improve cross-town / orbital travel options -- travelling through centre of town can be a very long trip	No changes to RPTP - noting	We agree that it is important to consider non-radial travel patterns, but note that there are limitations to what can be achieved within budget constraints.	
Duane Donovan		RPTP-0066	Wayfinding	Asks for a simpler real-time tracking	No changes to RPTP	We are committed to continuous improvement of our real-time information and how it is presented in the Transit App or any other future data consumers	
Duane Donovan		RPTP-0066	Vehicles electric	Supports electrification but unsure if grid can support it	No changes to RPTP - noting	We do not currently have any major concerns about the impact of electrification on the electrical grid.	
Duane Donovan		RPTP-0066	Focus areas	Doesn't understand "Build trust", just wants to see buses on time	No changes to RPTP - noting	We understand the importance of reliable buses, and this is captured in the plan. Some level of early and late running is however unavoidable. Good timetable design is a core principle of the network design chapter of the Plan	
Duane Donovan		RPTP-0066	Timetables	Coordinate timetables better -- e.g. routes 37 and 61 timetabled at the same time so no combined frequency effect	No changes to RPTP - noting	While in any one location there are constraints that may limit the coordination of timetables, the point is understood. Coordinating multiple timetables with each other is included as a consideration in the design of timetables in the Plan.	
Duane Donovan		RPTP-0066	Fares zones	Fares should be as flat as possible; increased fares only past urban area (e.g. Waitati, Mosgiel)	No changes to RPTP - zone fare decision		
Duane Donovan		RPTP-0066	Fares base fare	Accept fare increases are needed -- the longer we wait the worse the increase will be when we have to make it	No changes to RPTP - base fare decision		
Dave Goosselink		RPTP-0067	Vehicles smaller	Request to use smaller buses on less popular routes and at off peak times to lower costs.	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Dave Goosselink		RPTP-0067	Fares base fare	Supports a base fare increase to \$2.50. Would support greater fare increases to meet the cost of provision and decrease public transport's reliance on rates.	No changes to RPTP - base fare decision		
Maggie Riley		RPTP-0069	Clutha service	Wants to see a bus to Gore -- similar to current Palmerston service	No changes to RPTP - noting	A regional service into Southland is included in our 10-30 year aspirational map for the regional network.	
Maggie Riley		RPTP-0069	Bikes on buses	Requests restoration of bike racks	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Maggie Riley		RPTP-0069	Routes	Requests a bus "up Normanby" (unclear what is meant by this)	No changes to RPTP - noting	Request is unclear. However, we do not currently have any plans to extend the Normanby service coverage. The principles to trigger adding services are outlined in our service delivery policy SD P4 on pg. 52 of the plan.	
Maggie Riley		RPTP-0069	Fares concessions	Wants to see cheap rides for community service card holders.	No changes to RPTP - noting	This is currently in place: Community Service Card holders are eligible for half-price fares through the Community Connect scheme.	
Maggie Riley		RPTP-0069	Pets on buses	Allow dogs on buses.	No changes to RPTP - noting	We acknowledge interest by some pet owners to alter our existing pet policy. The current policy however does provide for pets to be on buses in a manner that is safe for all users.	
Maggie Riley		RPTP-0069	Fares zones	Accepts slightly higher fares for trips out of town like Palmerston.	No changes to RPTP - zone fare decision		
Bronwyn Brock		RPTP-0071	Fares concessions	Supports standardised concessions for children across Dunedin and Queenstown	No changes to RPTP - noting	Child and youth concession value decision	
Bronwyn Brock		RPTP-0071	Funding	Submitter doesn't believe ORC can afford public transport	No changes to RPTP - noting	Our current bus networks serve a vital role in our communities and perform well in financial and patronage terms relative to comparable cities nationally.	
Bronwyn Brock		RPTP-0071	General	Miscellaneous concerns with ORC spending related to cost of new building and number of staff	No changes to RPTP	Out of scope for this plan	
Jobimol Jenin		RPTP-0072	Timetables	Focus on improving weekend service, especially start/end times. First/last trips often are too late/early for shifts	No changes to RPTP - noting	We agree -- this is supported by our Fares and Frequencies Business Case for Dunedin. This recommends extending service hours to meet shift workers, especially at Dunedin Hospital. Improving these service hours is a target in this plan, however we caution that we are limited in what we can achieve in this area in the immediate future due to funding constraints.	
Jasper Mooij		RPTP-0073	Focus areas	Opposes focus areas. Public transport investment in Queenstown is not resulting in faster travel times.	No changes to RPTP - noting	Queenstown's public transport network is seeing high patronage and issues with capacity. Our work shows that there is significant demand and our document outlines how we plan to meet this demand.	
Jasper Mooij		RPTP-0073	General	Request evaluation of public transport routes' effectiveness in Queenstown. It should not take 1 hour from Kelvin Heights or Lake Hayes to travel to the Queenstown town centre.	No changes to RPTP - noting	We have recently undertaken a Signiant Business Case and have plans for extensive service improvements in Queenstown, which will significantly improve frequencies, connectivity, and travel times.	
Tania Dickson		RPTP-0074	Fares concessions	Doesn't support free child fares, and thinks \$1.20 a trip is affordable	No changes to RPTP - noting	Child and youth concession value decision	

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Tania Dickson		<b>RPTP-0074</b>	Community transport	Think community transport is a 'great idea'	No changes to RPTP - noting	Community transport decision	
Tania Dickson		<b>RPTP-0074</b>	Fares base fare	Support small fare increases, contingent on having more reliable services	No changes to RPTP - noting	Link of price with provision of service.	
Tania Dickson		<b>RPTP-0074</b>	Reliability	Concerns about Queenstown bus reliability. Timetables are inaccurate.	No changes to RPTP - noting	The importance of reliable buses, is captured in the plan. Good timetable design is a core principle of the network design chapter of the Plan. However some level of early and late running is unavoidable.	
Tania Dickson		<b>RPTP-0074</b>	Fares zones	Support zone fares	No changes to RPTP - zone fare decision		
Nic L		<b>RPTP-0075</b>	School services	Free school buses	No changes to RPTP - noting	Child and youth concession value decision. Also noting school buses run by MOE are funded with public sources which compromises government's expectation for PTAs to increase private share of operating cost.	
Nic L		<b>RPTP-0075</b>	Fares concessions	Discounts for disability card holders	No changes to RPTP - noting	Community Service cardholders are able to access half price fares through the Community Connect scheme.	
Nic L		<b>RPTP-0075</b>	Funding	Seek funding from multiple sources to maintain affordability	No changes to RPTP - noting	Our value for money section of the plan includes investigating feasible alternative private funding.	
Nic L		<b>RPTP-0075</b>	Safety	Improve safety for passengers and staff	No changes to RPTP - noting	Public safety is noted as a challenge in section 1.5, and a key priority in Focus Area 1: Passenger Experience and 2.2 Safety. Safety is incorporated in actions throughout the RPTP.	
Nic L		<b>RPTP-0075</b>	Fares base fare	Higher fares will discourage usage	No changes to RPTP - base fare decision		
Christelle Mendoza		<b>RPTP-0076</b>	Routes	Request to add buses on Hawthorne drive, connecting Remarkables Park more directly to Five Mile.	No changes to RPTP - noting	A service via the back of the airport is not currently part of Queenstown Public Transport Business Case planned improvements, but can be considered in future route planning in the area subject to our service design principles in SD P1 pg51	
Christelle Mendoza		<b>RPTP-0076</b>	Routes	Request to change Route 5 in Queenstown to improve coverage of the west side of Shotover Country.	No changes to RPTP - noting	Changes in this area are not currently planned. While we can consider this in future reviews, it should be noted that service design principles emphasise direct routing, and it will be difficult to justify extending services in this area, especially as we move towards increased frequencies.	
Sarah Jane		<b>RPTP-0077</b>	Bikes on buses	Concerned about no bikes on buses	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	



Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Sarah Jane		RPTP-0077	Fares local/tourists	Supports fare increases, particularly for tourists.	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a tourist is also difficult.	
Sarah Jane		RPTP-0077	Fares local/tourists	Support for increasing transport costs for tourists	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a tourist is also difficult.	
Sarah Jane		RPTP-0077	Frequency	Wants more reliable and frequent bus services, particularly later in the evenings	No changes to RPTP - noting	Our target service levels include improvements to evening and weekend frequencies, in line with the Fares and Frequencies Business Case. However, we are constrained by the current funding environment	
Sarah Jane		RPTP-0077	Fares zones	Opposes zone fares because it will increase costs for locals.	No changes to RPTP - zone fare decision		
Diane Cooney		RPTP-0078	Fares base fare	Accepts need to increase fares. Supports lower youth fares and thinks that without subsidy they would pick up children in car.	No changes to RPTP - base fare decision	Child and youth concession value decision	
Diane Cooney		RPTP-0078	General	Found the document easy to read and clear	No changes to RPTP	Noted with thanks	
Diane Cooney		RPTP-0078	Reliability	Reliability has improved in recent years	No changes to RPTP	Noted with thanks	
Diane Cooney		RPTP-0078	Wayfinding	Transit app is very good	No changes to RPTP	Noted with thanks	
Diane Cooney		RPTP-0078	School services	Improve connections from Waverley/Shiel Hill to South Dunedin schools	No changes to RPTP - noting	Our priority for the Waverley/Shiel Hill area is to attain Frequent service standards. We acknowledge that school travel is a significant part of the demand for travel in this area and our planned shift onto Macandrew Road will get routes closer to South Dunedin schools.	
Diane Cooney		RPTP-0078	Dunedin bus hub	Improve safety at Dunedin Bus Hub. Children are taking bus at Hospital instead of Hub due to safety concerns.	No changes to RPTP - noting	Public safety is noted as a challenge in section 1.5, and a key priority in Focus Area 1: Passenger Experience and 2.2 Safety. Safety is incorporated in actions throughout the RPTP.	
Diane Cooney		RPTP-0078	Fares zones	Thinks it makes sense to charge more for longer trips in line with other cities.	No changes to RPTP - zone fare decision		
Sarani Pakan		RPTP-0079	Fares base fare	Opposes a base fare increase. Supports lowering fares.	No changes to RPTP - base fare decision		
Sarani Pakan		RPTP-0079	Fares zones	Supports users paying more for longer trips. Fares should increase on a per-stop basis, not a per-zone basis.	No changes to RPTP - zone fare decision		

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Cherie Brown		RPTP-0080	Vehicles smaller	Wants more frequent and smaller buses, including to the Peninsula.	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Cherie Brown		RPTP-0080	Fares zones	Supports zone fares, but zones need to incorporate longer distances, such as Brighton and Karitane, but not local suburban areas like Peninsula and Mosgiel	No changes to RPTP - zone fare decision		
Cara Smith		RPTP-0081	Fares concessions	Supports continued free fares for under-12s	No changes to RPTP - noting	Child and youth concession value decision	
Cara Smith		RPTP-0081	Fares concessions	Would prefer there to not be a concession for under-18s -- same as adult fares	No changes to RPTP - noting	Child and youth concession value decision	
Cara Smith		RPTP-0081	Fares base fare	Difficult to accept fare increases when peak buses are often late and full	No changes to RPTP - base fare decision	Noting link of price with provision of service.	
Cara Smith		RPTP-0081	School services	Would like to see school buses come back	No changes to RPTP - noting	Our plan includes a new policy with regards to targeted services such as school buses. Although we aim to serve trips on our integrated all-day services where possible, targeted services may be provided where they serve trips that cannot reasonably be made through other services.	
Cara Smith		RPTP-0081	Vehicles smaller	Reduce bus sizes in off-peak times	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Cara Smith		RPTP-0081	Fares zones	Opposes zonal fares on the basis of simplicity and attractiveness of services	No changes to RPTP - zone fare decision		
A Walton		RPTP-0082	Oamaru service	Request for a local public transport service in Oamaru, particularly so students can travel to school more easily.	Change to RPTP	This is supported and considered as a future integral service with the plan, noting that funding is not currently available for such a service.	Add a local Oamaru service to the integral services in the plan
A Walton		RPTP-0082	Fares base fare	Support for base fare increase to \$2.50 so users are paying for a greater share of public transport costs.	No changes to RPTP - base fare decision		
Thomas Firth		RPTP-0083	Bikes on buses	Concerns about bike racks on buses	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Thomas Firth		RPTP-0083	Bus priority	Suggests we should have bus-only lanes on busy rights, giving buses priority at traffic lights, and considering closing roads to all cars except buses and delivery vehicles	No changes to RPTP - noting	Bus priority infrastructure falls with road controlling authority/TA. Throughout the plan we emphasis working closely with our TAs to prioritise PT and coordinate work programmes.	
Thomas Firth		RPTP-0083	Fares concessions	Thinks children should also pay, but that the fares should be low	No changes to RPTP - noting	Child and youth concession value decision	
Thomas Firth		RPTP-0083	Fares concessions	Supports standardising the concessions in DUD and QT	No changes to RPTP - noting	Child and youth concession value decision	
Thomas Firth		RPTP-0083	Fares base fare	For employed adults, fares below \$10 are suitable and should be below car park rates	No changes to RPTP - base fare decision	Noting link to parking pricing	
Thomas Firth		RPTP-0083	Frequency	Thinks public transport should be more viable by ensuring buses are frequent and time coordinated.	No changes to RPTP - noting	Our service design principles and network layering outlined in Focus area 4 supports this.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Thomas Firth		<b>RPTP-0083</b>	Focus areas	Thinks the current focus areas do not reflect the integration of public transport into the broader community	No changes to RPTP - noting	Thanks for the comment -- we would support the intent of what you are asking for here and would hope that this is reflected in the full plan.	
Thomas Firth		<b>RPTP-0083</b>	Regional services	Regional buses need to be direct to be viable	No changes to RPTP - noting	There is a need to balance trip times with other considerations such as serving key locations, and reliability. These are challenging trade-offs and with limited funding there will be a need for compromises in places, but we note your point about the value of directness	
Thomas Firth		<b>RPTP-0083</b>	Funding	Suggests public transport should be funded through health, environment, business and community initiatives, particularly as central government is providing less funding	No changes to RPTP - noting	We agree that it is important to consider all possible sources of funding in order to improve the financial viability of our existing service levels, and of service improvements. However, we also acknowledge that there will be limitations on what we can achieve: there is significant competition for government and private funding in all sectors.	
Thomas Firth		<b>RPTP-0083</b>	Fares zones	Potentially supports zone fares, but thinks a cost-benefit analysis is necessary. Fares are very low at the moment and could potentially be increased, but not to the degree that it will cause people to drive	No changes to RPTP - zone fare decision		
Valerie Bartlett		<b>RPTP-0084</b>	Wayfinding	Concerned about how On-Demand will work for elderly people not good with cell phone.	No changes to RPTP - operational	This is a key consideration in our implementation and we will be working to ensure the service is as accessible as possible for all users.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Camille Miller		RPTP-0085	Vehicles electric	Believes electric buses should not be a priority because they cost more, have a worse environmental impact and are less safe than combustion engine buses.	No changes to RPTP - noting	<p>Fleet electrification is mandated by NZTA through the Requirements for Urban Buses (RUB).</p> <p>Cost -- our recent experience does not support this; new electric-bus contracts are increasingly cost-competitive.</p> <p>Environmental impact -- NZTA's Zero emission bus economics study ( <a href="https://www.nzta.govt.nz/resources/research/reports/718/">https://www.nzta.govt.nz/resources/research/reports/718/</a> ) indicates that intensively used battery-electric buses perform best on a whole-of-life emissions basis, including embedded carbon.</p> <p>Safety -- we have no evidence of significant concerns about the safety of electric buses compared to diesel buses.</p> <p>Although there remain some open questions, the best information currently available points to battery-electric buses as the best way to serve our current needs in most cases.</p>	
Camille Miller		RPTP-0085	Timetables	Request to prioritise more accurate timetables at peak times so drivers do not have to make unsafe decisions to remain on schedule (e.g. speeding or running red lights). Preference for reduced frequencies if it means lengthening tight timetables.	No changes to RPTP - noting	Our service design principles include principles of ensuring accurate running times. We note the comment about the preference for reduced frequencies rather than tight timetables; we agree that there is a balance to be had between the two and that the benefits of frequency are lost when it cannot be delivered reliably.	
Camille Miller		RPTP-0085	Fares base fare	Supports a base fare increase to \$2.50 if it is required to maintain services.	No changes to RPTP - base fare decision		
Sarah Connolly		RPTP-0086	Fares concessions	Supports free fares for children and maintaining consistent concessions in DUD and QT	No changes to RPTP - noting	Child and youth concession value decision	
Sarah Connolly		RPTP-0086	School services	Wants more capacity for school bus services bringing students from the Peninsula to Bayfield/Kings High School.	No changes to RPTP - noting	Route capacity will continue to be a consideration in our design of routes and timetables.	
Sarah Connolly		RPTP-0086	Focus areas	Thinks the Value for Money section does not adequately consider the wider community benefits of public transport	Change to RPTP	The last paragraph of the Value for money intro speaks to not losing sight of the community and social benefits of PT. We also have tried to capture the wider benefits throughout the document. Suggest adding a Benefits heading before the last three paragraphs of pg. 80	Add a 'Benefits' heading before the last three paragraphs of pg. 80.

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Sarah Connolly		RPTP-0086	Frequency	Wants increased frequency of Route 18 to the Peninsula.	No changes to RPTP - noting	We are aware that the Peninsula service sees a high peak loading and will consider this in future development of its timetable	
Sarah Connolly		RPTP-0086	Fares base fare	Opposes fare increases on the grounds that it may make public transport less attractive	No changes to RPTP - base fare decision		
Sarah Connolly		RPTP-0086	Fares zones	Opposes zone fares on the ground that people living in those areas have fewer travel options, and if they drive it could lead to more congestion and parking	No changes to RPTP - zone fare decision		
rachel stubbs		RPTP-0087	Clutha service	Supports public transport in Clutha district, it's a difficult choice to live without a car in these areas. Wants to be able to take day trips to Balclutha	No changes to RPTP - noting	These services are included in this Plan as integral services for Otago, but we do not currently have funding for such improvements.	
rachel stubbs		RPTP-0087	Fares base fare	Supports increase in fares to help cover costs	No changes to RPTP - base fare decision		
rachel stubbs		RPTP-0087	Fares zones	Supports zonal fares like in Australia	No changes to RPTP - zone fare decision		
Frederique Gulcher		RPTP-0088	Community transport	Supports ORC having a role in community transport services. It will enable people in rural areas without their own transport can travel equitably. Seasonal workers without cars would particularly benefit. Also supports community transport services because they create community connections.	No changes to RPTP - noting	Community transport decision	
Frederique Gulcher		RPTP-0088	General	Praise for the Dunedin bus service improvements over the last several years. The perception of public transport, and therefore patronage, are improving as a result.	No changes to RPTP	Noted with thanks	
Frederique Gulcher		RPTP-0088	Focus areas	Request to continue to make public transport accessible and affordable for all.	No changes to RPTP - base fare decision	Our plan supports these goals.	
Frederique Gulcher		RPTP-0088	Fares base fare	Opposes a base fare increase due to the cost of living being high enough.	No changes to RPTP - base fare decision		
Frederique Gulcher		RPTP-0088	Fares zones	Supports a zone fare structure, but would like the service to remain affordable for those who live outside central areas.	No changes to RPTP - zone fare decision		
Victoria Fisk		RPTP-0089	Fares base fare	Opposes adult fare increases as it could make fewer people ride the bus	No changes to RPTP - base fare decision		
Victoria Fisk		RPTP-0089	Fares zones	Opposes zone fare structure because it could cost more people on a low income	No changes to RPTP - zone fare decision		
Andrew Wicken		RPTP-0090	Fares base fare	Make public transport free to improve usage	No changes to RPTP - noting	Pg 86 of the plan contains an explanation for why we don't support free public transport.	
Tina Sleigh		RPTP-0091	Bikes on buses	Requests bike racks be reinstated.	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Tina Sleigh		RPTP-0091	Bus priority	Requests bus lanes be introduced to improve travel times, induce mode shift and realise better environmental outcomes.	No changes to RPTP - noting	Bus priority infrastructure falls with road controlling authority/TA. Throughout the plan we emphasis working closely with our TAs to prioritise PT and coordinate work programmes.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Tina Sleigh		<b>RPTP-0091</b>	Fares concessions	Opposes free child (5-12 years) fares and \$1.50 youth (13-18 years) fares. Suggests \$1 for both age groups.	No changes to RPTP - noting	Child and youth concession value decision	
Tina Sleigh		<b>RPTP-0091</b>	Vehicles electric	Does not support focus areas due to the commitment to electrify the bus fleet. Believes electric buses are too expensive, unreliable, unsustainable. Would prefer diesel buses remain but bus lanes are introduced to induce mode shift and reduce transport's environmental impact.	No changes to RPTP - noting	<p>Fleet electrification is mandated by NZTA through the Requirements for Urban Buses (RUB).</p> <p>We acknowledge the point that the greatest environmental benefits of public transport are not in the fleet impact, but in the mode shift and land use impacts of good public transport. We consider the benefits of fleet electrification to be secondary to this, and our plan represents this; however battery-electric buses are cost-effective and performing well, and we plan to continue the roll-out.</p> <p>NZTA's Zero emission bus economics study ( <a href="https://www.nzta.govt.nz/resources/research/reports/718/">https://www.nzta.govt.nz/resources/research/reports/718/</a> ) indicates that intensively used battery-electric buses perform best on a whole-of-life emissions basis, including embedded carbon. Although there remain some open questions, the best information currently available points to battery-electric buses as the best way to serve our needs in most cases.</p>	
Jo Davison		<b>RPTP-0092</b>	Fares concessions	Thinks children under 10 should be free, but over 10 should pay half price fares	No changes to RPTP - noting	Child and youth concession value decision	
Jo Davison		<b>RPTP-0092</b>	Fares base fare	Supports adult bee fare increases	No changes to RPTP - base fare decision		
Jo Davison		<b>RPTP-0092</b>	Fares zones	Supports zone fare structure because it costs council more to run longer trips	No changes to RPTP - zone fare decision		
Karen Bosworth		<b>RPTP-0093</b>	Regional services	Implement public transport service for Outram	No changes to RPTP - noting	We acknowledge the interest in PT service for Outram. This could potentially be implemented as part of a Balclutha - Airport - Dunedin service, although the routing between the Airport and Dunedin would require further analysis. This service is signalled in the Plan, however at present there is no funding available for such a service.	
Chris Pepper		<b>RPTP-0094</b>	Fares concessions	Supports free child fares but would prefer them to be nationally standardised.	No changes to RPTP - noting	Child and youth concession value decision	

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Chris Pepper		RPTP-0094	General	Request for nationalised public transport system (not just the ticketing system, but fares).	No changes to RPTP - noting	NZTA sets direction of fare policy through the NZTA Regional Public Transport development guidelines. Concession types are set nationally, however concession and fare value are a PTA decision. Otago has some of the lowest fares nationally.	
Chris Pepper		RPTP-0094	General	Concerns with inefficient government spending.	No changes to RPTP	Our plan supports value for money in delivering public transport	
Chris Pepper		RPTP-0094	Collaboration with institutions	Request for greater coordination between ORC and TAs.	No changes to RPTP - noting	We have a positive and constructive relationship with territorial authorities. All parties in these relationships are aiming to further improve our coordination and efficiency in delivering public transport, and this intent is represented in Focus area 2 of our Plan.	
Chris Pepper		RPTP-0094	Fares zones	Supports a zone fare structure pending the base fare is affordable.	No changes to RPTP - zone fare decision		
Logan McClennan		RPTP-0095	Fares concessions	Thinks child concession should be 75% discount	No changes to RPTP - noting	Child and youth concession value decision	
Logan McClennan		RPTP-0095	Fares base fare	Supports adult bee fare increase, but not more than \$2.50	No changes to RPTP - base fare decision		
Paul Johnston		RPTP-0096	Fares concessions	People paying age-based concessions should stand for adults	No changes to RPTP - noting	Although in many cases it is reasonable to ask for younger people to stand for older people, we would expect this to be on the basis of differences in physical mobility, not the fare being paid.	
Paul Johnston		RPTP-0096	Fares concessions	Supports free fares only for under-5s	No changes to RPTP - noting	Child and youth concession value decision	
Paul Johnston		RPTP-0096	Dunedin Bus Hub	Considers Dunedin Hub to be dangerous	No changes to RPTP - noting	Public safety is noted as a challenge in section 1.5, and a key priority in Focus Area 1: Passenger Experience and 2.2 Safety. Safety is incorporated in actions throughout the RPTP.	
Paul Johnston		RPTP-0096	Routes	Restore buses to old central Dunedin alignments	No changes to RPTP - noting	The future of central city operations in Dunedin is yet to be determined but we acknowledge the point and will give full consideration to options when we review central city operations.	
Paul Johnston		RPTP-0096	Vehicles smaller	Consider smaller buses	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Paul Johnston		RPTP-0096	Fares base fare	A small increase in fares would reduce council debt	No changes to RPTP - base fare decision		
Paul Johnston		RPTP-0096	Fares zones	Support for fares that change with distance, longer trips are too cheap	No changes to RPTP - zone fare decision		

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Neill Matthews		RPTP-0097	Oamaru service	Request for regular and reliable Oamaru-Dunedin service to meet the needs of Oamaru/Waitaki residents with medical appointments in Dunedin. Even if people with Dunedin medical appointments do own cars, many are ageing and do not feel comfortable driving the long distance themselves.	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years.	
Neill Matthews		RPTP-0097	Fares zones	Opposes a zone fare structure because it will disincentivise mode shift. This will worsen congestion and parking availability.	No changes to RPTP - zone fare decision		
Erika Astried		RPTP-0098	Fares concessions	Supports standardising concessions in QT and DUD	No changes to RPTP - noting	Child and youth concession value decision	
Erika Astried		RPTP-0098	Fares concessions	Doesn't think many children age 5-12 use the bus and that they should not get free fares	No changes to RPTP - noting	Child concession value decision	
Erika Astried		RPTP-0098	General	Thinks buses have technical issues, such as tap card not working, doors not shutting, unfriendly drivers, bad timetables	No changes to RPTP - operational	Concerns noted, and part of our contract performance with operators	
Erika Astried		RPTP-0098	Fares base fare	Opposes adult bee card fare increases and thinks \$2 is a fair price	No changes to RPTP - base fare decision		
Erika Astried		RPTP-0098	Fares zones	Supports zone fare structure	No changes to RPTP - zone fare decision		
Tracey Kearns		RPTP-0099	Dunedin Airport service	Values a Dunedin Airport connection	No changes to RPTP - noting	A Dunedin to Balclutha service is included as an integral service in the plan and would serve the airport, but is not currently funded.	
Tracey Kearns		RPTP-0099	Oamaru service	Supports an Oamaru-Dunedin service.	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years.	
Deirdre Caswell		RPTP-0100	Safety	Request to assess street lighting around stops to improve passenger visibility	No changes to RPTP - noting	Support investigation into lighting improvements as part of wider consideration of bus stop quality.	
Deirdre Caswell		RPTP-0100	Reliability	Request to address Dunedin's Route 3 chronic reliability issues. This includes late buses disappearing off the Transit app.	No changes to RPTP - noting	We acknowledge that a few routes in Dunedin, such as route 3, see poor timetable performance, especially in the afternoon peak. We are seeking to identify solutions to this issue.	
Deirdre Caswell		RPTP-0100	Fares base fare	Supports a base fare increase if it enables drivers to be paid a living wage.	No changes to RPTP - base fare decision		
Deirdre Caswell		RPTP-0100	Fares zones	Opposes a zone fare structure because it will make public transport less accessible for people who live far from central areas.	No changes to RPTP - zone fare decision		
Jill Hetherington		RPTP-0101	Fares concessions	Supports free child fares because it is good for children to learn to use the bus and to help families who can't afford it	No changes to RPTP - noting	Child and youth concession value decision	



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Jill Hetherington		<b>RPTP-0101</b>	Fares concessions	Supports standardising concessions in DUD and QT subject to cost benefit analysis	No changes to RPTP - noting	Child and youth concession value decision	
Jill Hetherington		<b>RPTP-0101</b>	Community transport	For community transport, we should first listen to local communities	No changes to RPTP - noting	Community transport decision	
Jill Hetherington		<b>RPTP-0101</b>	Reliability	Wants buses that are safe and run on time, but we don't need a gold standard bus experience. Should balance reliability and practicalities	No changes to RPTP	Thank you -- this comment fairly represents the balance we aim to seek in how we deliver our services	
Jill Hetherington		<b>RPTP-0101</b>	Fares base fare	Supports adult bee card fare increase, but only increase by a little bit	No changes to RPTP - base fare decision		
Jill Hetherington		<b>RPTP-0101</b>	Fares zones	Opposes zone fare structure due to potential complexities around zones	No changes to RPTP - zone fare decision		
Jim Bourne		<b>RPTP-0102</b>	Bus priority	Would like to see more focus on bus lanes to reduce congestion	No changes to RPTP - noting	Bus priority infrastructure falls with road controlling authority/TA. Throughout the plan we emphasis working closely with our TAs to prioritise PT with measures such as bus priority.	
Jim Bourne		<b>RPTP-0102</b>	Fares concessions	Supports free fares for under-12s to minimise school congestion	No changes to RPTP - noting	Child concession value decision	
Jim Bourne		<b>RPTP-0102</b>	Routes	Would like to see a service connecting Frankton, Shotover/Lake Hayes, Arrowtown, and back to Queenstown via Arthurs Point	No changes to RPTP - noting	Under the Queenstown Public Transport Business Case improvements, an Arrowtown - Queenstown will be added. We expect this to be entering operation around the time this plan is finalised.	
Jim Bourne		<b>RPTP-0102</b>	Pets on buses	Make it easier to take pets on the bus -- crate/cage requirement is challenging when bus stops are a long way apart in Queenstown	No changes to RPTP - noting	We acknowledge interest by some pet owners to alter our existing pet policy. The current policy however does provide for pets to be on buses in a manner that is safe for all users.	
Jim Bourne		<b>RPTP-0102</b>	Fares zones	Does not support increased fares with distance on popular routes	No changes to RPTP - zone fare decision		
Elizabeth Todd		<b>RPTP-0103</b>	Fares concessions	Request for day or week public transport passes to cap fares for frequent users.	No changes to RPTP - noting	Fare capping is included as a potential element of our fare structure in Fare policy F P2 pg. 84. The current low fares mean multiple trips are affordable. Additionally fare capping does not currently align with NZTA directive to increase private share.	
Elizabeth Todd		<b>RPTP-0103</b>	Funding	Supports greater advertising to increase revenue, for instance with digital screens on board buses.	No changes to RPTP	Noted with thanks	
Elizabeth Todd		<b>RPTP-0103</b>	Fares local/tourists	Request for tourists to be charged higher fares than locals.	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a tourist is also difficult.	

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Elizabeth Todd		RPTP-0103	Timetables	Transfers can be challenging as timetables do not always align	No changes to RPTP - noting	One of our key service design principles in our plan is to design timetables to enable seamless transfers, to the extent possible.	
Elizabeth Todd		RPTP-0103	Frequency	Request for greater service frequencies than 30 minutes, longer service hours, and more frequent weekend timetables.	No changes to RPTP - noting	Our plan gives emphasis to improving frequencies and service hours, in line with the Fares and Frequencies Business Case. However, the current funding constraints are a limitation and this will not always be possible.	
Elizabeth Todd		RPTP-0103	Bus stop infrastructure	Request to add more bus stop shelters to improve waiting experience.	No changes to RPTP - noting	Stop infrastructure is guided by the One Network Framework and outlined in section 5.4. Shelter is important and we are committed to working with DCC to provide bus shelters at well-used stops across the network, acknowledging the local context and restrictions.	
Elizabeth Todd		RPTP-0103	Marketing, promotion, engagement	Request to seek feedback in-person from bus users, for instance at bus hubs.	No changes to RPTP - follow up action	Thank you for your feedback. This will be considered when planning future public consultation.	
Elizabeth Todd		RPTP-0103	Regional services	Request to consider on-demand public transport for times and areas that buses do not cover.	No changes to RPTP - noting	We agree that on-demand has a role to play in supporting the public transport network. However we caution that the operating cost can be quite significant and extensive on-demand services are not within current budget.	
Elizabeth Todd		RPTP-0103	Wayfinding	Request to improve the Transit app's reliability.	No changes to RPTP - operational	We are committed to continually improving the Transit app's ease of use and accuracy to ensure the best possible journey experience.	
Elizabeth Todd		RPTP-0103	Funding	Opposes focus areas because value for money should be a greater priority. Does not want to see public transport services be reduced, but would like to see value added to the services and revenue generated in ways that do not add burden to frequent local users.	No changes to RPTP - noting	We feel there is a strong emphasis on value for money in the plan. Focus area 5 includes policies and actions to improve third-party revenue in order to supplement fare revenue, however we do expect fare revenue to still be the predominant revenue that reduces the cost of service to ratepayers.	
Elizabeth Todd		RPTP-0103	Fares base fare	Opposes increase in base fare to \$2.50. Would like to see more frugal ORC spending in other areas to enable fares to remain low.	No changes to RPTP - base fare decision		
Elizabeth Todd		RPTP-0103	Fares zones	Does not support a zone fare structure that charges more for trips within an urban area. Would only support higher fares for regional connections, such as to Oamaru. Would also support higher fares for services during week nights and weekends if it would fund them being more frequent.	No changes to RPTP - zone fare decision		
Christine Canty		RPTP-0104	Fares base fare	Cares most about getting more people on buses. Supports increasing adult bee card fares if it means putting on more bus services	No changes to RPTP - base fare decision	Noting link of price with provision of service.	
Christine Canty		RPTP-0104	Fares zones	Thinks zone fare structure is fair	No changes to RPTP - zone fare decision		

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Kimberly Cousins		RPTP-0105	Fares concessions	Wants to see free fares up to age 18	No changes to RPTP - noting	Child and youth concession value decision	
Kimberly Cousins		RPTP-0105	General	Does not support services being delivered through private companies	No changes to RPTP - noting	We acknowledge the interest in public control of PT services, but ORC does not currently possess capability to move in this direction and is not currently able to make a commitment to move in this direction in the future. We note that ORC has control of service specifications and operations occur under tightly specified service contracts.	
Kimberly Cousins		RPTP-0105	Funding	Would prefer to see public transport funded by increasing parking fees to disincentivise private vehicle usage. Increased fares will reduce usage and undermine benefits of PT	No changes to RPTP - noting	We agree parking charges are important in incentivising reduced private vehicle use. However parking charges are set by our Territory Authorities. Further collaboration and work is required to understand how parking charges can contribute to funding public transport.	
Kimberly Cousins		RPTP-0105	Regional services	Wants to see a broader consideration of transport issues in the region and the role of public transport in solving these issues	No changes to RPTP - noting	We undertake such consideration on a regular basis through the RLTP, business cases and other processes. We will continue to do so in the future, and we will continue to seek to improve how we undertake such work.	
Kimberly Cousins		RPTP-0105	Fares zones	Opposes a zonal system because it will reduce usage; people sometimes live further out because it is cheaper	No changes to RPTP - zone fare decision		
Kaitlyn Hughes		RPTP-0106	Fares base fare	Opposes a base fare increase to \$2.50 because it would make them more unaffordable.	No changes to RPTP - base fare decision		
Kaitlyn Hughes		RPTP-0106	Fares zones	Opposes a zone fare structure because the previous zone system did not work well.	No changes to RPTP - zone fare decision		
Regan Hayward		RPTP-0107	Fares base fare	Opposes raising adult bee card fares for people under 20 and over 60, but between those ages an extra 50 cent raise is okay	No changes to RPTP - base fare decision	Noting link to age of bus users	
Regan Hayward		RPTP-0107	Regional services	Wants public transport to Outram. Many older people are cancelling appointments because they can't get a ride to Mosgiel	No changes to RPTP - noting	We acknowledge the interest in PT service for Outram. This could potentially be implemented as part of a Balclutha - Airport - Dunedin service, although the routing between the Airport and Dunedin would require further analysis. This service is signalled in the Plan, however at present there is no funding available for such a service.	
Regan Hayward		RPTP-0107	Fares zones	Opposes zone fare structure because people living further away would have to pay more	No changes to RPTP - zone fare decision		
Cyndi Christensen		RPTP-0108	Oamaru service	Requests local public transport service in Oamaru in order to provide an essential public service and reduce traffic congestion	No changes to RPTP - noting	This is supported and considered as a future integral service with the plan, noting that funding is not currently available for such a service.	Add a local Oamaru service to the integral services in the plan
Cyndi Christensen		RPTP-0108	Fares zones	Supports increased fares for distance, if it helped keep base fares lower	No changes to RPTP - zone fare decision		

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Gary Patefield		RPTP-0109	Fares zones	People choose where to live: we shouldn't subsidise everyone	No changes to RPTP - noting	We agree with the point, and our plan gives importance to land-use considerations which would support focusing PT investment on areas where PT performs well and drives growth/development.	
Marc Byers		RPTP-0111	Fares concessions	Supports free fares for under 12s	No changes to RPTP - noting	Child concession value decision	
Marc Byers		RPTP-0111	Fares base fare	Opposes fare increases as they will reduce usage when the goal is to improve usage	No changes to RPTP - base fare decision		
JOHANNE Kington		RPTP-0112	Fares concessions	Opposes keeping a free child (5-12 years) fare because it is not fair for people.	No changes to RPTP - noting	Child concession value decision	
JOHANNE Kington		RPTP-0112	Focus areas	Supports focus areas, specifically our priority to increase patronage.	No changes to RPTP	Noted with thanks	
David Allard		RPTP-0113	Central Otago service	Thinks public transport won't work in Central Otago and should let private enterprise take care of transport, including through self-driving cars	No changes to RPTP - noting	We agree that there are limitations to what we can expect to achieve with public transport in Central Otago due to land-use patterns and a dispersed population, but we do not accept that there is no role for public transport.	
Diana Baker		RPTP-0114	Bikes on buses	Restore availability of bike racks	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Diana Baker		RPTP-0114	Routes	Add a bus route along Malaghans Road	No changes to RPTP - noting	We are implementing such a route in July this year.	
Zoe Martin		RPTP-0115	Community transport	Supports ORC having a role in supporting community transport, particularly for services connecting Wanaka and Bobs Cove to Queenstown.	No changes to RPTP - noting	Community transport decision	
Zoe Martin		RPTP-0115	Frequency	Request for services to be more connected and frequent for Arrowtown.	No changes to RPTP - noting	Improved public transport services are in our Queenstown Public Transport Business Case programme, and the first improvements will be beginning in July.	
Zoe Martin		RPTP-0115	Frequency	Request for more frequent services throughout the Queenstown network to address congestion and free up parking.	No changes to RPTP - noting	Improved public transport services are in our Queenstown Public Transport Business Case programme, and the first improvements will be beginning in July.	
Zoe Martin		RPTP-0115	Fares local/tourists	Request for Queenstown tourists to get free public transport funded by higher taxes on hotel/accommodation. This would reduce congestion.	No changes to RPTP - base fare decision	Pg 86 of the plan contains an explanation for why we don't support free public transport. However we are also investigating new options to increase private share and funding of PT. Thank you for your suggestion.	
Zoe Martin		RPTP-0115	Fares base fare	Opposes a base fare increase to \$2.50. Would prefer for monthly/annual passes to be introduced to provide frequent users an low fare. This would also encourage mode shift to public transport.	No changes to RPTP - base fare decision		
Zoe Martin		RPTP-0115	Fares zones	Opposes a zone fare structure because it will disincentivise public transport use for people taking longer trips and not reduce traffic congestion.	No changes to RPTP - zone fare decision		

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Anthea Brown		RPTP-0116	Community transport	Supports community transport and thinks there should be a hospital shuttle service from Oamaru to Dunedin.	No changes to RPTP - noting	Community transport decision. Additionally Oamaru services are included in this Plan as integral services for Otago. However availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years.	
Kate Whitehall		RPTP-0117	Reliability	Requests improved peak services in Arthurs Point, noting late running after-school	No changes to RPTP - noting	A new timetable will be beginning in July.	
Kate Whitehall		RPTP-0117	Fares concessions	Supports free fares for under-12s on the basis of family affordability; ideally extend it to 18	No changes to RPTP - noting	Child and youth concession value decision	
Kate Whitehall		RPTP-0117	Fares base fare	Supports an increase in fares if it's reflected in improved performance and service levels, as well as driver breaks	No changes to RPTP - base fare decision	Noting link of price with provision of service.	
Kate Whitehall		RPTP-0117	Fares local/tourists	Consider a pass for locals, NZ residents, those on work visas	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a tourist is also difficult.	
Kate Whitehall		RPTP-0117	Reliability	Buses should not depart stops ahead of time	No changes to RPTP - noting	Our service quality standards policy SQ P1 pg. 30 emphasises our commitment to reliability and punctuality, although we can not prevent all early running. We try to design timetables with accurate running times and use enforcement of timing points to monitor and reduce early running.	
Kate Whitehall		RPTP-0117	Marketing, promotion, engagement	Wants to see improvements to target community programs and access to activities	No changes to RPTP - noting	We agree that serving key activity centres is an important service design principle, and this is included in the service design principles of our plan	
Kate Whitehall		RPTP-0117	Fares zones	Opposes higher fares for longer trips as it is discriminatory	No changes to RPTP - zone fare decision	We agree with the point, and our plan gives importance to land-use considerations which would support focusing PT investment on areas where PT performs well and drives growth/development.	
Kate Whitehall		RPTP-0117	School services	Give consideration to bus services around primary school times	No changes to RPTP - noting	We do already, and will continue to do so in the future. We have many factors that influence our timetables and we cannot meet all needs perfectly, but planned improvements to frequencies under the Queenstown Business Case will improve services for many users, including primary school students	
Martin Juneke		RPTP-0118	Vehicles electric	Praise for bus fleet electrification because it will improve air quality, especially in Dunedin City Centre.	No changes to RPTP	Noted with thanks	

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Martin Junek		RPTP-0118	Fares base fare	Opposes a base fare increase. Believes public transport should be cheaper than driving, and ideally should be free. Supports higher rates to subsidise more public transport services. This would incentivise mode shift and reduce congestion in city centres.	No changes to RPTP - base fare decision		
Anonymous		RPTP-0119	Vehicles electric	Opposes electric buses due to labour conditions, shelf life and disposal of batteries	No changes to RPTP - noting	Environmental impact -- NZTA's Zero emission bus economics study ( <a href="https://www.nzta.govt.nz/resources/research/reports/718/">https://www.nzta.govt.nz/resources/research/reports/718/</a> ) indicates that intensively used battery-electric buses perform best on a whole-of-life emissions basis, including embedded carbon.  Although there remain some open questions, the best information currently available points to battery-electric buses as the best way to serve our current needs in most cases.	
Anonymous		RPTP-0119	Regional services	Wants buses going to Wingatui	No changes to RPTP - noting	Request is unclear. Possibly relates to the scope of On-Demand services for Mosgiel.	
Anonymous		RPTP-0119	Fares base fare	Supports increases to all fares, including for children and gold card holders	No changes to RPTP - base fare decision		
Anonymous		RPTP-0119	Fares zones	Opposes zones because a single flat fare works very well	No changes to RPTP - zone fare decision		
Jenny Chandler		RPTP-0120	Dunedin Airport service	Requests bus to Dunedin Airport	No changes to RPTP - noting	A Dunedin to Balclutha service is included as an integral service in the plan and would serve the airport, but is not currently funded. A more frequent (e.g. hourly) Airport service would not be a priority as there are a significant number of other service improvements that would deliver better value for money.	
Jenny Chandler		RPTP-0120	Bikes on buses	Would like to see bike racks restored to usage	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Jenny Chandler		RPTP-0120	Public information	Supports the Bee Card and transit app, it could be more widely advertised with teaching sessions for people	No changes to RPTP - noting	Focus area 1 of the plan gives increased emphasis to outreach activities	
Jenny Chandler		RPTP-0120	Ticketing system	Would like to see an option for a flat automatic payment, rather than at a fare threshold	No changes to RPTP - noting	ORC will be implementing the National Ticketing System (Motu Move) within the next 2 years, which will include bank-card payment options.	
Jenny Chandler		RPTP-0120	Timetables	Would like more accurate timetables, notes they often see bus bunching	No changes to RPTP - noting	Our plan includes updated service design principles that will support improvements to timetables.	
Jenny Chandler		RPTP-0120	Focus areas	More focus on making it easy to live without a car	Change to RPTP	Thank you for your very valid point. We agree and suggest we build it into Objective 3 to read: Invest in a public transport system that reduces reliance on private vehicles, promotes positive environmental outcomes and supports sustainable urban planning and development.	Change Objective 3 to 'Invest in a public transport system that reduces reliance on private vehicles, promotes positive environmental outcomes and supports sustainable urban planning and development'

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Jenny Chandler		RPTP-0120	Rail and ferries	Would like to see rail reinstated to connect the wider region	No changes to RPTP - noting	We do not currently have the evidence base to support regional rail, but we acknowledge that there is community support to look for alternative ways to connect the wider region.	
Jenny Chandler		RPTP-0120	Fares base fare	Thinks that the higher usage and keeping current fares will have a better revenue impact than higher fares	No changes to RPTP - base fare decision		
Jenny Chandler		RPTP-0120	Fares zones	It seems fair to pay more for longer trips	No changes to RPTP - zone fare decision		
anaka nielsen vold		RPTP-0121	Ticketing system	Request for ticketing system to enable payment by debit cards for the same price as the Bee Card.	No changes to RPTP - noting	We will be rolling out the "Motu Move" national ticketing system, likely in 2026, which will allow bank-card payments.	
anaka nielsen vold		RPTP-0121	Operations	Request to improve bus cleanliness.	No changes to RPTP - operational	Will pass feedback to operators	
Irena Jackson		RPTP-0123	Fares local/tourists	Requests increased fares for tourists	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a tourist is also difficult.	
Irena Jackson		RPTP-0123	Upper Clutha service	Supports regional services -- thinks it's crazy NZ doesn't have such services -- e.g. Wanaka/Queenstown	No changes to RPTP - noting	Our plan includes new regional routes. However, these are not currently funded. We note that in urban areas, more routes does not always mean more service -- it could just mean lower frequencies. See section 5.1 of the full p	
Irena Jackson		RPTP-0123	Central Otago service	Supports regional services -- thinks it's crazy NZ doesn't have such services -- e.g. Cromwell/Queenstown	No changes to RPTP - noting	Our plan includes new regional routes. However, these are not currently funded. We note that in urban areas, more routes does not always mean more service -- it could just mean lower frequencies. See section 5.1 of the full p	
Corwin Newall		RPTP-0124	Vehicles electric	Request for more EV charging infrastructure along State Highway 1 in the Clutha District.	No changes to RPTP - noting	Out of scope for this plan	
Corwin Newall		RPTP-0124	Rail and ferries	Request to incorporate trains into the public transport network. They would save money on road maintenance.	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions.	
Corwin Newall		RPTP-0124	Active transport	Request to improve regional active transport connections, such as introducing protected or off-road bike lanes connecting Dunedin, Balclutha (via Milton) and Gore.	No changes to RPTP - noting	The Multi-modal access section in Focus area 4 of the plan supports increasing connectivity between active modes and public transport, and we will be working further on this. We will work with our TAs on infrastructure needs, however there is currently no co-funding with active mode investment..	
Corwin Newall		RPTP-0124	Rail and ferries	Request to improve regional connectivity with public trains or buses between Dunedin and Clutha. Intercity does not provide adequate service.	No changes to RPTP - noting	We do not currently have the evidence base to support regional rail, but we acknowledge that there is community support to look for alternative ways to connect the wider region.	
Corwin Newall		RPTP-0124	Fares base fare	Support for base fare increase to \$2.50 and even \$3.50 to ensure services like public transport are maintained.	No changes to RPTP - base fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Eleanor Seabrook		RPTP-0125	Routes	Arrowtown bus should stop in Lake Hayes Estate/Shotover	No changes to RPTP - noting	We are not able to do this at present due to timetable constraints, but we acknowledge that as routes change with improved services under the Queenstown PT Business Case improvements, there will be opportunities to review routes and options for changing their connections.	
Eleanor Seabrook		RPTP-0125	Fares zones	Opposes zone fare structure in Queenstown because they say the distances are not far enough to warrant zones	No changes to RPTP - zone fare decision		
Terry Gaze		RPTP-0126	Vehicles smaller	Would like to see smaller, electric vehicles in Whakatipu	Change to RPTP	We will be transitioning to an electric fleet as we implement service improvements under the Queenstown PT Business Case.  Small buses: While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips. See our explainer on small buses.	Add explainer on small buses in Focus area 4.
Terry Gaze		RPTP-0126	Fares base fare	Supports a fare increase, even \$3 would be fine	No changes to RPTP - base fare decision		
John Richards		RPTP-0127	Clutha service	Request for a Dunedin to Balclutha service to improve access for people living in small communities between them, especially for those who do not own a car.	No changes to RPTP - noting	A Dunedin to Balclutha service is included as an integral service in the plan and would serve the airport, however we do not currently have funding to make these improvements.	
Gary Bedford		RPTP-0128	Routes	Supports a Mosgiel Park and Ride with buses leaving directly to the bus hub	No changes to RPTP	Noted with thanks	
marge D		RPTP-0129	Routes	Requests a stop near Barnes Dr/Rockside Terrace in Caversham (e.g. South Rd/SH1)	No changes to RPTP - operational	Thank you; The request has been noted for further consideration outside of this Plan	
marge D		RPTP-0129	Timetables	Earlier start times for services would help shift workers	No changes to RPTP - noting	This is supported by our Fares and Frequencies Business Case and is included in our Plan's target service hours. However we currently lack the funding to implement such service hours.	
marge D		RPTP-0129	Fares base fare	Sees a modest fare improvement as reasonable if it supports service improvements and driver wages	No changes to RPTP - base fare decision		
marge D		RPTP-0129	Fares zones	Higher fares for longer trips seems fair	No changes to RPTP - zone fare decision		
Sarah Langley		RPTP-0130	Oamaru service	Request for a Dunedin to Oamaru service. This would to provide better access to Dunedin Hospital appointments, improve Waitaki's attractiveness to visitors, and reduce congestion from locals making daily trips.	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years.	
Sarah Langley		RPTP-0130	Fares base fare	Supports an increase in the base fare to \$2.50 because it is still exceptionally good value for money.	No changes to RPTP - base fare decision		
katey jenks		RPTP-0131	Fares concessions	Requests free fares for 13-18 year olds	No changes to RPTP - noting	Child and youth concession value decision	



Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
katey jenks		<b>RPTP-0131</b>	Community transport	Supports community transport as it can help people coming into town for hospital visit, particularly for people who can't drive	No changes to RPTP - noting	Community transport decision	
katey jenks		<b>RPTP-0131</b>	Routes	They enjoy Route 8.	No changes to RPTP	Noted with thanks	
katey jenks		<b>RPTP-0131</b>	Focus areas	Frequency and reliability is important for this person	No changes to RPTP	Thank you -- we agree and this is represented in our Service Design Principles in the full plan	
katey jenks		<b>RPTP-0131</b>	Fares base fare	Opposes raises to adult bee card fares, thinks that more people on public transport is important	No changes to RPTP - base fare decision		
katey jenks		<b>RPTP-0131</b>	Fares zones	Opposes zone fare structure due to potential fairness issues around people living further away paying more	No changes to RPTP - zone fare decision		
Sean Lennon		<b>RPTP-0132</b>	Fares concessions	Public transport should be free up to age 18, as people gain the habit of taking public transport	No changes to RPTP - noting	Child and youth concession value decision	
Sean Lennon		<b>RPTP-0132</b>	Fares base fare	Opposes fare increases due to the economic viability of public transport being undermined	No changes to RPTP - base fare decision		
Sean Lennon		<b>RPTP-0132</b>	Fares zones	Opposes zonal fares on the basis of legibility -- thinks it's one of the worst things we could do	No changes to RPTP - zone fare decision		
Georgie Hadfield		<b>RPTP-0133</b>	Community transport	Support for ORC having a role in supporting community transport services. Specifically recognises the benefit these services would have in Wanaka.	No changes to RPTP - noting	Community transport decision	
Georgie Hadfield		<b>RPTP-0133</b>	Fares base fare	Opposes a base fare increases. Bus fares should remain low so public transport can compete with private vehicles, be well-utilised, and be affordable essential service. Currently the \$2 fare makes carpooling with one other person cheaper than busing for their commute.	No changes to RPTP - base fare decision		
Oak Roberts		<b>RPTP-0134</b>	Reliability	Submitter says the Palmerston bus is not always reliable and doesn't turn up when it should at the bus hub	No changes to RPTP - noting	Our plan includes an action to set timetables that are based on realistic and achievable running times; we are aware that the Palmerston route has some issues and will be seeking to update these running times.	
Oak Roberts		<b>RPTP-0134</b>	Frequency	Wants more frequency and reliability for buses, particularly up to date and reliable information	No changes to RPTP - noting	Our plan supports these goals.	
Oak Roberts		<b>RPTP-0134</b>	Fares base fare	Wants to maintain \$2 fares	No changes to RPTP - base fare decision		
Danika Boulay		<b>RPTP-0135</b>	Frequency	Would like to see the extra peak frequency in Arthurs Point extended in the morning	No changes to RPTP - noting	Our Queenstown Public Transport Business Case includes improved frequency and capacity improvements to the Queenstown network and this is represented in the plan.	

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Danika Boulay		<b>RPTP-0135</b>	Fares base fare	Increasing fares would be adding a barrier -- we should be making PT easier not harder to use	No changes to RPTP - base fare decision		
Janine Race		<b>RPTP-0136</b>	Pets on buses	Request to change pets regulations to give more opportunities for adult passengers to travel with approved dogs outside peak times at a charge to be decided. This would increase patronage and improve experience.	No changes to RPTP - noting	We acknowledge interest by some pet owners to alter our existing pet policy. The current policy however does provide for pets to be on buses in a manner that is safe for all users.	
Tania Macaulay		<b>RPTP-0137</b>	Bus drivers	Thinks bus drivers should be more friendly	No changes to RPTP - operational	It is crucial that we attract and hold on to great drivers. Feedback will be passed on to the operators.	
Charlotte Rattray		<b>RPTP-0138</b>	Fares concessions	While most students can get concession fares through community services card, international students can't. Requests a concession for students without access to Community Connect	No changes to RPTP - base fare decision		
Charlotte Rattray		<b>RPTP-0138</b>	Fares base fare	Accepts a fare increase for adults who can afford to pay, and is happy to pay increased fares when they have a fulltime job and can afford it	No changes to RPTP - base fare decision		
Jack Wynne		<b>RPTP-0139</b>	Focus areas	Request to prioritise the sustainable future of our bus network.	No changes to RPTP - noting	We agree with the sentiment	
Jack Wynne		<b>RPTP-0139</b>	Regional services	Request for services similar to Timaru (on-demand) in smaller centres.	No changes to RPTP - noting	<p>We are currently implementing an On-Demand service in Mosgiel.</p> <p>We will continue to consider opportunities for On-Demand services across our network, but we note that these services can come at a considerable cost. In some instances, a fixed-route solution will deliver better outcomes; in other cases where a full PT service is not viable, we will seek to support community vehicle trusts to support basic access for small communities.</p>	
Jack Wynne		<b>RPTP-0139</b>	Fares zones	Supports a zone fare structure, but would like fares to remain low for urban trips and all fares to cost less than parking for all trips.	No changes to RPTP - zone fare decision		
Lin Moir		<b>RPTP-0140</b>	Bus drivers	Impressed with bus drivers and thinks they are courteous with less abled people	No changes to RPTP - operational	Noted with thanks	
Lin Moir		<b>RPTP-0140</b>	Vehicles electric	Supports transition to electric buses	No changes to RPTP	Noted with thanks	
Lin Moir		<b>RPTP-0140</b>	Bus drivers	Thinks drivers should have more discretion, as they occasionally leave young people on the side of the road at night	No changes to RPTP - operational	Thank you; in general our drivers are asked to exercise reasonable discretion and such incidents are rare.	

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Jonathon Holmes-Welsh		RPTP-0141	Bus stop infrastructure	Would like to see a focus on upgrading stops in Queenstown which have no shelter	No changes to RPTP - noting	Our shelters in Queenstown are generally of high quality, and many instances where there are no shelters are due to local context making it difficult, or very low boarding numbers. However, we will continue to work with QLDC to implement infrastructure improvements including shelters	
Jonathon Holmes-Welsh		RPTP-0141	Upper Clutha service	Add a Wanaka - Queenstown service	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities.	
Jonathon Holmes-Welsh		RPTP-0141	Wayfinding	Add real-time information signage	No changes to RPTP - noting	We have rolled out real time information for major stops in Queenstown and Dunedin	
Jonathon Holmes-Welsh		RPTP-0141	Fares base fare	Opposes fare increases on the basis of cost of living being high in Queenstown, and poor infrastructure	No changes to RPTP - base fare decision		
Jonathon Holmes-Welsh		RPTP-0141	Fares zones	Increased fares with distance will undermine performance and lead to reduced service levels due to poor patronage	No changes to RPTP - zone fare decision		
Jack Gray		RPTP-0142	Fares concessions	Request to consider fare capping alongside the base fare increase.	No changes to RPTP - noting	Fare capping is included as a potential element of our fare structure in Fare policy F P2 pg. 84. The current low fares mean multiple trips are affordable. Additionally fare capping does not currently align with NZTA directive to increase private share.	
Jack Gray		RPTP-0142	Safety	Request to continue prioritising safety to mitigate antisocial behaviour on buses.	No changes to RPTP - noting	Public safety is noted as a challenge in section 1.5, and a key priority in Focus Area 1: Passenger Experience and 2.2 Safety. Safety is incorporated in actions throughout the RPTP.	
Jack Gray		RPTP-0142	Community transport	Request for community transport services to work like Timaru's MyWay on-demand service, which works well. Request to implement this type of service both in places with and without an urban bus network.	No changes to RPTP - noting	We are currently implementing an On-Demand service in Mosgiel.  We will continue to consider opportunities for On-Demand services across our network, but we note that these services can come at a considerable cost. In some instances, a fixed-route solution.	
Jack Gray		RPTP-0142	Fares base fare	Support for a base fare increase to \$2.50, but would like us to monitor the fare increase and undo it if it results in falling patronage.	No changes to RPTP - base fare decision		

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Hazel Agnew		RPTP-0143	Clutha service	Requests a Dunedin-Balclutha service, as it will mean less reliance on private cars. There is also a need for people to get to Dunedin for hospital reasons, particularly with a rising population of retired people. Most people have to drive to Dunedin for appointments.	No changes to RPTP - noting	A Dunedin to Balclutha service is included as an integral service in the plan and would serve the airport, however we do not currently have funding to make these improvements.	
Hazel Agnew		RPTP-0143	Oamaru service	Requests a Dunedin-Oamaru service, as it will mean less reliance on private cars. There is also a need for people to get to Dunedin for hospital reasons, particularly with a rising population of retired people. Most people have to drive to Dunedin for appointments.	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years.	
Rachel Clucas		RPTP-0144	Fares concessions	Free services for kids are important -- would be happy to pay more as an adult	No changes to RPTP - noting	Child and youth concession value decision	
Rachel Clucas		RPTP-0144	Fares concessions	Extend age for free fares to 16	No changes to RPTP - noting	Child and youth concession value decision	
Edwin Keable		RPTP-0145	Fares concessions	Supports an 100% discount for child fares (5-12 years) and a 40% discount for youth fares (13-18 years) because it makes public transport more affordable for families.	No changes to RPTP - noting	Child and youth concession value decision	
Edwin Keable		RPTP-0145	Community transport	Supports ORC having a role in supporting community transport services as a means of developing minibuses linking smaller centres to each other and larger towns. This promotes people staying in smaller centres.	No changes to RPTP - noting	Community transport decision	
Edwin Keable		RPTP-0145	Fares base fare	Supports an increase in the base fare to \$2.50 because adult fares should go up before child fares.	No changes to RPTP - base fare decision		
Edwin Keable		RPTP-0145	Fares zones	Opposes a zone fare structure because low fares for smaller centres promotes people remaining in these towns (e.g. Palmerston).	No changes to RPTP - zone fare decision		
Warren Hurley		RPTP-0147	Community transport	Asks for On-Demand service for various communities in Dunedin, including South Dunedin, Brockville, NEV, Mosgiel, Outram	No changes to RPTP - noting	We are currently implementing an On-Demand service in Mosgiel.  We will continue to consider opportunities for On-Demand services across our network, but we note that these services can come at a considerable cost, with limited capacity to move large numbers of people.	
Warren Hurley		RPTP-0147	Fares concessions	Start evening concession for Super Gold at 6:00pm as the peak has generally ended by this time	No changes to RPTP - noting	We are unable to implement the Super Gold concession due to government funding. We are not in a position to offer free travel where the government is not in a position to provide such funding.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Warren Hurley		RPTP-0147	Fares base fare	\$2.50 is reasonable given the good quality of service in Dunedin	No changes to RPTP - base fare decision		
Warren Hurley		RPTP-0147	Fares zones	Supports more fares for longer distance -- car travel costs more by distance, so it makes sense for bus travel to as well	No changes to RPTP - base fare decision		
Michelle Watt		RPTP-0148	Fares concessions	Supports retaining free child fares as it enables families' access to school, extra-curricular and social activities	No changes to RPTP - noting	Child and youth concession value decision	
Michelle Watt		RPTP-0148	Fares base fare	Opposes a base fare increase as a parent without a car, relying on public transport. Affordable public transport improves the family's quality of life and access to services/activities. Request for the working class and frequent bus users to not bear the burden of public transport's rising costs.	No changes to RPTP - base fare decision		
Michelle Watt		RPTP-0148	Fares zones	Opposes a zone fare structure because it will make longer trips unaffordable for people who rely on public transport and/or who do not live in the city centre.	No changes to RPTP - zone fare decision		
Daryl Adam		RPTP-0149	Fares concessions	Supports retaining free child fares because otherwise would be expensive for families	No changes to RPTP - noting	Child and youth concession value decision	
Daryl Adam		RPTP-0149	Routes	Submitter thinks the current Mosgiel loop routes do not integrate well with Dunedin services, particularly for commuters	No changes to RPTP - noting	From July we will be trialling an On-Demand service for Mosgiel. We look forward to hearing feedback on this service.	
Daryl Adam		RPTP-0149	Fares zones	Supports zone fare structure	No changes to RPTP - zone fare decision		
Daryl Adam		RPTP-0149	Fares base fare	Opposes fare increases because the fares need to be competitive with the price of driving	No changes to RPTP - base fare decision		
Andrew Smith		RPTP-0150	Regional services	Requests a bus service for Outram	No changes to RPTP - noting	We acknowledge the interest in PT service for Outram. This could potentially be implemented as part of a Balclutha - Airport - Dunedin service, although the routing between the Airport and Dunedin would require further analysis. At present there is no funding available for such a service.	
Steve Johnson		RPTP-0151	Fares base fare	Opposes public transport having a fare as they believe it should be a free service. This would benefit the environment, society and tourism.	No changes to RPTP - base fare decision	Pg 86 of the plan contains an explanation for why we don't support free public transport.	
Laura Smith		RPTP-0152	Fares local/tourists	Suggests that tourists pay a higher price than locals	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a tourist is also difficult.	
Laura Smith		RPTP-0152	Fares base fare	Supports increase in adult bee card fares as \$2 is quite cheap, but suggests there could be a local fare	No changes to RPTP - base fare decision		
Laura Smith		RPTP-0152	Fares zones	Opposes zone fares as it will be costly for people living farther away.	No changes to RPTP - zone fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Vicki Boon		RPTP-0153	Fares base fare	Supports higher fares so that users pay for more of the service cost	No changes to RPTP - base fare decision	Noting link of price with provision of service.	
Vicki Boon		RPTP-0153	Funding	Opposes funding public transport through general rates	No changes to RPTP - noting	The funding model for PT is established through the LTP and AP processes as well as NZTA policy	
Vicki Boon		RPTP-0153	Fares zones	Higher fares for longer trips make sense	No changes to RPTP - zone fare decision		
Cherie BROWN		RPTP-0154	Dunedin Airport service	Request for an affordable service to Dunedin Airport, breaking the monopoly of private shuttles	No changes to RPTP - noting	A Balclutha to Dunedin service is an integral service in our plan and would serve the airport. However, we are not in a position to commit to a higher level of service targeting the airport. With regards to existing shuttle services, an unsuccessful bus service could undermine the viability of shuttle services and leave airport transport links worse-off; we note that there are airports in other cities with no regular shuttle service at all, while Dunedin has two operators.	
Cherie BROWN		RPTP-0154	Dunedin Airport service	Request for a public bus route to Dunedin Airport, which would be free for Supergold cardholders.	No changes to RPTP - noting	A Dunedin to Balclutha service is included as an integral service in the plan and would serve the airport, but is not currently funded. A more frequent (e.g. hourly) Airport service would not be a priority as there are a significant number of other service improvements that would deliver better value for money. Supergold is a national scheme set by central government	
Cherie BROWN		RPTP-0154	Rail and ferries	Request for a small electric light rail for more distant locations, such as Dunedin Airport.	No changes to RPTP - noting	We are not in a position to commit to such a action in this plan, but acknowledge the community's interest in rail solutions.	
Cherie BROWN		RPTP-0154	General	Request for DCC to manage Dunedin's urban buses, while ORC manages regional and rural services.	No changes to RPTP - noting	<p>We do not currently have a basis to make such a decision on reallocating responsibilities, but we note that there is some community interest in such changes.</p> <p>Division of responsibilities between regional and urban services would be problematic and would need to be resolved.</p> <p>Our plan is focused on further enhancing the collaborative and constructive working relationship that ORC has with territorial authorities.</p>	
Cherie BROWN		RPTP-0154	Vehicles smaller	Request to run smaller buses on under-utilised routes.	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Cherie BROWN		RPTP-0154	Fares zones	Supports zone fares as long as only the trips going outside city limits are charged more.	No changes to RPTP - zone fare decision		
Mike Matthews		RPTP-0155	Fares base fare	Public transport should be free for everyone	No changes to RPTP - base fare decision	Pg 86 of the plan contains an explanation for why we don't support free public transport.	

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Justina King		RPTP-0156	Vehicles electric	Is concerned, but unsure, about the environmental sustainability of lithium in battery-electric buses	No changes to RPTP - noting	Environmental impact -- NZTA's Zero emission bus economics study ( <a href="https://www.nzta.govt.nz/resources/research/reports/718/">https://www.nzta.govt.nz/resources/research/reports/718/</a> ) indicates that intensively used battery-electric buses perform best on a whole-of-life emissions basis, including embedded carbon.  Although there remain some open questions, the best information currently available points to battery-electric buses as the best way to serve our current needs in most cases.	
Justina King		RPTP-0156	Ticketing system	Is unsure why tag-offs are required for flat fares	No changes to RPTP - noting	Tag-offs provide valuable data about travel patterns to ORC. It also enables us to charge for distance based fares if we move to a zonal fare structure.	
Justina King		RPTP-0156	Operations	Wi-fi never works	No changes to RPTP - operational	Thanks, we have forwarded the feedback to our operations team	
Justina King		RPTP-0156	Fares base fare	Fares are expensive, especially cash fares if card is forgotten	No changes to RPTP - base fare decision		
Monika Fry		RPTP-0157	Operations	Request to automate bus heating and air conditioning so drivers cannot manually control the temperature.	No changes to RPTP - operational	Thank you for your feedback. We will pass this on to our operators	
Monika Fry		RPTP-0157	Bus stop infrastructure	Request for more Queenstown Route 2 (Arthurs Point-Arrowtown via Frankton) stops along State Highway 6, such as outside the Queenstown Events Centre and Five Mile.	No changes to RPTP - operational	This request will be forwarded to our operations team. Noting throughout the plan we emphasis working closely with our TAs to coordinate new infrastructure work programmes.	
Monika Fry		RPTP-0157	Fares base fare	Supports an increase in base fare to \$2.50 because it will not affect patronage.	No changes to RPTP - base fare decision		
Monika Fry		RPTP-0157	Fares zones	Opposes zone fares because it is too messy for tourists and bus drivers.	No changes to RPTP - zone fare decision		
Angela Gardiner		RPTP-0158	Bus stop infrastructure	Suggests we improve bus stop infrastructure, particularly address the lack of seating and shelter. Submitter mentions they are disabled so seating and shelter is extremely important for them	No changes to RPTP - noting	Stop infrastructure is guided by the One Network Framework and outlined in section 5.4. Shelter is important and we are committed to working with our TAs to provide bus shelters at well-used stops across the network, acknowledging the local context and restrictions.	
Angela Gardiner		RPTP-0158	Fares base fare	Opposes adult bee card fare increases	No changes to RPTP - base fare decision		
Angela Gardiner		RPTP-0158	Fares zones	Supports zone fares	No changes to RPTP - zone fare decision		
Julia Wilson		RPTP-0160	Fares concessions	Considering lowering the ages for child and/or youth fares as they currently seem arbitrary.	No changes to RPTP - noting	Child and youth concession value decision	

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Julia Wilson		RPTP-0160	Fares concessions	Supports free child fares and 40% discounted youth fares as long as it doesn't lead compromises in the costs of other areas.	No changes to RPTP - noting	Child and youth concession value decision and link to not compromising service provision	
Julia Wilson		RPTP-0160	Fares base fare	Supports an increase in the base fare to \$2.50 if it prevents services being reduced.	No changes to RPTP - base fare decision	Noting link of price with provision of service.	
Julia Wilson		RPTP-0160	Vehicles electric	Request for more electric buses to be rolled out in Dunedin.	No changes to RPTP - noting	This is ongoing. We expect Dunedin to be served entirely by electric buses by 2028 (with possible minor exceptions such as lightly used buses on school-focused trips)	
Julia Wilson		RPTP-0160	Fares zones	Opposes a zone fare structure because flat fares for short trips encourages active travel (e.g. walking, cycling) and for long trips encourages less private vehicle. This supports the health and environmental benefits of public transport.	No changes to RPTP - zone fare decision		
Antonius Limburg		RPTP-0161	Fares concessions	Supports standardising concessions between Dunedin and Queenstown	No changes to RPTP - noting	Child and youth concession value decision	
Antonius Limburg		RPTP-0161	Fares concessions	Supports free child fares because it is an incentive for more public transport and fewer cars	No changes to RPTP - noting	Child concession value decision	
Antonius Limburg		RPTP-0161	Community transport	Supports ORC supporting community transport	No changes to RPTP - noting	Community transport decision	
Antonius Limburg		RPTP-0161	Bus drivers	Submitter says most drivers are good but some could have better attitudes. Also says they hope drivers are well supported	No changes to RPTP - operational	It is crucial that we have a workforce with experience, skill, and the enthusiasm to deliver a service that is both safe and delivers a positive experience to users. To achieve this, we need to attract and hold on to great drivers.	
Antonius Limburg		RPTP-0161	Vehicles electric	Supports electric buses	No changes to RPTP	Noted with thanks	
Antonius Limburg		RPTP-0161	Reliability	Submitter thinks increasing the frequency to 15 minutes is a good goal but not essential. What is most important is reliability of service, which has been a problem in Dunedin	No changes to RPTP - noting	We accept that there is a balance between improving frequency and other consideration. Service reliability is a key priority outlined in the plan.	
Antonius Limburg		RPTP-0161	Fares base fare	Supports increasing the adult Bee card fare while acknowledging ORC has few options	No changes to RPTP - base fare decision		
Antonius Limburg		RPTP-0161	Fares zones	Supports zone fares, particularly because most of Dunedin city is proposed as one zone	No changes to RPTP - zone fare decision		
Sarah A		RPTP-0162	Fares concessions	Requests a concession for university students, especially if there is a base fare increase	No changes to RPTP - noting	Child and youth concession value decision	
Emma Vickers		RPTP-0163	Fares concessions	Supports a youth fare discount of 40% (our proposal) or 50%.	No changes to RPTP - noting	Child and youth concession value decision	
Emma Vickers		RPTP-0163	Fares concessions	Request for lower fares for local ratepayers.	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a local is also difficult. A fare system that is simple and easy is an important principle of our plan.	



Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Emma Vickers		RPTP-0163	Active transport	Request to refurbish and donate second-hand bicycles to low-income communities.	No changes to RPTP	Out of scope for this plan	
Emma Vickers		RPTP-0163	Upper Clutha service	Request for a long-term bus service (not a short-term trial) connecting Wanaka, Luggate, Hawea, Hawea Flats, Tarras, Queensberry and surrounding communities. Preference for this service to include weekends.	No changes to RPTP - noting	This plan signals intent to improve regional connectivity however based on a desk top study (Otago Community and Accessible Transport study) and a review of the community shuttle trials in 22/23 viable public transport that is affordable to both the user and the community is not feasible without central government co-funding. Current government priorities do not align with funding additional public transport services. Further the RPTP reflects the principles for integrating land use to be able to achieve good affordable public transport. The development in this area does not meet those principles and is a challenge to address.	
Emma Vickers		RPTP-0163	Fares base fare	Opposes a base fare increase to \$2.50 and requests we generate more revenue by prioritising patronage growth and increasing advertising.	No changes to RPTP - base fare decision		
Emma Vickers		RPTP-0163	Fares zones	Supports zone fares. Suggests fares be free in city centres and incrementally cost more farther away.	No changes to RPTP - zone fare decision		
Peter Dowden		RPTP-0164	Fares concessions	Thinks the youth discount in DUD and QT should be 50% not 40%	No changes to RPTP - noting	Child and youth concession value decision	
Peter Dowden		RPTP-0164	Regional services	Suggests ORC does a 'code share' to sell unused seats on Intercity	No changes to RPTP - noting	Thank you for the point. As noted in the we are working towards improving regional connectivity and integrating with InterCity services will be an important consideration. Code sharing with InterCity is something that will be something we explore further.	
Peter Dowden		RPTP-0164	Fares base fare	Supports adult bee card fare increases, but thinks the fare doesn't need to be a round number	No changes to RPTP - base fare decision		
Peter Dowden		RPTP-0164	Fares zones	Supports zone fare structure but thinks the fare between the zones is very important. Doubling the fare for double the distance is too high	No changes to RPTP - zone fare decision		
Peter Dowden		RPTP-0164	General	Suggests adding COVID-19 and driver shortage recovery milestones to p14 timeline	No changes to RPTP	We acknowledge the points -- we are comfortable with keeping the timeline simpler	
Peter Dowden		RPTP-0164	General	Suggests mentioning walking and cycling milestones on p15	No changes to RPTP	We feel this would reduce the focus of the text	
Peter Dowden		RPTP-0164	Operations	Suggests publishing regular reporting on performance measures in section 7.1	No changes to RPTP - noting	We agree with what is suggested and improving our data reporting is a target. We do not see a need to say more in the plan	
Peter Dowden		RPTP-0164	Pets on buses	Suggests allowing dogs on buses with approved muzzles	No changes to RPTP	Recommend existing pet policy is maintained	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Peter Dowden		RPTP-0164	Bikes on buses	Suggests surfboard racks for certain routes	No changes to RPTP	An interesting suggestion and aligns with accommodating skis etc in Queenstown, but we cannot prioritise this at present	
Peter Dowden		RPTP-0164	Customer service	Suggests more training for security guards to have more PT knowledge	Change to RPTP	Recommend adding an action to represent this sentiment.	Add CS A6: Investigate developing existing security services towards an increased customer service focus [Jack: weak suggestion, keen on feedback]
Peter Dowden		RPTP-0164	Ticketing system	Requests a local-resident data flag in Motu Move data	No changes to RPTP	We do not consider this viable.	
Peter Dowden		RPTP-0164	Operations	Thinks that extra cruise ship services should aim for 100% cost recovery	No changes to RPTP	We agree with the concerns but do not see a need to represent this in the Plan.	
Peter Dowden		RPTP-0164	Operations	SE A2 Requests clearer phrasing that extra services would be added to existing routes for special events	Change to RPTP	Agree with the suggestion -- could be clearer	Add further clause to SE A1 below bullet points: "Where possible, event services should be branded and run as extra trips on the existing network; in some cases, services may run on bespoke alignments".
Peter Dowden		RPTP-0164	Operations	SE A3 emphasise bus priority measures at events	No changes to RPTP	We agree wit the outcome sought, but SE A3 sufficiently covers this and delivery of this outcome is an operational consideration	
Peter Dowden		RPTP-0164	Timetables	Opposes the over-emphasis on clockface timetabling -- particularly in light of real time information making it easier on customers	No changes to RPTP	Thank you for the points. We feel that the submitter slightly over-states the irrelevance of clockface scheduling in the modern environment (memorability of timetables is still not insignificant in journey planning for less-frequent routes) , but we agree (and our policy supports) balancing the clockface principle with other timetabling considerations, such as varying running times for congestion, and departing from clockface timetables when there are major efficiencies or other service design patterns (such as combined frequency on branching services like St Kilda buses) that suggests deviations from the clockface principle.	
Peter Dowden		RPTP-0164	Timetables	Recommends avoiding or reducing intermediate timing points where possible -- better to move spare time to end of routes	No changes to RPTP	We agree that there is a balance to be had here and excessive timing points should be avoided.	
Peter Dowden		RPTP-0164	General	Recommends expansion of SQ A4 to include quality standards and accessibility standards	No changes to RPTP	Equivalent action is already in place as VQ A3 on p.32	
Peter Dowden		RPTP-0164	Customer service	Requests change of phrasing in SQ A4 to be "security and customer staff"	Change to RPTP	Support	Replace "Security staff" with "Security and customer service staff" in SQ A4
Peter Dowden		RPTP-0164	General	Suggests that there needs to be emphasis on efficiency of special events service in SE A3	No changes to RPTP	We feel that the existing action represents this concern	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Peter Dowden		RPTP-0164	General	Recommends identifying Anzac Day / dawn service as a major event as it inherently falls outside of PT timetable, even though its attendance would otherwise be below threshold	No changes to RPTP	Acknowledging its community importance, we would be concerned at the value for money of supporting dawn service without some supporting funding; so we would consider it to make more sense in the "special event" but not "major event" category	
Peter Dowden		RPTP-0164	General	Recommends regular reports on RUB compliance	No changes to RPTP	We support the outcome sought, but we're not comfortable that another reporting requirement will be an effective mechanism. We would see this as part of a wider area of contract management that we seek to make improvements in.	
Peter Dowden		RPTP-0164	Bus stop infrastructure	Criticises territorial authorities for the fact that ground-to-bus height (not kerb-to-bus) height needs to be the standard of service for Total Mobility	No changes to RPTP	While we agree with some of the frustration at poor bus stops in places, in the context of this policy it's important to note there will always be issues such as temporary stops and stops in new, less developed locations.	
Peter Dowden		RPTP-0164	Accessibility	Recommends integration of Total Mobility with bus service, particularly in the sense that TM drivers could assist boarding buses	No changes to RPTP	Such an approach may be more suited to the longer distances characteristic of community transport, rather than shorter Total Mobility trips.	
Peter Dowden		RPTP-0164	Regional services	Suggests "code share" approach to developing regional network in a way that works with InterCity services	No changes to RPTP	Our plan includes some policies that enable a level of integration with exempt services (e.g. the potential for fare-equalisation). The submitter's suggestion is a good exemplar of how such integration occurs in other transport contexts and, while we are not in a position to commit to such an exact approach, it is a good demonstration of what is possible	
Peter Dowden		RPTP-0164	Regional services	Suggests that integration of school services could connect with the development of regional network as well	No changes to RPTP	We agree	
Peter Dowden		RPTP-0164	Routes	Dunedin network suggestions: 1) extension into new housing areas like Wakari Road, Dalziel Road; 2) Extension of Calton Hill / Corstorphine / Concord services to Green Island hub; 3) separate Abbotsford and Brighton services; 4) improved service for outer Mosgiel; 5) extension of Mosgiel services back to town via Three Mile / Halfway Bush; 6) Improve implementation of Mosgiel Express to be all-stops in central Dunedin and Mosgiel; stop sending via Caversham	No changes to RPTP	The suggestions are sound and would be considered in future network reviews. It should be noted that improved Green Island connectivity is included in the 10-30 year aspirational map for Dunedin.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Peter Dowden		RPTP-0164	Regional services	Recommends adding to NF P1 to support the principle of identifying e.g. worker buses, MoE school buses as integral services in the future	No changes to RPTP	We prefer to keep the policy short and strategic in nature. Such services could be identified as integral if they were shown to meet the requirements of the existing policy.	
Peter Dowden		RPTP-0164	Fares concessions	F P3Thinks that school concession should be 50% not 60% in line with many other councils and consistency with Community Connect	No changes to RPTP	See fares decision	
Peter Dowden		RPTP-0164	Fares base fare	Would like to see fare rises be gradualised without sharp jumps; preferably small increase ahead of March madness where capacity issues will reduce immediate impact	No changes to RPTP	See fares decision	
Peter Dowden		RPTP-0164	Fares base fare	F P2 Would support reduced off-peak fares for demand management	No changes to RPTP	See fares decision	
Peter Dowden		RPTP-0164	Fares local/tourists	F P2 Supports a surcharge on non-residents (through a registration system)	No changes to RPTP	We do not view this as viable.	
Peter Dowden		RPTP-0164	Fares base fare	Increase cash fares to a more extreme level, ahead of elimination	No changes to RPTP	See fares decision	
Peter Dowden		RPTP-0164	Fares concessions	If free fares for under-12s are maintained, it should always require a card or an accompanying adult -- for the sake of involving an interaction with an adult	No changes to RPTP - operational	We do not believe the Plan needs to address this	
Peter Dowden		RPTP-0164	Fares zones	Recommends reviews of fare structure be yearly instead of six-yearly	No changes to RPTP	Our plan proposes annual review of base fare level, and less regular review of fare structure, in line with NZTA guidance. Given the level of work and staff time in reviewing fare structure in detail, we do not think that reviewing the full structure annually is viable.	
Peter Dowden		RPTP-0164	General	Would like RUB compliance as a KPI	No changes to RPTP	We support the outcome sought, but we're not comfortable that another reporting requirement will be an effective mechanism. We would see this as part of a wider area of contract management that we seek to make improvements in.	
Peter Dowden		RPTP-0164	General	Zone maps are too vague for readers to take information from	No changes to RPTP	See zones decision	
Peter Dowden		RPTP-0164	General	Doesn't agree with emphasis of geographic separation of contracts on the basis that passengers don't need to know who the contractor is	No changes to RPTP	We agree with the principle -- although "Units" must (by legislation) be defined geographically, the geographies can overlap and there is a somewhat reduced emphasis on geographic exclusivity in the current framework. The proposed units are focused primarily on operational considerations such as termini that are close together and supporting potential changes in through-routings that could emerge from network planning processes and support timetable efficiencies; this is the reason for their geographic coherence in many (but not all) parts of Dunedin.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Peter Dowden		RPTP-0164	Routes	Supports improving inner-city connections in Dunedin but thinks that it is best to do this with existing routes and adding stops. A loop service would be duplicative and expensive, but some stop spacings in inner city are long relative to the rest of the network.	No changes to RPTP	Broadly agree. DCC and ORC will continue to collaborate on improving inner city operations and getting stop spacings right.	
Josh Kent		RPTP-0165	Upper Clutha service	Would like to include a Queenstown-Wanaka route	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities.	
Josh Kent		RPTP-0165	Fares base fare	Accepts a fare raise if needed, is grateful for affordability	No changes to RPTP - base fare decision		
Maggie Tupu		RPTP-0166	Reliability	Request to improve punctuality on chronically late services.	No changes to RPTP - noting	Our plan includes service design principles of designing timetables to have viable running times at different times of day, which would support an evaluation of timetables that have punctuality issues.	
EJ Holland		RPTP-0168	Routes	Improve connection between Brighton, Green Island, South Dunedin	No changes to RPTP - noting	Enhancements to these connections are in our long-term network map for Dunedin, but are currently constrained by our available funding and co-funding.	
Mary Webb		RPTP-0169	Bus drivers	Praise for the politeness of bus drivers.	No changes to RPTP - operational	Noted with thanks	
Mary Webb		RPTP-0169	Fares base fare	Supports a base fare increase to \$2.50 as long as child fares remain free.	No changes to RPTP - base fare decision	Noting link to child concession	
Mary Webb		RPTP-0169	Regional services	Request for public transport in rural areas using smaller buses.	No changes to RPTP - noting	Our plan includes an increased focus on medium-distance regional services, although funding to implement new services is not currently available. With regards to bus size, while it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips. See our explainer on small buses.	
Mary Webb		RPTP-0169	Routes	Request for a Dunedin central city loop bus.	No changes to RPTP - noting	Such a service has been long-requested, but a previous trial in 2008 was unsuccessful and a subsequent study showed it was not viable. Almost all trips that might be taken on a central city loop bus can be supported by existing services. This service would not be consistent with our Plan's service design principles nor legislation. We would consider that any funding offered to such a service would be better deployed in improving existing routes.	

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Mary Webb		RPTP-0169	Frequency	Request to increase Route 18's off-peak frequency to 30 minutes.	No changes to RPTP - noting	This is supported by our Fares and Frequencies Business Case and is included in our Plan's target service hours. However we currently lack the funding to implement such service hours. Additionally the irregular Harington Point extension constrains our timetable on this route	
Mary Webb		RPTP-0169	Fares zones	Supports zone fares as long as the zones are not too small.	No changes to RPTP - zone fare decision		
Amanda Whiffen		RPTP-0170	Fares concessions	Supports retaining free child fares, and if we need to raise fares do it first to those who can pay (adults)	No changes to RPTP - noting	Child and youth concession value decision	
Amanda Whiffen		RPTP-0170	Frequency	Wants more frequent buses to Palmerston. Particularly, at least one returning to Palmerston after 6pm during the week and one heading into town mid morning	No changes to RPTP - noting	This is consistent with our service design principles; however we are constrained on what we can commit to delivering in current funding environment.	
Amanda Whiffen		RPTP-0170	Fares base fare	Supports adult bee card fare increases, but think it should be done more incrementally	No changes to RPTP - base fare decision		
Amanda Whiffen		RPTP-0170	Fares zones	Concerned that zone fares will increase fares for people living further away	No changes to RPTP - zone fare decision		
Sonika Kumari		RPTP-0171	Fares zones	Accepts higher fares for long trips e.g. Mosgiel but thinks that the core area of Dunedin shouldn't have varying fares	No changes to RPTP - zone fare decision		
Pam Haworth		RPTP-0172	General	Request for public transport to better serve Queenstown's outlying suburbs. Suggests building a park and ride at the Frankton Bus Hub or improving PT services (greater frequency and longer service hours).	No changes to RPTP - noting	Under our Queenstown PT Business Case we will be progressively improving frequencies and service hours in Queenstown, with initial improvements in July. Park and ride was considered as part of the Queenstown Integrated Business case and not considered viable.	
Sue Knowles		RPTP-0173	Fares concessions	Supports standardising concessions in DUD and QET as it encourages public transport use	No changes to RPTP - noting	Child and youth concession value decision	
Sue Knowles		RPTP-0173	Fares concessions	Supports retaining free fares for children	No changes to RPTP - noting	Child concession value decision	
Sue Knowles		RPTP-0173	Timetables	Submitter emphasises the importance of bus timetables being regular and on time	No changes to RPTP - noting	The importance of reliable buses, is captured in the plan. Good timetable design is a core principle of the network design chapter of the Plan. However some level of early and late running is unavoidable.	
Sue Knowles		RPTP-0173	Bus priority	Submitter suggests the number of vehicles should be limited in Queenstown	No changes to RPTP - noting	We are supportive of demand management approaches in Queenstown.	
Sue Knowles		RPTP-0173	Fares base fare	Opposes adult bee card fare increases as it disincentivises use	No changes to RPTP - base fare decision		
Sue Knowles		RPTP-0173	Fares zones	Opposes zone fare structure	No changes to RPTP - zone fare decision		
David Gillespie		RPTP-0174	General	You're doing a great job	No changes to RPTP	Noted with thanks	
David Gillespie		RPTP-0174	Fares zones	Opposes increased fares for longer trips	No changes to RPTP - zone fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Sharon Parker		RPTP-0176	Upper Clutha service	Mentions that Upper Clutha (Wanaka, Hawea and Luggate) have no public transport options, meaning people have limited access to opportunities	No changes to RPTP - noting	This plan signals intent to improve regional connectivity however based on a desk top study (Otago Community and Accessible Transport study) and a review of the community shuttle trials in 22/23 viable public transport that is affordable to both the user and the community is not feasible without central government co-funding. Current government priorities do not align with funding additional public transport services. Further the RPTP reflects the principles for integrating land use to be able to achieve good affordable public transport. The development in this area does not meet those principles and is a challenge to address.	
Sharon Parker		RPTP-0176	Upper Clutha service	Mentions that ORC rates increase, but they don't see any new public transport coming to Upper Clutha	No changes to RPTP - noting	This plan signals intent to improve regional connectivity however based on a desk top study (Otago Community and Accessible Transport study) and a review of the community shuttle trials in 22/23 viable public transport that is affordable to both the user and the community is not feasible without central government co-funding. Current government priorities do not align with funding additional public transport services. Further the RPTP reflects the principles for integrating land use to be able to achieve good affordable public transport. The development in this area does not meet those principles and is a challenge to address.	
Coreen Mangaoang		RPTP-0177	Timetables	Extend services in Dunedin past midnight to meet the end of shift at hospital, which will impact central city parking	No changes to RPTP - noting	This is supported by our Fares and Frequencies Business Case and is included in our Plan's target service hours. However we currently lack the funding to implement such service hours.	
Elena Nikitina		RPTP-0178	Fares zones	Opposes zone fares because they will disproportionately place the cost on people who can no longer afford living near city centres.	No changes to RPTP - zone fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Sally Ford		<b>RPTP-0179</b>	Upper Clutha service	Requests public transport in Hawea, particularly during commuter hours	No changes to RPTP - noting	This plan signals intent to improve regional connectivity however based on a desk top study (Otago Community and Accessible Transport study) and a review of the community shuttle trials in 22/23 viable public transport that is affordable to both the user and the community is not feasible without central government co-funding. Current government priorities do not align with funding additional public transport services. Further the RPTP reflects the principles for integrating land use to be able to achieve good affordable public transport. The development in this area does not meet those principles and is a challenge to address.	
Susan Bagley		<b>RPTP-0180</b>	Routes	Serve Arrowtown Lifestyle Village	No changes to RPTP - noting	We are not in a position to make a decision on changing the alignment of the Frankton- Arrowtown route in this plan, but this can be considered when the route is reviewed in the future..	
Susan Bagley		<b>RPTP-0180</b>	Fares base fare	Proposed increase in fares sounds reasonable	No changes to RPTP - base fare decision		
Ross Lewis		<b>RPTP-0181</b>	Fares base fare	Opposes raising the base fare to \$2.50 and requests increasing the cost of driving private vehicles (e.g. through parking fees) to incentivise public transport use.	No changes to RPTP - base fare decision		
Ross Lewis		<b>RPTP-0181</b>	Fares zones	Opposes zone fares because a flat fare structure is the most simple.	No changes to RPTP - zone fare decision		
Amy T		<b>RPTP-0182</b>	Fares concessions	Supports retaining free fares for children, and could potentially expand free fares	No changes to RPTP - noting	Child discount decision, additionally noting that Pg 86 of the plan contains an explanation for why we don't support free public transport.	
Amy T		<b>RPTP-0182</b>	Frequency	Wants more frequent buses to Waitati	No changes to RPTP - noting	We are not currently able to commit to an increase in service levels given funding constraints, but we will be reviewing the way that services in the area operate	
Amy T		<b>RPTP-0182</b>	Fares base fare	Does not want increase in adult bee card fares. The limited parking in CBD means that cheap bus fares are an attractive option	No changes to RPTP - base fare decision		
Amy T		<b>RPTP-0182</b>	Fares zones	Opposes zone fare structure because the old zones were confusing	No changes to RPTP - zone fare decision		
Ilene Lumsden		<b>RPTP-0183</b>	Fares concessions	Supports free fares for under 12s to make sure kids can get home no matter what	No changes to RPTP - noting	Child concession value decision	
Ilene Lumsden		<b>RPTP-0183</b>	Community transport	Positive feedback on supporting community transport services	No changes to RPTP - noting	Community transport decision	
Ilene Lumsden		<b>RPTP-0183</b>	Fares concessions	Uncertain about need to standardise concessions between Dunedin and Queenstown due to different household incomes	No changes to RPTP - noting	Youth concession value decision	



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Ilene Lumsden		<b>RPTP-0183</b>	Fares concessions	Is very satisfied with price of travel as a beneficiary paying half-price Community Connect fares. Thinks an increase to \$1.25 would be affordable.	No changes to RPTP - base fare decision		
Ilene Lumsden		<b>RPTP-0183</b>	Fares zones	Would be happy to see flat fares remain for travel between Wakari and South Dunedin	No changes to RPTP - zone fare decision		
Hugo Crag		<b>RPTP-0185</b>	Fares concessions	Supports retaining free child fares, and need to do everything we can to encourage families to use the bus. Potentially a day fare for families	No changes to RPTP - noting	Child concession value decision	
Hugo Crag		<b>RPTP-0185</b>	Fares local/tourists	Supports increasing adult bee card fares, but not for locals, only tourists	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a tourist is also difficult.	
Hugo Crag		<b>RPTP-0185</b>	Safety	Oppose buses going on narrow residential streets, such as in Hanleys farm due to potential danger	No changes to RPTP - noting	Our plan sets out a range of service design principles, and operating on appropriate streets is one of them. However, these principles can sometimes conflict, and there are places where we must operate buses on less-than-ideal streets. We will continue to review services and aim to improve alignments where possible.	
Hugo Crag		<b>RPTP-0185</b>	Fares zones	Opposes zone fares because they are afraid it could lead to more people driving	No changes to RPTP - zone fare decision		
Anne Moah		<b>RPTP-0186</b>	Frequency	Improve weekend frequencies in Dunedin	No changes to RPTP - noting	This is supported by our Fares and Frequencies Business Case and is included in our Plan's target service hours. However we currently lack the funding to implement such service hours.	
Jessica Henere		<b>RPTP-0187</b>	Capacity	Request to prioritise the reliability and punctuality of services that children rely on to get to and from school. Currently buses are at capacity and children get left behind as a result.	No changes to RPTP - noting	Route capacity will continue to be a consideration in our design of routes and timetables.	
Ryan MANSBRIDGE		<b>RPTP-0188</b>	Fares base fare	Suggests free fares on Sundays, as in done in Perth	No changes to RPTP - base fare decision	Noting Pg 86 of the plan contains an explanation for why we don't support free public transport. Even on a Sunday free fares is contrary NZTA fare and private share policies	
Shelley Gorman		<b>RPTP-0189</b>	Fares concessions	Free fares for under-12s make sense as it's expensive to travel with 3+ children	No changes to RPTP - noting	Child concession value decision	
Shelley Gorman		<b>RPTP-0189</b>	Fares base fare	Accepts a modest fare increase if it makes service more sustainable	No changes to RPTP - noting	Noting link of price with provision of service.	

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Shelley Gorman		RPTP-0189	Active transport	Requests bike route for northern residents.	No changes to RPTP - noting	The Multi-modal access section in Focus area 4 of the plan supports increasing connectivity between active modes and public transport, and we will be working further on this. We will work with our TAs on infrastructure needs, however there is currently no co-funding with active mode investment..	
Shelley Gorman		RPTP-0189	Frequency	Service levels on Palmerston route aren't high enough	No changes to RPTP - noting	We are not currently able to commit to an increase in service levels given funding constraints, but we will be reviewing the way that services in the area operate	
Shelley Gorman		RPTP-0189	Frequency	Palmerston route doesn't work for St Hildas due to bell-times	No changes to RPTP - noting	We are not currently able to commit to an increase in service levels given funding constraints, but we will be reviewing the way that services in the area operate	
Shelley Gorman		RPTP-0189	Fares zones	Outlying areas have weaker services levels -- higher fares further punish these areas	No changes to RPTP - zone fare decision		
Jarrold Hodson		RPTP-0190	Fares concessions	Supports free child fares and discounted (40%) youth fares to encourage public transport use for people when they are young as an environmentally conscious transport choice.	No changes to RPTP - noting	Child and youth concession value decision	
Jarrold Hodson		RPTP-0190	Rail and ferries	Opposes the plan's focus areas as they do not make reference to passenger rail.	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions.	
Jarrold Hodson		RPTP-0190	Rail and ferries	Request for passenger rail to have greater mention in the plan because it is a more environmentally friendly option. It should be considered as an option between Mosgiel and Dunedin.	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions.	
Jarrold Hodson		RPTP-0190	Fares base fare	Opposes an base fare increase to \$2.50 because it will disincentivise mode shift to public transport.	No changes to RPTP - base fare decision		
Cliff Hamilton		RPTP-0191	School services	Submitter requests to reinstate the Sandy Mount bus service, saying it takes too long to go from Waverley to Kings High School	No changes to RPTP - noting	Our priority for the Waverley/Shiel Hill area is to attain Frequent service standards. We acknowledge that school travel is a significant part of the demand for travel in this area and our planned shift onto Macandrew Road will get routes closer to South Dunedin schools.	
Tai Mccoll		RPTP-0192	Frequency	Requests more frequent service to Harwood on Route 18 extension	No changes to RPTP - noting	We are not currently able to commit to an increase in service levels given funding constraints, but we will be reviewing the way that services in the area operate	
Jordan Gamage		RPTP-0193	Frequency	Request to extend more Route 18 services to Harington Point or even to the Royal Albatross Centre.	No changes to RPTP - noting	We are not currently able to commit to an increase in service levels given funding constraints, but we will be reviewing the way that services in the area operate	

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Jordan Gamage		RPTP-0193	Fares zones	Opposes zone fares because it will penalise people who need to travel across the city.	No changes to RPTP - zone fare decision		
Helen Laverick		RPTP-0194	Timetables	Submitter and her husband would use the bus more if they could take it to get to work for 7am and 730am	No changes to RPTP - noting	This is supported by our Fares and Frequencies Business Case and is included in our Plan's target service hours. However we currently lack the funding to implement such service hours.	
Helen Laverick		RPTP-0194	Fares zones	Opposes zone fare structure as it could disadvantage people in poor areas	No changes to RPTP - zone fare decision		
Monica Stone		RPTP-0195	Upper Clutha service	Would like to see development of PT services in Wanaka	No changes to RPTP - noting	This plan signals intent to improve transport options in our smaller centres. However based on a desk top study (Otago Community and Accessible Transport study) and a review of the community shuttle trials in 22/23 viable public transport that is affordable to both the user and the community is not feasible without central government co-funding. Current government priorities do not align with funding additional public transport services. Further the RPTP reflects the principles for integrating land use to be able to achieve good affordable public transport. The development in this area does not meet those principles and is a challenge to address.	
Andrew Henderson		RPTP-0196	Funding	Request to advocate to central government that they support the cost of public transport.	No changes to RPTP - noting	As noted in the plan, central government make a significant contribution to public transport, however the current GPS priorities are to reduce the reliance on public funding and look to increase private share of public transport operating costs.	
Andrew Henderson		RPTP-0196	General	Request for DCC to manage public transport in Dunedin because ORC and DCC sharing responsibility is confusing to the public and seems to add cost.	No changes to RPTP - noting	<p>We do not currently have a basis to make such a decision on reallocating responsibilities, but we note that there is some community interest in such changes.</p> <p>Division of responsibilities between regional and urban services would be problematic and would need to be resolved.</p> <p>Our plan is focused on further enhancing the collaborative and efficient working relationship that ORC has with territorial authorities.</p>	
Andrew Henderson		RPTP-0196	Fares concessions	Request for Queenstown's youth discount to remain 25% while Dunedin's remains at 40% because only Queenstown residents can afford to pay higher fares.	No changes to RPTP - noting	Youth concession value decision	

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Andrew Henderson		RPTP-0196	Fares base fare	Opposes a base fare increase to \$2.50 in Dunedin because there are more people there that are economically deprived than in Queenstown.	No changes to RPTP - base fare decision		
Dawn Stanton		RPTP-0197	Fares concessions	Supports maintaining free child fares so it is affordable for families	No changes to RPTP - noting	Child concession value decision	
Dawn Stanton		RPTP-0197	Vehicles electric	Supports electric buses	No changes to RPTP	Noted with thanks	
Dawn Stanton		RPTP-0197	Timetables	Requests improvements to frequency and service hours	No changes to RPTP - noting	Our plan supports these goals, but our funding position limits how much improvement we can implement.	
Dawn Stanton		RPTP-0197	Supergold	Wants Gold Card users to travel free all day, not just 9-3	No changes to RPTP - noting	SuperGold is a national scheme with travel periods set by NZTA. We are not in a position to extend free travel periods for SuperGold users as this would not attract co-funding or align with our requirements to increase private share.	
Dawn Stanton		RPTP-0197	Fares base fare	Supports adult bee card fare increases, but only barely. Does not want to see the fares go up higher than \$2.50 per trip, as it would make the bus a comparable price to cars	No changes to RPTP - base fare decision		
Dawn Stanton		RPTP-0197	Fares zones	Opposes zone fare structure as a person entering the edge of one zone could pay a higher fare to travel a short distance	No changes to RPTP - zone fare decision		
Victoria Manning		RPTP-0198	Bikes on buses	Removal of bus racks, even temporarily, adds to perceptions of unreliability	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Victoria Manning		RPTP-0198	Focus areas	Not clear what "integration with public transport design" means	No changes to RPTP - noting	For further explanation, the full plan should be read.	
Victoria Manning		RPTP-0198	Collaboration with institutions	ORC should work very closely with DCC on public realm design	No changes to RPTP - noting	We agree - this is our target and we do collaborate on public realm projects	
Victoria Manning		RPTP-0198	Collaboration with institutions	Supports strong collaboration and collective decision-making between ORC and DCC to ensure the councils complement each other's functions and support each others strategies.	No changes to RPTP - noting	We agree, and this is highlighted in our Focus area 2 of the plan. We have a positive and constructive relationship with our territorial authorities to support and complement each other's functions and coordinate work programmes.	
Victoria Manning		RPTP-0198	Wayfinding	Real time information through the app is essential	No changes to RPTP - noting	We are committed to continually improving the Transit app's ease of use and accuracy to ensure the best possible journey experience.	
Victoria Manning		RPTP-0198	Bus drivers	Need to improve safety of bus drivers, especially around cyclists	No changes to RPTP - operational	We are unclear what the submitters point is here. We place a high priority on safety; our Safety policy is in section 2.2 of the Plan, with safety actions throughout the Plan. This includes collaborating with operators to deliver rigorous driver training. Will also pass your request on to our operators.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Victoria Manning		RPTP-0198	Focus areas	Doesn't see a definition of "transport-disadvantaged people" but thinks that the narrative around this group contradicts a wider goal of supporting public transport for everyone -- including those who live without a car by choice rather than due to affordability	No changes to RPTP - noting	We thank the submitter for the thoughtful point and agree with the sentiment that we need to ensure all needs are balanced. We do, however, have a legislative mandate to specifically consider the needs of transport-disadvantaged people and we aim to do so in a way that balances the needs of all users.	
Victoria Manning		RPTP-0198	Fares base fare	Accepts an increase in fares but consider subsidies for those unable to afford	No changes to RPTP - base fare decision		
Victoria Manning		RPTP-0198	Fares zones	Does not support distance-based fares -- reduces usage. Focus should be on working with DCC to restrict parking to encourage bus usage	No changes to RPTP - zone fare decision		
Pat Wala		RPTP-0199	Oamaru service	Request for an urban bus service in Oamaru. It would benefit people who cannot drive and tourists. Oamaru locals are already paying rates for public transport but there is nothing to show for it.	No changes to RPTP - noting	This is supported and considered as a future integral service with the plan, noting that funding is not currently available for such a service.	Add a local Oamaru service to the integral services in the plan
Mark Benjamin		RPTP-0201	Regional services	Would like to see regular services between towns	No changes to RPTP - noting	Our plan includes a regional network layer, with goals for developing this network	
Mark Benjamin		RPTP-0201	Regional services	Would like to see more focus on regional towns beyond Dunedin and Queenstown	No changes to RPTP - noting	Our plan includes an increased focus on how we can improve services outside the main urban centres, and we aim to build on this work in the future; subject to co-funding	
Mark Benjamin		RPTP-0201	Fares base fare	Accepts that increases in fares can support service improvements	No changes to RPTP - base fare decision		
Mark Benjamin		RPTP-0201	Fares zones	Accepts zonal system but it needs to be clear and transparent	No changes to RPTP - zone fare decision		
Carole Stewart		RPTP-0202	Timetables	Request for greater frequency and longer service hours for buses connecting Mosgiel and Dunedin City Centre.	No changes to RPTP - noting	Our plan and the Fares and Frequencies Business case supports these goals, but our funding position limits how much improvement we can implement.	
Carole Stewart		RPTP-0202	Dunedin Airport service	Request for a bus service to be introduced to Outram and the Dunedin Airport.	No changes to RPTP - noting	Our proposed Balclutha-Dunedin service would operate via the airport, but is not funded. We are not in a position to support a higher level of service.  This service could be routed via Outram but this would need further consideration.	
Carole Stewart		RPTP-0202	Routes	Support Routes 80/81 being replaced with something different because it is not well patronised and is likely not cost effective.	No changes to RPTP	Thank you -- our On-Demand trial begins in July	
Carole Stewart		RPTP-0202	Fares base fare	Supports a base fare increase to \$2.50. Believes it is still an affordable fare.	No changes to RPTP - base fare decision		
Carole Stewart		RPTP-0202	Fares zones	Does not support a zone fare structure because it would disincentivise public transport use.	No changes to RPTP - zone fare decision		

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Becca Ingram		RPTP-0203	Bikes on buses	Wants to reinstate the bike racks on buses	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Nancy Higgins		RPTP-0204	Focus areas	Interprets "value for money" as excluding rural areas from access	No changes to RPTP - noting	Our plan aims to achieve value for money across the system. There will always be some routes that are less cost effective but still serve and important network function. Servicing rural areas with public transport is challenging however the plan includes working with our smaller communities to implement community transport to serve essential needs as a first step.	
Nancy Higgins		RPTP-0204	Fares zones	Opposes distance-variable fares -- people shouldn't be punished for where they live	No changes to RPTP - zone fare decision	We agree with the point, and our plan gives importance to land-use considerations which would support focusing PT investment on areas where PT performs well and drives growth/development.	
Nancy Higgins		RPTP-0204	Routes	Would like to see all trips on Palmerston service operate via Warrington	No changes to RPTP - noting	We will be reviewing the operation of this route and will be considering this as an option.	
Katherine Flanagan		RPTP-0205	Reliability	Request to prioritise reliability in our service delivery so people know they can get to their destination on time. This includes improving timetables and routes.	No changes to RPTP - noting	Our service quality standards policy SQ P1 pg. 30 emphasises our commitment to reliability and punctuality, although we can not prevent all early running. We try to design timetables with accurate running times and use enforcement of timing points to monitor and reduce early running.	
Katherine Flanagan		RPTP-0205	Public information	Request to share proposed routes and bus stops with the public.	No changes to RPTP - noting	Unclear what the submitter means here. However any changes to routes and bus stops will include public engagement in line with ORCs Significance and Engagement policy	
Katherine Flanagan		RPTP-0205	Reliability	Assuming zone fares are implemented in Queenstown, requests improving the reliability of Queenstown routes in Zone 2 (e.g. Route 2, Arthurs Point-Arrowtown). This includes improving timetables and addressing service delays.	No changes to RPTP - noting	We agree it is important to design timetables that deliver good punctuality, however some level of early and late running is unavoidable on a public transport network. We will continue to work to ensure our routes are planned with realistic run times.	
Katherine Flanagan		RPTP-0205	General	Request to give rebates to businesses that incentivise more efficient staff transport, such as carpooling.	No changes to RPTP - noting	While we support the intent to reduce single occupancy vehicles, any rebate would contravene Central government directive for PTAs to increase private share.	
Katherine Flanagan		RPTP-0205	Fares zones	Support for zone fares.	No changes to RPTP - zone fare decision		
Jennifer Cattermole		RPTP-0206	Bikes on buses	Submitter wants the bike rack ban to end	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Jennifer Cattermole		RPTP-0206	Community transport	Submitter thinks community transport is best done by and for communities themselves, without ORC involvement	No changes to RPTP - noting	Community transport is run by the community. ORC involvement may include assistance with funding applications and advise on set up, as well as coordinating public information	

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Jennifer Cattermole		RPTP-0206	Vehicles smaller	Submitter thinks running smaller buses with low passenger numbers will be cheaper	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Jennifer Cattermole		RPTP-0206	Fares base fare	Opposes increase in adult bee card fares. Doesn't care so much about quality and comfort, just wants to get from A to B cheaply	No changes to RPTP - base fare decision		
Jennifer Cattermole		RPTP-0206	Fares zones	Opposes zone fare structure as it would raise their fares, and they mention that people living farther from CBD are unable to pay more	No changes to RPTP - zone fare decision		
Natasha Hagen		RPTP-0207	Fares concessions	Thinks that free fares makes sense for the younger end of the 5-12 group, but once children are able to start travelling more independently they should be starting to pay fares	No changes to RPTP - noting	Child and youth concession value decision	
Natasha Hagen		RPTP-0207	Focus areas	Doesn't like the "Build trust" focus area as it doesn't make any difference to passengers	No changes to RPTP - noting	Focus Area 2 Build trust is about engaging with our communities and investment partners to make sure public transport services meet the needs of the community and provide a high quality service and passenger experience.	
Natasha Hagen		RPTP-0207	Focus areas	As a regular user, feels that comfort, security, and access are being catered for	No changes to RPTP	Noted with thanks	
Natasha Hagen		RPTP-0207	Focus areas	Does not understand why ORC would need to engage with iwi on a public transport plan	No changes to RPTP - noting	ORC work together in partnership with Mana whenua on all regional plans.	
Natasha Hagen		RPTP-0207	General	Concerned that this may be a public relations exercise, but is participating in good faith.	No changes to RPTP - noting	We are legislatively required to engage with our community in the development of our RPTP to make sure we have a clear understanding of our community's needs.	
Natasha Hagen		RPTP-0207	Fares base fare	Consider decreasing fares because increased patronage will have reduced revenue	No changes to RPTP - base fare decision		
Natasha Hagen		RPTP-0207	Fares zones	Accepts that distance fares make sense for longer trips -- \$2 to Palmerston is "peanuts". Fares should be flat in core network area	No changes to RPTP - zone fare decision		
Hunter Hatfield		RPTP-0208	Bus priority	Request to improve public transport service so it is more attractive than private vehicle travel, especially to Dunedin City Centre. Dunedin will experience greater traffic congestion with growth and this can be prevented with public transport. improvements should include bus lanes in the short-term and automated rapid services in the long-term.	No changes to RPTP - noting	Bus priority infrastructure falls with road controlling authority/TA. Throughout the plan we emphasis working closely with our TAs to prioritise PT with measures such as bus priority.	

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Hunter Hatfield		RPTP-0208	Fares concessions	Support for free child fares and discounted youth fares (40%). Public transport provides children and youth with freedom - this should be promoted in our marketing activities. It also reduces private vehicle travel for children and their caregivers.	No changes to RPTP - noting	Child and youth concession value decision	
Hunter Hatfield		RPTP-0208	Focus areas	Opposes the focus areas because they do not emphasise the goal of improving public transport to make it more attractive than private vehicle travel. Request to see frequency increases and route expansion as priorities in the focus areas.	No changes to RPTP - noting	Focus Area 4 of our plan (A connected and integrated network) emphasises the importance of reliability and frequency, as well as service design to be as competitive as possible with the car. This is not always possible as we need to balance coverage as well. We will also be working with our territory authorities to improve reliability and priority for buses on the road networks.	
Hunter Hatfield		RPTP-0208	Central Otago service	Request for a regional service from Central Otago to Dunedin.	No changes to RPTP - noting	Our plan increases the attention given to the regional-level network and in improving long-term connectivity for Central Otago. A Central Otago - Dunedin service beyond the current InterCity service is not currently within financial reach, but it is included in the 30-year regional map, and we will be aiming to support community transport services in order to provide a base level of service, although we acknowledge this will not meet all needs.	
Hunter Hatfield		RPTP-0208	Routes	Request to improve public transport service to the university. Expecting university students and staff to walk from the bus hub results in many choosing to travel by private vehicle instead. It also feels like bus services to the university are not coordinated with other services, making transfer times long. As the largest employer in Dunedin, the university should be a core centre of the bus network.	No changes to RPTP - noting	We will be reviewing timetables in this area. Our Plan gives service design considerations that support further evaluation of how timetables are coordinated across multiple routes.	
Hunter Hatfield		RPTP-0208	Fares base fare	Supports a base fare increase to \$2.50, and even to \$2.75, to generate more revenue and fund service improvements.	No changes to RPTP - base fare decision		
Hunter Hatfield		RPTP-0208	Fares zones	Supports zone fares and would accept multiple zones within Dunedin.	No changes to RPTP - zone fare decision		
Tennille Doyle		RPTP-0209	Timetables	Submitter suggests that the Green Island to Brighton bus should wait 5-10 longer for the Kings and Queens buses to come in	No changes to RPTP - noting	While in any one location there are constraints that may limit the coordination of timetables, the point is understood. Coordinating multiple timetables with each other is included as a consideration in the design of timetables in the Plan.	



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Murray spence		RPTP-0210	Public information	Does not understand the need for Māori headings on website	No changes to RPTP - noting	Māori is an official language of New Zealand and we aim for our public information to be as accessible as possible to everyone.	
Murray spence		RPTP-0210	Dunedin Bus Hub	Would like to see better shelter and seating at Dunedin Bus Hub, notably for route 77	No changes to RPTP - noting	Stop infrastructure is guided by the One Network Framework and outlined in section 5.4. Shelter is important and we are committed to working with DCC to provide bus shelters at well-used stops across the network, acknowledging the local context and restrictions.	
fiona van Waveren		RPTP-0211	Fares local/tourists	Opposes base fare increase for locals, but would like to see fares increase for tourists.	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a tourist is also difficult.	
fiona van Waveren		RPTP-0211	Frequency	Request for increased frequency for Arthurs Point buses to 30-minutes all day.	No changes to RPTP - noting	This is part of the planned Queenstown PT Business Case service improvements	
Janette Smithies		RPTP-0212	Funding	Thinks public transport should be user pays, particularly because they live in Central Otago with no buses	No changes to RPTP - noting	Our plan outlines the funding model for public transport and how we all benefit from it, including non-users. There is no targeted rate where there are no buses.	
terri anderson		RPTP-0213	Pets on buses	Allow dogs on buses -- current policy is perceived to not be enough and behind international practice	No changes to RPTP - noting	We acknowledge interest by some pet owners to alter our existing pet policy. The current policy however does provide for pets to be on buses in a manner that is safe for all users.	
terri anderson		RPTP-0213	Fares base fare	Accepts fare increases are reasonable if there are service improvements associated	No changes to RPTP - base fare decision		
terri anderson		RPTP-0213	Fares zones	Doesn't support distance-based fares, but would accept them if it allowed the addition of regional services (Gibbston/Wanaka)	No changes to RPTP - zone fare decision		
Tessa Smith		RPTP-0214	Vehicles electric	Request for more sustainable public transport vehicles.	No changes to RPTP - noting	Our plan supports these goals. We are working to have a fully electric fleet within the next few years.	
Tessa Smith		RPTP-0214	Reliability	Request for more reliable and punctual services in Dunedin City.	No changes to RPTP - noting	Our service quality standards policy SQ P1 pg. 30 emphasises our commitment to reliability and punctuality, although we can not prevent all early running. We try to design timetables with accurate running times and use enforcement of timing points to monitor and reduce early running.	
Tessa Smith		RPTP-0214	Rail and ferries	Request to expand public transport to regional train travel so locals can efficiently go between centres without a car. For instance, university students travelling between Dunedin and Christchurch could mode shift to trains if they were affordable and went to useful locations.	No changes to RPTP - noting	We do not currently have the evidence base to support regional rail, but we acknowledge that there is community support to look for alternative ways to connect the wider region.	

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Tessa Smith		RPTP-0214	Fares base fare	Opposes a base fare increase because it would worsen patronage. Compared to other public transport in NZ, like Christchurch's Metro services, Orbus fares are already more expensive.	No changes to RPTP - base fare decision		
Katherine Milligan		RPTP-0215	Fares concessions	Supports free fares for children as families are struggling to afford basics	No changes to RPTP - noting	Child concession value decision	
Katherine Milligan		RPTP-0215	Community transport	Supports community transport and cites successes of community transport in Geraldine. Mentions that many people from Clyde moved to Alexandra due to limited public transport	No changes to RPTP - noting	Community transport decision	
Katherine Milligan		RPTP-0215	Dunedin Bus Hub	Submitter happy that the toilets at the bus hub are clean	No changes to RPTP - operational	Noted with thanks	
Katherine Milligan		RPTP-0215	Public information	Submitter requests that taxi phone numbers or more information could be displayed at the bus hub	No changes to RPTP	Outside the scope of this plan	
Katherine Milligan		RPTP-0215	Vehicles smaller	Submitter requests potentially using smaller buses and on-demand services during off-peak hours	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Katherine Milligan		RPTP-0215	Fares base fare	Supports increase in adult bee card fare, says they wouldn't mind paying \$2 as a pensioner	No changes to RPTP - base fare decision		
Katherine Milligan		RPTP-0215	Fares zones	Supports zone fare structure as it could encourage more people to live in the CBD	No changes to RPTP - zone fare decision		
Eric Planas		RPTP-0216	Dunedin Airport service	Requests a Dunedin airport service -- it's the only city with no bus service to airport	No changes to RPTP - noting	A service to Balclutha is included as an integral service, and include in the plan within the next ten years, subject to funding. This service would include a connection to the airport.	
Eric Planas		RPTP-0216	Dunedin Airport service	Request for Dunedin Airport service.	No changes to RPTP - noting	A service to Balclutha is included as an integral service, and include in the plan within the next ten years, subject to funding. This service would include a connection to the airport.	
Liam Hicks		RPTP-0217	Focus areas	Opposes plan's focus areas because they do not align with the reality of public transports becoming less convenient and more expensive.	No changes to RPTP - noting	Affordability and convenience of public transport are of high importance to this plan, and captured in the focus areas.	
Liam Hicks		RPTP-0217	Fares concessions	Supports youth fare concession of 40% because youth are among the most frequent bus users and are afforded freedom by discounted fares.	No changes to RPTP - noting	Child and youth concession value decision	
Liam Hicks		RPTP-0217	Regional services	Supports public transport connecting nearby centres to Dunedin and Queenstown.	No changes to RPTP	Noted with thanks	
Liam Hicks		RPTP-0217	Fares base fare	Opposes base fare increase currently. Fares should only be raised once service improvements are made.	No changes to RPTP - base fare decision		
Liam Hicks		RPTP-0217	Fares zones	Support for zone fares on the regional scale.	No changes to RPTP - zone fare decision		

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Tara Strahan	Cancer Society	RPTP-0218	Fares concessions	Supports retaining free fares for children as they are more likely to use public transport and be independent	No changes to RPTP - noting	Child concession value decision	
Tara Strahan	Cancer Society	RPTP-0218	Community transport	Supports community transport but the details around it are important. Submitter thinks there should be a good pool of volunteer drivers who are vetted with training, someone to manage the drivers and ways to connect various volunteer driver services between towns	No changes to RPTP - noting	Community transport decision. Agreed -- these are issues we will be working on in implementation	
Tara Strahan	Cancer Society	RPTP-0218	Central Otago service	Supports focus areas but would like more emphasis on connecting health and social services with Queenstown and Dunstan	No changes to RPTP - noting	Our plan gives increased emphasis to the regional network, with access to health services being a key driver of this.	
Tara Strahan	Cancer Society	RPTP-0218	Fares concessions	Supports standardising the youth fare, but would also like to see it be free	No changes to RPTP - noting	Youth concession value decision	
Tara Strahan	Cancer Society	RPTP-0218	Fares base fare	Opposes raise in adult bee card fares, but think it might be okay if there is a cap on fares	No changes to RPTP - base fare decision		
Deepak Rana		RPTP-0219	Community transport	Supports community transport from Dunedin - Clutha and QT - Alex.	No changes to RPTP - noting	We agree that community transport has a role in improving transport options in the Clutha District. Our plan also has a focus to improve these regional connections as funding permits	
Deepak Rana		RPTP-0219	Vehicles smaller	Suggests looking into some smaller buses for around Dunedin.	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Deepak Rana		RPTP-0219	Fares zones	Likes the idea of zoning fares, provided they are still affordable.	No changes to RPTP - zone fare decision		
Deepak Rana		RPTP-0219	Fares base fare	Agrees with upping the base fare provided it is still an affordable price.	No changes to RPTP - base fare decision		
Heather Smith		RPTP-0220	Oamaru service	Request for a public transport service connecting Oamaru and Dunedin Hospital. This would serve people cannot drive themselves and do not have people to drive them.	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years.	
Heather Smith		RPTP-0220	Community transport	Support for ORC having a role in supporting community transport services because it would improve transport choices for ORC ratepayers that do not live in places with fixed route bus services.	No changes to RPTP - noting	Agreed -- these are issues we will be working on in implementation	
Heather Smith		RPTP-0220	Fares concessions	Opposes free fares for children, but believes they should be discounted greater than youth fares.	No changes to RPTP - noting	Child and youth concession value decision	
Heather Smith		RPTP-0220	Oamaru service	Request for a Oamaru service that connects the north and south ends of Oamaru to the Oamaru Hospital at a 'few times per day' frequency.	No changes to RPTP - noting	This is supported and considered as a future integral service with the plan, noting that funding is not currently available for such a service.	Add a local Oamaru service to the integral services in the plan

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Sierra Alef-Defoe		RPTP-0221	Focus areas	Submitter thinks 'equitable access to transport' should be a focus area of the plan	No changes to RPTP - noting	Focus area 2 of the Plan outlines our equity focused approach to delivering public transport. Access is also fundamental across the passenger experience and integrated and connected network focus areas.	
Sierra Alef-Defoe		RPTP-0221	Upper Clutha service	Requests public transport in Upper Clutha, particularly in and around Wanaka, due to growing population	No changes to RPTP - noting	This plan signals intent to improve transport options in our smaller centres. However based on a desk top study (Otago Community and Accessible Transport study) and a review of the community shuttle trials in 22/23 viable public transport that is affordable to both the user and the community is not feasible without central government co-funding. Current government priorities do not align with funding additional public transport services. Further the RPTP reflects the principles for integrating land use to be able to achieve good affordable public transport. The development in this area does not meet those principles and is a challenge to address.	
Alison Dench		RPTP-0222	Rail and ferries	Start really looking into public transport for Whakatipu, something that can run cheap and frequently and into the night. Look into all options such as bus, ferry, gondolas or rail.	No changes to RPTP - noting	At present buses are the most cost effective way to service our community with public transport. Alternative modes will be considered in the future as land use develops to support mass rapid transit like gondola.	
Alison Dench		RPTP-0222	Fares base fare	Agrees with increasing base fare to \$2.50 as long as we don't increase it again soon after.	No changes to RPTP - base fare decision		
Ilana Andrews		RPTP-0223	Oamaru service	Request for public transport to and within Oamaru, especially to improve Dunedin and Oamaru Hospital access. This would serve the ageing population who are transport disadvantaged. Suggests collaborating with existing private bus companies to provide affordable transport choices.	No changes to RPTP - noting	This is supported and considered as a future integral service with the plan, noting that funding is not currently available for such a service.	Add a local Oamaru service to the integral services in the plan
R Turner		RPTP-0224	Central Otago service	Suggests a form of commuter transport (peak times in morning and afternoon) connecting towns in central Otago.	No changes to RPTP - noting	An Alexandra-Queenstown service is included in the plan as an integral service, but is subject to funding uncertainty	
R Turner		RPTP-0224	Community transport	Submitter supports community transport, but is concerned it may not be a long term solution	No changes to RPTP - noting	We agree it may not be a long-term solution in some locations. It does however have a role in paving the way for further understanding the transport needs in our smaller centres and how public transport can best support those.	
R Turner		RPTP-0224	Fares zones	Supports moving to a zone fare structure	No changes to RPTP - zone fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Rose Lee		RPTP-0225	Dunedin Airport service	We should have more buses to Dunedin and the airport.	No changes to RPTP - noting	A Dunedin to Balclutha service is included as an integral service in the plan and would serve the airport, but is not currently funded. A more frequent (e.g. hourly) Airport service would not be a priority as there are a significant number of other service improvements that would deliver better value for money.	
Rose Lee		RPTP-0225	Community transport	Request looking into buses and community transport for Cromwell, Dunedin, Queenstown and the airport	No changes to RPTP - noting	Agree, Cromwell will be considered within community transport. However Dunedin, Queenstown and the airport are considered as part of improving our regional network.	
Rose Lee		RPTP-0225	Central Otago service	We should have more buses from Alex, Clyde and Cromwell to Dunedin and its airport.	No changes to RPTP - noting	Our plan gives increased emphasis to the regional network, with access to key services in Dunedin being a key driver of this.	
Rose Lee		RPTP-0225	Fares base fare	Agrees with an increase up to \$2.50	No changes to RPTP - base fare decision		
Rose Lee		RPTP-0225	Fares zones	Agrees with zoning fares provided they are realistic.	No changes to RPTP - zone fare decision		
Heather Williams		RPTP-0226	Fares concessions	Supports free child fares and 40% discounted youth fares because it helps low-income families and supports students attending school.	No changes to RPTP - noting	Child and youth concession value decision	
Heather Williams		RPTP-0226	Pets on buses	Request for a dog bus.	No changes to RPTP - noting	Outside of scope	
Heather Williams		RPTP-0226	Bus drivers	Request to compensate bus drivers more for keeping passengers safe, working long days and being important people in the community. Request for a bus driver appreciation day at least.	No changes to RPTP - operational	Through the intervention of ORC, and with the support of operators and central government, Otago's bus contracts now include a base wage requirement that is significantly above the living wage. It also increases year-by-year in line with the labour market.  While fairly compensating our services' workforce, there is still work to do. ORC will continue to work with operators and our partner agencies to make sure driving buses is attractive and safe. This includes designing reasonable shift lengths, break facilities and driver safety strategies.	
Heather Williams		RPTP-0226	Ticketing system	Request for a Bee Card top-up machine at the bus hub that accepts bank cards.	No changes to RPTP - noting	We will be rolling out the "Motu Move" national ticketing system, likely in 2026, which will allow bank-card payments. The top-up locations are yet to be determined	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Marina Moss		RPTP-0227	Fares concessions	Recommends that we could introduce different concessions for school and tertiary students	No changes to RPTP - noting	Child and youth concession value decision	
Marina Moss		RPTP-0227	Vehicles electric	Found the electric bus to Mosgiel to be challenging. The submitter is retired and uses a walking stick. They found the bus loud (humming sound) and had a difficult time finding a seat	No changes to RPTP - operational	Thank you for your feedback. We will pass this on to our operators	
Marina Moss		RPTP-0227	Fares base fare	Opposes raises to adult bee card fares, as it could disadvantage people who are already struggling	No changes to RPTP - base fare decision		
Gordon McKay		RPTP-0228	Routes	Request to look into extending the 77 service into South Dunedin/Anderson Bay Rd, and East Taieri area, with a park and ride option.	No changes to RPTP - noting	Enhancements to these connections are in our long-term network map for Dunedin, but are currently constrained by our available funding and co-funding. A Park and Ride for Mosgiel is in the planning stages with DCC	
Gordon McKay		RPTP-0228	Vehicles electric	Agrees with most of our objectives, however is not convinced electric buses are any better due to battery disposal and lithium mining.	No changes to RPTP - noting	Fleet electrification is mandated by NZTA through the Requirements for Urban Buses (RUB). Further, NZTA's Zero emission bus economics study ( <a href="https://www.nzta.govt.nz/resources/research/reports/718/">https://www.nzta.govt.nz/resources/research/reports/718/</a> ) indicates that intensively used battery-electric buses perform best on a whole-of-life emissions basis, including embedded carbon. Although there remain some open questions, the best information currently available points to battery-electric buses as the best way to serve our needs in most cases.	
Gordon McKay		RPTP-0228	Rail and ferries	An uplift in public transport and a decrease in private vehicles is needed, things like park and rides and train services could help with this. Especially between Dunedin and Mosgiel.	No changes to RPTP - noting	We agree with working to reduce private vehicle use and dependency, however there is not currently the evidence to support a viable rail service in the region.	
Gordon McKay		RPTP-0228	Wayfinding	Can we look into a simple and easy app function that plans your trip for you, times, stops, buses etc.	No changes to RPTP - noting	We are committed to continually improving the Transit app's ease of use and accuracy to ensure the best possible journey experience.	
Gordon McKay		RPTP-0228	Fares zones	Is okay with the idea of having 2-3 zones like inner city, outer suburbs (green Island, Fairfield, Abbotsford), and Mosgiel, and charging \$2, \$2.50 and \$3 for the zones	No changes to RPTP - zone fare decision		
Hannah Chamberlain		RPTP-0229	Fares concessions	Supports free child fares because it is more affordable for families. It also teaches children how to use the bus for when they will be paying passengers.	No changes to RPTP - noting	Child concession value decision	
Hannah Chamberlain		RPTP-0229	Focus areas	Supports value for money as a focus area because it is the greatest factor in the submitter's decision to commute using public transport.	No changes to RPTP	Noted with thanks	

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Hannah Chamberlain		RPTP-0229	Marketing, promotion, engagement	Request to promote bus use for students and young people to remove perceived barriers to use. This includes having bus ambassadors on the services and attending uni events during O-Week.	No changes to RPTP - noting	This is included in our plan in the Branding and Marketing policies and actions on pg. 26.	
Hannah Chamberlain		RPTP-0229	Oamaru service	Request for public transport service within Oamaru and suggests beginning with community transport or on-demand to demonstrate demand for a fixed-route service.	No changes to RPTP - noting	This is supported and considered as a future integral service with the plan, noting that funding is not currently available for such a service.	Add a local Oamaru service to the integral services in the plan
Hannah Chamberlain		RPTP-0229	Fares base fare	Opposes a base fare increase because it would disincentivise commuting with public transport for this submitter.	No changes to RPTP - base fare decision		
Ian Davison		RPTP-0231	Oamaru service	Focus on connecting places like Oamaru, both internally and with Dunedin, Waimate and Timaru to reduce road usage. look into buses and trains for this.	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years. Service provision north of Oamaru is outside the Otago Region.	
Ian Davison		RPTP-0231	Fares concessions	We should keep the current youth and child fares, as well as free fares for SuperGold cardholders.	No changes to RPTP - noting	Child and youth concession value decision	
Ian Davison		RPTP-0231	Rail and ferries	Public transport should be fully integrated across all of NZ with buses, ferries and trains.	No changes to RPTP - noting	We agree with the aspiration and are working to do our best in the Otago region. Buses and ferries are still the most effective mode for public transport service delivery at present.	
Ian Davison		RPTP-0231	Focus areas	Main aim should be reducing impacts on the environment, including reducing road usage (private cars, rental cards and campers)	No changes to RPTP - noting	We agree, and this is highlighted in our Focus area 3, but also more broadly throughout the plan	
Jean Park MNZM		RPTP-0232	Marketing, promotion, engagement	Request for more promotion from ORC and DCC on Dunedin as a "great place to be and visit." The south of the country needs more marketing.	No changes to RPTP - noting	This is outside the scope of the plan	
Jean Park MNZM		RPTP-0232	Rail and ferries	Request to incorporate train travel into public transport service, including trains to Middlesmarch and South of Dunedin toward Invercargill.	No changes to RPTP - noting	We do not currently have the evidence base to support regional rail, but we acknowledge that there is community support to look for alternative ways to connect the wider region.	
Linda-Jean Young		RPTP-0233	Routes	Submitter likes the 77 bus route	No changes to RPTP	Noted with thanks	
Linda-Jean Young		RPTP-0233	Fares base fare	Submitter thinks the fare price (\$2) and structure (flat fares) are good as is and we should not raise fares or move to zones	No changes to RPTP - base fare decision		
Alexander Crawford		RPTP-0234	Community transport	Community transport is high value for small communities. Especially if we use local ideas, shared shuttles and volunteer support. (see places like Australia)	No changes to RPTP - noting	Community transport decision	

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Alexander Crawford		RPTP-0234	Fares base fare	Having a maximum daily fare cap on this would add value	No changes to RPTP - noting	Fare capping is included as a potential element of our fare structure in Fare policy F P2 pg. 84. The current low fares mean multiple trips are affordable. Additionally fare capping does not currently align with NZTA directive to increase private share.	
Alexander Crawford		RPTP-0234	Collaboration with institutions	Put some thought into pedestrianising Queenstown and improving the Stanley St hub to make it more convenient.	No changes to RPTP - noting	QLDC is looking to pedestrianise areas within central Queenstown as part of the Queenstown Town Centre Masterplan. We will be working to Improve the Stanley Street hub as part of Project Manawa, led by QLDC	
Alexander Crawford		RPTP-0234	Rail and ferries	Council should look to leverage rail infrastructure, especially for Dunedin, like low cost corridors.	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions.	
Alexander Crawford		RPTP-0234	Focus areas	Believes the proposed changes will improve the experience.	No changes to RPTP	Submitter's request is unclear	
Alexander Crawford		RPTP-0234	Focus areas	Value and connection are important, and so is sustainability. People will use public transport more if its high value and competitive.	No changes to RPTP - noting	We agree. Sustainability is our focus area 3 as outlined in the plan. We also note the importance of getting the value proposition for PT right.	
Alexander Crawford		RPTP-0234	Fares zones	Reasonable zoning fares will help keep our services more sustainable. Distanced based fares are fair and amenable, people will pay more to travel further if its still high value.	No changes to RPTP - zone fare decision		
David Wigley		RPTP-0236	Oamaru service	Submitter thinks there should be a service between Oamaru and Dunedin, though they acknowledge they would only use it a few times a year. They are happy to pay higher fares (such as the Intercity fare), but the current Intercity times are inconvenient	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years. Thank you for the feedback regarding timing of services.	
David Wigley		RPTP-0236	Oamaru service	Interested in an Oamaru-Dunedin service that returns on the same day. They are happy to pay the Intercity fare, but the current Intercity bus is inconvenient, departing from Oamaru at 1215 and returning at 810pm	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years. Thank you for the feedback regarding timings and fares.	
Rebekah Graham	Parents of Vision Impaired NZ	RPTP-0237	Fares concessions	Discounted and free fares for kids helps with congestion, cost and independence, especially for transport disadvantaged and disabled parents and teens.	No changes to RPTP - noting	Child and youth concession value decision	
Rebekah Graham	Parents of Vision Impaired NZ	RPTP-0237	Community transport	More clarity on whether community transport would be accessible and how it would work	No changes to RPTP - noting	Detail of Community Transport is explained on pg. 37 of the full Plan document	



Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Rebekah Graham	Parents of Vision Impaired NZ	RPTP-0237	Accessibility	We need to better capture disabled people's experiences. 'Transport disadvantaged' is not an adequate term. More specific commitment and understanding of accessibility, the needs and the barriers they face - from access to bus and ticketing information to bus usage and overall connectivity.	No changes to RPTP - noting	Section 2.8 of the Plan (pg. 33) outlines our approach to improving accessibility for transport disadvantaged people. Additionally focus area 2 include Action EQ A2 that the Council will conduct meaningful engagement with transport disadvantaged people to understand their needs better and co-create solutions..	
Michel Herde		RPTP-0238	Community transport	Supports connecting smaller towns to larger centres with ORC-supported community transport.	No changes to RPTP - noting	Community transport decision	
Michel Herde		RPTP-0238	Bus drivers	Request for increased driver training so drivers drive more gently, especially on the new electric buses. Currently some drivers accelerate and break too harshly and take corners sharply, creating discomfort for passengers	No changes to RPTP - operational	We place a high priority on safety; our Safety policy is in section 2.2 of the Plan and safety actions throughout the Plan, including collaborating with operators to deliver rigorous driver training. Will also pass your request on to our operators.	
Michel Herde		RPTP-0238	Fares base fare	Opposes fare increases and believes ratepayers should cover more of the cost of public transport.	No changes to RPTP - base fare decision		
Michel Herde		RPTP-0238	Fares zones	Supports zone fares but requests a simple system, such as a city and outlying area zone only.	No changes to RPTP - zone fare decision		
Dave Broderick	Dunedin Tramways Union	RPTP-0239	Routes	The Tramways Union requests multiple changes regarding the bus service covering Mosgiel/Dunedin and Brighton/Abbotsford/Green Island. See the attachment for proposed changes. There are otherwise no comments on the RPTP itself.	No changes to RPTP	<p>Route 77: We will review the performance of the South Dunedin changes; the alternatives described are viable alternatives.</p> <p>Route 70 afternoon timetable: We note the concerns about the afternoon peak. Resources are currently limited and we cannot commit to such changes, but we accept that there is a strong case for better service here.</p> <p>Route 70 / Concord: it should be noted that the Concord extension to route 70 will not operate from July. We note the point about extending route 37 to Concord; while we have no concrete plan to do this at this point, we do acknowledge the poor connectivity at Green Island. If the submitter views the maps in the full Plan, they will see that the 30 year (speculative) map includes improved connections at Green Island; we are keen to explore these options in future network reviews in order to have a more concrete plan for connectivity in the area.</p>	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
haze alexandre		RPTP-0240	Focus areas	We are lacking an integrated network, this should be a key focus.	No changes to RPTP - noting	An integrated and connected network is a key focus as outlined in Focus area 4 of the Plan.	
haze alexandre		RPTP-0240	Frequency	Better and more even services for higher population suburbs and outskirts, better timing and integration.	No changes to RPTP - noting	Our plan and the Fares and Frequencies Business case supports these goals, but our funding position limits how much improvement we can implement.	
haze alexandre		RPTP-0240	Operations	Request for windows that open on the bus, as well as rainbow coloured buses.	No changes to RPTP - operational	This is outside the scope of the plan. Noting all vehicles must comply with Requirements for Urban buses standards	
haze alexandre		RPTP-0240	Fares base fare	Cheaper bus fares are incentive to use the bus, suggests a base fare of \$1.00	No changes to RPTP - base fare decision		
haze alexandre		RPTP-0240	Fares zones	Charging more for longer trips accounts for the cost it takes to run longer.	No changes to RPTP - zone fare decision		
Patricia McLean		RPTP-0241	Focus areas	Supports focus areas but requests they prioritise affordability.	No changes to RPTP - noting	Affordability and convenience of public transport are of high importance to this plan, and captured in the focus areas.	
Patricia McLean		RPTP-0241	Routes	Request to shorten distance between the Dunedin Bus Hub and the first stop south of the hub (currently on Princes St at Dowling).	No changes to RPTP - noting	Factors that need to be considered in stop spacing and placement are included on Pg 74 of the plan. Balancing street space allocation is challenging in the central city and we work with DCC to achieve good outcomes for public transport.	
Patricia McLean		RPTP-0241	General	Praise for past service improvements, which has enabled significant mode shift for trips into the Dunedin Centre City for this submitter.	No changes to RPTP	Noted with thanks	
Patricia McLean		RPTP-0241	Dunedin Bus Hub	Request to improve wayfinding and safety in the Dunedin Bus Hub. This includes improving information/signage on where to catch which bus, and improving the ease of crossing the street. Suggests building a proper bus station like Christchurch's.	No changes to RPTP - noting	Public safety is noted as a challenge in section 1.5, and a key priority in Focus Area 1: Passenger Experience and 2.2 Safety. Safety is incorporated in actions throughout the RPTP. We will continue to work to manage antisocial behaviours and safety at the bus hub.	
Patricia McLean		RPTP-0241	Active transport	Request to prioritise integrated public and active transport over private vehicle travel.	No changes to RPTP - noting	The Multi-modal access section in Focus area 4 of the plan supports increasing connectivity between active modes and public transport, and we will be working further on this. We will work with our TAs on infrastructure needs, however there is currently no co-funding with active mode investment..	
Patricia McLean		RPTP-0241	Collaboration with institutions	Request for greater collaboration with road controlling authorities for safer end-to-end journeys (walking to/from stops).	No changes to RPTP - noting	We have a positive and constructive relationship with our territorial authorities. All parties in these relationships are aiming to further improve integration of the pedestrian network with public transport. This is captured in our Plan, however funding for these improvements is limited under the current GPS..	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Patricia McLean		<b>RPTP-0241</b>	Collaboration with institutions	Request to advocate to central government and collaborate with other local authorities to prioritise improving public transport.	No changes to RPTP - noting	We have a positive and constructive relationship with our territorial authorities. All parties in these relationships are aiming to further improve our coordination and efficiency in delivering public transport, and this intent is represented in Focus area 2 of our Plan. We will also continue to work with and advocate for prioritising public transport with central government.	
Patricia McLean		<b>RPTP-0241</b>	Fares concessions	Request for a university student concession so students can afford to live farther away from the university. In turn, this would free up North Dunedin housing for people working in the Central City.	No changes to RPTP - noting	Youth concession value decision	
Patricia McLean		<b>RPTP-0241</b>	Fares base fare	Support for base fare increase as long as it resulted in service improvements.	No changes to RPTP - base fare decision		
Patricia McLean		<b>RPTP-0241</b>	Fares zones	Opposes zone fares because it would disincentivise people with the longest trips to use public transport, defeating the aim of reducing greenhouse gas emissions. Supports flat fares throughout the whole region.	No changes to RPTP - zone fare decision		
Roger Fleming		<b>RPTP-0242</b>	Funding	Submitter does not like paying targeted transport rates in Wanaka when they don't have public transport in Wanaka	No changes to RPTP - noting	The funding model for PT is established through the LTP and AP processes as well as NZTA policy	
Cynthia Flanagan		<b>RPTP-0244</b>	Marketing, promotion, engagement	Request to engage with Strath Taieri Connect Charitable Trust to understand the Middlemarch community's transport needs.	No changes to RPTP - follow up action	Focus area 2 emphasises our intent to engage with out communities to understand their needs better and co-create solutions. We thank you for your suggestion and will engage in the future.	
Cynthia Flanagan		<b>RPTP-0244</b>	Regional services	Request for public transport connecting Dunedin and Middlemarch. This would particularly benefit youth and other transport disadvantaged groups.	No changes to RPTP - noting	Our plan includes an increased focus on how we can improve services outside the main urban centres, and we aim to build on this work in the future; subject to co-funding	
Dianne Rogers	Access Matters Aotearoa	<b>RPTP-0245</b>	Community transport	Support community transport in principle, but they need to be accessible. Submitter makes recommendations about national standards for accessibility and draws on international best practice from Australia and Canada	No changes to RPTP - noting	Accessibility is a key consideration across all our service provision, and community transport will be no exception. ORC may be able to assist community vehicle trusts to access funding for installing hoists in community vehicles to improve access.	
Dianne Rogers	Access Matters Aotearoa	<b>RPTP-0245</b>	Fares concessions	Supports retaining free child fares as it supports families, reduces congestion and enables young people to use public transport independently	No changes to RPTP - noting	Child concession value decision	
Dianne Rogers	Access Matters Aotearoa	<b>RPTP-0245</b>	Accessibility	Submitter wants ORC to co-develop an Accessibility Action Plan for public transport in Otago with the disability community	No changes to RPTP - noting	This is outside the scope of the RPTP, but thank you for the suggestion, and it is something for further consideration.	

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Dianne Rogers	Access Matters Aotearoa	RPTP-0245	Accessibility	Does not think the plan adequately addresses accessibility, particularly for disabled people	No changes to RPTP - noting	Unsure of the specifics of this request. Delivering an accessible public transport system is a foundational aim of the Plan. It is capture in policies such as the way we deliver public information, bus standards, integration of the network with walking and cycling networks and infrastructure and Total Mobility services.	
Struan Robertson Struan Robertson		RPTP-0246	Funding	Opposes focus areas because implementing a user pays funding structure should be a priority.	No changes to RPTP - noting	Our plan outlines the funding model for public transport and how we all benefit from it, including non-users. A fully user pays model would not be able to provide the service levels of a public transport system, or be affordable for users. Public transport needs to be accessible and affordable to all.	
Paola Santacruz		RPTP-0247	Frequency	Request to improve weekend services in Fairfield.	No changes to RPTP - noting	Our plan emphasises achieving greater frequency over time. And our Fares and Frequencies Business Case recommends improved peak frequencies across the network, but these improvements are not currently funded and any improvements would be minor at present.	
Paola Santacruz		RPTP-0247	Fares zones	Opposes zone fares as a Fairfield resident who would be outside the proposed Zone 1.	No changes to RPTP - zone fare decision		
linda mcquinn		RPTP-0248	Funding	Submitter does not like paying targeted transport rates when they don't get public transport in Oamaru	No changes to RPTP - noting	A targeted rate was applied to Oamaru as an on-demand service was placed in our Regional Land Transport Plan. This service did not received government funding so those funds collected will be used to investigate an Oamaru to Dunedin service. There is no further rating for Oamaru.	
Stephanie Trickey		RPTP-0249	Fares concessions	Opposes youth fares being discounted 40% because all children up to age 18 should be free. This would improve school attendance and break down barriers to youth using public transport.	No changes to RPTP - noting	Child and youth concession value decision	
Stephanie Trickey		RPTP-0249	Marketing, promotion, engagement	Request for more information on how we are engaging iwi and communities on public transport.	No changes to RPTP - noting	Improving engagement is a key focus of this Plan as outlined in our Focus area 2. Further information on 'how' is included in the ORC Engagement and Significance policy	
Stephanie Trickey		RPTP-0249	Dunedin Bus Hub	Request to work with school administrations and the police to keep the Dunedin Bus Hub safe, and smoke/vape free.	No changes to RPTP - noting	Public safety is noted as a challenge in section 1.5, and a key priority in Focus Area 1: Passenger Experience and 2.2 Safety. Safety is incorporated in actions throughout the RPTP. We will continue to work to manage antisocial behaviours and safety at the bus hub.	

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Stephanie Trickey		RPTP-0249	Fares base fare	Opposes a base fare increase because fares are already more expensive than driving (i.e. petrol and parking combined). Submitter used the buses much more when fares were free.	No changes to RPTP - base fare decision		
Stephanie Trickey		RPTP-0249	Fares zones	Opposes zone fares because it will create more barriers too public transport use for people who have moved away from the city for more affordable housing.	No changes to RPTP - zone fare decision		
Danielle Cooper		RPTP-0250	Bikes on buses	Request to reinstate bikes on buses.	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Danielle Cooper		RPTP-0250	Focus areas	Opposes focus areas because they believe too much focus is placed on supporting tourists' transport, rather than locals'.	No changes to RPTP - noting	Our plan emphasises delivering a convenient and reliable public transport system that improves personal freedom and access to opportunities. Public transport is for the public and we do not cater to any one user or trip type.	
Rachael Nicoll		RPTP-0251	Bikes on buses	Request for the importance of bike capacity on Dunedin buses as a priority.	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Rachael Nicoll		RPTP-0251	Community transport	Supports community transport as a stepping stone for scheduled PT in areas such as Central Otago.	No changes to RPTP - noting	Community transport decision	
Rachael Nicoll		RPTP-0251	Upper Clutha service	Request for Queenstown-Wanaka service.	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities.	
Rachael Nicoll		RPTP-0251	Fares base fare	Support for increasing base fare to \$2.50, but would like advertisement and other revenue sources to be increased to keep PT as affordable as possible.	No changes to RPTP - base fare decision		
Andrea Craig		RPTP-0252	Clutha service	Request for a daily Balclutha-Dunedin service because Clutha ratepayers pay transport rates and many people would use the service regularly.	No changes to RPTP - noting	A Dunedin to Balclutha service is included as an integral service in the plan and would serve the airport, however we do not currently have funding to make these improvements.	
Adrien Auvray Matyn		RPTP-0253	Dunedin Airport service	Request for a bus service from Dunedin to the Dunedin Airport.	No changes to RPTP - noting	A service to Balclutha is included as an integral service, and include in the plan within the next ten years, subject to funding. This service would include a connection to the airport.	
Adrien Auvray Matyn		RPTP-0253	Bus priority	Request for bus lanes in Dunedin.	No changes to RPTP - noting	Bus priority infrastructure falls with road controlling authority/TA. Throughout the plan we emphasis working closely with our TAs to prioritise PT with measures such as bus priority.	
Adrien Auvray Matyn		RPTP-0253	Fares concessions	Supports free child fares to reduce school pick-up and drop-off related traffic congestion.	No changes to RPTP - noting	Child concession value decision	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Adrien Auvray Matyn		RPTP-0253	Timetables	Request for faster timetables in Dunedin, including shortening the waiting time at the hub.	No changes to RPTP - noting	The importance of coordinating multiple timetables with each other is included as a consideration in the design of timetables in the Plan.	
Adrien Auvray Matyn		RPTP-0253	Fares base fare	Opposes increasing base fares because it will discourage bus use.	No changes to RPTP - base fare decision		
Adrien Auvray Matyn		RPTP-0253	Fares zones	Opposes zone fares because it does not provide equal opportunity for those who live further away.	No changes to RPTP - zone fare decision		
Christine Johnston		RPTP-0254	Fares concessions	Supports free child fares to keep PT affordable for families.	No changes to RPTP - noting	Child concession value decision	
Christine Johnston		RPTP-0254	Fares concessions	Supports 40% discounted youth fares, but ideally would like them to be a \$1 flat fare or even free.	No changes to RPTP - noting	Youth concession value decision	
Christine Johnston		RPTP-0254	Fares base fare	Support for increasing base fare but would like us to reduce costs by running fewer empty buses, such as by running smaller buses at off-peak times.	No changes to RPTP - base fare decision		
Christine Johnston		RPTP-0254	Fares zones	Supports zone fares because they believe it is more fair.	No changes to RPTP - zone fare decision		
Lota Arellano		RPTP-0255	Operations	Request to implement fare enforcement officers on buses so ensure all passengers have paid. Fare evaders who are caught should be fined. This would encourage discipline and accountability among commuters.	No changes to RPTP - operational	The tag-on/tag-off system helps keep fare evasion low. The staff cost of having enforcement officers on buses would outweigh any lost revenue or enforcement revenue.	
Anita Jansen		RPTP-0256	Fares concessions	Opposes partially discounted youth fares -- thinks ages 0-18 should be free.	No changes to RPTP - noting	Child and youth concession value decision	
Anita Jansen		RPTP-0256	Community transport	Supports ORC supporting community transport, especially connecting Cromwell/Alexandra and surrounding communities (e.g. Pisa Moorings) to Queenstown.	No changes to RPTP - noting	Community transport decision	
Anita Jansen		RPTP-0256	Community transport	Supports ORC supporting community transport, especially connecting Wanaka to Queenstown.	No changes to RPTP - noting	Community transport decision	
Anita Jansen		RPTP-0256	Focus areas	Opposes focus areas because they do not prioritise increasing public transport services or improving reliability.	No changes to RPTP - noting	Reliability is of high importance, and captured in our design principles in focus area 4 of the plan. The plan also emphasises achieving greater frequencies over time, however this is not possible due to current funding constraints.	
Paul Southworth		RPTP-0257	Bikes on buses	Request for all buses to have capacity for bikes and prams.	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Paul Southworth		RPTP-0257	Fares concessions	Supports a 40% discount for youth, but would prefer they ride for free.	No changes to RPTP - noting	Child and youth concession value decision	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Paul Southworth		RPTP-0257	General	Request to consider whether urban buses should be managed by territorial authorities and smaller towns' PT be run by ORC.	No changes to RPTP - noting	<p>We do not currently have a basis to make such a decision on reallocating responsibilities, but we note that there is some community interest in such changes.</p> <p>Division of responsibilities between regional and urban services would be problematic and would need to be resolved.</p> <p>Our plan is focused on further enhancing the collaborative and efficient working relationship that ORC has with territorial authorities.</p>	
Paul Southworth		RPTP-0257	Fares base fare	Opposes increasing base fare because fares should be minimal or free. Opposes public transport being run like a business.	No changes to RPTP - base fare decision		
Paul Southworth		RPTP-0257	Fares zones	Opposes zone fares because they would make PT less accessible and decrease patronage.	No changes to RPTP - zone fare decision		
pam mckinlay		RPTP-0258	Bikes on buses	Request to continue prioritising accommodating bikes and micro-mobility on buses (e.g. scooters).	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
pam mckinlay		RPTP-0258	Fares concessions	Support for free child fares because it encourages school attendance and improves safe transport choices for children/families.	No changes to RPTP - noting	Child and youth concession value decision	
pam mckinlay		RPTP-0258	Community transport	Supports ORC supporting community transport. Thinks the MyRide on-demand model in Timaru would be a good approach.	No changes to RPTP - noting	Community transport decision. An On-demand service will commence in Mosgiel in July. However On-demand is not planned for any other centres at this time due to its significant cost.	
pam mckinlay		RPTP-0258	Vehicles electric	Praise for electric buses.	No changes to RPTP	Noted with thanks	
pam mckinlay		RPTP-0258	Bus stop infrastructure	Request for more stops in the Queenstown CBD to have shelters so users are out of the weather when waiting.	No changes to RPTP - noting	Stop infrastructure is guided by the One Network Framework and outlined in section 5.4. Shelter is important and we are committed to working with our TAs to provide bus shelters at well-used stops across the network, acknowledging the local context and restrictions.	
pam mckinlay		RPTP-0258	Supergold	Support for Supergold Card concession so seniors have independent transport choices, e.g. accessing appointments when there is no private vehicle option.	No changes to RPTP - noting	Supergold concessions	
pam mckinlay		RPTP-0258	Collaboration with institutions	Request for DCC to ban SUVs in car parks because they take up too much space when stationary and on the road.	No changes to RPTP	This is outside the scope of the plan	

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pam mckinlay		RPTP-0258	Fares base fare	Opposes a base fare increase because central government should be responsible for funding increasing public transport costs, not users. The central government is spending on transport in the form of road improvements, which will result in poor health, safety, wealth and environment outcomes. It is also increasing inequity.	No changes to RPTP - base fare decision		
pam mckinlay		RPTP-0258	Fares zones	Opposes zone fares because it will encourage people to drive into the CBD. This will increase parking demand and traffic congestion.	No changes to RPTP - zone fare decision		
Olivia Pointon		RPTP-0259	Ticketing system	Request to enable debit/credit card payments on the bus.	No changes to RPTP - noting	ORC will be implementing the National Ticketing System (Motu Move) within the next 2 years, which will include bank-card payment options.	
Olivia Pointon		RPTP-0259	Frequency	Request for increased frequency for Queenstown Route 4 and 5 (Lake Hayes Estate and Jacks Point).	No changes to RPTP - noting	Our Queenstown Public Transport Business Case includes improved frequency and capacity improvements to the Queenstown network and this is represented in the plan.	
Olivia Pointon		RPTP-0259	Fares base fare	Opposes a base fare increase and believes zone fares should be implemented instead.	No changes to RPTP - base fare decision		
John Robertson		RPTP-0260	Pets on buses	Request for dogs that do not fit in a carrier to be permitted on PT with a lead and cage type muzzle, as Auckland Transport permits. The submitter cites that roughly 38% of Dunedin households have a dog, and the three most popular dog breeds in NZ weigh more than 25kg. This makes bringing many dogs on the bus in a carrier unfeasible. For dog owners who cannot drive, using the bus with their dog enables greater access to open space and off-leash dog areas.	No changes to RPTP - noting	We acknowledge interest by some pet owners to alter our existing pet policy. The current policy however does provide for pets to be on buses in a manner that is safe for all users.	
John Robertson		RPTP-0260	Fares zones	Supports zone fares as long as cost and patronage are adequately studied beforehand. Requests longer trip fares be on a sliding scale and not the same price per zone.	No changes to RPTP - zone fare decision		
Eleanor Riley		RPTP-0261	Frequency	Request for increased Dunedin Route 1 service (Waikouaiti Coast), such as more regular service throughout the day and a late Friday and Saturday services. This would increase patronage and enable these communities to enjoy the benefits of the city without driving.	No changes to RPTP - noting	We are not currently able to commit to an increase in service levels given funding constraints, but we will be reviewing the way that services in the area operate	
Eleanor Riley		RPTP-0261	Fares base fare	Support for base fare increase pending it comes with service improvements.	No changes to RPTP - base fare decision		



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Murray Keast	Clutha District Council	RPTP-0262	Clutha service	Request for regional services Clutha to Dunedin. There are a high number of commuters travelling between Dunedin, Milton, Balclutha and Gore. Currently Clutha District Council supports its staff by providing a commuter van travelling from Dunedin to Balclutha via Milton. Other CDC staff living in Southland carpool	No changes to RPTP - noting	A Dunedin to Balclutha service is included as an integral service in the plan and would serve the airport, however we do not currently have funding to make these improvements.	
Murray Keast	Clutha District Council	RPTP-0262	Ticketing system	Request to enable debit/credit card payments on the bus.	No changes to RPTP - noting	ORC will be implementing the National Ticketing System (Motu Move) within the next 2 years, which will include bank-card payment options.	
Murray Keast	Clutha District Council	RPTP-0262	Ticketing system	Request for a ticketing system to include the card to be available on a mobile app.	No changes to RPTP - noting	ORC will be implementing the National Ticketing System (Motu Move) within the next 2 years, which will include bank-card payment options.	
Murray Keast	Clutha District Council	RPTP-0262	Regional services	Request that regional transport be prioritised to enable people to access employment, health, education and consumer services across territorial authority boundaries.	No changes to RPTP - noting	Our plan includes an increased focus on how we can improve services outside the main urban centres, and we aim to build on this work in the future; subject to co-funding. Access to services such as hospitals is a major motivator for the plan's increased focus on a region-wide network.	
Murray Keast	Clutha District Council	RPTP-0262	Fares base fare	Request to consider free fares in highly populated areas.	No changes to RPTP - base fare decision	Pg 86 of the plan contains an explanation for why we don't support free public transport.	
Murray Keast	Clutha District Council	RPTP-0262	Ticketing system	Request for smart-card top-up machines at bus stops.	No changes to RPTP - noting	We will be rolling out the "Motu Move" national ticketing system, likely in 2026, which will allow bank-card payments. The top-up locations are yet to be determined	
Murray Keast	Clutha District Council	RPTP-0262	Collaboration with institutions	Request to work with Clutha District Council in the promotion of community transport services in Balclutha.	No changes to RPTP - noting	We work closely now with all our Territory Authorities. Developing community transport services will be no exception. This intent is outlined in Focus Area 2 of the plan.	
Murray Keast	Clutha District Council	RPTP-0262	Fares zones	Supports zone fares, but believes longer trips should be proportionately cheaper due to economies of scale.	No changes to RPTP - zone fare decision		
Murray Keast	Clutha District Council	RPTP-0262	Fares base fare	Opposes a base fare increase but understands fares are subject to demand/cost assessment for each service.	No changes to RPTP - base fare decision		
Ryan King		RPTP-0263	Community transport	Opposes ORC supporting community transport because it would cost too much and take funding away from PT areas of need like Queenstown. Note: potentially this submitter understands community transport to be fixed-route or on-demand Council-run services, which it is not.	No changes to RPTP - noting	Community transport is run by the community. ORC involvement may include assistance with funding applications and advise on set up, as well as coordinating public information. We will not be diverting funding from existing services or planned service improvements in Queenstown to fund it.	

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Ryan King		RPTP-0263	Frequency	Request for service improvements in Queenstown to address capacity and frequency needs. Improving services is required for fewer tourists to rent cars, which would address traffic congestion. Believes that offline options like Whoosh gondolas may be the only solution to Queenstown traffic.	No changes to RPTP - noting	Our Queenstown Public Transport Business Case includes improved frequency and capacity improvements to the Queenstown network and this is represented in the plan. Offline solutions are also being considered, but we must make sure these are well integrated with the bus network and land use.	
Ryan King		RPTP-0263	Focus areas	Opposes the focus areas because they do not adequately address the public transport issues in Queenstown.	No changes to RPTP - noting	The Queenstown Public Transport Business Case programme, is a suite of interventions to work towards improved public transport in Queenstown. The first improvements will be beginning in July. We agree there are a lot of challenges with delivering public transport in Queenstown, and our intent is to progress with these over time and as funding permits.	
Ryan King		RPTP-0263	Fares base fare	Supports a base fare increase to cover increasing service costs so rates do not have to further increase. Believes that the community is unlikely to be able to absorb more rates increases.	No changes to RPTP - base fare decision		
Paulette Quartermaine		RPTP-0264	General	Councils should continuously be looking at improving transport for the community.	No changes to RPTP - noting	We agree, and we believe we have articulated this in the Plan.	
Paulette Quartermaine		RPTP-0264	Ticketing system	Not happy about what will happen to bee card funds when Motu Move takes over and thinks we should be doing refunds or transfers. Also wanting more information provided about this process.	No changes to RPTP - operational	We are waiting for confirmation, however at this stage it is anticipated that Bee card funds will be refunded not transferred. We will provide more information to the public about the process as soon as we can.	
Paulette Quartermaine		RPTP-0264	Ticketing system	Does not believe reasonable for council to increase base fares when we are planning on taking all the money left on bee cards when swapping over to Motu Move	No changes to RPTP - operational	When we transfer to the National ticketing system Motu Move, all money on Bee cards will be refunded and not kept by Council. Further information on the process will be shared as soon as we have it.	
Paulette Quartermaine		RPTP-0264	Fares zones	Charging more for longer trips works in other places (UK)	No changes to RPTP - zone fare decision		
Janice Rimell		RPTP-0265	Oamaru service	Opposes focus areas because they do not prioritise bringing public transport to Oamaru.	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years.	
Janice Rimell		RPTP-0265	Oamaru service	Request for public bus service in Oamaru and more widely in North Otago. There is a large population there - it feels discriminatory.	No changes to RPTP - noting	An Oamaru service is supported and considered as a future integral service with the plan, noting that funding is not currently available for such a service. Servicing wider north Otago will be considered in community transport.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Janice Rimell		RPTP-0265	Fares base fare	Opposes a base fare increase because everyone should be able to afford to use PT frequently.	No changes to RPTP - base fare decision		
Janice Rimell		RPTP-0265	Fares zones	Opposes zone fares because people should not be penalised for taking longer trips. For North Otago, ratepayers have already been paying for public transport without any services, so it would not be fair to charge more for future services there.	No changes to RPTP - zone fare decision		
Lee Brehaut		RPTP-0266	Fares concessions	Support for free child fares but is concerned over enforcing the age limit so it is not abused.	No changes to RPTP - noting	Child concession value decision	
Lee Brehaut		RPTP-0266	Community transport	Support for ORC supporting community transport services, especially for volunteer organisations providing transport from Oamaru to the Dunedin Hospital.	No changes to RPTP - noting	Community transport decision	
Lee Brehaut		RPTP-0266	Accessibility	Praise for the Total Mobility programme's positive impact on the disabled and elderly's quality of life.	No changes to RPTP	Noted with thanks	
Lee Brehaut		RPTP-0266	Safety	Request to consider the safety of bus drivers and passengers.	No changes to RPTP - noting	Public safety is noted as a challenge in section 1.5, and a key priority in Focus Area 1: Passenger Experience and 2.2 Safety. Safety is incorporated in actions throughout the RPTP. We will continue to work to ensure the safety of our drivers and passengers	
Lee Brehaut		RPTP-0266	Public information	Request for greater public information on transport and parking for the Dunedin Hospital.	No changes to RPTP - noting	This is outside the scope of the plan	
Lee Brehaut		RPTP-0266	Collaboration with institutions	Would like to see the Dunedin Hospital coordinate appointment times with transport options, especially for those living outside Dunedin.	No changes to RPTP - noting	This is outside the scope of the RPTP. We will be working to improve our collaboration with the hospital and access to hospital services.	
Lee Brehaut		RPTP-0266	Fares concessions	Requests unemployed or sickness benefit recipients do not get concessions, because their public transport should be subsidised by a third party.	No changes to RPTP - base fare decision		
Glenis Frew		RPTP-0267	Funding	Make the fares user pays, rather than charging transport rates in areas that don't have transport (central etc)	No changes to RPTP - noting	Our plan outlines the funding model for public transport and how we all benefit from it, including non-users. There is no targeted rate where there are no buses.	
Pip Hawker		RPTP-0268	Regional services	Request for service connecting Outram to Dunedin.	No changes to RPTP - noting	We acknowledge the interest in PT service for Outram. This could potentially be implemented as part of a Balclutha - Airport - Dunedin service, although the routing between the Airport and Dunedin would require further analysis. At present there is no funding available for such a service.	
Pip Hawker		RPTP-0268	Fares base fare	Opposes a base fare increase because they already pay enough in rates.	No changes to RPTP - base fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Pip Hawker		RPTP-0268	Fares zones	Opposes zone fares because they already pay enough in rates.	No changes to RPTP - zone fare decision		
Yin-An Chang		RPTP-0269	Frequency	Praise for the frequency improvements planned for Jacks Point services (Route 4). The current frequency makes commuting with PT unfeasible.	No changes to RPTP	Noted with thanks	
Yin-An Chang		RPTP-0269	Ticketing system	Request to implement debit/credit card payment on buses earlier than proposed because it will increase revenue.	No changes to RPTP - noting	The timing of our move to the National Ticketing System (Motu Move) is outside of our control. Roll out locations across the countries are being set as part of a national programme..	
Yin-An Chang		RPTP-0269	Regional services	Request for multiple trips per day connecting Queenstown to Kingston	No changes to RPTP - noting	There are no plans to extend Queenstown services south of Homestead Bay at this stage.	
Yin-An Chang		RPTP-0269	Fares base fare	Supports a base fare increase greater than to \$2.50 if that meant we would implement a monthly pass so locals (youth and adults) can pay less per trip.	No changes to RPTP - base fare decision		
Yin-An Chang		RPTP-0269	Fares zones	Opposes zone fares if bus users in Arrowtown or Jacks Point have to pay more.	No changes to RPTP - zone fare decision		
Jane Eves		RPTP-0270	Fares concessions	Free and discounted child/youth fares help get kids to school and accessibility for families that can afford or have no other options.	No changes to RPTP - noting	Child and youth concession value decision	
Jane Eves		RPTP-0270	Funding	make it more of a user pays system, rather than rate payers.	No changes to RPTP - noting	Our plan outlines the funding model for public transport and how we all benefit from it, including non-users. A fully user pays model would not be able to provide the service levels of a public transport system, or be affordable for users. Public transport needs to be accessible and affordable to all.	
Jane Eves		RPTP-0270	Funding	Everyone paying rates should have transport options.	No changes to RPTP - noting	Our plan outlines the funding model for public transport and how we all benefit from it, including non-users. There is no targeted rate where there are no buses.	
Jane Eves		RPTP-0270	Focus areas	Value for money is really important, as long as using the bus is cheaper than driving. Agrees with integrated and connected being priorities.	No changes to RPTP - noting	Thank you, we agree and this is outlined in the Value for Money focus area of the plan. The comparable cost of driving and parking is considered during setting of fares.	
Jane Eves		RPTP-0270	Fares base fare	Increase the bus fare so its user pays, and keep kids free until 16.	No changes to RPTP - base fare decision		
Jane Eves		RPTP-0270	Fares zones	Agrees with charging more for longer trips as this will still be cheaper than driving, as long as its user pays.	No changes to RPTP - zone fare decision		
Jason Keane		RPTP-0272	Fares concessions	Opposes free child fares -- thinks ages 5-12 should pay \$1.	No changes to RPTP - noting	Child concession value decision	
Jason Keane		RPTP-0272	Community transport	Opposes ORC providing support for community transport because these services because central government should be paying for them.	No changes to RPTP - noting	Community transport decision. Noting the current GPS does not support funding of additional PT services.	

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Jason Keane		RPTP-0272	Reliability	Request to enforce trip timeliness by penalising bus operators. This includes introducing a means of easily reporting missed, late or early services to ORC.	No changes to RPTP - noting	Our service quality standards policy SQ P1 pg. 30 emphasises our commitment to reliability and punctuality, although we can not prevent all early running. We try to design timetables with accurate running times and use enforcement of timing points to monitor and reduce early running.	
Jason Keane		RPTP-0272	Reliability	Request for buses to not run early, especially for low-frequency services.	No changes to RPTP - noting	We agree it is important to design timetables that deliver good punctuality, however some level of early and late running is unavoidable on a public transport network. We will continue to work to ensure our routes are planned with realistic run times.	
Jason Keane		RPTP-0272	Wayfinding	Request to improve real-time tracking's reliability.	No changes to RPTP - operational	We are committed to continually improving the Transit app's ease of use and accuracy to ensure the best possible journey experience.	
Jason Keane		RPTP-0272	Ticketing system	Request for more Bee Card top-up locations in Dunedin. Sees drivers carrying cash as a safety issue.	No changes to RPTP - noting	We will be rolling out the "Motu Move" national ticketing system, likely in 2026, which will allow bank-card payments. The top-up locations are yet to be determined	
Jason Keane		RPTP-0272	Fares concessions	Opposes a 40% youth concession. Would like all high school and university students to have a 50% concession, and everyone else in the youth age bracket to pay \$2.	No changes to RPTP - noting	Youth concession value decision	
Jason Keane		RPTP-0272	Fares base fare	Support for increasing the base fare during peak times, but not off-peak, so people are incentivised to take trips when the buses run empty.	No changes to RPTP - base fare decision		
Jason Keane		RPTP-0272	Fares base fare	Opposes fare increases for lower socioeconomic areas such as South Dunedin.	No changes to RPTP - base fare decision		
Jason Keane		RPTP-0272	Fares zones	Supports zone fares because it is not fair to subsidise the trips of people who choose to live outside the city, such as in Palmerston.	No changes to RPTP - zone fare decision		
Melinda Tweedie		RPTP-0273	Vehicles electric	More electric buses would be great	No changes to RPTP - noting	Thank you for your feedback. This will be considered in future planning.	
Heather Dunckley		RPTP-0275	Fares concessions	Supports free fares for children so they build life-long bus riding habits and so school drop-off and pick-up time traffic congestion improves.	No changes to RPTP - noting	Child concession value decision	
Heather Dunckley		RPTP-0275	Supergold	Request for Supergold cardholders to have free fares after 9am. They should be free after 3pm because many buses are not yet full at that time.	No changes to RPTP - noting	SuperGold is a national scheme with travel periods set by NZTA. We are not in a position to extend free travel periods for SuperGold users as this would not attract co-funding or align with our requirements to increase private share.	
Heather Dunckley		RPTP-0275	Fares base fare	Opposes a base fare increase because it will disincentivise patronage growth.	No changes to RPTP - base fare decision		
Sue Novell		RPTP-0276	Bikes on buses	Work on integrating bikes on buses again	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Sue Novell		RPTP-0276	Focus areas	Agrees with our 5 focus areas	No changes to RPTP	Noted with thanks	
Sue Novell		RPTP-0276	Timetables	Work on timetabling so the buses are more spread out and easier to connect.	No changes to RPTP - noting	Our plan includes updated service design principles that will support improvements to timetables.	
Sue Novell		RPTP-0276	Upper Clutha service	We should invest in public transport more widely, including scheduled times between large cities (QT - Wanaka)	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities.	
Sue Novell		RPTP-0276	Fares base fare	Increasing base fares 25% would deter people from using public transport.	No changes to RPTP - base fare decision		
Sue Novell		RPTP-0276	Fares zones	Higher fares for longer trips is fair and helps with emissions and expenses	No changes to RPTP - zone fare decision		
Emilie Vandapuye		RPTP-0278	Fares concessions	Supports free child fares and requests 'child' extends to age 16.	No changes to RPTP - noting	Child concession value decision	
Emilie Vandapuye		RPTP-0278	Fares base fare	Request to implement a weekly/monthly pass to improve value for money for regular users.	No changes to RPTP - base fare decision		
Emilie Vandapuye		RPTP-0278	Fares zones	Opposes zone fares because they penalise people for living farther away.	No changes to RPTP - zone fare decision		
karen rodger		RPTP-0279	Fares base fare	Although an increase is justified, some people already struggle to afford the bus.	No changes to RPTP - base fare decision		
Renee Pearson		RPTP-0280	Community transport	Supports ORC supporting community transport. Suggests a twice-per-week large shuttle so people, such as seniors, can access essential services like shopping and medical appointments. This service should be in smaller towns throughout the region and Dunedin's hill suburbs. It should be bookable by phone for accessibility.	No changes to RPTP - noting	Community transport decision	
Renee Pearson		RPTP-0280	Vehicles smaller	Request to run smaller buses more frequently.	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Renee Pearson		RPTP-0280	Fares base fare	Oppose a base fare increase because 10-trips per week is already more expensive than petrol for the submitter.	No changes to RPTP - base fare decision		
Karen Hughes		RPTP-0281	Frequency	Wants more services to Mosgiel	No changes to RPTP	Our plan emphasises achieving greater frequency over time. And our Fares and Frequencies Business Case recommends improved peak frequencies across the network, but these improvements are not currently funded and any improvements would be minor at present.	
Karen Hughes		RPTP-0281	Vehicles smaller	Submitter thinks smaller buses would be better	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Karen Hughes		<b>RPTP-0281</b>	Fares base fare	Wants to keep fares low so more people use the bus	No changes to RPTP - base fare decision		
Judy Martin		<b>RPTP-0282</b>	Community transport	Very much supports community transport, as this gives options to those who live far away or cannot afford taxis/Ubers.	No changes to RPTP - noting	Community transport decision	
Judy Martin		<b>RPTP-0282</b>	General	Supports inventing in transport that environmentally friendly and sustainable.	No changes to RPTP	Noted with thanks, and this aligns with our Plan	
Judy Martin		<b>RPTP-0282</b>	Fares base fare	We should prioritize keeping fares competitive with fuel costs, to encourage people to use public transport.	No changes to RPTP - base fare decision	Noting link to cost to fuel price	
Judy Martin		<b>RPTP-0282</b>	Regional services	Focus on providing transport options for all of Otago, to lessen pollution and private car use.	No changes to RPTP - noting	Our plan includes an increased focus on how we can improve services outside the main urban centres, and we aim to build on this work in the future; subject to co-funding. Access to services such as hospitals is a major motivator for the plan's increased focus on a region-wide network.	
Judy Martin		<b>RPTP-0282</b>	Fares base fare	Supports a minor increase in the base adult fares. Hopes for more government subsidies.	No changes to RPTP - base fare decision		
Judy Martin		<b>RPTP-0282</b>	Fares zones	Does not support charging more for long trips, due to the old zones being too expensive and disincentivising people from using it.	No changes to RPTP - zone fare decision		
Nereida Gomez		<b>RPTP-0284</b>	Fares base fare	Wants to maintain low fares so public transport will be people's preferred option for travel. Raising fares may push people to driving, raise emissions, etc.	No changes to RPTP - base fare decision		
Sacha Rawstorn		<b>RPTP-0285</b>	Safety	Focus more of safety at bus stops, preventing bullying	No changes to RPTP - noting	Public safety is noted as a challenge in section 1.5, and a key priority in Focus Area 1: Passenger Experience and 2.2 Safety. Safety is incorporated in actions throughout the RPTP. We will continue to work to ensure the safety of our drivers and passengers	
Ruby Anngow		<b>RPTP-0286</b>	Capacity	Request to add capacity to the Mosgiel services (Route 77/78).	No changes to RPTP - noting	Route capacity will continue to be a consideration in our design of routes and timetables.	
Ruby Anngow		<b>RPTP-0286</b>	Public information	Request for public information improvements around leaving the accessible seating on bus for people who need it. The submitter has a hidden disability and often cannot get a seat near the front of the bus.	No changes to RPTP - noting	Thank you for your feedback. Focus area 1: Passenger experience includes increased emphasis on promotion, publicity and education activities. Policy BM P2 pg26 and actions 1-4.	
Ruby Anngow		<b>RPTP-0286</b>	Operations	Request to address the poor passenger behaviour of teenagers who push each other to get a seat.	No changes to RPTP	This is outside the scope of the plan	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Ruby Anngow		RPTP-0286	Focus areas	Opposes focus areas because they do not think the plan adequately prioritises the needs of users and the community. For instance, bus capacity, missed/late buses and people not leaving the accessible seats for people who need them should be priorities.	No changes to RPTP - noting	We agree it is important to design timetables that deliver good punctuality, however some level of early and late running is unavoidable on a public transport network. Focus area 4 of the plan sets out our service design principles. We will continue to work to ensure our routes are planned with realistic run times. Focus area 2 is about further working with the community to understand needs.	
Ruby Anngow		RPTP-0286	Bus drivers	Request for drivers to drive safer.	No changes to RPTP - operational	We place a high priority on safety; our Safety policy is in section 2.2 of the Plan and safety actions throughout the Plan, including collaborating with operators to deliver rigorous driver training. Will also pass your request on to our operators.	
Ruby Anngow		RPTP-0286	Fares concessions	Opposes a 40% discount for youth because they believe fare should be free up to 18 years.	No changes to RPTP - noting	Youth concession value decision	
Ruby Anngow		RPTP-0286	Fares base fare	Supports a base fare increase for adults only.	No changes to RPTP - base fare decision		
Ruby Anngow		RPTP-0286	Fares zones	Opposes zone fares because capacity and reliability issues need addressed on the longer trips (e.g. Palmerston and Mosgiel) before fares should increase	No changes to RPTP - zone fare decision		
Andrea Jones		RPTP-0287	Frequency	Wants increased frequency on the Shiel Hill-Opoho route	No changes to RPTP	Our plan emphasises achieving greater frequency over time. And our Fares and Frequencies Business Case recommends improved peak frequencies across the network, but these improvements are not currently funded and any improvements would be minor at present.	
Andrea Jones		RPTP-0287	Fares base fare	Supports raising adult Bee card fares, particularly if it means we don't reduce bus frequencies or increase charges for children	No changes to RPTP - base fare decision		
Andrea Jones		RPTP-0287	Fares zones	Reluctantly supports zone fare structure	No changes to RPTP - zone fare decision		
A Homolar		RPTP-0288	Safety	Focus on greater security at the bus hubs	No changes to RPTP - noting	Public safety is noted as a challenge in section 1.5, and a key priority in Focus Area 1: Passenger Experience and 2.2 Safety. Safety is incorporated in actions throughout the RPTP. We will continue to work to ensure the safety of our drivers and passengers	
A Homolar		RPTP-0288	Fares zones	Charging more for long trips would disincentivize people living further away to use public transport, causing worse congestion, parking and pollution.	No changes to RPTP - zone fare decision	We agree with the point, and our plan gives importance to land-use considerations which would support focusing PT investment on areas where PT performs well and drives growth/development.	



Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Austin Smith		RPTP-0289	Collaboration with institutions	Request for city centre transport to change so they are car-free, fully pedestrian accessible and have trams.	No changes to RPTP - noting	This is outside the scope of the RPTP, but thank you for the suggestion.	
Austin Smith		RPTP-0289	Routes	Believes the current Dunedin routing makes it so it is only convenient to go to city centre, and transfers take too long once there.	No changes to RPTP - noting	We agree that it is important to consider non-radial travel patterns, but note that there are limitations to what can be achieved within budget constraints.	
Austin Smith		RPTP-0289	Fares base fare	Opposes a base fare increase because it will harm public transport demand. Fare increases should be delayed until there is more demand.	No changes to RPTP - base fare decision		
Elizabeth Angelo-Roxborough		RPTP-0290	Dunedin Airport service	Submitter wants a Dunedin Airport bus service	No changes to RPTP - noting	A service to Balclutha is included as an integral service, and include in the plan within the next ten years, subject to funding. This service would include a connection to the airport.	
Elizabeth Angelo-Roxborough		RPTP-0290	Fares concessions	Supports keeping child fares free or low so more families can use the bus instead of driving	No changes to RPTP - noting	Child concession value decision	
Elizabeth Angelo-Roxborough		RPTP-0290	Fares local/tourists	Submitter wants tourists to pay higher fares	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a tourist is also difficult.	
Elizabeth Angelo-Roxborough		RPTP-0290	General	Submitter suggests having a surcharge for international commercial events at the stadium to pay for public transport	No changes to RPTP - noting	Our special events policy SE A1 pg. 28 outlines how we will work with event organisers to coordinate public transport to support events. This includes considering distribution of costs that are consistent with our private share policies.	
Elizabeth Angelo-Roxborough		RPTP-0290	Bus stop infrastructure	Submitter appreciates the new bus stops on George Street, and wants an additional stop at Moray Place and Princes Street.	No changes to RPTP - operational	Thank you for your feedback. This request will be forwarded to our operations team. Noting throughout the plan we emphasis working closely with our TAs to coordinate new infrastructure work programmes.	
Elizabeth Angelo-Roxborough		RPTP-0290	Bus drivers	Submitter requests more training for bus drivers, including PR exercises and helping people by lowering buses for those with disabilities	No changes to RPTP - operational	The Plan includes collaborating with operators to deliver rigorous driver training. Will also pass your request on to our operators.	
Elizabeth Angelo-Roxborough		RPTP-0290	Routes	Submitter makes route change suggestions for a City Rise bus service	No changes to RPTP - noting	<p>The specific proposal (rerouting route 63 via City Rise and Stuart St) is certainly not viable. This would undermine service levels in the dense and direct High St corridor.</p> <p>The wider question of the City Rise area is not something that the Plan specifically addresses, although it would be considered when routes in the area are reviewed. There is a policy on "Network design principles" which outlines the factors we will consider when undertaking reviews of routes.</p>	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Elizabeth Angelo-Roxborough		RPTP-0290	Reliability	Submitter thinks buses often come early, which is problematic	No changes to RPTP - noting	We agree it is important to design timetables that deliver good punctuality, however some level of early and late running is unavoidable on a public transport network. We will continue to work to ensure our routes are planned with realistic run times.	
Elizabeth Angelo-Roxborough		RPTP-0290	Regional services	Suggests exploring more on-demand services	No changes to RPTP - noting	We agree that on-demand has a role to play in supporting the public transport network. However we caution that the operating cost can be quite significant and extensive on-demand services are not within current budget.	
Elizabeth Angelo-Roxborough		RPTP-0290	Fares base fare	Supports increase in adult bee card fare, but still wants it cheaper than driving	No changes to RPTP - base fare decision		
Laura Paton		RPTP-0291	Fares base fare	Increasing the base fare is reasonable if we add a daily cap.	No changes to RPTP - base fare decision	Fare capping is included as a potential element of our fare structure in Fare policy F P2 pg. 84. The current low fares mean multiple trips are affordable. Additionally fare capping does not currently align with NZTA directive to increase private share.	
Laura Paton		RPTP-0291	Fares zones	Supports increased fares for longer trips, if we used zones and the increase was still affordable and not a deterrent.	No changes to RPTP - zone fare decision		
Sarah Wild		RPTP-0292	Timetables	Request for service hours to be extended for popular Queenstown suburbs like Lake Hayes Estate and Hanleys Farm (Route 4 and 5). Many hospitality workers work past the current hours and therefore cannot use PT to commute.	No changes to RPTP - noting	Service improvements recommended in the Queenstown Public Transport Business case including extending service hours are included in the plan and funded; we are seeking to implement these improvements.	
Sarah Newton		RPTP-0293	Oamaru service	Submitter wants the Palmerston bus to be extended to Oamaru	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years.	
Shantraj Bethel		RPTP-0294	Routes	Request to make Brighton-City services more direct. Suggests removing the Abbotsford detour and linking the Brighton service to Concord.	No changes to RPTP - noting	We do not currently have any plans to extend services in these areas. The principles to trigger adding services are outlined in our service delivery policy SD P4 on pg. 52 of the plan.	
Ralph Adler		RPTP-0295	Funding	Request that approach generating more funding through increasing patronage while maintaining affordable fares.	No changes to RPTP - noting	Our plan supports working to increase patronage, while keeping our services affordable for users and the community. The low flat fares have been instrumental in our recent patronage growth.	
Ralph Adler		RPTP-0295	Focus areas	Supports focus areas, but believes Environmental Sustainability, a Connected and Integrated Network, and Value for Money should be elevated because getting these three areas right will result in a positive passenger experience and high levels of trust.	No changes to RPTP - noting	Thank you for the thoughtful comment. We have chosen to structure the plan with people first, then environment, system and financial.	

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Ralph Adler		RPTP-0295	Focus areas	Agrees that 'a connected network' should be a focus area of the plan, but believes we should change the objective statement to prioritise a reliable, comprehensive and frequent service.	No changes to RPTP - noting	Thank you for the thoughtful feedback. We agree with comprehensive services, and have articulated this in the objective as being comprehensive to allow personal freedom and access to opportunities.	
Ralph Adler		RPTP-0295	Pets on buses	Request to allow dogs with a muzzle and lead on buses, as Auckland Transport allows, and suggests introducing a \$2 pet fee.	No changes to RPTP - noting	We acknowledge interest by some pet owners to alter our existing pet policy. The current policy however does provide for pets to be on buses in a manner that is safe for all users.	
Ralph Adler		RPTP-0295	Frequency	Request to improve frequency of Dunedin's Route 1 to reduce the number of cars on SH1.	No changes to RPTP	We are not currently able to commit to an increase in service levels given funding constraints, but we will be reviewing the way that services in the area operate	
Ralph Adler		RPTP-0295	Fares base fare	Reluctantly supports a base fare increase because fares have not increased in a few years.	No changes to RPTP - base fare decision		
Ralph Adler		RPTP-0295	Fares zones	Opposes zone fares because they will hurt patronage growth.	No changes to RPTP - zone fare decision		
Georgia Berry		RPTP-0296	Routes	Submitter wants a separate Green Island and Mosgiel bus (no further details provided)	No changes to RPTP - operational	We have an existing Mosgiel-Green Island - Dunedin service.	
Jessica de Heij		RPTP-0297	Dunedin Airport service	Request for an airport bus	No changes to RPTP - noting	A service to Balclutha is included as an integral service, and include in the plan within the next ten years, subject to funding. This service would include a connection to the airport.	
Jessica de Heij		RPTP-0297	Collaboration with institutions	Supports better bike infrastructure, such as bike lanes and bike stops, in connection with buses and bus stops	No changes to RPTP - noting	Our plan emphasises improving multi-modal access to PT. Bike infrastructure falls with road controlling authority/TA. Throughout the plan we emphasis working closely with our TAs to prioritise PT with measures such as bus priority and walking and cycling facilities	
Jessica de Heij		RPTP-0297	Funding	Would rather pay more rates than up the base fare, to help those that would not be able to afford it.	No changes to RPTP - noting	Thank you for your feedback. The funding model for PT is established through the LTP and AP processes as well as NZTA policy	
Jessica de Heij		RPTP-0297	Frequency	More frequency during weekend for places like Portobello	No changes to RPTP	We are not currently able to commit to an increase in service levels given funding constraints, but we will be reviewing the way that services in the area operate	
Jessica de Heij		RPTP-0297	Vehicles smaller	Suggests switching to smaller vans instead of buses for community transport, but timetable them like buses.	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Ann Wood		RPTP-0298	Bus drivers	Request for all drivers to drive at speeds that enable them to pull into stops. The submitter experiences a particular driver run the service consistently early and fail to pull into stops with people waiting at or running to them.	No changes to RPTP - operational	We support safe and consistent driver behaviours and this is represented in our plan	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Ann Wood		RPTP-0298	Fares zones	Opposes zone fares because they do not think passengers on the Otago Peninsula or Waikouaiti Coast should be penalised with higher fares (Routes 1 and 18 users).	No changes to RPTP - zone fare decision		
Ann Wood		RPTP-0298	Fares base fare	Opposes a base fare increase because it will penalise low-income people who cannot afford other transport modes.	No changes to RPTP - base fare decision		
Sandra Allan		RPTP-0299	Funding	Submitter does not like targeted transport rates in areas where there is no public transport	No changes to RPTP - noting	The funding model for PT is established through the LTP and AP processes as well as NZTA policy. There are no targeted rates where there is no immediate access to public transport	
Catkin Bartlett	Central Lakes Breastfeeding Charitable Trust	RPTP-0300	Safety	Concerned that public buses don't have seatbelts and they are driving on fast roads	No changes to RPTP - noting	All buses must comply with the Requirements of Urban Buses (RUB). This sets out the standards for buses. Additionally seat belts are not required by law in NZ.	
Catkin Bartlett	Central Lakes Breastfeeding Charitable Trust	RPTP-0300	Upper Clutha service	Wants more regional connectivity between Hawea and Wanaka and Queenstown	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities. Servicing Hawea is more challenging and based on a desk top study (Otago Community and Accessible Transport Study) and a review of the 22/23 trial, viable public transport is not affordable to the user or the community without co-funding.	
Catkin Bartlett	Central Lakes Breastfeeding Charitable Trust	RPTP-0300	Routes	Wants a circular route in Queenstown between Arthur's Point and Shotover	No changes to RPTP - noting	We are not able to do this at present due to timetable constraints, but we acknowledge that as routes change with improved services under the Queenstown PT Business Case improvements, there will be opportunities to review routes and options for changing their connections.	
Catkin Bartlett	Central Lakes Breastfeeding Charitable Trust	RPTP-0300	Fares zones	Thinks a zone fare structure would be okay, but it needs to not put people off using the bus and connecting them places	No changes to RPTP - zone fare decision		
Stacey Hitchcock		RPTP-0301	Dunedin Airport service	Would like to know if Dunedin Airport will be getting a service. Supports it having a higher fare.	No changes to RPTP - noting	A service to Balclutha is included as an integral service, and include in the plan within the next ten years, subject to funding. This service would include a connection to the airport.	
Stacey Hitchcock		RPTP-0301	Fares concessions	Supports free child fares because it instils lifelong habits of public transport use and reduces greenhouse gas emissions and congestion.	No changes to RPTP - noting	Child concession value decision	
Stacey Hitchcock		RPTP-0301	Community transport	Supports ORC supporting community transport, especially in Alexandra, Cromwell and Wanaka.	No changes to RPTP - noting	Community transport decision	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Stacey Hitchcock		RPTP-0301	Central Otago service	Request for bus service between Alexandra and Queenstown to serve commuters. This will improve congestion, greenhouse gas emissions and road safety.	No changes to RPTP - noting	Public transport links between Alexandra and Queenstown are outlined in the plan for improving regional connectivity, and we hope to implement them in the next 10 years subject to funding and alignment with central government priorities.	
Stacey Hitchcock		RPTP-0301	Routes	Request for the Mosgiel Express to stop at the Dunedin Exchange.	No changes to RPTP - noting	Route 78 does stop at the Exchange.	
Stacey Hitchcock		RPTP-0301	Focus areas	Supports focus areas but suggests adaptability be a priority as well under Passenger Experience or Build Trust. Specifically, the submitter would like us to be more responsive and engaging on changes to fares, routes, frequency and service hours.	No changes to RPTP - noting	Thank you for your thoughtful feedback. Adaptability is important and we try to do this where possible, particularly with operational issues. Fares and route changes must follow local government decision making and engagement processes and procedures. Regardless we try to be as adaptable as we can with the resources we have.	
Stacey Hitchcock		RPTP-0301	Routes	Request to extend the Mosgiel service to the university.	No changes to RPTP - noting	We do not currently have any plans to extend services in these areas. The principles to trigger adding services are outlined in our service delivery policy SD P4 on pg. 52 of the plan.	
Stacey Hitchcock		RPTP-0301	Fares base fare	Supports a base fare increase for adults only. Believes concession fares should not increase.	No changes to RPTP - base fare decision		
Stacey Hitchcock		RPTP-0301	Fares zones	Supports zone fares for places like Mosgiel and Palmerston, but requests fares remain affordable (e.g. not \$6.50). Also requests we improve services for services with longer trips to add value and help with public buy-in.	No changes to RPTP - zone fare decision		
Alexander Heyes		RPTP-0302	Focus areas	Supports the focus areas but thinks the plan should be a bit more specific about transport disadvantaged groups and priority demographics	No changes to RPTP - noting	Noted, with thanks. Further detail about transport-disadvantaged people is provided in section 2.8 on page 33 of the plan.	
Alexander Heyes		RPTP-0302	Fares base fare	Does not support adult Bee card fare increases as it would cost more for transport disadvantaged groups	No changes to RPTP - base fare decision		
Alexander Heyes		RPTP-0302	Fares zones	Supports zone fare structure, but thinks there needs to be a clear indication digitally, on maps, or driver announcements of where and when people are crossing zones	No changes to RPTP - zone fare decision		
Ash P		RPTP-0303	Fares base fare	Increasing the fare means less accessibility.	No changes to RPTP - base fare decision		
William Wark		RPTP-0306	Fares concessions	Support for affordable child and youth fares. Usage is a mindset, capture this mindset while they are young.	No changes to RPTP - noting	Child and youth concession value decision	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
William Wark		RPTP-0306	Vehicles electric	The high stall torque of electric buses needs to be considered, and its affect on the roads and environment	No changes to RPTP - noting	Fleet electrification is mandated by NZTA through the Requirements for Urban Buses (RUB). Further, NZTA's Zero emission bus economics study ( <a href="https://www.nzta.govt.nz/resources/research/reports/718/">https://www.nzta.govt.nz/resources/research/reports/718/</a> ) indicates that intensively used battery-electric buses perform best on a whole-of-life emissions basis, including embedded carbon. Although there remain some open questions, the best information currently available points to battery-electric buses as the best way to serve our needs in most cases.	
William Wark		RPTP-0306	General	Invest some time into researching where people travel by car, places and times of day that get used besides the peak times.	No changes to RPTP - noting	Out of scope for this plan	
William Wark		RPTP-0306	Regional services	A ride sharing app could be beneficial for rural areas.	No changes to RPTP - noting	This is outside the scope of the plan	
William Wark		RPTP-0306	Fares concessions	Suggestion to have free fares until the ages of 20 - 25	No changes to RPTP - noting	Youth concession value decision	
William Wark		RPTP-0306	Fares base fare	Upping the base fare risks losing patronage	No changes to RPTP - base fare decision		
William Wark		RPTP-0306	Fares base fare	Upping the base fare for longer trips could work as long as its cheaper than gas.	No changes to RPTP - base fare decision		
Courtney Irwin		RPTP-0307	Fares zones	Supports zone fares as long as trips within urban centres are not charged more. Longer trips such as those to Mosgiel are acceptable to charge more for.	No changes to RPTP - zone fare decision		
Courtney Irwin		RPTP-0307	Fares base fare	Opposes a base fare increase.	No changes to RPTP - base fare decision		
Aline Boer		RPTP-0308	Bikes on buses	Wants bike racks on buses again	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Aline Boer		RPTP-0308	Rail and ferries	Submitter supports a train service for coastal communities, including Warrington	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions.	
Aline Boer		RPTP-0308	Fares base fare	Does not support adult Bee fare card increases in principle, but acknowledges it may be necessary for the services to continue as is	No changes to RPTP - base fare decision		
Aline Boer		RPTP-0308	Fares zones	Submitter thinks a zone fare structure will likely cause fewer people to take the bus. They say a \$5 fare from Warrington would be enough to cause them to drive	No changes to RPTP - zone fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Aleksandra Cygan		RPTP-0310	Dunedin Airport service	Request for a Dunedin Airport service.	No changes to RPTP - noting	A service to Balclutha is included as an integral service, and include in the plan within the next ten years, subject to funding. This service would include a connection to the airport.	
Aleksandra Cygan		RPTP-0310	Frequency	Request for Route 19 to increase to a 15-minute peak frequency.	No changes to RPTP	Our plan emphasises achieving greater frequency over time. And our Fares and Frequencies Business Case recommends improved peak frequencies across the network, but these improvements are not currently funded and any improvements would be minor at present.	
Aleksandra Cygan		RPTP-0310	Fares base fare	Supports a base fare increase only if it comes with service improvements, such as increased frequencies.	No changes to RPTP - base fare decision		
Jaime Hodgson		RPTP-0311	Community transport	Supports community transport, but does not want that to come at the expense of Dunedin bus services	No changes to RPTP - noting	Community transport is run by the community. ORC involvement may include assistance with funding applications and advise on set up, as well as coordinating public information. We will not be diverting funding from existing services to fund it.	
Jaime Hodgson		RPTP-0311	Fares local/tourists	Submitter suggests charging cruise ship passengers more, mainly because they live in Port Chalmers and the 14 bus is often full when cruise ship is in town	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a tourist is also difficult.	
Jaime Hodgson		RPTP-0311	Fares base fare	Opposes adult Bee card fare increases, as it would likely be cheaper to drive if fares were raised	No changes to RPTP - base fare decision		
Sheryl Weir		RPTP-0312	Fares concessions	Other cities use youth or student discounts, we should too.	No changes to RPTP - noting	Child and youth concession value decision	
Sheryl Weir		RPTP-0312	Fares concessions	Adults are more likely to take kids on buses for free fares.	No changes to RPTP - noting	Child concession value decision	
Sheryl Weir		RPTP-0312	General	As a regular bus user from Auckland, our service and app are both fantastic.	No changes to RPTP	Noted with thanks	
Sheryl Weir		RPTP-0312	Fares zones	Introduce bus zones that accurately represent distance travelled.	No changes to RPTP - zone fare decision		
Sheryl Weir		RPTP-0312	Fares zones	Larger distances should be charged more.	No changes to RPTP - zone fare decision		
Lisa Howard-Sullivan		RPTP-0313	Oamaru service	Request for an Oamaru-Dunedin service at a frequency of 3 return trips per day. This would enable adequate access to hospital appointments. Since Oamaru ratepayers pay targeted PT rates, they deserve service.	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years.	
Lisa Howard-Sullivan		RPTP-0313	Oamaru service	Request for an within-Oamaru bus service, also servicing Weston. This would enable people to have less car reliance. The service should be affordable and regular. The large ageing population need this service. Since Oamaru ratepayers pay targeted PT rates, they deserve service.	No changes to RPTP - noting	This is supported and considered as a future integral service with the plan, noting that funding is not currently available for such a service.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Lisa Howard-Sullivan		RPTP-0313	Fares zones	Supports zones fares pending the fare is reasonable.	No changes to RPTP - zone fare decision		
Andrew Whiley		RPTP-0314	Routes	Submitter also wants an 'enhanced' Mosgiel Express Service that stops at Sunnyvale Sports Ground as a Park and Ride	No changes to RPTP - noting	Although we could consider a range of variations to the Mosgiel Express services, this suggestion does not seem viable. The Mosgiel Express's speed comes from its use of the motorway; pulling it off the motorway at any point would undermine its speed.	
Andrew Whiley		RPTP-0314	School services	Submitter recommends having school services to areas where students frequent after school, such as Edgar Centre and Logan Park	No changes to RPTP - noting	Our plan classes school-focused services as targeted services and allows for such services in cases where they serve trips that cannot be reasonably made on regular services.	
Andrew Whiley		RPTP-0314	Collaboration with institutions	Submitter thinks ORC should focus more closely on commuting workers and students as target patrons. To do so, ORC could work with the university to have public transport built into student fees, or an employer subsidised annual bus pass	No changes to RPTP - noting	This supported, and thank you for the suggestion. As part of our work to increase private share we will be actively engaging with large corporations and businesses including the university to explore options for fare sharing.	
Andrew Whiley		RPTP-0314	Collaboration with institutions	Submitter wants ORC to work more closely with DCC on public transport	No changes to RPTP - noting	We work closely now with all our TAs. We have a good working relationship with DCC staff and are working to further coordinate work programmes as outlined in Focus Area 2 of the plan.	
Andrew Whiley		RPTP-0314	Fares base fare	Submitter supports raising adult bee card fares and moving to a zone fares structure, citing bus frequency and technology is being critical for confidence in the bus service	No changes to RPTP - base fare decision		
Andrew Whiley		RPTP-0314	Fares zones	Submitter wants a free bus zone area in the CBD where travelling within the zone is free	No changes to RPTP - zone fare decision		
Janet Hewson		RPTP-0315	Fares concessions	Makes sense to keep the child/youth fares	No changes to RPTP - noting	Child and youth concession value decision	
Janet Hewson		RPTP-0315	Fares base fare	Increase fares to maintain the standard	No changes to RPTP - base fare decision	Noting link of price with provision of service.	
Janet Hewson		RPTP-0315	Focus areas	Priorities are and should be safe, reliable, courteous drivers and good for seniors.	No changes to RPTP - operational	We agree with this and captured in the plan in the quality service standards policies and actions. Specifically SQ A2 and A5 on pg. 30 to improve safety and customer experience through driver training.	
Janet Hewson		RPTP-0315	Fares concessions	Seems fair to match Dun and QT discounts.	No changes to RPTP - noting	Youth concession value decision	
Janet Hewson		RPTP-0315	Fares zones	Zones were a hassle in the past.	No changes to RPTP - zone fare decision		
Steph Read		RPTP-0316	Supergold	Request to consider removing Supergold Card concessions as a means of generating more funding. The submitter states child and youth poverty rates are higher than elderly poverty rates.	No changes to RPTP - noting	SuperGold is a national scheme, we are not in a position to remove.	



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Steph Read		RPTP-0316	Fares concessions	Supports a youth discount of 40% across both to encourage young people to use PT.	No changes to RPTP - noting	Youth concession value decision	
Steph Read		RPTP-0316	Fares base fare	Supports a base fare increase if it is affordable and enables service improvements.	No changes to RPTP - base fare decision		
Steph Read		RPTP-0316	Fares zones	Supports a base fare increase over the introduction of zone fares so higher prices are distributed across all users.	No changes to RPTP - zone fare decision		
Natacha Murphy		RPTP-0317	Fares concessions	Supports maintaining free fares for children as it keeps costs for families low and improves equity of access for children	No changes to RPTP - noting	Child concession value decision	
Natacha Murphy		RPTP-0317	Pets on buses	Submitter wants to be able to bring dogs on buses	No changes to RPTP - noting	We acknowledge interest by some pet owners to alter our existing pet policy. The current policy however does provide for pets to be on buses in a manner that is safe for all users.	
Natacha Murphy		RPTP-0317	Focus areas	Generally supports the focus areas, but thinks a connected and integrated network is important in the Whakatipu	No changes to RPTP - noting	We agree and this is also the focus of the Queenstown Public Transport business case. The first stage of service improvements will begin on 30 June 2025.	
Natacha Murphy		RPTP-0317	Vehicles smaller	Submitter requests smaller and more frequent buses in the upper Whakatipu	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Natacha Murphy		RPTP-0317	Fares base fare	Supports adult Bee card fare increases if it increases services	No changes to RPTP - base fare decision		
Natacha Murphy		RPTP-0317	Fares zones	Opposes zone fare structure as it could disincentivise people living further away to take the bus	No changes to RPTP - zone fare decision		
Joshua Collins		RPTP-0319	Fares concessions	Supports free child fares because they reduce traffic congestion at pick-up and drop-off times, and enable parents to afford and have time to enrol children in extracurricular activities.	No changes to RPTP - noting	Child concession value decision	
Joshua Collins		RPTP-0319	Fares base fare	Opposes a base fare increase because it could result in patronage losses to the point of reducing farebox recovery. Fares should remain cheaper than city centre parking to mitigate patronage losses.	No changes to RPTP - base fare decision		
Joshua Collins		RPTP-0319	Fares zones	Opposes zone fares because it could result in patronage losses to the point of reducing farebox recovery.	No changes to RPTP - zone fare decision		
Jack McKay		RPTP-0320	Frequency	Wants more frequent bus services in Queenstown and wants public transport to be the easiest way to get to and from work	No changes to RPTP	Our Queenstown Public Transport Business Case includes improved frequency and capacity improvements to the Queenstown network and this is represented in the plan.	
Jack McKay		RPTP-0320	Fares base fare	Submitter opposes adult Bee fare card raises--they think because people pay high rates (they are referring to QLDC), paying for buses means even more cost	No changes to RPTP - base fare decision		

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Mark Hughes		RPTP-0321	Fares concessions	Keep public transport affordable and encourages young people to ride the bus.	No changes to RPTP - noting	Child and youth concession value decision	
Mark Hughes		RPTP-0321	Bus stop infrastructure	Look into putting a set of stops adjacent to the Albany St./Forth St. intersection near Hocken Library and Emersons, as well as near Te Rangihiroa.	No changes to RPTP - operational	This request will be forwarded to our operations team. Noting throughout the plan we emphasis working closely with our TAs to coordinate new infrastructure work programmes.	
Mark Hughes		RPTP-0321	Rail and ferries	Look into bringing rail trains back, a rail service for commuters between Milton and Dunedin would be good.	No changes to RPTP - noting	We do not currently have the evidence base to support regional rail, but we acknowledge that there is community support to look for alternative ways to connect the wider region.	
Mark Hughes		RPTP-0321	Bus stop infrastructure	Using bus shelters from old routes or disestablished stops, and moving them to current routes where shelters are needed (such as route 8)	No changes to RPTP - operational	Where possible we do try and repurpose bus stop infrastructure. We will pass this feedback on to our operations team	
Mark Hughes		RPTP-0321	Fares concessions	Queenstown should get the same discounts, as there are families living there and this encourages young people to use the services.	No changes to RPTP - noting	Youth concession value decision	
Mark Hughes		RPTP-0321	Fares base fare	The adult fare is due for an increase, due to the costs of fuel and wages going up and to keep up the standards of our services. From \$2.00 to \$2.50.	No changes to RPTP - base fare decision		
Mark Hughes		RPTP-0321	Fares zones	Keep and market low fares for all, don't penalise people who live further out to pay more.	No changes to RPTP - zone fare decision		
Mackenzie Fallow		RPTP-0322	Fares concessions	Supports maintaining free fares for children as raising their fares may be inequitable	No changes to RPTP - noting	Child concession value decision	
Mackenzie Fallow		RPTP-0322	Fares base fare	Opposes increases to adult Bee card fares as it could mean less patronage.	No changes to RPTP - base fare decision		
Mackenzie Fallow		RPTP-0322	Fares zones	Opposes zone fare structure as higher prices may lead to less patronage and may be confusing	No changes to RPTP - zone fare decision		
Wen Qian Yu		RPTP-0323	Fares concessions	Thinks public transport should be affordable for youth and children, but children should pay a little bit--maybe \$1	No changes to RPTP - noting	Child and youth concession value decision	
Wen Qian Yu		RPTP-0323	Fares concessions	Submitter suggests introducing a concession pass for some groups (e.g. students) where they pay a fixed price each month	No changes to RPTP - noting	Youth concession value decision	
Kristjana Alter		RPTP-0324	Fares concessions	Child discounts makes it more affordable for the parents.	No changes to RPTP - noting	Child concession value decision	
Kristjana Alter		RPTP-0324	Community transport	Community transport would help when people are caught without transport when buses don't run.	No changes to RPTP - noting	Community transport decision	
Kristjana Alter		RPTP-0324	Routes	Unsure where more routes could go, with how many get cancelled on public holidays	No changes to RPTP - noting	No response needed,	
Kristjana Alter		RPTP-0324	Timetables	Does not use the bus as the timetables don't suit her schedule, daughter uses the bus though.	No changes to RPTP	Thanks for your feedback	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Kristjana Alter		RPTP-0324	Fares base fare	Reluctantly agrees to increasing fares as we need to improve the services and pay the drivers enough.	No changes to RPTP - base fare decision		
Kristjana Alter		RPTP-0324	Fares zones	Charging more for longer distances would make the bus unaffordable for those who live further away.	No changes to RPTP - zone fare decision		
Hisato Ibe		RPTP-0325	Frequency	Wants more frequent buses earlier and later into the evening at Shotover country and Five Mile	No changes to RPTP	Our Queenstown Public Transport Business Case includes improved frequency and capacity improvements to the Queenstown network and this is represented in the plan.	
Hisato Ibe		RPTP-0325	Collaboration with institutions	Submitter wants council to reduce parking availability so more buses are used	No changes to RPTP - noting	Parking supply and charges are set and managed by our TA. Our plan includes a section on parking management, and will continue to collaborate with DCC and QLDC to look for opportunities for parking revenue to support public transport operating costs..	
Hisato Ibe		RPTP-0325	Fares zones	Generally supports increasing fares for everyone, including children, and moving to a zone fare structure	No changes to RPTP - zone fare decision		
Nicola Bell		RPTP-0326	Ticketing system	Wants ease of payment system, such as an app	No changes to RPTP - noting	ORC will be implementing the National Ticketing System (Motu Move) within the next 2 years, which will include bank-card payment options.	
Nicola Bell		RPTP-0326	Upper Clutha service	Suggests a bus to Wanaka	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities.	
Nicola Bell		RPTP-0326	Routes	Suggests bus routes more effectively use Gorge Rd. to Malaghans Rd. access to Lake Hayes and Shotover.	No changes to RPTP - noting	We are implementing such a route in July this year.	
Nicola Bell		RPTP-0326	Fares zones	Supports zone fare structure on the condition that fares for locals are fair and low	No changes to RPTP - zone fare decision		
Kevin O'Kane		RPTP-0327	Vehicles smaller	Focus on electric and smaller buses - less energy and lower costs.	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Kevin O'Kane		RPTP-0327	Fares base fare	Increased fares would discourage bus use.	No changes to RPTP - base fare decision		
Charlotte Bell		RPTP-0328	Frequency	Wants increased bus frequencies in Dunedin	No changes to RPTP	Our plan emphasises achieving greater frequency over time. And our Fares and Frequencies Business Case recommends improved peak frequencies across the network, but these improvements are not currently funded and any improvements would be minor at present.	
Charlotte Bell		RPTP-0328	Fares base fare	Wants to maintain low \$2 flat fares	No changes to RPTP - base fare decision		

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Dale Belcher		<b>RPTP-0329</b>	Regional services	Submitter wants a service from Milton/Waihola to Dunedin, mainly to access health appointments. That service should be affordable and cost less than the cost of petrol for driving	No changes to RPTP - noting	We acknowledge the interest in PT service for Milton/Waihola. This could potentially be implemented as part of a Balclutha - Airport - Dunedin service, although the routing between the Airport and Dunedin would require further analysis. At present there is no funding available for such a service.	
Lynette Cameron		<b>RPTP-0330</b>	Fares concessions	Keep free child fares as many kids rely on the bus to get to school and back	No changes to RPTP - noting	Child concession value decision	
Lynette Cameron		<b>RPTP-0330</b>	Regional services	Wants a service from Outram to Mosgiel and back, knows people that would use it.	No changes to RPTP - noting	We acknowledge the interest in PT service for Outram. This could potentially be implemented as part of a Balclutha - Airport - Dunedin service, although the routing between the Airport and Dunedin would require further analysis. At present there is no funding available for such a service.	
Lynette Cameron		<b>RPTP-0330</b>	Fares base fare	Increased fares may deter people from using the bus.	No changes to RPTP - base fare decision		
stephane yallerston		<b>RPTP-0331</b>	Frequency	Submitter wants more bus services to Warrington	No changes to RPTP	We are not currently able to commit to an increase in service levels given funding constraints, but we will be reviewing the way that services in the area operate	
Gail Armstrong		<b>RPTP-0332</b>	Fares concessions	Submitter thinks children 5-12 should pay a small fare, say 80 cents	No changes to RPTP - noting	Child concession value decision	
Gail Armstrong		<b>RPTP-0332</b>	Community transport	Supports community transport, but thinks this might come at the expense of the frequency and price of fixed urban bus services	No changes to RPTP - noting	Community transport is run by the community. ORC involvement may include assistance with funding applications and advise on set up, as well as coordinating public information. We will not be diverting funding from existing services to fund it.	
Gail Armstrong		<b>RPTP-0332</b>	Frequency	Submitter is happy to see that Route 77 frequency has increased	No changes to RPTP	Noted with thanks	
Gail Armstrong		<b>RPTP-0332</b>	Fares base fare	Wants to maintain flat fares and keep them low, as raising fares or moving to zone fare structure could risk losing patronage	No changes to RPTP - base fare decision		
Richard Kemp		<b>RPTP-0333</b>	Timetables	Implement hourly late services in Queenstown for places like Hanley's farm, Jacks Point, lake hayes and Arrowtown. Helps people in these areas be able to go out and offer a way home minimising the risk of drink driving.	No changes to RPTP - noting	Service improvements recommended in the Queenstown Public Transport Business case including extending service hours are included in the plan and funded; we are seeking to implement these improvements.	
Richard Kemp		<b>RPTP-0333</b>	Routes	Put stops at the Remarkables ski area on route 4 and Coronet peak on route 2, to help locals and visitors during ski season, should be a priority.	No changes to RPTP - noting	This is under active discussion.	
Richard Kemp		<b>RPTP-0333</b>	Fares base fare	Increased fares to \$2.50 is reasonable and should not discourage people.	No changes to RPTP - base fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Richard Kemp		RPTP-0333	Fares zones	Do some research about how many people take longer trips before putting zone fares on as it might discourage these people from taking the bus. Busy routes should subsidize the less busy route rather than upping base fares.	No changes to RPTP - zone fare decision		
Richard Kemp		RPTP-0333	Fares zones	Queenstown airport should not be a separate zone or have an additional charge, people might just get off at the stop before and walk some of the way like the used to, rather than paying more.	No changes to RPTP - zone fare decision		
Annette Seddon		RPTP-0334	Community transport	Supports community transport, and specifically wants there to be a focus on rural Queenstown where there is currently no bus service	No changes to RPTP - noting	Community transport decision	
Annette Seddon		RPTP-0334	Public information	Wants being able to use the buses to be less confusing and more user friendly	No changes to RPTP - noting	Focus area 1: Passenger experience includes increased emphasis on promotion, publicity and education activities. Policy BM P2 pg26 and actions 1-4.	
Annette Seddon		RPTP-0334	General	Thinks the bus system is inefficient	No changes to RPTP - noting	Our plan places importance on running efficient public transport services that represent good value for money for the community and funders. Our network design principles outlined in the Plan also work to create the most efficient routes but obtaining a balance between coverage and directness is not easy in some locations.	
Annette Seddon		RPTP-0334	Bus stop infrastructure	Submitter says there are many bus stops where the only way to get there is to drive	No changes to RPTP - noting	Unclear what the submitter means here. However the plan does emphasis the need for good multi mode access and integration in particular with the footpath environment. We will continue to collaborate with our local road controlling authorities to improve access to public transport	
Annette Seddon		RPTP-0334	Routes	Also thinks buses in Queenstown should take Gorge/Malaghans road	No changes to RPTP - noting	We are implementing such a route in July this year.	
Annette Seddon		RPTP-0334	Fares base fare	Supports increasing adult Bee card fare, but most importantly is to easily obtain and load money onto the card	No changes to RPTP - base fare decision		
C D		RPTP-0335	Focus areas	Supports the focus areas and thinks public transport should be affordable and accessible	No changes to RPTP	Noted with thanks	
C D		RPTP-0335	Safety	Submitter is concerned that her child might be squished in a car or van with a dangerous driver, though does not specify if this is a bus, community transport, etc.	No changes to RPTP	Unclear what the submitter's request is here. Safety of our passengers and drivers is a key focus of the plan.	
C D		RPTP-0335	Fares base fare	Thinks peak fares should be low (\$2) and off peak should be higher (\$5)	No changes to RPTP - base fare decision		

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Zephyr paterson		RPTP-0336	Fares concessions	Keep child fares free, people already struggle to pay these.	No changes to RPTP - noting	Child concession value decision	
Zephyr paterson		RPTP-0336	Reliability	We need to work on the reliability of the Dunedin buses as they aren't currently reliable.	No changes to RPTP - noting	Our service quality standards policy SQ P1 pg. 30 emphasises our commitment to reliability and punctuality, although we can not prevent all early running. We try to design timetables with accurate running times and use enforcement of timing points to monitor and reduce early running.	
Zephyr paterson		RPTP-0336	Bus stop infrastructure	Request to look into more shelters and security at the hub, because of how rainy Dunedin is.	No changes to RPTP - operational	Stop infrastructure is guided by the One Network Framework and outlined in section 5.4. Shelter is important and we are committed to working with our TAs to provide bus shelters at well-used stops across the network. Safety of our passengers and drivers is a priority throughout the Plan.	
Zephyr paterson		RPTP-0336	Fares base fare	Should not increase the base fare, we already charge more than its worth	No changes to RPTP - base fare decision		
Zephyr paterson		RPTP-0336	Fares zones	We should charge more for longer trips if these included places like Oamaru.	No changes to RPTP - zone fare decision		
Jess Churcher		RPTP-0337	Timetables	Wants buses to run later into the evening	No changes to RPTP - noting	This is supported by our Fares and Frequencies Business Case and Queenstown Public Transport service improvements business case and is included in our Plan's target service hours. However we currently lack the funding to implement such service hours.	
Michael jago		RPTP-0338	Regional services	Wants a bus service from Milton to Dunedin	No changes to RPTP - noting	We acknowledge the interest in PT service for Milton/Waihola. This could potentially be implemented as part of a Balclutha - Airport - Dunedin service, although the routing between the Airport and Dunedin would require further analysis. At present there is no funding available for such a service.	
Nicola Richmond		RPTP-0339	Routes	Work on better connectivity between University and Bus Hub, walking is faster than waiting for a connection bus currently.	No changes to RPTP - noting	The point is noted. The Plan's network design principles are in accordance with this consideration	
Nicola Richmond		RPTP-0339	Dunedin Bus Hub	Request to make the Dunedin bus hub bus only and no cars	No changes to RPTP - noting	This is outside the scope of the plan	
Nicola Richmond		RPTP-0339	Wayfinding	Work on more accurate real time information	No changes to RPTP - operational	We are committed to continually improving the Transit app's ease of use and accuracy to ensure the best possible journey experience.	
Nicola Richmond		RPTP-0339	Vehicles smaller	Instead of increasing fares, run smaller buses more frequently at peak times. They are also easier to get around and turn.	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Jay Cooper		RPTP-0340	Fares concessions	Thinks children should pay a small fare for buses	No changes to RPTP - noting	Child concession value decision	

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Jay Cooper		RPTP-0340	School services	Submitter thinks we should have school bus services, as they think it can be problematic having school children on the same buses as elderly people	No changes to RPTP - noting	Our plan classes school-focused services as targeted services and allows for such services in cases where they serve trips that cannot be reasonably made on regular services.	
Jay Cooper		RPTP-0340	Fares base fare	Supports \$2.50 fares, as it is a reasonable price	No changes to RPTP - base fare decision		
Rachel Wallace		RPTP-0341	Frequency	Wants more frequencies on bus routes. Current operating issues (lateness, standing room only) means they don't take the bus as much now	No changes to RPTP - noting	Our plan emphasises achieving greater frequency over time. And our Fares and Frequencies Business Case recommends improved peak frequencies across the network, but these improvements are not currently funded and any improvements would be minor at present.	
Rachel Wallace		RPTP-0341	Collaboration with institutions	Submitter thinks ORC should collaborate with city councils to increase parking fees and subsidise better public transport	No changes to RPTP - noting	Parking supply and charges are set and managed by our TA. Our plan includes a section on parking management, and will continue to collaborate with DCC and QLDC to look for opportunities for parking revenue to support public transport operating costs..	
Rachel Wallace		RPTP-0341	Fares base fare	Opposes increasing adult Bee card fare, as price is a top priority	No changes to RPTP - base fare decision		
Rachel Wallace		RPTP-0341	Fares zones	Unsure how they feel about the zone fare structure, particularly because the old Dunedin zones were confusing	No changes to RPTP - zone fare decision		
Janet Fraser		RPTP-0342	Fares concessions	Keep the free child fares as this helps the parents afford the service.	No changes to RPTP - noting	Child concession value decision	
Janet Fraser		RPTP-0342	Vehicles electric	Supports the idea of an electric fleet	No changes to RPTP	Noted with thanks	
Janet Fraser		RPTP-0342	Fares base fare	Putting the fares up a bit keeps the service sustainable, and enough revenue to run it properly.	No changes to RPTP - base fare decision		
Janet Fraser		RPTP-0342	Fares zones	Proposed zones seems reasonable, its a user pays system.	No changes to RPTP - zone fare decision		
Jess Cullen		RPTP-0343	Fares base fare	Submitter thinks bus fares should be free	No changes to RPTP - base fare decision	Pg 86 of the plan contains an explanation for why we don't support free public transport.	
Jess Cullen		RPTP-0343	Routes	Wants the buses to go along Portsmouth drive	No changes to RPTP - noting	We do not have any current plans for buses to serve Portsmouth Drive, Wharf St, etc, but there may be opportunities in future reviews of services.	
Dave Macpherson	SaveOurTrains - Otepoti/Dunedin	RPTP-0344	Rail and ferries	Submitter wants stronger reference to passenger rail as a form of public transport, citing growing mention of it in the lower North Island and Canterbury	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions.	
Dave Macpherson	SaveOurTrains - Otepoti/Dunedin	RPTP-0344	Fares base fare	Does not support increase in adult bee card fares or zone fare structure, but understands this may have to happen due to central government	No changes to RPTP - base fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Harry Andrew		RPTP-0345	Oamaru service	We need to look into options for places that don't have PT such as Oamaru, a bus or rail service to get people connected. Even if we start with one or two trips a day and build on it later.	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years. We note the interest in rail solutions.	
Harry Andrew		RPTP-0345	Fares concessions	Free child fares are a good sales pitch	No changes to RPTP - noting	Child concession value decision	
Harry Andrew		RPTP-0345	Fares base fare	Agrees with increased fares if used to fund trips like Dunedin - Oamaru (option of bus or rail)	No changes to RPTP - base fare decision	Link to fare increases improving coverage. A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years.	
Harry Andrew		RPTP-0345	Focus areas	Agrees we need to build trust, but also should focus on simple and honest.	No changes to RPTP	Noted with thanks	
Harry Andrew		RPTP-0345	Regional services	Its time to start looking into public transport for the rest of Otago and not just focus on Dunedin and Queenstown.	No changes to RPTP - noting	Our plan includes an increased focus on how we can improve services outside the main urban centres, and we aim to build on this work in the future; subject to co-funding. Access to services such as hospitals is a major motivator for the plan's increased focus on a region-wide network.	
Harry Andrew		RPTP-0345	Fares zones	Should make longer trips as close to original cost as possible (i.e. \$1.99 instead of \$2.00 sales pitch)	No changes to RPTP - zone fare decision		
Liz Angel	Save our Trains	RPTP-0346	Rail and ferries	Submitter wants a daily train service from Invercargill to Christchurch	No changes to RPTP - noting	We do not currently have the evidence base to support regional rail, but we acknowledge that there is community support to look for alternative ways to connect the wider region.	
Abbey Chamberlain		RPTP-0348	Marketing, promotion, engagement	We need to encourage and celebrate bus use within ORC, it is missing on a lot of recruitment and advertising comms for ORC. Also push staff to use it more.	No changes to RPTP - follow up action	Agree. We will pass this on to our comms and HR teams	
Abbey Chamberlain		RPTP-0348	Marketing, promotion, engagement	More focus on attracting and educating bus users, especially tertiary students year round	No changes to RPTP - noting	We agree and this is captured in Section 2.5 pg. 26 of the Plan with actions to implement targeted promotion and outreach programmes to educate, reduce barriers and build confidence using public transport.	
Abbey Chamberlain		RPTP-0348	Fares base fare	Agrees the current fares aren't sustainable, but if increasing, we will need to put a cap on it to retain the current usage.	No changes to RPTP - base fare decision		
Abbey Chamberlain		RPTP-0348	Fares zones	Supports increased fares for long trips, even up to \$5/\$10 from Palmerston is fair. Feels unfair to pay the same amount for half the trip.	No changes to RPTP - zone fare decision		



Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Peter Tier		RPTP-0349	Fares concessions	Support for free child fares as a way for children to learn that PT is a viable transport choice.	No changes to RPTP - noting	Child concession value decision	
Peter Tier		RPTP-0349	Rail and ferries	Opposes focus areas because the plan makes no mention of rail as a form of transport in Otago.	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions.	
Peter Tier		RPTP-0349	Fares base fare	Supports a base fare increase but believes it should be paired with improvements like introducing rail as a new PT mode.	No changes to RPTP - base fare decision		
Peter Tier		RPTP-0349	Fares zones	Multiple zones should not exist within an urban area. Zones should only be at a larger scale to not discourage urban bus use.	No changes to RPTP - zone fare decision		
Timothy Read		RPTP-0351	Fares zones	Supports zone fares because they are more fair.	No changes to RPTP - zone fare decision		
Malcom Garner		RPTP-0352	Dunedin Airport service	Request for Dunedin Airport bus as currently there is no affordable and efficient transport choice.	No changes to RPTP - noting	A service to Balclutha is included as an integral service, and include in the plan within the next ten years, subject to funding. This service would include a connection to the airport.	
Malcom Garner		RPTP-0352	Community transport	Support for ORC supporting community transport, but is concerned volunteers will be scarce unless remunerated.	No changes to RPTP - noting	Community transport decision. Noting remuneration of drivers under the community transport model is not possible. It is run by volunteers and on a koha basis.	
Malcom Garner		RPTP-0352	Central Otago service	Request for reliable transport to Dunstan Hospital and Clyde (assuming from Alexandra).	No changes to RPTP - noting	Public transport links between Alexandra and Queenstown are outlined in the plan for improving regional connectivity, and we hope to implement them in the next 10 years subject to funding and alignment with central government priorities.	
Malcom Garner		RPTP-0352	Fares zones	Supports zone fares as a way of addressing deficits.	No changes to RPTP - zone fare decision		
Kathryn Bennett	Age Concern Otago Waitaki	RPTP-0353	Community transport	Supports community transport and increasing regional connectivity more generally, specifically between Oamaru and Dunedin for access to health appointments	No changes to RPTP - noting	Our plan also includes working to improve regional connectivity, with particular focus on connecting Oamaru to the Palmerston service.	
Kathryn Bennett	Age Concern Otago Waitaki	RPTP-0353	Fares zones	Supports zone fare structure, but wants to continue allowing a discounted senior rate	No changes to RPTP - zone fare decision		
Stephen McIvor		RPTP-0354	Fares concessions	Supports free child fares and 40% discounted youth fares, but believes ideally only families on benefits or with disabilities would get free fares and all others would be charged a fare.	No changes to RPTP - noting	Child and youth concession value decision	
Stephen McIvor		RPTP-0354	Focus areas	Praise for focus areas.	No changes to RPTP	Noted with thanks	
Stephen McIvor		RPTP-0354	Fares base fare	Supports a base fare increase but believes fares should be income-based.	No changes to RPTP - base fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Claire Pattinson		RPTP-0355	School services	Request for separate school buses to remain in Queenstown. It is a safer option than the public bus and offers opportunity to foster relationships. Requests ORC runs a separate service for students if Ministry of Education services end, potentially charging a per-term fee.	No changes to RPTP - noting	MOE services are not regulated by ORC or this plan. Our plan classes school-focused services as targeted services and allows for such services in cases where they serve trips that cannot be reasonably made on regular services.	
Anne Gatenby		RPTP-0356	School services	Supports dedicated school bus services	No changes to RPTP - noting	Our plan classes school-focused services as targeted services and allows for such services in cases where they serve trips that cannot be reasonably made on regular services.	
Anne Gatenby		RPTP-0356	Collaboration with institutions	Wants to make Dunedin inner city more pedestrian friendly, including through reducing minimum parking requirements	No changes to RPTP - noting	This is outside the scope of the plan	
Alma Kulder		RPTP-0358	Central Otago service	Request for a bus service through Central Otago (Clyde, Cromwell and Alexandra).	No changes to RPTP - noting	Public transport links between Alexandra and Queenstown are outlined in the plan for improving regional connectivity, and we hope to implement them in the next 10 years subject to funding and alignment with central government priorities.	
Cecil Hesson		RPTP-0359	Central Otago service	Requests a small bus service around Alex and transport to QT airport	No changes to RPTP - noting	Public transport links between Alexandra and Queenstown are outlined in the plan for improving regional connectivity, and we hope to implement them in the next 10 years subject to funding and alignment with central government priorities. Options for community transport around Alexandra are also part of our Plan.	
Raelene Cavanaugh		RPTP-0361	Community transport	Support for ORC supporting community transport. In Alexandra there, there are some volunteers who provide transport, but lots of other older people likely do not have ways of getting around.	No changes to RPTP - noting	Community transport decision	
Jenny Worth		RPTP-0362	Fares concessions	Submitter mentions that enabling children to have free fares will help them with adulthood	No changes to RPTP - noting	Child concession value decision	
heather dore		RPTP-0363	Regional services	Request for an Outram service.	No changes to RPTP - noting	We acknowledge the interest in PT service for Outram. This could potentially be implemented as part of a Balclutha - Airport - Dunedin service, although the routing between the Airport and Dunedin would require further analysis. At present there is no funding available for such a service.	
heather dore		RPTP-0363	Vehicles smaller	Request for smaller buses to run at off-peak hours.	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Joy Davis		RPTP-0364	School services	Request to work more closely with Ministry of Education and schools because too many students needing public transport comes with problems.	No changes to RPTP - noting	Our plan classes school-focused services as targeted services and allows for such services in cases where they serve trips that cannot be reasonably made on regular services. We work closely with MOE to make sure students have public transport options to their nearest schools.	
Joy Davis		RPTP-0364	Rail and ferries	Request to use rail as public transport to Dunedin.	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions.	
Joy Davis		RPTP-0364	Capacity	Recognises the success of Mosgiel-Dunedin buses have resulted in capacity issues. Request for greater capacity on Routes 77/78 (more frequency or bigger vehicles).	No changes to RPTP - noting	Route capacity will continue to be a consideration in our design of routes and timetables.	
Joy Davis		RPTP-0364	Regional services	Support for ORC supporting community transport and suggests partnering with community groups in places like Outram, whose communities would like a linking bus.	No changes to RPTP - noting	We acknowledge the interest in PT service for Outram. This could potentially be implemented as part of a Balclutha - Airport - Dunedin service, although the routing between the Airport and Dunedin would require further analysis. At present there is no funding available for such a service.	
Joy Davis		RPTP-0364	Fares base fare	Supports a base fare increase to \$2.50 because it is still a small fee for the service.	No changes to RPTP - base fare decision		
Joy Davis		RPTP-0364	Fares zones	Opposes zone fares because people should not be penalised for where they live and work.	No changes to RPTP - zone fare decision		
kristin Aarts	Clutha Development	RPTP-0367	Clutha service	Request to prioritise implementing a Dunedin-Balclutha formal bus service 3-6 times per day. From the Community Connector perspective this would increase equity, opportunity and health/wellbeing for Clutha. While it is estimated to be 3-10 years away in the plan, sooner than 3 years would be preferable.	No changes to RPTP - noting	A Dunedin to Balclutha service is included as an integral service in the plan and would serve the airport, however we do not currently have funding to make these improvements.	
kristin Aarts	Clutha Development	RPTP-0367	Community transport	Supports ORC supporting community transport, but expresses concern that the high reliance on volunteers and lack of Council funding and coordination puts services at risk of being unsustainable.	No changes to RPTP - noting	Thank you for raising a very valid point. Community transport is very successful in Canterbury and Waikato and we hope to build our community transport in a similarly sustainable way	
A Nonymous		RPTP-0368	Community transport	Supports community transport if paid for via targeted rates and is supported and demanded by the community	No changes to RPTP - noting	Community transport decision	
A Nonymous		RPTP-0368	Frequency	Submitter thinks frequencies should be reduced on some routes outside peak hours	No changes to RPTP - noting	Offering full frequencies across long service hours is one of our key service design principles	
Ingrid Piepereit		RPTP-0369	Bikes on buses	Praise for re-instating bike use.	No changes to RPTP	Noted with thanks	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Ingrid Piepereit		RPTP-0369	Frequency	Request for smaller buses at increased frequencies on Route 18 that go to Harington Point.	No changes to RPTP	We will be renewing the contract for services in this area and considering changes. We do not expect that smaller buses will be part of the solution -- see our explainer on small buses.	
Ingrid Piepereit		RPTP-0369	Fares zones	Opposes zone fares because it will discourage bus use for longer trips. Suggests offsetting costs by running fewer off-peak trips, such as on weekends, on routes such as the No. 18.	No changes to RPTP - zone fare decision	We would like to avoid reducing trips, as full frequencies across long service hours is one of our key service design principles	
Ingrid Piepereit		RPTP-0369	Fares base fare	Opposes a base fare increase because keeping fares low encourages patronage and moves us away from car dependency.	No changes to RPTP - base fare decision		
Tyler Wichman		RPTP-0370	Focus areas	Opposes focus areas because iwi engagement should not be prioritised over engaging other races.	No changes to RPTP	Engagement with Māori is a requirement of legislation. Council's engagement follows HE MAHI RAU RIKA: Otago Regional Council Significance, Engagement and Māori Participation Policy	
Tyler Wichman		RPTP-0370	Routes	Praise for the convenience and efficiency of Route 1 in Queenstown.	No changes to RPTP - noting	Noted with thanks	
Tyler Wichman		RPTP-0370	Timetables	Request to make services quicker, either by shortening timetables or introducing more express services. Route 8's timetable currently makes it much slower than driving.	No changes to RPTP - noting	Our plan emphasises the challenges of network design that enables good coverage as well as attractive run times. We are working to improve timetables to be more competitive with car journey times where possible.	
Tyler Wichman		RPTP-0370	Upper Clutha service	Request for a Wanaka-Queenstown bus, which would benefit visitors.	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities.	
Tyler Wichman		RPTP-0370	Public information	Request for ORC to improve public information for all Otago PT, including exempt services like Intercity. Suggests an app where one can view and book all transport options.	No changes to RPTP - noting	Thank you for your helpful feedback. We agree that improving public information of exempt services particularly inter-regionally is need. We will be working on improving this as part of this Plan	
Tyler Wichman		RPTP-0370	Routes	Request for better connections to Arrowtown from the rest of Queenstown.	No changes to RPTP - noting	We are implementing a route via Malaghans Rd and Arthurs Point in July this year.	
Tyler Wichman		RPTP-0370	Vehicles electric	Opposes focus areas because climate initiatives should be a current priority. Fleet electrification should only occur when the current diesel buses reach the end of their life.	No changes to RPTP - noting	We think Focus area 3 of our plan outlines our commitment to improving environmental outcomes with an emphasis on planning well functioning urban environments that support public transport and reduced car dependency, as well as a progressive roll out of fleet electrification as diesel buses reach end of life.	
Tyler Wichman		RPTP-0370	Fares zones	Opposes zone fares after experiencing their commute fare triple in price in Auckland due to the introduction of zones.	No changes to RPTP - zone fare decision		

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Jennifer Clements		RPTP-0371	Bus priority	Submitter thinks the council should prioritise road infrastructure that supports public transport	No changes to RPTP - noting	Bus priority infrastructure falls with road controlling authority/TA. Throughout the plan we emphasis working closely with our TAs to prioritise PT with measures such as bus priority.	
Jennifer Clements		RPTP-0371	Fares local/tourists	Thinks tourists should pay more for fares	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a tourist is also difficult.	
Jennifer Clements		RPTP-0371	Central Otago service	Submitter wants a bus to Cromwell every few hours	No changes to RPTP - noting	Public transport links between Alexandra and Queenstown are outlined in the plan for improving regional connectivity, and we hope to implement them in the next 10 years subject to funding and alignment with central government priorities.	
Jennifer Clements		RPTP-0371	Regional services	Submitter wants a bus to Kingston, Glenorchy every few hours	No changes to RPTP - noting	There are no plans to extend Queenstown services south of Homestead Bay or Sunshine Bay at this stage.	
Jennifer Clements		RPTP-0371	Fares base fare	Submitter supports increase in adult bee card fares, but also thinks we should consider monthly/annual bus passes	No changes to RPTP - base fare decision		
Jennifer Clements		RPTP-0371	Fares zones	Submitter thinks a zone fare could be introduced in the future when rural towns are more built up, but for the moment does not support them	No changes to RPTP - zone fare decision		
Delwyn Short		RPTP-0372	Community transport	Opposes community transport because focus should be on urban PT services.	No changes to RPTP - noting	Community transport decision	
Delwyn Short		RPTP-0372	Reliability	Request for improved reliability on Route 10/11	No changes to RPTP - noting	Our service quality standards policy SQ P1 pg. 30 emphasises our commitment to reliability and punctuality, although we can not prevent all early running. We try to design timetables with accurate running times and use enforcement of timing points to monitor and reduce early running.	
Delwyn Short		RPTP-0372	Fares base fare	Opposes a base fare increase because examples like Queensland prove that services can be good while fares are low (e.g. 50 cents)	No changes to RPTP - base fare decision		
Fiona Blight		RPTP-0373	Fares base fare	Request that base fares go no higher than \$2.50. Fares need to be as low as possible for commuters in Queenstown.	No changes to RPTP - base fare decision		
Fiona Blight		RPTP-0373	Fares zones	Opposes zone fares because it would likely make commuting within the Whakatipu Basin more expensive.	No changes to RPTP - zone fare decision		
Amy Wong	Fernhill Sunshine Bay Community Association	RPTP-0374	School services	Submitter thinks not having a dedicated school bus is a problem	No changes to RPTP - noting	Our plan classes school-focused services as targeted services and allows for such services in cases where they serve trips that cannot be reasonably made on regular services.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Amy Wong	Fernhill Sunshine Bay Community Association	RPTP-0374	Bus stop infrastructure	Submitter says there is a lack of bus shelters along busy routes (high school and steamer wharf)	No changes to RPTP - noting	Stop infrastructure is guided by the One Network Framework and outlined in section 5.4. Shelter is important and we are committed to working with our TAs to provide bus shelters at well-used stops across the network, acknowledging the local context and restrictions.	
Amy Wong	Fernhill Sunshine Bay Community Association	RPTP-0374	Routes	Submitter thinks there should be a bus stop closer to the QT hospital	No changes to RPTP - noting	We do not currently have any intent to add an additional stop in this area.	
Amy Wong	Fernhill Sunshine Bay Community Association	RPTP-0374	Fares base fare	Opposes raises to fares and moving to zone fare structure. Submitter likes \$2 fares particularly for high school students because there is no dedicated school bus	No changes to RPTP - base fare decision		
Karen Nairn		RPTP-0375	Fares concessions	Supports free child fares to build PT use habits in children.	No changes to RPTP - noting	Child concession value decision	
Karen Nairn		RPTP-0375	School services	Request for more PT services for school children to meet demand.	No changes to RPTP - noting	Our plan classes school-focused services as targeted services and allows for such services in cases where they serve trips that cannot be reasonably made on regular services.	
Karen Nairn		RPTP-0375	Fares zones	Opposes zone fares because long trips are the ones that should be most encouraged toward PT.	No changes to RPTP - zone fare decision		
Mac McDonald		RPTP-0376	Fares concessions	Supports free child fare because it will enable children to build habits of using PT.	No changes to RPTP - noting	Child concession value decision	
Mac McDonald		RPTP-0376	Rail and ferries	Request to consider other modes of transport, such as ferries, trams and trains. This includes a Mosgiel-Dunedin train and Otago Harbour and Lake Wakatipu ferries.	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions. A ferry service on Lake Wakatipu is part of our current offering and we are looking to expand that over time.	
Mac McDonald		RPTP-0376	School services	Request to prioritise providing adequate transport for school children by running more frequent services on at-capacity routes. Currently children are late to school because buses are full. Suggests providing separate school services to relieve demand and getting funding from central government to do so.	No changes to RPTP - noting	We do already, and will continue to do so in the future. We have many factors that influence our timetables and we cannot meet all needs perfectly. School travel is a significant part of the demand for travel and we acknowledge that there are some issues with capacity and will work to improve this in the future.	
Mac McDonald		RPTP-0376	Fares zones	Opposes zone fares because it is important to incentivise PT for longer trips.	No changes to RPTP - zone fare decision		
David Barrell		RPTP-0377	Routes	Submitter thinks the Mosgiel express bus does not stop enough in Mosgiel	No changes to RPTP - operational	The operations and performance of this service will be reviewed.	
David Barrell		RPTP-0377	General	Submitter requests park and rides in Mosgiel, Waikouaiti and Palmerston	No changes to RPTP - noting	We acknowledge the support for Park and Ride to support increased use of public transport. The plan outlines the importance of good integration with other modes, and will work with DCC in considering this further in the future.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
David Barrell		RPTP-0377	Fares base fare	Supports increase in adult bee card fares, but not more than \$2.50	No changes to RPTP - base fare decision		
David Barrell		RPTP-0377	Fares zones	Opposes zone fare structure as they say it could lead to higher emissions from people travelling further distances driving instead of bussing	No changes to RPTP - zone fare decision		
Sven Thelning		RPTP-0378	Funding	Request for public transport to recover all costs so there is no rate burden.	No changes to RPTP - noting	Our plan outlines the funding model for public transport and how we all benefit from it, including non-users. A fully user pays model would not be able to provide the service levels of a public transport system, or be affordable for users. Public transport needs to be accessible and affordable to all.	
Hannah Scoullar		RPTP-0379	Safety	Believes passenger safety should be a focus.	No changes to RPTP - noting	Public safety is noted as a challenge in section 1.5, and a key priority in Focus Area 1: Passenger Experience and 2.2 Safety. Safety is incorporated in actions throughout the RPTP. We looked at having safety as a separate focus area, however there was too much duplication with other focus areas.	
Hannah Scoullar		RPTP-0379	Fares base fare	Opposes a base fare increase because it will add up quick for frequent users. Believes people take the bus because it is cheaper than personal vehicle travel.	No changes to RPTP - base fare decision		
Micah Bradburn		RPTP-0381	Fares zones	Would like more details on the proposed zone fare structure.	No changes to RPTP - zone fare decision	Fares for a zonal structure have not been investigated yet. This work will follow any decision to change our fare structure to a zonal system.	
Micah Bradburn		RPTP-0381	School services	Request for more school buses to improve traffic congestion and support parents.	No changes to RPTP - noting	Our plan classes school-focused services as targeted services and allows for such services in cases where they serve trips that cannot be reasonably made on regular services.	
Micah Bradburn		RPTP-0381	Reliability	Request to improve service frequency because submitter perceives routes with electric buses as being more often ahead of schedule, resulting in more users missing buses.	No changes to RPTP - noting	Our service quality standards policy SQ P1 pg. 30 emphasises our commitment to reliability and punctuality, although we can not prevent all early running. We try to design timetables with accurate running times and use enforcement of timing points to monitor and reduce early running.	
Sharon Fowler		RPTP-0383	Public information	Submitter maintains the importance of being able to call ORC for inquiries and also printed timetables at bus stops, as they don't have a smart phone	No changes to RPTP - noting	We agree it is important have public information available in many forms for different users. This will continue. Printed timetables will not however be available at all stops.	
Sharon Fowler		RPTP-0383	Vehicles smaller	Submitter supported community transport, but had questions about smaller fleet options such as vans and minibuses	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Sharon Fowler		<b>RPTP-0383</b>	Fares base fare	Submitter thinks \$2.50 is too much of an increase, and if any cost increase was to occur then \$2.20 is better	No changes to RPTP - base fare decision		
Sharon Fowler		<b>RPTP-0383</b>	Fares zones	Opposes zone fare structure as it will cost people who live farther away more money	No changes to RPTP - zone fare decision		
Jan Hall		<b>RPTP-0384</b>	Bus stop infrastructure	Request for a bus stop at 109 Balmacewen Road. For this submitter, the closest stops are too far to get to.	No changes to RPTP - operational	This request will be forwarded to our operations team. Noting throughout the plan we emphasis working closely with our TAs to coordinate new infrastructure work programmes.	
Lesly Finn		<b>RPTP-0385</b>	Regional services	Request for public transport services for outlying communities such Outram to reduce transport disadvantage. Suggests the Mosgiel bus services Outram once or twice per week. Outram ratepayers receive fewer services than those in Mosgiel or Dunedin.	No changes to RPTP - noting	We acknowledge the interest in PT service for Outram. This could potentially be implemented as part of a Balclutha - Airport - Dunedin service, although the routing between the Airport and Dunedin would require further analysis. At present there is no funding available for such a service.	
Veronica Rodriguez-Jurado		<b>RPTP-0386</b>	Reliability	Submitter finds that buses are often unreliable, which means they are less likely to use them	No changes to RPTP - noting	Our service quality standards policy SQ P1 pg. 30 emphasises our commitment to reliability and punctuality, although we can not prevent all early running. We try to design timetables with accurate running times and use enforcement of timing points to monitor and reduce early running.	
Veronica Rodriguez-Jurado		<b>RPTP-0386</b>	Bus drivers	Submitter thinks there should be more training for bus drivers, particularly with respect to driving near cyclists because cycling tends to be quite dangerous	No changes to RPTP - operational	We place a high priority on safety; our Safety policy is in section 2.2 of the Plan and safety actions throughout the Plan, including collaborating with operators to deliver rigorous driver training. Will also pass your request on to our operators.	
Veronica Rodriguez-Jurado		<b>RPTP-0386</b>	Fares zones	Supports zone fare structure, but also offers an alternative to charge according to time (e.g. flat cost for using buses over 1.5 hours)	No changes to RPTP - zone fare decision		
Teresa Christie	Taieri Network	<b>RPTP-0387</b>	Community transport	Supports community transport and requests ORC works with Taieri Network, who can advocate for the community's needs, and Strath Taieri Connect Charitable Trust, who is looking to piloting a community vehicle for residents.	No changes to RPTP - noting	Any community transport will involve extensive engagement with the community, and we look forward to working with the Taieri network and Strath Taieri Connect Charitable Trust to see how we can support and co-create improved access in these areas.	
Teresa Christie	Taieri Network	<b>RPTP-0387</b>	Routes	Support for on-demand trial service in Mosgiel.	No changes to RPTP	Noted with thanks.	
Teresa Christie	Taieri Network	<b>RPTP-0387</b>	General	Request for road damage from bus use be addressed by ORC.	No changes to RPTP	Out of scope for this plan	
Teresa Christie	Taieri Network	<b>RPTP-0387</b>	Fares zones	Opposes zone fares for many reasons including the equity and financial disadvantage it will further entrench and the disincentive for rural PT use it will cause.	No changes to RPTP - zone fare decision		



Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Sandra Allan		RPTP-0388	General	Request to address invasive broom and wilding pines in the 'gorge' (assuming Kawarau Gorge) via 'spraying'.	No changes to RPTP	Out of scope for this plan	
Sandra Allan		RPTP-0388	Funding	Request for a user pays model of PT funding. Requests for no general PT rates, only targeted rates in locations with service.	No changes to RPTP - noting	The funding model for PT is established through the LTP and AP processes as well as NZTA policy. 20% of public transport is funded by general rates, this recognises the wider economic and environmental value that public transport has for all of Otago.	
Ann McKinnon		RPTP-0389	Regional services	Submitter requests a bus service to Outram 2-3x a week so residents can attend appointments	No changes to RPTP - noting	We acknowledge the interest in PT service for Outram. This could potentially be implemented as part of a Balclutha - Airport - Dunedin service, although the routing between the Airport and Dunedin would require further analysis. At present there is no funding available for such a service.	
Evelyn Webb		RPTP-0390	Community transport	Supports community transport and cites Canterbury services as good examples that have small fees but that users are willing to pay.	No changes to RPTP - noting	Thank you. Yes, community transport is very successful in Canterbury and Waikato and we hope to build our community transport in a similarly sustainable way	
Evelyn Webb		RPTP-0390	Oamaru service	Opposes no PT services being introduced in Oamaru for 3-10 years - believes it should be sooner as Oamaru ratepayers have been paying transport rates for years.	No changes to RPTP - noting	This is supported and considered as a future integral service with the plan, noting that funding is not currently available for such a service. All rate payers pay general transport rates to recognise the wider benefits of public transport for the region. The targeted rate in Ōamaru last year will be used to investigate the best way to connect Ōamaru to the Dunedin network.	
Evelyn Webb		RPTP-0390	Fares base fare	Opposes base fare increase because it will make the service less affordable, especially for families.	No changes to RPTP - base fare decision		
Evelyn Webb		RPTP-0390	Fares zones	Opposes zone fares because it will encourage car use for people taking longer trips.	No changes to RPTP - zone fare decision		
Gina Browne		RPTP-0391	Fares concessions	Supports free child fares because it improves affordability for families and encourages children to build long-term habits of using PT.	No changes to RPTP - noting	Child concession value decision	
Gina Browne		RPTP-0391	Ticketing system	Praise for the service allowing 30 minutes of free transfers.	No changes to RPTP - base fare decision	Thank you -- seamless transfers are important in delivering a network that supports diverse trips	
Gina Browne		RPTP-0391	Routes	Request for 77 to detour through Caversham or Cargill's Corner (South Dunedin).	No changes to RPTP	We will soon be operating the service through South Dunedin, although not Caversham. We will review the performance of this solution once it is in place.	
Gina Browne		RPTP-0391	Fares base fare	Opposes a base fare increase because it will discourage patronage growth/mode shift and be too expensive for low-income people.	No changes to RPTP - base fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Gina Browne		<b>RPTP-0391</b>	Fares zones	Opposes a zone fare structure because it will discourage patronage growth/mode shift and be too expensive for low-income people.	No changes to RPTP - zone fare decision		
Emma Dorler		<b>RPTP-0392</b>	Dunedin Airport service	Submitter wants a bus from the Dunedin bus hub to airport	No changes to RPTP - noting	A service to Balclutha is included as an integral service, and include in the plan within the next ten years, subject to funding. This service would include a connection to the airport.	
Emma Dorler		<b>RPTP-0392</b>	Bus drivers	Submitter thinks some bus drivers are erratic, and there could be a rating system for their driving	No changes to RPTP - operational	We support safe and consistent driver behaviours and this is represented in our plan	
Emma Dorler		<b>RPTP-0392</b>	Fares base fare	Submitter opposes raising adult bee card fares or moving to zone fare structure as it reduces people's access to opportunities	No changes to RPTP - base fare decision		
Jo-Anne Ireland	Alexandra Senior Citizens	<b>RPTP-0393</b>	Fares concessions	Opposes free child and discounted youth fares because submitter would rather regional services be subsidised.	No changes to RPTP - noting	Child and youth concession value decision	
Jo-Anne Ireland	Alexandra Senior Citizens	<b>RPTP-0393</b>	Focus areas	Opposes focus areas because submitter wants more focus on the wider region, not just Dunedin and Queenstown.	No changes to RPTP - noting	Our plan includes an increased focus on how we can improve services outside the main urban centres, and we aim to build on this work in the future; subject to co-funding. Access to services such as hospitals is a major motivator for the plan's increased focus on a region-wide network.	
Jo-Anne Ireland	Alexandra Senior Citizens	<b>RPTP-0393</b>	Regional services	Submitter from Alexandra attached petition with 62 signatures to bring PT to communities outside Queenstown and Dunedin.	No changes to RPTP - noting	Our plan includes an increased focus on how we can improve services outside the main urban centres, and we aim to build on this work in the future; subject to co-funding. Access to services such as hospitals is a major motivator for the plan's increased focus on a region-wide network.	
Adrian John Sanders		<b>RPTP-0394</b>	Bikes on buses	Supports prams and bikes being able to be taken on buses.	No changes to RPTP	Our customer service policy in the Plan (23) outlines what can taken on the bus. Prams are able to be taken on the bus, and we acknowledge there is some interest in being able to bring bikes, on the bus, however bike racks are provided on the outside of the bus for carrying bikes.	
Adrian John Sanders		<b>RPTP-0394</b>	Frequency	Request to improve service frequencies.	No changes to RPTP	Our Plan considers improvements to frequency a major target; however we are in a constrained funding environment and any improvements can be expected to be relatively targeted.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Adrian John Sanders		RPTP-0394	Upper Clutha service	Request for a regular Wanaka-Queenstown bus. This would enable visitors to not have to rent cars.	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities. Servicing Hawea is more challenging and based on a desk top study (Otago Community and Accessible Transport Study) and a review of the 22/23 trial, viable public transport is not affordable to the user or the community without co-funding.	
Adrian John Sanders		RPTP-0394	Timetables	Request for better connectivity and frequency of services.	No changes to RPTP - noting	This is supported by our Fares and Frequencies Business Case and Queenstown Public Transport service improvements business case and is included in our Plan's target service hours. However we currently lack the funding to implement such service hours.	
Adrian John Sanders		RPTP-0394	Fares zones	Supports zone fares only for inter-city trips but not within urban centres.	No changes to RPTP - zone fare decision		
Steve Pearson		RPTP-0395	Fares base fare	Supports adult bee card fare increase, though thinks visitors and tourists should pay more	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a tourist is also difficult.	
Steve Pearson		RPTP-0395	Pets on buses	Wants change to pet policy so dogs don't need to be in crates	No changes to RPTP - noting	We acknowledge interest by some pet owners to alter our existing pet policy. The current policy however does provide for pets to be on buses in a manner that is safe for all users.	
Nancy Earth		RPTP-0396	Fares base fare	Reluctantly supports a base fare increase. Asks we protest central government support the current fares and upgrade services.	No changes to RPTP - base fare decision		
Nancy Earth		RPTP-0396	Fares zones	Reluctantly supports zone fares, but believes it will reduce PT affordability for some.	No changes to RPTP - zone fare decision		
Janine Dunn		RPTP-0397	Routes	Request for Routes 44 and 55 to use Princes St and not the one ways.	No changes to RPTP - noting	From July this year this change will be in place.	
Janine Dunn		RPTP-0397	Fares base fare	Opposes base fare increases because the cost of living is high enough already.	No changes to RPTP - base fare decision		
Janine Dunn		RPTP-0397	Fares zones	Supports zone fares but not within the city.	No changes to RPTP - zone fare decision		
Noemi Holzleg		RPTP-0399	Fares concessions	Supports free child fares because it will instil PT use habits.	No changes to RPTP - noting	Child concession value decision	
Noemi Holzleg		RPTP-0399	Fares base fare	Request to introduce daily fare capping.	No changes to RPTP - base fare decision	Fare capping is included as a potential element of our fare structure in Fare policy F P2 pg. 84. The current low fares mean multiple trips are affordable. Additionally fare capping does not currently align with NZTA directive to increase private share.	
Noemi Holzleg		RPTP-0399	Vehicles electric	Supports fleet electrification.	No changes to RPTP	Noted with thanks	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Noemi Holzleg		RPTP-0399	Upper Clutha service	Request for a Wanaka-Queenstown service.	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities. Servicing Hawea is more challenging and based on a desk top study (Otago Community and Accessible Transport Study) and a review of the 22/23 trial, viable public transport is not affordable to the user or the community without co-funding.	
Noemi Holzleg		RPTP-0399	Upper Clutha service	Request for a Upper Clutha service.	No changes to RPTP - noting	This plan signals intent to improve transport options in our smaller centres. However based on a desk top study (Otago Community and Accessible Transport study) and a review of the community shuttle trials in 22/23 viable public transport that is affordable to both the user and the community is not feasible without central government co-funding. Current government priorities do not align with funding additional public transport services. Further the RPTP reflects the principles for integrating land use to be able to achieve good affordable public transport. The development in this area does not meet those principles and is a challenge to address.	
Noemi Holzleg		RPTP-0399	Collaboration with institutions	Request for ORC to advocate for higher-density development so urban sprawl cannot continue unchecked.	No changes to RPTP	We agree with the point, and our plan gives importance to land-use considerations which would support focusing PT investment on areas where PT performs well and drives growth/development.	
Noemi Holzleg		RPTP-0399	Fares base fare	Opposes base fare increase because it will reduce patronage.	No changes to RPTP - base fare decision		
Noemi Holzleg		RPTP-0399	Fares zones	Request only 2 zones, an urban zone and a regional zone.	No changes to RPTP - zone fare decision		
Stacey Moore		RPTP-0400	Fares concessions	Opposes 40% youth concession because ages 0-18 should be free.	No changes to RPTP - noting	Child and youth concession value decision	
Stacey Moore		RPTP-0400	Bus drivers	Drivers are unfriendly and 'creepy'.	No changes to RPTP - operational	It is crucial that we have a workforce with experience, skill, and the enthusiasm to deliver a service that is both safe and delivers a positive experience to users. The Plan includes collaborating with operators to deliver rigorous driver training.	

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Stacey Moore		RPTP-0400	Supergold	Request for free fares of Supergold cardholders and students.	No changes to RPTP - noting	SuperGold is a national scheme with free travel between off-peak periods set by NZTA. We are not in a position to extend free travel periods for SuperGold users as this would not attract co-funding or align with our requirements to increase private share. Pg 86 of the plan outlines why 'free fares' is not supported. We aim to keep fares low for everyone.	
Stacey Moore		RPTP-0400	Fares base fare	Opposes a base fare increase because people are already.	No changes to RPTP - base fare decision		
Nicole Weyandt		RPTP-0401	Upper Clutha service	Submitter wants regular public transport in Wanaka	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities.	
Nicole Weyandt		RPTP-0401	Fares base fare	Supports an increase in adult bee card fares, but not to the point where it will cause people to drive	No changes to RPTP - base fare decision		
Briar Alexander		RPTP-0402	Bikes on buses	Request for bike racks to be reliably available.	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Briar Alexander		RPTP-0402	Fares base fare	Opposes a base fare increase because it will negatively impact minority groups and low-income families/individuals.	No changes to RPTP - base fare decision		
Emma Wilson		RPTP-0403	Operations	Praise for clean bus stops and buses in Queenstown and Arrowtown.	No changes to RPTP - operational	Noted with thanks	
Emma Wilson		RPTP-0403	Reliability	Praise for the reliability of the morning Arrowtown to Queenstown buses.	No changes to RPTP	Noted with thanks.	
Emma Wilson		RPTP-0403	Reliability	Request to improve reliability on the frequently delayed afternoon Queenstown to Arrowtown services by adjusting timetables or improving real-time tracking accuracy.	No changes to RPTP	Our service quality standards policy SQ P1 pg. 30 emphasises our commitment to reliability and punctuality, although we can not prevent all early running. We try to design timetables with accurate running times and use enforcement of timing points to monitor and reduce early running.	
Emma Wilson		RPTP-0403	Marketing, promotion, engagement	Requests more engagement with bus users to inform decisions.	No changes to RPTP - follow up action	Thank you for your feedback. This will be considered when planning future public consultation.	
Emma Wilson		RPTP-0403	Routes	Request for an Arrowtown-Queenstown route via Arthurs Point	No changes to RPTP	We are implementing such a route in July this year.	
Emma Wilson		RPTP-0403	Fares base fare	Opposes a base fare increase and instead would like us to focus on patronage growth.	No changes to RPTP - base fare decision		
Barbara Blatt		RPTP-0404	Bikes on buses	Wants to be able to use bike racks on buses again	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Barbara Blatt		RPTP-0404	Fares concessions	Supports retaining free fares for children as it helps families and children will be more likely to use public transport as adults	No changes to RPTP - noting	Child concession value decision	

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Barbara Blatt		RPTP-0404	Upper Clutha service	Wants a regular bus service between Wanaka and Queenstown	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities.	
Barbara Blatt		RPTP-0404	Upper Clutha service	Supports community transport, but would also like bus connections between Wanaka and Queenstown	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities.	
Barbara Blatt		RPTP-0404	Collaboration with institutions	Suggests ORC should be advocating for higher density development	No changes to RPTP - noting	We do currently advocate for improving land use development and this Plan strengthens this in focus area 3 with the introduction of policies that state public transport will not be provided if urban development is inconsistent with good urban form factors as outlined in Appendix E.	
Barbara Blatt		RPTP-0404	Fares zones	Opposes a zone fare structure, unless the zones are much wider like Oamaru-Dunedin, Cromwell to Queenstown, and Wanaka to Queenstown	No changes to RPTP - zone fare decision		
Frances McMillan		RPTP-0405	Community transport	Supports community transport and request support for Hato Hone Health Shuttles, particularly in Waitaki.	No changes to RPTP - noting	Any community transport will involve extensive engagement with the community, and we look forward engaging with Hato Hone Health Shuttles in Waitaki to see how we can support and co-create improved access in Waitaki..	
Frances McMillan		RPTP-0405	Fares base fare	Supports a base fare increase if it will fund regional services, such as an Oamaru-Dunedin PT service.	No changes to RPTP - base fare decision	Note link to regional services	
Amy Taylor		RPTP-0406	Community transport	Supports ORC supporting community transport but is concerned about the reliance on volunteers. Believes drivers should be paid and compensated.	No changes to RPTP - noting	Community transport decision. Noting remuneration of drivers under the community transport model is not possible. It is run by volunteers and on a koha basis.	
Amy Taylor		RPTP-0406	Community transport	Supports community transport and believes it is a great idea. However, believes drivers should be paid, or at least should have their costs covered	No changes to RPTP - noting	Community transport decision. Noting remuneration of drivers under the community transport model is not possible. It is run by volunteers and on a koha basis.	
Amy Taylor		RPTP-0406	Marketing, promotion, engagement	Request to consult the disabled community on all access-related matters.	No changes to RPTP - noting	Focus area 2 of our Plan emphasises our intent to engage with community groups to understand their needs better and co-create solutions. We thank you for your suggestion..	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Amy Taylor		RPTP-0406	Funding	Opposes the central government reducing funding for public transport due to the negative economic, accessibility and environmental outcomes that will result.	No changes to RPTP - noting	Government transport priorities are set through the GPS and National Land Transport Fund. We agree it is disappointing that the GPS 2024/NLTP allocates less funding for public transport and walking and cycling improvements, and the impact that has on the environment. ORC will continue to advocate for public transport to be a priority.	
Amy Taylor		RPTP-0406	Operations	Support for driver training to ensure PT is accessible for disabled people.	No changes to RPTP - operational	It is crucial that we have a workforce with experience, skill, and the enthusiasm to deliver a service that is both safe and delivers a positive experience to users. The Plan includes collaborating with operators to deliver rigorous driver training.	
Amy Taylor		RPTP-0406	Fares local/tourists	Requests visitors pay more than locals and do not receive concessions.	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a tourist is also difficult.	
Amy Taylor		RPTP-0406	Events	Requests we do not provide extra services for cruise ship passengers because they do not pay rates.	No changes to RPTP - noting	ORC has an important role in providing public transport services that meet the needs of the region, including special services such as cruise ship demand, so it does not disrupt services for locals. Cruise ship passenger pay fares.	
Amy Taylor		RPTP-0406	General	Request to improve urban PT network's accessibility and service levels to alleviate demand on Total Mobility, which currently has funding pressures.	No changes to RPTP - noting	Unclear of the submitters specific request, however our Plan does emphasis working towards increasing accessibility and service levels. Community transport may also assist with alleviating demand on some Total Mobility services.	
Amy Taylor		RPTP-0406	Marketing, promotion, engagement	Requests we consult the disabled community to ensure the accessibility of vehicles, public information and end-to-end journeys (e.g. footpaths around bus stops).	No changes to RPTP - noting	We agree this is important. Focus area 2 of the Plan emphasises our intent to engage with community groups to understand their needs better and co-create solutions. We thank you for your suggestion..	
Amy Taylor		RPTP-0406	Fares base fare	Support for base fare increase, through requests only adult fares increase.	No changes to RPTP - base fare decision		
Amy Taylor		RPTP-0406	Fares zones	Supports zone fares because longer trips cost more.	No changes to RPTP - zone fare decision		
Amy Taylor		RPTP-0406	Fares base fare	Supports an adult fare increase, but not increases to the base fare that affects concession fares.	No changes to RPTP - base fare decision		
Ewan Mackie		RPTP-0408	Bus priority	Request for PT to be a greater priority in Otago, through incentivisation measures such as bus lanes.	No changes to RPTP - noting	Bus priority infrastructure falls with road controlling authority/TA. Throughout the plan we emphasis working closely with our TAs to prioritise PT with measures such as bus priority.	
Ewan Mackie		RPTP-0408	Vehicles electric	Support for fleet electrification being a priority.	No changes to RPTP	Noted with thanks	

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Ewan Mackie		RPTP-0408	Upper Clutha service	Request for a Wanaka-Queenstown service.	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities.	
Ewan Mackie		RPTP-0408	Funding	Request for sustained investment in public transport to enable long-term mode shift.	No changes to RPTP - noting	Thank you for your feedback. The funding model for PT is established through the LTP and AP processes as well as NZTA policy	
NR Murray		RPTP-0409	General	Request for research into conventional public transport routes, community support, passenger predictions, population growth impacts and emission reductions (unsure if submitter requests this in relation to community transport).	No changes to RPTP - noting	Unsure of the submitter's specific request. Our plan does include most of these things. Any further specific research would be part of a business case of specific project.	
Eva Leunissen		RPTP-0410	Bikes on buses	Submitter wants to be able to use bike racks on buses again	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Victor Yarker		RPTP-0411	Fares concessions	Opposes 40% youth discount because 0-16 years (below driving age) should be free.	No changes to RPTP - noting	Child and youth concession value decision	
Victor Yarker		RPTP-0411	Regional services	Request for a bus service to Outram and Momona.	No changes to RPTP - noting	We acknowledge the interest in PT service for Outram. This could potentially be implemented as part of a Balclutha - Airport - Dunedin service, although the routing between the Airport and Dunedin would require further analysis. At present there is no funding available for such a service.	
Victor Yarker		RPTP-0411	Fares zones	Supports zone fares but on the condition that base fares are not raised.	No changes to RPTP - zone fare decision		
Zuzana Blazova		RPTP-0412	Timetables	Request for service hours extend to 23:15 or even 23:30 to enable hospital workers to commute via PT (Route 8 and more broadly). Submitter works at the hospital - this is their firsthand experience and the experience of many of their colleagues.	No changes to RPTP	This is supported by our Fares and Frequencies Business Case and is included in our Plan's target service hours. However we currently lack the funding to implement such service hours.	
Bridget Davidson	Otago Girls' High School	RPTP-0413	Fares concessions	Supports retaining free child fares as it encourages children to use public transport as adults	No changes to RPTP - noting	Child concession value decision	
Bridget Davidson	Otago Girls' High School	RPTP-0413	Dunedin Bus Hub	Submitter thinks the Dunedin bus hub is unsafe for young people	No changes to RPTP - noting	Public safety is noted as a challenge in section 1.5, and a key priority in Focus Area 1: Passenger Experience and 2.2 Safety. Safety is incorporated in actions throughout the RPTP. We will continue to work to manage antisocial behaviours and safety at the bus hub.	
Bridget Davidson	Otago Girls' High School	RPTP-0413	Operations	Submitter is concerned about overcrowding at the Dowling St. stairs/ramp bus stop particularly with school children	No changes to RPTP - operational	Thank you for your feedback. We will pass this on to our operations team	



Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Bridget Davidson	Otago Girls' High School	RPTP-0413	Routes	Submitter wants a bus service that goes over to Kaikorai Valley and to Taieri after school	No changes to RPTP - noting	We note the interest in connections via Kaikorai Valley through Green Island and beyond. Although we have no specific plans at present, we see the case and can give this consideration in our future network planning.	
alan starrett		RPTP-0415	Bus drivers	Request for driver training so they are more considerate of other road users and drive more appropriate speeds.	No changes to RPTP - operational	It is crucial that we have a workforce with experience, skill, and the enthusiasm to deliver a service that is both safe and delivers a positive experience to users. The Plan includes collaborating with operators to deliver rigorous driver training.	
alan starrett		RPTP-0415	Fares base fare	Supports a fare that can be paid with a single coin for simplicity.	No changes to RPTP - base fare decision	PRC does not support this. The plan outlines our requirement to minimise the use of cash. The flat fare keeps the simplicity of the fare structure	
alan starrett		RPTP-0415	Vehicles smaller	Request for buses to be smaller.	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Lana Cruickshank		RPTP-0416	Fares concessions	Supports maintaining free fares for children as it makes transport affordable for families and encourages children to use public transport in the future	No changes to RPTP - noting	Child concession value decision	
Lana Cruickshank		RPTP-0416	Community transport	Supports community transport and thinks there should be a digital platform that supports carpooling and ride shares	No changes to RPTP - noting	Community transport decision. Carpooling is outside the scope of this plan. There are already digital platforms that facilitate carpooling.	
Lana Cruickshank		RPTP-0416	Active transport	Thinks ORC should support a bike share scheme	No changes to RPTP	Out of scope for this plan	
Lana Cruickshank		RPTP-0416	Active transport	Submitter stresses the importance of using many modes to get around, not just buses	No changes to RPTP - noting	The Plan takes a mode-neutral approach and where bus is the most cost effective way of meeting needs currently, we also acknowledge the importance of being adaptable in the modes we support in response to changing community needs and technological advancements.	
Lana Cruickshank		RPTP-0416	Fares base fare	Supports adult bee card fare increase, but maintains there needs to be concessions/subsidies for many	No changes to RPTP - base fare decision		
Gary Bedford	Dunedin Tramways Union	RPTP-0417	Frequency	Request to improve the coordination of the Mosgiel/Green Island routes (70, 77, 78) by adding 2 additional peak-time Route 70 services. See attached letter for more detail on the request.	No changes to RPTP - noting	Noted with thanks. These changes will be considered by our operations team.	
Gary Bedford	Dunedin Tramways Union	RPTP-0417	Timetables	Request to improve the Saturday evening Route 70 timetable. See attached letter for more detail on the request.	No changes to RPTP - noting	Noted with thanks. These changes will be considered by our operations team.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Gary Bedford	Dunedin Tramways Union	RPTP-0417	Bus drivers	Request to prioritise driver wage and working conditions in the unit contract tendering process. Suggests awarding contracts based on the coset of a collective agreement.	No changes to RPTP	Through the intervention of ORC, and with the support of operators and central government, Otago's bus contracts now include a base wage requirement that is significantly above the living wage. It also increases year-by-year in line with the labour market. While fairly compensating our services' workforce, there is still work to do. ORC will continue to work with operators and our partner agencies to make sure driving buses is attractive and safe. This includes designing reasonable shift lengths, break facilities and driver safety strategies.	
Liam Govan		RPTP-0418	Operations	Requests bus seats have more leg room for large bags.	No changes to RPTP - operational	All buses must comply with the Requirements of Urban Buses (RUB).	
Liam Govan		RPTP-0418	Fares concessions	Opposes a 40% youth discount and thinks it should be 70% or even free.	No changes to RPTP - noting	Child and youth concession value decision	
Liam Govan		RPTP-0418	Vehicles electric	Supports electric buses and requests more.	No changes to RPTP	Noted with thanks	
Liam Govan		RPTP-0418	Fares base fare	Request that the adult fare only be raised so students can pay affordable fares.	No changes to RPTP - base fare decision	Noting link to child and youth concessions	
Liam Govan		RPTP-0418	Regional services	Requests for more regional buses, such as from Dunedin to Invercargill and Queenstown.	No changes to RPTP - noting	Our plan includes an increased focus on how we can improve services outside the main urban centres, and we aim to build on this work in the future; subject to co-funding. Access to services such as hospitals is a major motivator for the plan's increased focus on a region-wide network. InterCity operate twice daily between Dunedin and Queenstown and once a day to Invercargill. We will be working to promote these exempt services as options.	
Liam Govan		RPTP-0418	Safety	Request to address poor passenger behaviour, typically from teenagers.	No changes to RPTP - noting	Public safety is noted as a challenge in section 1.5, and a key priority in Focus Area 1: Passenger Experience and 2.2 Safety. Safety is incorporated in actions throughout the RPTP. We looked at having safety as a separate focus area, however there was too much duplication with other focus areas.	
Liam Govan		RPTP-0418	General	Praise for the bus system overall.	No changes to RPTP	Thank you	
Liam Govan		RPTP-0418	Funding	Request for us to emphasise we need donations to keep services running.	No changes to RPTP - noting	Thank you for your feedback. This will be considered as part of our action to investigate viable private share initiatives	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Liam Govan		RPTP-0418	Bus drivers	Request for driver pay to increase.	No changes to RPTP - operational	Through the intervention of ORC, and with the support of operators and central government, Otago's bus contracts now include a base wage requirement that is significantly above the living wage. It also increases year-by-year in line with the labour market. While fairly compensating our services' workforce, there is still work to do. ORC will continue to work with operators and our partner agencies to make sure driving buses is attractive and safe. This includes designing reasonable shift lengths, break facilities and driver safety strategies.	
Loretta Bush		RPTP-0419	Marketing, promotion, engagement	Submitter suggests doing more advertising on buses and at bus stops	No changes to RPTP	Noted with thanks. Exploring further advertising options is an important area for us to explore and get a great understanding of the private revenue opportunities from it.	
Loretta Bush		RPTP-0419	Fares base fare	Supports increase in adult bee card fares--a 50c increase is still affordable	No changes to RPTP - base fare decision		
Loretta Bush		RPTP-0419	Fares zones	Submitter cites fairness as a reason for zone fares	No changes to RPTP - zone fare decision		
Dannie Hawkins		RPTP-0420	Reliability	Request to improve service reliability through minimising missed trips and services running late/early. People are easily put off unreliable services.	No changes to RPTP - noting	Our service quality standards policy SQ P1 pg. 30 emphasises our commitment to reliability and punctuality, although we can not prevent all early running. We try to design timetables with accurate running times and use enforcement of timing points to monitor and reduce early running.	
Dannie Hawkins		RPTP-0420	Fares base fare	Request to consider a monthly pass in the fare structure.	No changes to RPTP - base fare decision		
Dannie Hawkins		RPTP-0420	Fares zones	Supports zone fares but would like longer trip fares to remain affordable (e.g. \$1 extra).	No changes to RPTP - zone fare decision		
charlotte flaherty		RPTP-0421	Focus areas	Supports focus areas and believes they are well articulated and comprehensive. Praise for the plan overall.	No changes to RPTP	Noted with thanks	
charlotte flaherty		RPTP-0421	Fares base fare	Request to run a trial on the \$2.50 fare where users can opt in to pay \$2.50, rather than \$2 as a way to gauge support.	No changes to RPTP - base fare decision		

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charlotte flaherty		RPTP-0421	Fares zones	Opposes zone fares because it will make low-income users living out of the city centre bear the burden of the increase. It could also reverse mode shift for people in Mosgiel, which will increase congestion and greenhouse gas emissions.	No changes to RPTP - zone fare decision		
Kirstie McKinnon		RPTP-0422	Reliability	Submitter says bus 1C to Warrington is consistently late in the mornings	No changes to RPTP - noting	Our plan includes an action to set timetables that are based on realistic and achievable running times; we are aware that the Palmerston route has some issues and will be seeking to update these running times.	
Kirstie McKinnon		RPTP-0422	Timetables	Wants an earlier bus going into Warrington (roughly 5:40pm)	No changes to RPTP - noting	This is supported by our Fares and Frequencies Business Case and is included in our Plan's target service hours. However we currently lack the funding to implement such service hours.	
Linda Griffin		RPTP-0423	Fares concessions	Opposes a 40% youth discount because 0-15 years should be free and 16+ years should be a full adult fare.	No changes to RPTP - noting	Child and youth concession value decision	
Linda Griffin		RPTP-0423	Fares base fare	Supports a base fare increase but requests fare capping to support frequent users.	No changes to RPTP - base fare decision	Fare capping is included as a potential element of our fare structure in Fare policy F P2 pg. 84. The current low fares mean multiple trips are affordable. Additionally fare capping does not currently align with NZTA directive to increase private share.	
Linda Griffin		RPTP-0423	School services	Request to consider providing dedicated school buses that are free for students to address school children's demand on PT.	No changes to RPTP - noting	Our plan classes school-focused services as targeted services and allows for such services in cases where they serve trips that cannot be reasonably made on regular services.	
Linda Griffin		RPTP-0423	Frequency	Request to improve service frequencies in Queenstown during peak times. Even 30-minute frequencies would improve the service.	No changes to RPTP	We will be improving peak services from July; all routes will have 30 minute peak frequency or better.	
Linda Griffin		RPTP-0423	Fares base fare	Request to reduce the Queenstown ferry fare.	No changes to RPTP - base fare decision		
Mitzi Cole Bailey		RPTP-0424	Frequency	Request for increased frequencies for services to Jacks Point and Lake Hayes Estate.	No changes to RPTP	This is supported by our Queenstown Public Transport Business Case and improvements will be rolling out from July	
Mitzi Cole Bailey		RPTP-0424	Fares base fare	Opposes a base fare increase because low fares encourages more PT use.	No changes to RPTP - base fare decision		
Anita Anthony		RPTP-0425	Routes	Submitter wants return bus services through Mosgiel-Green Island-South Dunedin	No changes to RPTP - noting	From July this year route 77 will be operating via South Dunedin	
Anita Anthony		RPTP-0425	Fares base fare	Thinks increasing adult bee card fares may be challenging for disabled users and beneficiaries	No changes to RPTP - base fare decision		
Andrew Blackford	Arthurs Point Community Association	RPTP-0426	Fares concessions	Supports free child fares, especially if Ministry of Education services are removed in Queenstown.	No changes to RPTP - noting	Child concession value decision	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Andrew Blackford	Arthurs Point Community Association	RPTP-0426	Fares local/tourists	Request to consider a two-fare system that charges visitors more than locals via the Bee Card.	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a tourist is also difficult.	
Andrew Blackford	Arthurs Point Community Association	RPTP-0426	Timetables	Request to add an 8:25am Route 2 to Arrowtown service to provide a half-hourly service later into the morning peak. Submitter would support removing the 6:25am service if it was required.	No changes to RPTP - noting	Service improvements recommended in the Queenstown Public Transport Business case including extending service hours are included in the plan and funded; we are seeking to implement these improvements.	
Andrew Blackford	Arthurs Point Community Association	RPTP-0426	Timetables	Request for an earlier after school Route 2 to Arthurs Point service than 3:25pm from Stanley Street. This would improve services for St Joseph's School and Queenstown Primary School students.	No changes to RPTP - noting	Service improvements recommended in the Queenstown Public Transport Business case including extending service hours are included in the plan and funded; we are seeking to implement these improvements.	
Andrew Blackford	Arthurs Point Community Association	RPTP-0426	School services	Request to reroute the after school service to Arthurs Point to directly pass Queenstown Primary School and St Joseph's School.	No changes to RPTP	This would be difficult to support under our service design principles. Such diversions come at a significant cost to customer legibility and running times	
Geraldine Tait		RPTP-0428	Oamaru service	Supports community transport, but also thinks buses from Oamaru to Dunedin would also be good	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years.	
Geraldine Tait		RPTP-0428	Safety	Submitter supports electric buses, but also wants other safety improvements like providing seat belts on buses where the roads are higher than 50 km/h	No changes to RPTP - noting	All buses must comply with the Requirements of Urban Buses (RUB). This sets out the standards for buses. Additionally seat belts are not required by law in NZ.	
Geraldine Tait		RPTP-0428	Routes	Supports community transport, but also thinks there could be options for on-demand buses to increase connectivity, particularly in the Warrington area	No changes to RPTP	We acknowledge the interest in on-demand solutions, but we caution that on-demand is generally only useful in reasonably narrow situations, and extensive deployment of on-demand service would be very expensive and difficult to justify.	
Geraldine Tait		RPTP-0428	Frequency	Submitter wants more frequent weekday buses to Warrington area and thinks it should be included in the Palmerston bus route	No changes to RPTP - noting	We are not currently able to commit to an increase in service levels given funding constraints, but we will be reviewing the way that services in the area operate	
Geraldine Tait		RPTP-0428	Fares base fare	Supports increase in adult bee card fares so long as it maintains a flat fare	No changes to RPTP - base fare decision		
Geraldine Tait		RPTP-0428	Fares zones	Opposes zone fare structure under the impression it will lead to huge fare increases for people living outside Dunedin and high school students	No changes to RPTP - zone fare decision		

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Roger Somerville		<b>RPTP-0429</b>	Focus areas	Opposes focus areas because the plan does not provide a wide enough range of PT services and modes. Request to leverage tech solutions to create better on-demand services, for example.	No changes to RPTP - noting	Focus Area 4 of our plan (A connected and integrated network) outlines how we design our network and services. We take a mode-neutral approach and where bus is the most cost effective way of meeting needs currently, we also acknowledge the importance of being adaptable in the modes we support in response to changing community needs and technological advancements.	
Roger Somerville		<b>RPTP-0429</b>	Fares concessions	Opposes a youth 40% discount because 0-18 years and beneficiaries should be free.	No changes to RPTP - noting	Youth concession value decision	
Roger Somerville		<b>RPTP-0429</b>	Fares base fare	Reluctantly supports a base fare increase to offset reduced central government funding.	No changes to RPTP - base fare decision		
Liz Simpson		<b>RPTP-0430</b>	Fares zones	Opposes zone fares because it will be disproportionately low-income people paying more, because they are more likely to live outside the city.	No changes to RPTP - zone fare decision		
Jo Millar	Grey Power Otago	<b>RPTP-0432</b>	Focus areas	Agrees with focus areas but does not believe the reality reflects them. Requests prioritising passenger safety while boarding and alighting.	No changes to RPTP - noting	Noted with thanks. Our RPTP sets out our vision, from which we will do our best to achieve them with the best use of our resources. Passenger safety is a key focus woven through our policies and actions in each of the five focus areas	
Jo Millar	Grey Power Otago	<b>RPTP-0432</b>	Fares base fare	Opposes a base fare increase. Submitter would like to see services improve before fares increase.	No changes to RPTP - base fare decision	Noting link to service provision	
Jo Millar	Grey Power Otago	<b>RPTP-0432</b>	Bus drivers	Request for drivers to not stop to get food while in-service.	No changes to RPTP - operational	Thank you for your feedback. This should not be happening. We will pass this on to our operators	
Jo Millar	Grey Power Otago	<b>RPTP-0432</b>	Routes	Request for the St Kilda routes to travel closer to or on Princes St to be closer to community services for people who cannot walk far.	No changes to RPTP	We agree, and services will be running a direct service on Princes Street from July	
Jo Millar	Grey Power Otago	<b>RPTP-0432</b>	Timetables	Request to provide service on Easter and Christmas.	Change to RPTP	We are not in a position to commit to this at present but this is consistent with our service design principles and focus on long service hours. Recommend including provision for such changes in contracts for future-proofing.	Include an action as PA A4 (p88) to include option in contracts to add Christmas, Good Friday, and Easter Sunday services
Paul Pope	Otago Peninsula Community Board	<b>RPTP-0433</b>	Bikes on buses	Request for bike rack use to be reinstated.	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Paul Pope	Otago Peninsula Community Board	<b>RPTP-0433</b>	Active transport	Request for public and active transport integration to continue improving on the Otago Peninsula.	No changes to RPTP - noting	Noted, and we support this in the Plan with Section 5.3 that lays out our vision to improve multi-modal access.	

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Paul Pope	Otago Peninsula Community Board	RPTP-0433	Routes	Request to extend Harington Point service to the Taiaroa Head so visitors and locals, decrease congestion and emissions, and to enable buses to no longer need to turn around illegally. Suggests a 2-year trial from 1 October to 30 April.	No changes to RPTP - noting	We do not currently have any plans to extend services in these areas. The principles to trigger adding services are outlined in our service delivery policy SD P4 on pg. 52 of the plan.	
Paul Pope	Otago Peninsula Community Board	RPTP-0433	Frequency	Request for additional Route 18 service to Peninsula in the afternoon between 2:45-3:30pm to address over-capacity. Currently, school children are disproportionately affected by this issue. Attached to the submission is a petition with 588 signatures asking for increased Route 18 peak-time service frequencies.	No changes to RPTP - noting	We will be renewing our contract for this service and considering what changes to make. We agree that peak capacity is a major concern in this area.	
Marian Krogh		RPTP-0434	Fares concessions	Supports retaining free fares for children as it makes public transport affordable for families and gets kids into good habits	No changes to RPTP - noting	Child concession value decision	
Marian Krogh		RPTP-0434	Vehicles electric	Supports the transition to electric buses	No changes to RPTP	Noted with thanks	
Marian Krogh		RPTP-0434	Frequency	Submitter wants more frequent services every 15 minutes	No changes to RPTP - noting	Our Queenstown Public Transport Business Case includes improved frequency and capacity improvements to the Queenstown network and this is represented in the plan.	
Marian Krogh		RPTP-0434	Upper Clutha service	Submitter wants more public transport connection between Queenstown and Wanaka	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities.	
Marian Krogh		RPTP-0434	Collaboration with institutions	Submitter thinks ORC should advocate for higher density development with better public transport connections	No changes to RPTP - noting	We do currently advocate for improving land use development and this Plan strengthens this in focus area 3 with the introduction of policies that state public transport will not be provided if urban development is inconsistent with good urban form factors as outlined in Appendix E.	
Marian Krogh		RPTP-0434	Fares concessions	Supports standardising concessions for simplicity reasons	No changes to RPTP - noting	Youth concession value decision	
Marian Krogh		RPTP-0434	Fares base fare	Opposes adult bee card fare increases as it could make fewer people take the bus	No changes to RPTP - base fare decision		
Marian Krogh		RPTP-0434	Fares zones	Supports zone fare structure, but the boundaries of the zone matter. For example, Wanaka-QT should be more, but QT-Shotover Country should not	No changes to RPTP - zone fare decision		
David Wills		RPTP-0435	Fares concessions	We should not keep child free and youth discounts, its the parents job to pay for their children.	No changes to RPTP - noting	Child and youth concession value decision	

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David Wills		RPTP-0435	Fares local/tourists	Only charge visitors more for longer trips, not locals.	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a tourist is also difficult.	
David Wills		RPTP-0435	Fares local/tourists	We should look into free travel for locals and 'travel tax' for visitors, giving unlimited travel across the district.	No changes to RPTP - base fare decision	Pg 86 of the plan contains an explanation for why we don't support free public transport. Defining specific user groups and ability to pay is tricky. We support a low fare for all.	
David Wills		RPTP-0435	General	Stop using the excuse that NZ is small to avoid 'clear thinking', look at how other countries plan and subsidize their public transport	No changes to RPTP	Thank you for your feedback	
David Wills		RPTP-0435	Funding	Stop using terms like 'competitive market' and 'revenue sources', bus service is a sole market and competition doesn't exist.	No changes to RPTP - noting	We tender our service contracts and the plan aims to reduce barriers of entry to maintain a competitive market. There are more than one bus operator in Otago and nationally.	
Helen White		RPTP-0436	Routes	Request to improve PT access from all areas of Queenstown.	No changes to RPTP - noting	Our Queenstown Public Transport Business Case includes improved frequency and capacity improvements to the Queenstown network and this is represented in the plan.	
Helen White		RPTP-0436	Frequency	Request to improve frequency and routing of the Jacks Point service.	No changes to RPTP - noting	There will be direct routing from July, extending into Queenstown, and more peak services.	
Jacob Loveday		RPTP-0438	Frequency	We need more late running buses, especially for further out places Jacks Point. This will help night/shift workers.	No changes to RPTP	Offering full frequencies across long service hours is one of our key service design principles. We are not currently able to commit to an increase in service levels given funding constraints, but we will be reviewing the way that services in the area operate	
Jacob Loveday		RPTP-0438	Active transport	Need an expansion for bike safety between Jacks Point and Queenstown to incentivize bike use.	No changes to RPTP	Out of scope for this plan	
Jacob Loveday		RPTP-0438	Community transport	Supports community transport, this is not currently advertised much.	No changes to RPTP	Thank you	
Jacob Loveday		RPTP-0438	Fares concessions	Match the youth discount across Dun and QT. This gives younger people better access to work and contribute to society.	No changes to RPTP - noting	Youth concession value decision	
Jacob Loveday		RPTP-0438	Fares zones	Do not charge more for longer trips, this will cause more people to drive and more congestion of busy roads/motorways.	No changes to RPTP - zone fare decision		
Paul Hayton		RPTP-0439	Bus stop infrastructure	Request for an e-stop at the Northbound Musselburgh Rise, 192 stop as it is well used and housing developments are being built nearby.	No changes to RPTP - operational	This request will be forwarded to our operations team. Noting throughout the plan we emphasis working closely with our TAs to coordinate new infrastructure work programmes.	
Louisa Haehnel		RPTP-0440	Fares concessions	Supports retaining free fares for children, but thinks it should be extended to everyone under 18	No changes to RPTP - noting	Child concession value decision	



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Louisa Haehnel		RPTP-0440	Vehicles electric	Submitter wants ORC to leverage technological solutions, including moving beyond an electric bus fleet	No changes to RPTP - noting	Thank you for your feedback. This will be considered in future planning.	
Louisa Haehnel		RPTP-0440	Fares base fare	Supports increase in adult bee card fares with the understanding that this is a result of reduced central government funding. But still wants fares to remain low	No changes to RPTP - base fare decision		
Timothy Murray		RPTP-0441	Fares base fare	.50c is a reasonable increase to base fares given our current objectives.	No changes to RPTP - base fare decision		
Timothy Murray		RPTP-0441	Fares zones	Upping base fares for longer trips may negatively people who live further out or have less money.	No changes to RPTP - zone fare decision		
Delilah Brown		RPTP-0442	Reliability	Request to improve the Palmerston bus timetable so the evening bus is on-time. Currently it is usually 15-30 minutes behind schedule.	No changes to RPTP - noting	Our plan includes an action to set timetables that are based on realistic and achievable running times; we are aware that the Palmerston route has some issues and will be seeking to update these running times.	
Delilah Brown		RPTP-0442	Fares base fare	Opposes a base fare increase because low fares benefit people who are less fortunate or do not own a car.	No changes to RPTP - base fare decision		
Delilah Brown		RPTP-0442	Fares zones	Opposes zone fares but requests, if zones are implemented, that fares remain affordable for people who take the Palmerston bus from outside the city.	No changes to RPTP - zone fare decision		
Lucy Eing		RPTP-0443	Fares concessions	Submitter thinks the concession should be 'as high as you can manage'	No changes to RPTP - noting	Child and youth concession value decision	
Lucy Eing		RPTP-0443	Focus areas	Supports the focus areas and objectives but has concerns about achieving them in practice	No changes to RPTP	Noted with thanks. Our RPTP sets out our vision, from which we will do our best to achieve them with the best use of our resources.	
Lucy Eing		RPTP-0443	Regional services	Submitter wants smaller buses in rural areas at flat fares	No changes to RPTP - noting	Our plan includes an increased focus on how we can improve services outside the main urban centres, and we aim to build on this work in the future. A community transport model is being explored to improve transport for rural areas.	
Lucy Eing		RPTP-0443	Regional services	Supports community transport, but also thinks rural areas should have affordable and regular bus services that are cheaper than driving	No changes to RPTP - noting	Our plan includes an increased focus on how we can improve services outside the main urban centres, and we aim to build on this work in the future; subject to co-funding. Access to services such as hospitals is a major motivator for the plan's increased focus on a region-wide network.	
Lucy Eing		RPTP-0443	Fares zones	Opposes a zone fare structure as it will cost more for people in rural areas, including high school students attending school in town	No changes to RPTP - zone fare decision		
Alice O'Neill		RPTP-0444	Fares concessions	Keep free child fares and make the youth discount equal across Dun and QT, this keeps things simple and consistent.	No changes to RPTP - noting	Child and youth concession value decision	

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Alice O'Neill		RPTP-0444	Fares concessions	Keep free child fares and make the youth discount equal across Dun and QT, this keeps things simple and consistent.	No changes to RPTP - noting	Child and youth concession value decision	
Alice O'Neill		RPTP-0444	Focus areas	Supports building on integrated routes and accessibility.	No changes to RPTP	Noted with thanks	
Alice O'Neill		RPTP-0444	Fares base fare	Does not support the base fare increase, the fares already add up (especially with inflation of everything else) and topping up can be tricky as the website is not simple to use.	No changes to RPTP - base fare decision		
Alice O'Neill		RPTP-0444	Fares zones	Zones are confusing, annoying and inconvenient. Adds admin for passengers and drivers and will be tricky for tourists. They did not work in the past.	No changes to RPTP - zone fare decision		
Judith Smith		RPTP-0445	Supergold	Supports a small fare increase for Supergold cardholders.	No changes to RPTP	Noted with thanks.	
Judith Smith		RPTP-0445	Vehicles electric	Support for the environmental benefits of electric buses but suggests they need to be bigger so there is more accessible seating.	No changes to RPTP - noting	Thank you for your feedback. This will be considered in future planning.	
Julia L		RPTP-0447	Fares zones	Increased fares for longer trips would not be fair on people that live further out. This would make it harder for people to get to school and work or those with less money.	No changes to RPTP - zone fare decision		
Jane Schofield		RPTP-0449	Fares zones	Opposes zone fare structure, as it will cause financial strain for the submitter's family and children	No changes to RPTP - zone fare decision		
Jane Schofield		RPTP-0449	Fares base fare	Submitter thinks a flat rate of \$2.50 is okay. Still wants discounts for gold card or community services card	No changes to RPTP - base fare decision		
Jane Schofield		RPTP-0449	Fares zones	Submitter thinks a flat rate of \$2.50 is okay, but opposes zone fare structure.	No changes to RPTP - zone fare decision		
Kelly Cameron		RPTP-0450	Fares concessions	Change free child fares to a small fare when travelling with an adult.	No changes to RPTP - noting	Child concession value decision	
Kelly Cameron		RPTP-0450	Fares zones	Zoning will negatively affect/disadvantage, students, families, and those who live far away or have less money.	No changes to RPTP - zone fare decision		
Kelly Cameron		RPTP-0450	Fares base fare	Supports increasing the base fare, as long as we don't add zones.	No changes to RPTP - base fare decision		
Kelly Cameron		RPTP-0450	Fares zones	Charging more for longer trips makes it harder for people to access education and important resources in Dunedin.	No changes to RPTP - zone fare decision		
Maaike Duncan		RPTP-0451	Fares zones	Opposes zone fares for youth passengers.	No changes to RPTP - zone fare decision		
Sally Davis		RPTP-0452	Vehicles smaller	Submitter wants small buses to be used in off-peak hours due to environmental issues	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Lorna Fraser		RPTP-0453	Fares concessions	Would prefer to keep youth fares discounted and change child fares to youth fares (when travelling with an adult)	No changes to RPTP - noting	Child and youth concession value decision	

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Lorna Fraser		RPTP-0453	Wayfinding	Work with locals to better communicate bus alerts and delays, this will help students get to and from school on time.	No changes to RPTP - operational	We are committed to continually improving the Transit app's ease of use and accuracy to ensure the best possible journey experience.	
Lorna Fraser		RPTP-0453	Wayfinding	Work with locals to better communicate bus alerts and delays, this will help students get to and from school on time.	No changes to RPTP - operational	We are committed to continually improving the Transit app's ease of use and accuracy to ensure the best possible journey experience.	
Lorna Fraser		RPTP-0453	Fares concessions	Standardise youth concessions, school fees are already crippling.	No changes to RPTP - noting	Youth concession value decision	
Lorna Fraser		RPTP-0453	Fares base fare	Not happy about it but does agree it makes sense to up the base fare.	No changes to RPTP - base fare decision		
Lorna Fraser		RPTP-0453	Fares zones	No increase for longer journeys, unless for waged workers maybe.	No changes to RPTP - zone fare decision		
Fiona Jenkin		RPTP-0454	Bus drivers	Request to improve driver training and culture for better passenger experience.	No changes to RPTP - operational	It is crucial that we have a workforce with experience, skill, and the enthusiasm to deliver a service that is both safe and delivers a positive experience to users. The Plan includes collaborating with operators to deliver rigorous driver training.	
Fiona Jenkin		RPTP-0454	Focus areas	Supports focus areas but requests we focus on delivering services to all, not just transport disadvantaged people.	No changes to RPTP	Our plan emphasises delivering a convenient and reliable public transport system that improves personal freedom and access to opportunities for all.	
Fiona Jenkin		RPTP-0454	Reliability	Request for the bus to be on time at as many stops as possible.	No changes to RPTP - noting	Our service quality standards policy SQ P1 pg. 30 emphasises our commitment to reliability and punctuality, although we can not prevent all early running. We try to design timetables with accurate running times and use enforcement of timing points to monitor and reduce early running.	
Fiona Jenkin		RPTP-0454	Marketing, promotion, engagement	Request for public consultation and education efforts to encourage bus use for people living outside of Dunedin to increase patronage and understand how to improve the service.	No changes to RPTP - noting	This is included in our plan in the Branding and Marketing policies and actions on pg. 26.	
Fiona Jenkin		RPTP-0454	Bus stop infrastructure	Reports that the e-stops are often inaccurate.	No changes to RPTP - operational	This request will be forwarded to our operations team. Noting throughout the plan we emphasis working closely with our TAs to coordinate new infrastructure work programmes.	

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Fiona Jenkin		RPTP-0454	Bus drivers	Request to improve driver working conditions, e.g. ensuring no split shifts and 2 days off in a row.	No changes to RPTP - operational	Through the intervention of ORC, and with the support of operators and central government, Otago's bus contracts now include a base wage requirement that is significantly above the living wage. It also increases year-by-year in line with the labour market. While fairly compensating our services' workforce, there is still work to do. ORC will continue to work with operators and our partner agencies to make sure driving buses is attractive and safe. This includes designing reasonable shift lengths, break facilities and driver safety strategies.	
Fiona Jenkin		RPTP-0454	Fares base fare	Opposes a base fare increase because it will become less competitive to other transport modes and will negatively affect transport disadvantaged people.	No changes to RPTP - base fare decision		
Fiona Jenkin		RPTP-0454	Fares zones	Opposes zone fares because people should not be penalised because they do not live close to work or school. If zones are implemented, fare increases should be minimal.	No changes to RPTP - zone fare decision		
Jen Olsen		RPTP-0455	Fares concessions	Supports retaining free fares for children as it helps families financially and helps children get accustomed to using public transport	No changes to RPTP - noting	Child concession value decision	
Jen Olsen		RPTP-0455	Rail and ferries	Supports the submission from Save our Trains, which says that passenger rail needs to be part of Otago public transport moving forward	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Jen Olsen		RPTP-0455	Focus areas	Supports the focus areas but wants more emphasis on passenger rail and wages for transport workers	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions. Through the intervention of ORC, and with the support of operators and central government, Otago's bus contracts now include a base wage requirement that is significantly above the living wage. It also increases year-by-year in line with the labour market. While fairly compensating our services' workforce, there is still work to do. ORC will continue to work with operators and our partner agencies to make sure driving buses is attractive and safe.	
Jen Olsen		RPTP-0455	Fares zones	Opposes zone fare structure as people living further away already experience issues of isolation	No changes to RPTP - zone fare decision		
D Hayman		RPTP-0456	Vehicles electric	Opposes the electrification of buses, the technology is not cost effective, the batteries are more expensive and less reliable than fuel engines.	No changes to RPTP - noting	Fleet electrification is mandated by NZTA through the Requirements for Urban Buses (RUB). Further, NZTA's Zero emission bus economics study ( <a href="https://www.nzta.govt.nz/resources/research/reports/718/">https://www.nzta.govt.nz/resources/research/reports/718/</a> ) indicates that intensively used battery-electric buses perform best on a whole-of-life emissions basis, including embedded carbon. Although there remain some open questions, the best information currently available points to battery-electric buses as the best way to serve our needs in most cases.	
D Hayman		RPTP-0456	Funding	Any spend on rural spending should be proportionate to the rate payers in the area.	No changes to RPTP	Noted with thanks	
D Hayman		RPTP-0456	Frequency	ORC need to ensure only costs associated to core services are maintained, assess each project and all related costs. With cost of living, it would be better to reduce maintenance of services rather than increase rates.	No changes to RPTP	The point is noted. Our plan gives importance to Value for Money.	
D Hayman		RPTP-0456	Collaboration with institutions	ORC and DCC need to align goals. DCC are making the city less car friendly, so we need to accommodate this with other travel options that are cheap and easy to use.	No changes to RPTP - noting	We have a positive and constructive relationship with territorial authorities. All parties in these relationships are aiming to further improve our coordination and efficiency in delivering public transport, and mode choice. This intent is represented in the plan with specific emphasis on how in Focus area 2 of our Plan.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
D Hayman		RPTP-0456	Fares zones	People are more likely to take the bus for longer journeys, rather than small trips so we should not make these more expensive.	No changes to RPTP - zone fare decision		
Tom Ingham		RPTP-0457	Fares concessions	Supports free child fares to encourage mode shift.	No changes to RPTP - noting	Child concession value decision	
Tom Ingham		RPTP-0457	Vehicles electric	Praise for electrifying the Dunedin fleet by 2027.	No changes to RPTP	Noted with thanks	
Tom Ingham		RPTP-0457	Fares base fare	Supports a base fare increase but sees the decrease in central government funding as unfortunate.	No changes to RPTP - base fare decision		
Tom Ingham		RPTP-0457	Fares zones	Supports zone fares but would like longer trips' fares to not be too high. Patronage should still be prioritised over revenue.	No changes to RPTP - zone fare decision		
Donald McKinnon		RPTP-0458	Funding	Submitter has concerns about 'enhancing third-party revenue sources' if it means council borrowing money	No changes to RPTP - noting	Third party revenue is revenue from advertising and sponsorship, and fare share schemes. This does not involve Council borrowing money.	
Donald McKinnon		RPTP-0458	Regional services	Submitter supports community transport, but also would like a small regular bus service between Outram-Mosgiel 3x/day	No changes to RPTP - noting	We acknowledge the interest in PT service for Outram. This could potentially be implemented as part of a Balclutha - Airport - Dunedin service, although the routing between the Airport and Dunedin would require further analysis. At present there is no funding available for such a service.	
Donald McKinnon		RPTP-0458	Fares zones	Supports a zone fare structure because many other councils use it	No changes to RPTP - zone fare decision		
Donald McKinnon		RPTP-0458	Fares base fare	Does not support increasing adult bee card fares, as Outram residents already pay rates for public transport but don't have any public transport	No changes to RPTP - base fare decision		
jo mcarthur		RPTP-0460	Fares concessions	Supports free child fares but suggests child fares are for 5-10yrs.	No changes to RPTP - noting	Child concession value decision	
jo mcarthur		RPTP-0460	Upper Clutha service	Request for a public Wanaka-Queenstown Airport service.	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
jo mcarthur		<b>RPTP-0460</b>	Upper Clutha service	Request for public transport in the Wanaka/Upper Clutha area. It is a growing area that experiences congestion, parking issues, significant greenhouse gas emissions. Submitter sees the lack of PT service here unjust.	No changes to RPTP - noting	This plan signals intent to improve transport options in our smaller centres. However based on a desk top study (Otago Community and Accessible Transport study) and a review of the community shuttle trials in 22/23 viable public transport that is affordable to both the user and the community is not feasible without central government co-funding. Current government priorities do not align with funding additional public transport services. Further the RPTP reflects the principles for integrating land use to be able to achieve good affordable public transport. The development in this area does not meet those principles and is a challenge to address.	
jo mcarthur		<b>RPTP-0460</b>	Fares zones	Supports zone fares but believes longer trips should not be hugely more expensive.	No changes to RPTP - zone fare decision		
Daniel Jolly		<b>RPTP-0461</b>	Rail and ferries	Submitter wants more mention of passenger rail due to potential environmental benefits	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions.	
Daniel Jolly		<b>RPTP-0461</b>	Vehicles smaller	Submitter wants smaller buses at different times of the day, thinking it may reduce emissions	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Matt Barnett		<b>RPTP-0462</b>	Funding	Submitter suggests ORC should advocate more for central government to increase funding for public transport and not accept a decrease	No changes to RPTP - noting	Government transport priorities are set through the GPS and National Land Transport Fund. Unfortunately this means in the GPS 2024 their is less funding for public transport and walking and cycling improvements. ORC will continue to advocate for public transport to be a priority.	
Matt Barnett		<b>RPTP-0462</b>	General	Submitter thinks there should be a study done to understand the constraints, access and barriers to public transport in the different Queenstown suburbs	No changes to RPTP - noting	Thank you for your feedback. The plan considers understanding and working to address barriers to use, although more around education and in relation to multi modal access. A piece of work of this nature may be consider in future planning or business cases subject to funding.	
Matt Barnett		<b>RPTP-0462</b>	Fares zones	Submitter opposes zone fare structure because people living farther away benefit a lot from public transport. They say people taking shorter trips have more transport options, like walking or cycling	No changes to RPTP - zone fare decision		
Ray Henderson	Oamaru Ratepayers & Residents group	<b>RPTP-0463</b>	Fares concessions	Opposes unconditionally subsidised youth fares. Believes youth should only get concession fares when travelling with their family. When they are alone they could be commuting to work, which is unfair for older commuters.	No changes to RPTP - noting	Youth concession value decision	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Ray Henderson	Oamaru Ratepayers & Residents group	<b>RPTP-0463</b>	Fares base fare	Supports a base fare increase but not a user pays funding model.	No changes to RPTP - base fare decision		
Eve O'Brien	Central Otago Friendship Network	<b>RPTP-0464</b>	Accessibility	Submitter wants wheelchair accessible vehicles and more accessible bus stops, kerbs, etc.	No changes to RPTP - noting	As outline in the vehicle quality section of the plan (pg. 32) all public transport services must comply with Requirements for Urban Buses standards and this includes accessibility standards. We are working with our TAs to improve the accessibility of the street environment.	
Eve O'Brien	Central Otago Friendship Network	<b>RPTP-0464</b>	Central Otago service	Submitter says that there is a major lack of transport options in Central Otago, particularly for elderly people who are unable to drive	No changes to RPTP - noting	Our plan increases the attention given to the regional-level network and in improving long-term connectivity for Central Otago. A Central Otago - Dunedin service beyond the current InterCity service is beyond financial reach at present, but it is included in the 30-year regional map, and we will be aiming to support community transport services in order to provide a base level of service, although we acknowledge this will not meet all needs.	
Eve O'Brien	Central Otago Friendship Network	<b>RPTP-0464</b>	Central Otago service	Support for community transport acknowledges that it may not be the best option in the long run, and that better connection between Alex, QT, etc. is important. They want a feasibility study done to this effect	No changes to RPTP - noting	Public transport links between Alexandra and Queenstown are outlined in the plan for improving regional connectivity, and we hope to implement them in the next 10 years subject to funding and alignment with central government priorities.	
Eve O'Brien	Central Otago Friendship Network	<b>RPTP-0464</b>	Community transport	Supports community transport, but recognises that community-owned vans have historically not been sustainable due to a lack of funding for ongoing maintenance costs	No changes to RPTP - noting	Thank you for raising a very valid point. Community transport is very successful in Canterbury and Waikato and we hope to build our community transport in a similarly sustainable way	
Eve O'Brien	Central Otago Friendship Network	<b>RPTP-0464</b>	Fares base fare	Supports an increase in adult bee card fares, but still wants fares to be low. Says high fares are a massive barrier	No changes to RPTP - base fare decision		
Eve O'Brien	Central Otago Friendship Network	<b>RPTP-0464</b>	Fares zones	Does not support a zone fare structure as flat fares do a good job of encouraging more public transport use	No changes to RPTP - zone fare decision		
Tatiana McLaren		<b>RPTP-0465</b>	Bus stop infrastructure	Would like stop improvements, shelters and seating, this will help with accessibility.	No changes to RPTP - operational	Stop infrastructure is guided by the One Network Framework and outlined in section 5.4. Shelter is important and we are committed to working with our TAs to provide bus shelters at well-used stops across the network, acknowledging the local context and restrictions.	



Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Tatiana McLaren		RPTP-0465	General	We should focus more on getting people to use buses for the environments sake, rather than up fares and discourage people.	No changes to RPTP - noting	We agree with the submitters point and recognise the balance between keeping fares affordable, complying with our responsibility to increase private share, and keeping our system reliable and attractive to encouraging greater PT use.	
Tatiana McLaren		RPTP-0465	Fares zones	Tentative yes for charging more for longer trips, provided the radius is quite large. Keep most of Dun at the base fare.	No changes to RPTP - zone fare decision		
Protect Our Winters NZ	Protect Our Winters NZ	RPTP-0466	Bikes on buses	Request bringing bikes back on buses	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Protect Our Winters NZ	Protect Our Winters NZ	RPTP-0466	Fares concessions	Supports maintaining free fares for children as it means they are more likely to use public transport as adults	No changes to RPTP - noting	Child concession value decision	
Protect Our Winters NZ	Protect Our Winters NZ	RPTP-0466	Frequency	Request more frequent services	No changes to RPTP	Frequency improvements are a target in the plan and we will be aiming to make such improvements, but the difficult funding position means that this will be challenging	
Protect Our Winters NZ	Protect Our Winters NZ	RPTP-0466	Collaboration with institutions	Suggests ORC needs to advocate for higher density development, otherwise public transport won't be effective	No changes to RPTP	Noted with thanks	
Protect Our Winters NZ	Protect Our Winters NZ	RPTP-0466	Upper Clutha service	POW conducted a survey of 180 people from Wanaka, QT and elsewhere and reported on key transport themes. See attachment for more details	No changes to RPTP	Noted with thanks.	
Protect Our Winters NZ	Protect Our Winters NZ	RPTP-0466	Upper Clutha service	Request public transport connecting Queenstown and Wanaka as it could reduce car traffic and provide more transport options for people. Internal survey says people would pay somewhere between \$2 and \$15	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities.	
Protect Our Winters NZ	Protect Our Winters NZ	RPTP-0466	Fares zones	Generally opposes a zone fare structure, but thinks there should be a two tier system where urban fares are the same, but trips to rural areas (e.g. Oamaru to Dunedin) would be more	No changes to RPTP - zone fare decision		
paula petley		RPTP-0467	Bus stop infrastructure	Wants better maintenance of the bus hub, as woodwork/seats are faded and tagged	No changes to RPTP - operational	This request will be forwarded to our operations team. Noting throughout the plan we emphasis working closely with our TAs to coordinate new infrastructure work programmes.	
paula petley		RPTP-0467	Wayfinding	Many of the new e-stops don't work	No changes to RPTP - operational	We will pass this on to our operations team	
paula petley		RPTP-0467	Fares zones	Supports zone fare structure, but thinks there should be two zones, with Zone 1 including Mosgiel, Port Chalmers, Portobello and Waitati, with Zone 2 being further away	No changes to RPTP - zone fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Tamsin Greer		RPTP-0468	Fares concessions	Keep free until about 10y/o, once they can travel alone, they can incur a small fee. Students make up a lot of patronage, we could utilize this.	No changes to RPTP - noting	Child and youth concession value decision	
Tamsin Greer		RPTP-0468	Focus areas	Agrees with focuses, however try to achieve these without negatively impacting those who live further out.	No changes to RPTP	Noted with thanks	
Tamsin Greer		RPTP-0468	School services	Supports the Palmerston service, this is a huge help for students.	No changes to RPTP	Noted with thanks	
Tamsin Greer		RPTP-0468	Fares base fare	Agree with a small base fare increase	No changes to RPTP - base fare decision		
Tamsin Greer		RPTP-0468	Fares zones	No to increased fares for longer trips, these isolated communities already have few and limited options. Zones and increases will alienate them more.	No changes to RPTP - zone fare decision		
Kylie Preedy		RPTP-0469	Fares zones	Request for more information on proposed zone fare structure.	No changes to RPTP - zone fare decision	Fares for a zonal structure have not been investigated yet. This work will follow any decision to change our fare structure to a zonal system.	
Kylie Preedy		RPTP-0469	Fares zones	Opposes zone fares because they do not want to be charged for longer (time) trips.	No changes to RPTP - zone fare decision		
Rosemary Matchett		RPTP-0470	Fares concessions	Opposes free child fares, but thinks there should be a concession	No changes to RPTP - noting	Child and youth concession value decision	
Rosemary Matchett		RPTP-0470	Fares zones	Generally thinks a zone fare structure charging more based on a km and driver hourly basis makes sense, but needs more details and therefore does not support	No changes to RPTP - zone fare decision	Fares for a zonal structure have not been investigated yet. This work will follow any decision to change our fare structure to a zonal system.	
Rosemary Matchett		RPTP-0470	General	"Keep up the good work"	No changes to RPTP	Noted with thanks. Our RPTP sets out our vision, from which we will do our best to achieve them with the best use of our resources.	
Rosemary Matchett		RPTP-0470	Fares base fare	Supports adult bee card fare increase because it is better to pay a bit more than reduce services	No changes to RPTP - base fare decision	Noting link to service provision	
Rosemary Matchett		RPTP-0470	Regional services	Supports community transport, but eventually wants a regular service between smaller towns and rural areas	No changes to RPTP	We agree and this is represented in our ambitions.	
Rosemary Matchett		RPTP-0470	Regional services	Wants public transport trials to begin sooner than 3 years	No changes to RPTP	We would like them to as well. However we are constrained by our funding environment	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
paula petley		RPTP-0471	Vehicles electric	Does not Support a full electric fleet. Issues with the lifespan and disposal of the batteries, they also contain contaminants that are bad for the environment. Supports half electric fleet.	No changes to RPTP - noting	Fleet electrification is mandated by NZTA through the Requirements for Urban Buses (RUB). Further, NZTA's Zero emission bus economics study ( <a href="https://www.nzta.govt.nz/resources/research/reports/718/">https://www.nzta.govt.nz/resources/research/reports/718/</a> ) indicates that intensively used battery-electric buses perform best on a whole-of-life emissions basis, including embedded carbon. Although there remain some open questions, the best information currently available points to battery-electric buses as the best way to serve our needs in most cases.	
Colin Stevenson		RPTP-0472	Community transport	Community transport is better for environmental and social well-being	No changes to RPTP	Agree	
Colin Stevenson		RPTP-0472	Community transport	Community transport is better for environmental and social well-being	No changes to RPTP	Agree	
Colin Stevenson		RPTP-0472	Fares concessions	Agree with 100% discount for children as it develops positive behaviour patterns	No changes to RPTP - noting	Child concession value decision	
Colin Stevenson		RPTP-0472	Fares concessions	Agree with 100% discount for children as it develops positive behaviour patterns	No changes to RPTP - noting	Child concession value decision	
Colin Stevenson		RPTP-0472	Ticketing system	Agree with the use of credit card or bus card for payment	No changes to RPTP	Noted with thanks.	
Colin Stevenson		RPTP-0472	Bus drivers	Agree with having the bus driver in a shielded compartment	No changes to RPTP	Noted with thanks.	
Colin Stevenson		RPTP-0472	Ticketing system	Agree with the use of credit card or bus card for payment	No changes to RPTP	Noted with thanks.	
Colin Stevenson		RPTP-0472	Bus drivers	Agree with having the bus driver in a shielded compartment	No changes to RPTP	Noted with thanks.	
Colin Stevenson		RPTP-0472	Bikes on buses	Need more bike carrying capacity	No changes to RPTP - operational	Outside the scope of this plan	
Colin Stevenson		RPTP-0472	Bikes on buses	Need more bike carrying capacity	No changes to RPTP - operational	Outside the scope of this plan	
Colin Stevenson		RPTP-0472	Community transport	Vans funded by communities with running costs by ORC would be excellent for small rural towns - safer transport for elderly sole drivers	No changes to RPTP - noting	The community transport model is run by the community, or a koha basis. ORC involvement may include assistance with funding applications and advice on set up, as well as coordinating public information. We are not in a position to fund the running costs.	
Colin Stevenson		RPTP-0472	Community transport	Vans funded by communities with running costs by ORC would be excellent for small rural towns - safer transport for elderly sole drivers	No changes to RPTP - noting	The community transport model is run by the community, or a koha basis. ORC involvement may include assistance with funding applications and advice on set up, as well as coordinating public information. We are not in a position to fund the running costs.	
Colin Stevenson		RPTP-0472	Fares concessions	Agree with standardised discounts across Dunedin and Queenstown as we are all one region	No changes to RPTP - noting	Youth concession value decision	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Colin Stevenson		<b>RPTP-0472</b>	Fares concessions	Agree with standardised discounts across Dunedin and Queenstown as we are all one region	No changes to RPTP - noting	Youth concession value decision	
Colin Stevenson		<b>RPTP-0472</b>	Fares zones	Agree with zone changes	No changes to RPTP - zone fare decision		
Colin Stevenson		<b>RPTP-0472</b>	Fares zones	You should expect to pay more for longer trips using the zone areas	No changes to RPTP - zone fare decision		
Colin Stevenson		<b>RPTP-0472</b>	Fares zones	Agree with zone changes	No changes to RPTP - zone fare decision		
Colin Stevenson		<b>RPTP-0472</b>	Fares zones	You should expect to pay more for longer trips using the zone areas	No changes to RPTP - zone fare decision		
Julie Taverner	Hato Hone St John	<b>RPTP-0473</b>	Community transport	Supports community transport and thinks ORC should do it in a way similar to Waikato Regional Council	No changes to RPTP	Thank you. Yes, community transport is very successful in Canterbury and Waikato and we hope to build our community transport in a similarly sustainable way	
Jane Terry		<b>RPTP-0474</b>	Focus areas	Highest priority focuses being points 1, 4 and 5	No changes to RPTP	Noted with thanks	
Jane Terry		<b>RPTP-0474</b>	Timetables	Work on timetabling to spread out the buses. e.g. a bus ever 5 mins rather than 3 buses all at once then a 20min wait.	No changes to RPTP	Point is accepted -- this is supported by the Plan's Service Design Principles	
Jane Terry		<b>RPTP-0474</b>	Vehicles smaller	Supports smaller buses running with an increased service.	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
Jane Terry		<b>RPTP-0474</b>	Fares concessions	Keep free child fares, families aren't able to rely on school buses anymore.	No changes to RPTP - noting	Youth concession value decision	
Jane Terry		<b>RPTP-0474</b>	Fares zones	Opposes increased fares for longer trips, this will make it less economical and make car use more convenient and not as costly compared.	No changes to RPTP - zone fare decision		
Jane Terry		<b>RPTP-0474</b>	Fares zones	Don't charge more for longer trips, the Palmerston bus already has limited runs and its often outside of Supergold hours making it less attractive.	No changes to RPTP - zone fare decision		
Jana McCall		<b>RPTP-0475</b>	Upper Clutha service	A regular bus service for workers as well as tourists between Wanaka and Queenstown and connecting to surrounds (Hawea, Luggate)	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities.	
Jana McCall		<b>RPTP-0475</b>	Focus areas	Reliable, regular, safe and affordable public transport is an extremely important part of any community	No changes to RPTP	We agree. Our plan emphasises delivering a convenient and reliable public transport system that is safe and affordable for our community and funders.	
Jana McCall		<b>RPTP-0475</b>	Fares concessions	Agree with discounts for children as it gives them some independence and encourages them to use public transport	No changes to RPTP - noting	Youth concession value decision	
Jana McCall		<b>RPTP-0475</b>	Fares base fare	Agree with increase in fares is needed to keep the service running	No changes to RPTP - base fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Jana McCall		RPTP-0475	Fares zones	A small increase for longer trips seems reasonable as long as the cost does not inhibit those who really need the service or disincentivise people who may just switch to their cars.	No changes to RPTP - zone fare decision		
Hugo de Cosse Brissac		RPTP-0476	Fares base fare	Opposes adult bee card fare increase. Taking the bus should be cheaper than driving	No changes to RPTP - base fare decision	Noting link to driving costs	
Hugo de Cosse Brissac		RPTP-0476	Upper Clutha service	Requests public transport in Wanaka, Lake Hawea, Luggate, Kingston to Queenstown	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities. Servicing Hawea, Luggate and Kingston are more challenging and based on a desk top study (Otago Community and Accessible Transport Study) and a review of the 22/23 trial, viable public transport is not affordable to the user or the community without co-funding.	
Hugo de Cosse Brissac		RPTP-0476	Focus areas	Opposes the 'value for money' focus area because public transport should be run as a service, not a business and funding should come from disincentivising private car travel (e.g. parking fees, congestion charging)	No changes to RPTP - noting	Thank you for your point. Public transport is funded with public money and we have obligations to make sure that funds are used efficiently. We also must comply with central government expectations to not jeopardise future funding.	
Hugo de Cosse Brissac		RPTP-0476	Fares concessions	Supports standardising youth concession, but also thinks it should be raised to 50%	No changes to RPTP - noting	Youth concession value decision	
Hugo de Cosse Brissac		RPTP-0476	Fares zones	Opposes zone fare structure as they say it is worse for people who cannot afford to live closer to town	No changes to RPTP - zone fare decision		
Duncan Eddy	West Harbour Community Board	RPTP-0477	Funding	Supports increasing private share by maximising advertising revenue, rather than increasing fares	No changes to RPTP	Noted with thanks.	
Duncan Eddy	West Harbour Community Board	RPTP-0477	Rail and ferries	Interested in a commuter train between Port Chalmers and Mosgiel in the long term	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions.	
Duncan Eddy	West Harbour Community Board	RPTP-0477	Routes	Welcomes previously planned extensions to number 14 bus	No changes to RPTP - noting	Thank you -- we are proud to offer a regular and reliable service in the West Harbour area. Although we do not expect the area to be a priority for major service-level improvements, we do have high peak demand and seek to ensure we have the capacity to meet this demand, especially after school.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Duncan Eddy	West Harbour Community Board	<b>RPTP-0477</b>	Fares zones	Supports maintaining a flat fare, as zones could potentially be expensive and confusing	No changes to RPTP - zone fare decision		
Jules Radich	Dunedin City Council	<b>RPTP-0478</b>	Clutha service	Submitter supports community transport, but also wants potential commuter services between Balclutha and Dunedin	No changes to RPTP - noting	A Dunedin to Balclutha service is included as an integral service in the plan and would serve the airport, however we do not currently have funding to make these improvements.	
Jules Radich	Dunedin City Council	<b>RPTP-0478</b>	Oamaru service	Submitter supports community transport, but also wants potential commuter services between Oamaru and Dunedin	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years.	
Jules Radich	Dunedin City Council	<b>RPTP-0478</b>	Marketing, promotion, engagement	Submitter wants more emphasis on increasing patronage, including through promotion and marketing of services	No changes to RPTP - noting	Agree, and this is included in our plan in the Branding and Marketing policies and actions on pg. 26.	
Jules Radich	Dunedin City Council	<b>RPTP-0478</b>	Fares concessions	Supports maintaining free fares for children and standardising youth concession to promote confidence and lifelong habits	No changes to RPTP - noting	Child and youth concession value decision	
Jules Radich	Dunedin City Council	<b>RPTP-0478</b>	Regional services	Submitter wants more emphasis on emissions reductions, including investigating commuter services for regional centres	No changes to RPTP	Our plan is supportive of these ambitions.	
Jules Radich	Dunedin City Council	<b>RPTP-0478</b>	Focus areas	Submitter requests a Dunedin network review, including consideration of the bus hub, existing transport infrastructure, and the integration of schools.	No changes to RPTP - noting	Thank you for the thoughtful feedback. Network and service planning are a key priority in Focus Area 4 A connected and integrated network. This includes how we manage school services and work with our partners to deliver key transport infrastructure.	
Jules Radich	Dunedin City Council	<b>RPTP-0478</b>	Routes	Submitter wants service improvement options for the Northern Coast and Central City	No changes to RPTP	We note the interest in such services; we are not currently in a position to commit to service improvements in these areas but they will be considered in the future.	
Mayor Gary Kircher	Waitaki District Council	<b>RPTP-0479</b>	Community transport	Strongly supports community transport in the Waitaki district	No changes to RPTP	Noted with thanks	
Mayor Gary Kircher	Waitaki District Council	<b>RPTP-0479</b>	Focus areas	(Focus area) Passenger experience: Provide public transport services that promote social inclusion and respect the safety and wellbeing of all passengers.	Change to RPTP	Thank you for your suggestion. Including the words 'social inclusion' does nicely wrap up our objective. We would like to continue to use 'useful' public transport though.	Change Objective 1: Passenger experience to 'Provide useful public transport services that promote social inclusion and respect the safety and wellbeing of all passengers' Change needed on Pg 17, and 19. Remove the definition of 'transport disadvantaged' from the last bullet points on pg. 19.

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Mayor Gary Kircher	Waitaki District Council	RPTP-0479	Focus areas	(Focus area): Environmental sustainability: Invest in a public transport system that reduces reliance on private vehicles, promotes positive environmental outcomes and supports sustainable urban planning and development	Change to RPTP	Thank you for your suggestion. This wordsmithing suggestion is great and captures exactly the intent of the objective.	Change Objective 3: Environmental sustainability to: Invest in a public transport system that reduces reliance on private vehicles, promotes positive environmental outcomes and supports sustainable urban planning and development. Changed needed on pg. 17 and 45
Mayor Gary Kircher	Waitaki District Council	RPTP-0479	Focus areas	(Focus areas): Cost effectiveness: Provide public transport services in a manner that presents good value for money	No changes to RPTP - noting	Thank you for your suggestion. We believe 'represents' is more appropriate and grammatically correct that 'presents' in this context.	
Mayor Gary Kircher	Waitaki District Council	RPTP-0479	Focus areas	(Focus area): Connected and integrated network: Deliver a reliable and convenient public transport system that improves personal freedom, supports local economies and enhances community resilience.	No changes to RPTP - noting	Thank you for your suggestion. We prefer the more personal working of access to opportunities.	
Mayor Gary Kircher	Waitaki District Council	RPTP-0479	Focus areas	(Focus area) Aligning with community needs and priorities: Proactively engage with communities and organisations, including iwi, to foster trust and ensure public transport projects meet local demand and align with community priorities.	No changes to RPTP - noting	Thank you for your suggestion. We believe 'meeting local demand' is already captured in 'aligning with community priorities'.	
Mayor Gary Kircher	Waitaki District Council	RPTP-0479	Oamaru service	Wants daily bus services between Oamaru and Dunedin, a fixed route urban service between Weston and Oamaru and an on-demand service within Oamaru	No changes to RPTP - noting	This is supported and considered as a future integral service with the plan, noting that funding is not currently available for such a service.	
Alice Milne		RPTP-0480	Fares base fare	Increased base fare of \$2.50 is better than a decreased service.	No changes to RPTP - base fare decision	Noting link to service provision	
Alice Milne		RPTP-0480	Routes	The Arrowtown-Queenstown route through Frankton adds unnecessary time, make it direct instead. This would also bring more access to economic and tourism opportunities in Frankton.	No changes to RPTP	Thank you -- the direct Malaghans Road route will be implemented from July.	
Victoria Crockford	QLDC Climate and Biodiversity Reference Group	RPTP-0481	Active transport	Wants more concrete targets related to mode shift in alignment with our 'multi-modal access' section	No changes to RPTP - noting	Achieving mode-shift is a collective effort with ORC and our partners across the region. This strategy document does not include targets rather they sit in the Dunedin Future Development Strategy 2024 which was a collective DCC and ORC strategy, and the Queenstown Integrated Transport Business case.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Victoria Crockford	QLDC Climate and Biodiversity Reference Group	RPTP-0481	Central Otago service	Notes the business case for Upper Clutha public transport has been withdrawn, and that these communities need reliable public transport options to reduce private vehicle dependency	No changes to RPTP - noting	Agree. Public transport links between Cromwell and Queenstown are outlined in the plan for improving regional connectivity, and we hope to implement them in the next 10 years subject to funding and alignment with central government priorities.	
Victoria Crockford	QLDC Climate and Biodiversity Reference Group	RPTP-0481	Funding	Wants ORC to explore alternative public transport funding models, including potential targeted rates, developer contributions toward infrastructure in new developments and a commercial rate based on capital value rather than the proposed 'uniform' general rate change	No changes to RPTP - noting	Funding action A3 outlines our intent to 'Work with partner agencies and other stakeholders to increase private revenue sources and explore alternative opportunities to fund the public transport network' The wider funding model is established through the LTP, AP and the GPS/NLTP	
Victoria Crockford	QLDC Climate and Biodiversity Reference Group	RPTP-0481	Marketing, promotion, engagement	Wants ORC to do more community engagement through educational campaigns, community workshops on route planning and service frequency and clear communication about how public transport supports climate commitments	No changes to RPTP - noting	Improving engagement is a key focus of this Plan as outlined in our Focus area 2. Further information on 'how' is included in the ORC Engagement and Significance policy. Further education and marketing - this is included in our plan in the Branding and Marketing policies and actions on pg26	
Victoria Crockford	QLDC Climate and Biodiversity Reference Group	RPTP-0481	General	Notes that reducing public transport services mean we are undermining climate action goals by increasing reliance on private vehicles	No changes to RPTP - noting	We agree with the submitter's point. Our plan outlines our challenge with rising operating costs, but also highlights that cutting services is a last resort. We are however in a position where we can't expand our network to the extend that we would like.	
Kayla Stewart		RPTP-0483	Fares base fare	Other suggestions are to introduce fare capping ( daily/weekly maximum spend) for frequent users or offer off-peak discounts to encourage use when capacity is underutilised.	No changes to RPTP - base fare decision	Fare capping is included as a potential element of our fare structure in Fare policy F P2 pg. 84. The current low fares mean multiple trips are affordable. Additionally fare capping does not currently align with NZTA directive to increase private share.	
Kayla Stewart		RPTP-0483	Fares base fare	Agree as long as it is financially sustainable. Two compromises could be a small nominal fare e.g.\$0.50 and/or fare capping allowing unlimited travel within a certain period (daily or weekly)	No changes to RPTP - base fare decision	Fare capping is included as a potential element of our fare structure in Fare policy F P2 pg. 84. The current low fares mean multiple trips are affordable. Additionally fare capping does not currently align with NZTA directive to increase private share.	
Kayla Stewart		RPTP-0483	Collaboration with institutions	ORC could work closely with Health NZ to coordinate services. e.g. if medical appointments for people from the same area could be schedule on the same day, transport services could run more efficiently and cost-effectively.	No changes to RPTP	Our plan includes working closely with our key stakeholders. We have set up a quarterly forum with some of these key organisations. The specifics of the submitters request are outside the scope of this plan.	



Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Kayla Stewart		RPTP-0483	Focus areas	Focus on building a system that works for the communities who rely on it every day — not just the aspirational goals that look good on paper. Keeping costs down for users should be at the heart of the plan	No changes to RPTP - noting	Our users are at the forefront of our minds in developing this plan. Our plan emphasises delivering a convenient and reliable public transport system that improves personal freedom and access to opportunities for all, including keeping fares low and the system sustainable, including for our funders.	
Kayla Stewart		RPTP-0483	Focus areas	Concern that the draft plan prioritises environmental sustainability while proposing fare increases. While reducing emissions is important, this approach risks undermine the goal it aims to achieve. Higher fares make public transport less accessible. Focus on affordability and accessibility first, sustainability will follow.	No changes to RPTP - noting	The submitter's point is noted, and we recognise the challenge of balancing our obligations to increase private share without compromising all the positive ground we have made with increased patronage and environmental sustainability. Our modelling suggests the small increase proposed still keeps the fares low and will not marked impact on patronage.	
Kayla Stewart		RPTP-0483	Community transport	To ensure long term success, support should be provided to help initiatives establish the necessary organisational structures and legal entity status to enable them to apply for grants	No changes to RPTP - noting	We absolutely agree, and this is the role we see ORC assisting with.	
Kayla Stewart		RPTP-0483	Community transport	A community transport service could improve access to essential services. Access to affordable and reliable transport is a major issue for many people in the district, particularly for those who are elderly, live alone or don't drive.	No changes to RPTP	We agree that community transport has a role in improving transport options in the District, especially for people experiencing transport disadvantage.	
Kayla Stewart		RPTP-0483	Fares zones	Charging more for longer trips may seem fair in principle, in practice it disproportionately affects those who can least afford it. Housing is cheaper outside the city and land for new housing in the city is limited. People need to live in outer suburbs or nearby towns and public transport should be part of the solution to this housing pressure, not another cost barrier. Flat fares are simple, equitable, and predictable. They encourage more widespread use of public transport.	No changes to RPTP - zone fare decision	We agree to a point however we also support encouraging good urban development principles. Our plan gives importance to land-use considerations which would support focusing PT investment on areas where PT performs well and drives growth/development.	
Kayla Stewart		RPTP-0483	Fares base fare	25% is too steep. this could deter regular passengers and discourage new users which undermines the financial and environmental goals of public transport. A gradual staged fare increase would allow time to adjust and avoid sudden cost shocks	No changes to RPTP - base fare decision		
Fiona Rissell		RPTP-0484	Accessibility	Total Mobility is absolutely essential to me being able to access my health appointments.	No changes to RPTP	Thank you for your feedback	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Cheryl Dodds		RPTP-0485	Clutha service	Supports a Balclutha to Dunedin bus	No changes to RPTP - noting	A Dunedin to Balclutha service is included as an integral service in the plan and would serve the airport, however we do not currently have funding to make these improvements.	
Cheryl Dodds		RPTP-0485	General	Really enjoys the bus--"so you know you guys are awesome!"	No changes to RPTP	Thank you for your feedback	
Cheryl Dodds		RPTP-0485	Fares base fare	Opposes adult bee card fare increases as it could increase costs for families who need the most help	No changes to RPTP - base fare decision		
Brett Cunningham		RPTP-0486	Fares concessions	Supports free child fares to encourage public transport use habits in young people.	No changes to RPTP - noting	Child concession value decision	
Brett Cunningham		RPTP-0486	Fares zones	Supports zone fares but would like fare capping for regular users.	No changes to RPTP - zone fare decision	Fare capping is included as a potential element of our fare structure in Fare policy F P2 pg. 84. The current low fares mean multiple trips are affordable. Additionally fare capping does not currently align with NZTA directive to increase private share.	
Brett Cunningham		RPTP-0486	Vehicles electric	Request to decarbonise the bus fleet with trolley buses, not electric battery buses.	No changes to RPTP - noting	Fleet electrification is mandated by NZTA through the Requirements for Urban Buses (RUB).	
Brett Cunningham		RPTP-0486	Public information	Request to improve readability of head signs	No changes to RPTP	Noted with thanks	
Brett Cunningham		RPTP-0486	Fares base fare	Supports a base fare increase but would like it to be paired with service improvements.	No changes to RPTP - base fare decision	Noting link to service provision	
Brett Cunningham		RPTP-0486	Frequency	Request to improve 30-minute frequencies to 15-minutes throughout Dunedin.	No changes to RPTP	Our Fares and Frequencies Business Case supports improved frequencies across the network; however we are not currently in a position to fund such improvements	
Brett Cunningham		RPTP-0486	Routes	Request to revise Dunedin bus routes into a more concentrated pattern to enable greater mode shift. Full details on requested route changes are attached to the submission.	No changes to RPTP	Thank you -- we will undertake periodic reviews of services. Although some of the ideas presented here may not be viable at present, there are some thoughtful suggestions and some may be seen in future changes.	
Brett Cunningham		RPTP-0486	Rail and ferries	Request to revive historical cable car services (e.g. Maryhill and Kaikorai).	No changes to RPTP	We are not in a position to support this as an integral part of our public transport network. Along with cost, we would have concerns with duplication of existing bus services and accessibility.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Brett Cunningham		RPTP-0486	General	Request for DCC to own PT vehicles and depots, and lease them to competing operators. This would build trust with the community and enable more responsiveness surrounding vehicle and infrastructure asset issues.	No changes to RPTP - noting	<p>We do not currently have a basis to make such a decision on reallocating responsibilities, but we note that there is some community interest in such changes.</p> <p>Our plan is focused on further enhancing the collaborative and constructive working relationship that ORC has with territorial authorities.</p> <p>ORC is considering the purchase of land for a depot in Queenstown to reduce a barrier to entry and encourage a competitive market environment</p>	
Brett Cunningham		RPTP-0486	Routes	Request to move Dunedin bus hub and central city bus routes to travel along Princes St and (a two-way) George St.	No changes to RPTP	We do not currently have a plan for future central city changes but we acknowledge the interest and the ideas	
Brett Cunningham		RPTP-0486	Rail and ferries	Request for a Balclutha-Palmerston passenger rail service (via the Dunedin Airport). This would reduce vehicles on SH1 and connect the airport to PT.	No changes to RPTP - noting	We do not currently have the evidence base to support regional rail, but we acknowledge that there is community support to look for alternative ways to connect the wider region.	
Jasmine Grey		RPTP-0487	Fares concessions	Agree with 100% discounts for children as this helps families and takes strain off their finances	No changes to RPTP - noting	Child concession value decision	
Jasmine Grey		RPTP-0487	Focus areas	Good to see improving reliability and frequency of bus services as a focus area as this is key to encouraging people to use them.	No changes to RPTP	Noted with thanks.	
Jasmine Grey		RPTP-0487	Regional services	Agree with including bus services in smaller communities	No changes to RPTP	Thank you	
Jasmine Grey		RPTP-0487	Fares base fare	People are struggling and a \$4 round trip can add up quickly for people who rely on public transport.	No changes to RPTP - base fare decision		
Jasmine Grey		RPTP-0487	Fares zones	Charging more for longer trips will only encourage people to use their cars instead of public transport .	No changes to RPTP - zone fare decision		
Sue Scott		RPTP-0488	Fares concessions	Supports free fares for children as it enables better access to healthcare, libraries, supermarkets, schools, etc	No changes to RPTP - noting	Child concession value decision	
Sue Scott		RPTP-0488	Community transport	Supports community transport and thinks a small vehicle between Waikouaiti and Palmerston would be helpful to the community	No changes to RPTP	Noted with thanks	
Sue Scott		RPTP-0488	General	Says public transport should be a shared cost service just like parks, hospitals, roads, etc., and low income families will be most impacted by fare increases	No changes to RPTP - noting	Public transport is a shared cost model, please see page 82 of the plan for further information on the funding model and distribution of costs.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Sue Scott		RPTP-0488	General	Submitter mentions there is not enough affordable housing within 2km of central Dunedin, so access to those places is difficult	No changes to RPTP - noting	Unsure of the submitters exact point. The Dunedin urban bus network extends well outside of central Dunedin and has good levels of coverage and frequency to most locations.	
Sue Scott		RPTP-0488	Fares base fare	Opposes increase in adult bee card fare because it is a 25% increase, which is a lot for some families	No changes to RPTP - base fare decision		
Craig Cliff	University of Otago	RPTP-0489	Regional services	Interest in potentially collaborating in a South Island passenger rail service for students at certain times of the year	No changes to RPTP	Acknowledge the request -- while outside the scope of the plan we are happy to discuss at an appropriate time.	
Craig Cliff	University of Otago	RPTP-0489	Vehicles electric	Support electric buses	No changes to RPTP	Noted with thanks	
Craig Cliff	University of Otago	RPTP-0489	Collaboration with institutions	Support strengthening collaborative working relationships both operationally and in terms of research	No changes to RPTP	Noted with thanks.	
Craig Cliff	University of Otago	RPTP-0489	Routes	Request route changes that are more direct to the university, an airport bus services and regional routes connecting Balclutha and Oamaru with Dunedin	No changes to RPTP	We have no specific response to these requests, but they will be considered in future network planning	
Craig Cliff	University of Otago	RPTP-0489	Fares zones	Opposes zone fare structure as it could lead to higher private vehicle use	No changes to RPTP - zone fare decision		
Ross Palethorpe		RPTP-0490	Oamaru service	Agree, Oamaru needs ORC help with a proper public transport service	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years.	
Ross Palethorpe		RPTP-0490	Fares concessions	Agree, free children transport will be positively impact on whanau and young people encourages good habits in public transport	No changes to RPTP - noting	Child concession value decision	
Ross Palethorpe		RPTP-0490	General	A proper long-term transport plan is essential for building inclusive, efficient, and sustainable communities. By increasing both the use and availability of transport options for everyone	No changes to RPTP	Thank you, we agree	
Ross Palethorpe		RPTP-0490	Regional services	There is a real need for some form of public transport both locally and connecting us to other towns and locales.	No changes to RPTP	We agree and our plan gives increased emphasis to a regional network, although we do not yet have a funding pathway.	
Lichelle Guyan		RPTP-0491	Community transport	Supports community transport, as the Waitaki is in desperate need for transport for the elderly and those unable to drive to hospital appointments	No changes to RPTP	Noted with thanks	
Christopher Hawkins		RPTP-0492	Community transport	It would be good to use zero-emission vehicles for community transport services	No changes to RPTP - noting	Agree with the submitters point and is something that will need to be worked through with each of the communities.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Christopher Hawkins		RPTP-0492	Fares zones	There is not enough information on how much the fares might increase between the zones or how differing zone fares will interact with the current free transfer system. The simplicity of the current system is a real strength. If there has to be an increase, it should be modest e.g. 50c.	No changes to RPTP - zone fare decision	Fares for a zonal structure have not been investigated yet. This work will follow any decision to change our fare structure to a zonal system.	
Christopher Hawkins		RPTP-0492	Vehicles electric	Excited about the electrification of the fleet as soon as possible	No changes to RPTP	Noted with thanks	
Christopher Hawkins		RPTP-0492	Dunedin Airport service	Support the planned Dunedin Airport zone which could charge higher costs and still remain favourable compared to commercial options or car hire.	No changes to RPTP	Noted with thanks	
Christopher Hawkins		RPTP-0492	General	I'm really impressed with what the council has been able to accomplish over the past decade. It's really heartening to see the ORC take on feedback and look to grow into its role as a regional transport body connecting people across the whole of Otago.	No changes to RPTP	Thank you for your feedback	
Christopher Hawkins		RPTP-0492	Fares base fare	Disagree with increasing Bee Card fares - having a low fares and a simple fare structure has enabled increasing ridership.	No changes to RPTP - base fare decision		
Barbara Sloan		RPTP-0493	Funding	Charging for CV use is both ineffective and unfair.	No changes to RPTP	Noted with thanks.	
Barbara Sloan		RPTP-0493	Vehicles electric	A uniform charging system for transport is recommended	No changes to RPTP	This is outside the scope of the RPTP, but thank you for the suggestion, and it is something for further consideration.	
Barbara Sloan		RPTP-0493	General	Should lower the rates/unhappy about the new build	No changes to RPTP	This is outside the scope of the RPTP, but thank you for your feedback	
Barbara Sloan		RPTP-0493	Fares base fare	Adult Bee card fare can increase and should be \$3	No changes to RPTP - base fare decision		
Barbara Sloan		RPTP-0493	Fares zones	Supports charging more on longer trips	No changes to RPTP - zone fare decision		
Sarah Burdon	Hawea Community Association	RPTP-0494	Upper Clutha service	Hawea is getting 400 new residential units, and many of these residents may have limited access to private transport	No changes to RPTP - noting	This plan signals intent to improve transport options in our smaller centres. However based on a desk top study (Otago Community and Accessible Transport study) and a review of the community shuttle trials in 22/23 viable public transport that is affordable to both the user and the community is not feasible without central government co-funding. Current government priorities do not align with funding additional public transport services. Further the RPTP reflects the principles for integrating land use to be able to achieve good affordable public transport. The extensive development in this area does not meet those principles and is a challenge to address.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Sarah Burdon	Hawea Community Association	RPTP-0494	Community transport	Generally supports community transport, but thinks a volunteer-run model is not sufficient and will not meet the needs of the community as a regular fixed route service would	No changes to RPTP - noting	We agree it may not be a long-term solution in some locations. It does however have a role in paving the way for further understanding the transport needs in our smaller centres and how public transport can best support those in the future if funding becomes available.	
Sharon Lavery		RPTP-0495	Fares concessions	The 100% discount for children could be raised to 16.	No changes to RPTP - noting	Child and youth concession value decision	
Sharon Lavery		RPTP-0495	Oamaru service	A public transport system is needed in Oamaru. A lot of low socio-economic families have a long walk to the main support networks. Elderly and young parents are important to be involved in community activities and transport is often a barrier in Oamaru.	No changes to RPTP - noting	This is supported and considered as a future integral service with the plan, noting that funding is not currently available for such a service.	
Sharon Lavery		RPTP-0495	Fares base fare	Disagree with increasing Bee Card fare - to encourage people to use public transport keep it affordable for all	No changes to RPTP - base fare decision		
Colleen Hurd	Otago Central Rail Trail Trust	RPTP-0496	Bikes on buses	Wants more bike carrying capacity on buses	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Colleen Hurd	Otago Central Rail Trail Trust	RPTP-0496	Vehicles electric	Supports electric buses	No changes to RPTP	Noted with thanks	
Colleen Hurd	Otago Central Rail Trail Trust	RPTP-0496	Community transport	Supports community transport, particularly in Oamakau, as it could provide safe transport for elderly drivers and build community connectivity	No changes to RPTP	Noted with thanks	
Colleen Hurd	Otago Central Rail Trail Trust	RPTP-0496	Operations	Wants tap payment for buses and shielded compartment for drivers	No changes to RPTP - operational	The plan outlines the introduction of Motu Move ticketing system that will allow tap bank card payments. VQ P2 also highlights ORC requirements for driver protection screens.	
Colleen Hurd	Otago Central Rail Trail Trust	RPTP-0496	Regional services	Requests greater regional connectivity between Alex, Clyde Cromwell and Queenstown	No changes to RPTP	We agree and our plan gives increased emphasis to a regional network, although we do not yet have a funding pathway.	
Colleen Hurd	Otago Central Rail Trail Trust	RPTP-0496	Fares zones	Supports zone fare structure as this is something that happens overseas	No changes to RPTP - zone fare decision		
Celine Austin		RPTP-0498	Fares concessions	Should remain free for under 12 and minimum fares for youth. Ideally would like both free.	No changes to RPTP - noting	Child and youth concession value decision	
Celine Austin		RPTP-0498	Community transport	Supports community transport as school transport should be free and we should work on linking smaller communities	No changes to RPTP - noting	Note the submitters support for community transport. MOE school services are free, however school services as part of our network are subject to our fare and concession policy.	
Celine Austin		RPTP-0498	Focus areas	Supports building a connected and integrated network, this helps with sustainability, trust and value.	No changes to RPTP	Noted with thanks	
Celine Austin		RPTP-0498	Fares base fare	Only up the base fare if we are going to provide a better service.	No changes to RPTP - base fare decision	Noting link to service provision	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Celine Austin		RPTP-0498	Fares zones	People often live out of town due to costs, upping fares for longer trips would add financial pressure.	No changes to RPTP - zone fare decision		
Rachel Elder		RPTP-0499	Fares concessions	Supports free child fares because it is a way to incentivise the younger generation to commute using PT.	No changes to RPTP - noting	Child concession value decision	
Rachel Elder		RPTP-0499	Active transport	Request to implement an active transport plan to improve walking and cycling in the region.	No changes to RPTP	Improving active transport across the region is outside the scope of the plan. However we are working on an Active and Public Transport Connectivity Strategy as outlined in the Plan.	
Rachel Elder		RPTP-0499	Active transport	Request for an active transport connection between Cromwell and Wanaka, Waihola and Dunedin, Middlemarch and Dunedin, Dunedin and Palmerston, and Dunedin and the Peninsula's Highcliff Road.	No changes to RPTP	Improving active transport across the region is outside the scope of the plan. However we are working on an Active and Public Transport Connectivity Strategy as outlined in the Plan.	
Rachel Elder		RPTP-0499	Vehicles electric	Support for fleet electrification.	No changes to RPTP	Noted with thanks	
Rachel Elder		RPTP-0499	Community transport	Supports community transport and requests we consider how it can support walkers and cyclists, e.g. through bike racks.	No changes to RPTP	Noted with thanks	
Rachel Elder		RPTP-0499	Bikes on buses	Supports bike racks on buses.	No changes to RPTP - noting	Thank you	
Rachel Elder		RPTP-0499	Fares base fare	Opposes a base fare increase to \$2.50 - submitter would rather we focus on improving patronage.	No changes to RPTP - base fare decision		
Rachel Elder		RPTP-0499	Fares zones	Supports zone fares but would like fares to remain affordable.	No changes to RPTP - zone fare decision		
Edmund Clouston-Cain		RPTP-0500	Fares concessions	Opposes retaining free fares for children, because if they take a seat they should pay	No changes to RPTP - noting	Child concession value decision	
Edmund Clouston-Cain		RPTP-0500	Safety	Felt high school students were being disrespectful on the bus, but was happy ORC added a security guard onto the bus	No changes to RPTP	Noted with thanks	
Edmund Clouston-Cain		RPTP-0500	Fares base fare	Conditional support for adult bee card fare increases, if those increases are needed for better bus systems	No changes to RPTP - base fare decision	Noting link to service provision	
Edmund Clouston-Cain		RPTP-0500	Routes	Submitter thinks the bus from Kings to Green Island should have an express bus	No changes to RPTP	The operation of school routes will be considered in future network planning	
Leigh Milmine	Te Hā o Maru	RPTP-0501	Oamaru service	Requests Oamaru to Dunedin service to have better access to hospital	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years. Improving access to health care is a high priority.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Chris Ford	Disabled Persons Assembly (DPA) New Zealand	RPTP-0502	Focus areas	Recommend that priority is given to improving the accessibility, inclusivity and safety of all public transport services over the ten-year life of transport plan	No changes to RPTP - noting	Accessibility, safety and inclusivity are all high priorities and we believe we have captured these through each focus area of the Plan	
Chris Ford	Disabled Persons Assembly (DPA) New Zealand	RPTP-0502	Accessibility	Praise ORC for many transport initiatives benefitting disabled people, including \$2 flat fares, moving TM from paper vouchers to cards, adding services to Mosgiel, etc.	No changes to RPTP	Noted with thanks	
Chris Ford	Disabled Persons Assembly (DPA) New Zealand	RPTP-0502	Accessibility	Supports providing training to all drivers registered with Total Mobility	No changes to RPTP	Noted with thanks	
Chris Ford	Disabled Persons Assembly (DPA) New Zealand	RPTP-0502	Community transport	Supports community transport and wants it to be adequately funded	No changes to RPTP	Noted with thanks	
Chris Ford	Disabled Persons Assembly (DPA) New Zealand	RPTP-0502	Accessibility	Wants any major provincial centres not covered by Total Mobility are added to the scheme by Council over the next 10 years and requests information to be in accessible format for all TM users	No changes to RPTP - noting	Our plan includes an increased focus on how we can improve services outside the main urban centres, and we aim to build on this work in the future; subject to co-funding. Expanding total mobility services relies on availability of approved operators and funding. We support the submitters intent, but can not commit to the 10 year time frame due to funding constraints. We are working to improved the accessibility of our public information..	
Chris Ford	Disabled Persons Assembly (DPA) New Zealand	RPTP-0502	Accessibility	Raises concerns about safety on the bus for disabled people	No changes to RPTP - noting	Public safety is noted as a challenge in section 1.5, and a key priority in Focus Area 1: Passenger Experience and 2.2 Safety. Safety is incorporated in actions throughout the RPTP. We will continue to work to ensure the safety of all passengers and drivers	
Chris Ford	Disabled Persons Assembly (DPA) New Zealand	RPTP-0502	Accessibility	Council and the RPTP should recognise that disabled people are disproportionately impacted by climate change	No changes to RPTP	Thank you for raising this very valid point.	
Chris Ford	Disabled Persons Assembly (DPA) New Zealand	RPTP-0502	Focus areas	Recommend that 'value for money' assessments of transport include the benefits of transport-disadvantaged people	No changes to RPTP - noting	Thank you for the thoughtful feedback. Value for money assessments are very difficult. We try to assess the benefits to all, but are aware of the additional benefits for transport-disadvantaged people.	
Chris Ford	Disabled Persons Assembly (DPA) New Zealand	RPTP-0502	Fares base fare	Reluctantly agrees with increasing fares, but that they should remain frozen for at least two years	No changes to RPTP - base fare decision		
Chris Ford	Disabled Persons Assembly (DPA) New Zealand	RPTP-0502	Fares zones	Supports re-introducing zones if the fare is an extra 50 cents per zone	No changes to RPTP - zone fare decision		



Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Helen Jansen		RPTP-0503	Oamaru service	Requests an Oamaru to Dunedin bus, citing access to hospital appointments	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Access to health services is a key driver for this. Currently this service is planned to be introduced for in the next 10 years.	
Helen Jansen		RPTP-0503	Community transport	Supports community transport but acknowledges the challenge of retaining volunteers	No changes to RPTP	Noted with thanks	
Helen Jansen		RPTP-0503	Fares base fare	Thinks a 50c increase in fares is reasonable	No changes to RPTP - base fare decision		
Theresa Goodwin		RPTP-0504	Upper Clutha service	Wanaka is growing and we need to start looking at a reliable bus system to keep up with it.	No changes to RPTP - noting	Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities.	
Stephanie Evans		RPTP-0505	Fares concessions	Agree, with concession fares. This would make it easier for parents to travel with their children and help foster a love for public transport among young passengers.	No changes to RPTP - noting	Child and youth concession value decision	
Stephanie Evans		RPTP-0505	Fares base fare	The socio-economic status of communities in remote regions should be carefully considered before implementing any fare increases. A basic assessment is essential to ensure that fare changes do not disproportionately affect vulnerable populations.	No changes to RPTP - base fare decision	Noted with thanks	
Stephanie Evans		RPTP-0505	Wayfinding	Realtime info screen is a great facility	No changes to RPTP	Noted with thanks	
Stephanie Evans		RPTP-0505	Public information	Better signage on buses to help passengers manoeuvre the flippy-downy seats	No changes to RPTP - operational	Noted with thanks	
Stephanie Evans		RPTP-0505	General	Not convinced that public transport should be governed solely by a Regional Council	No changes to RPTP - noting	Public transport is not governed solely by the regional Council. Pg 12 of the plan outlines the roles and responsibilities of ORC, as well as our partners. Each Territory Authority and NZTA have a key role in the PT system.	
Stephanie Evans		RPTP-0505	Accessibility	Agree, ORC's approach towards public transport is greatly appreciated. The service has an important place for elderly and disabled users	No changes to RPTP	Thank you	
Stephanie Evans		RPTP-0505	Regional services	Encourage ORC to work with intercity or other providers to continue to review the needs of passengers travel between regional centres. There is room for development specifically in CODC and QLDC	No changes to RPTP	We agree and our plan gives increased emphasis to a regional network, although we do not yet have a funding pathway.	

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Stephanie Evans		RPTP-0505	Fares base fare	Agree, An increase in Bee Card fares is supported if it helps retain a universal flat fare structure.	No changes to RPTP - base fare decision		
Stephanie Evans		RPTP-0505	Fares zones	Disagree with zone fares. This can significantly impact certain communities, particularly lower-income groups, who rely on public transport for long-distance travel.	No changes to RPTP - zone fare decision		
Keely Mcleod		RPTP-0506	Fares zones	Opposes zone fare structure because it could be more confusing compared with the flat fare	No changes to RPTP - zone fare decision		
David Solomon		RPTP-0507	Fares concessions	1 - 16 year olds should get a 50% discount.	No changes to RPTP - noting	Child and youth concession value decision	
David Solomon		RPTP-0507	Fares concessions	Disagree with 100% discounts for children - if they take up a seat they should be charged.	No changes to RPTP - noting	Child concession value decision	
David Solomon		RPTP-0507	Focus areas	Forget about passenger experience and building trust, if you operate a good business, these will develop naturally.	No changes to RPTP	Noted with thanks	
David Solomon		RPTP-0507	Fares local/tourists	Stop subsidising cruise ship passengers.	No changes to RPTP - base fare decision	Noting public transport is for the public, and we want to avoid discriminating between users. Determining who is considered a tourist is also difficult.	
David Solomon		RPTP-0507	Rail and ferries	ORC doesn't subsidise the water taxis so they should not be in the public transport sector at all	No changes to RPTP	ORC does subsidise the Queenstown Ferry.	
David Solomon		RPTP-0507	Funding	Increase the fares and reduce ORC rates. Sell the bus business back to local operations and let the free market prevail. Remove ORC from the business.	No changes to RPTP - noting	Our plan outlines the funding model for public transport and how we all benefit from it, including non-users. A fully user pays model would not be able to provide the service levels of a public transport system, or be affordable for users. Public transport needs to be accessible and affordable to all.	
David Solomon		RPTP-0507	General	Analyse passenger numbers and reduce/increase service based on occupied seats per route.	No changes to RPTP - noting	Thank you for your suggestion. Our integrated and connected network section (Focus area 4) outlines are service design principles and the importance of full frequencies across long service hours	
David Solomon		RPTP-0507	Vehicles smaller	Match bus size to passenger numbers.	Change to RPTP	While it is important to ensure buses are not too large, it is also important that there is sufficient capacity for peak trips.	Add explainer on small buses in Focus area 4.
David Solomon		RPTP-0507	Fares base fare	Increase the Bee Card fares to reflect the cost of operations. Stop subsidising a failing business.	No changes to RPTP - base fare decision		
David Solomon		RPTP-0507	Fares zones	Agree with charging more for longer trips - The longer the distance, the higher the cost, therefore the higher the fare.	No changes to RPTP - zone fare decision		
David Solomon		RPTP-0507	Fares base fare	Discount off-peak fares and introduce an all-day pass for off-peak times	No changes to RPTP - base fare decision		
Louise Maxwell		RPTP-0509	Fares base fare	Opposes raising fares for adult bee card because it could affect poorest people most	No changes to RPTP - base fare decision		

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Niamh Tasker		RPTP-0510	Fares concessions	Consider a tertiary concession which may entice more students to take the bus to university. Wellington has one, Dunedin needs one.	No changes to RPTP - noting	Child and youth concession value decision	
Niamh Tasker		RPTP-0510	Dunedin Airport service	Supports expanding into the airport zone.	No changes to RPTP	Noted with thanks	
Niamh Tasker		RPTP-0510	Fares zones	Fares should be increased if you are travelling down the peninsula or to Mosgiel, but Dunedin fares should stay the same.	No changes to RPTP - zone fare decision		
Barbara Anderson		RPTP-0511	Community transport	Pleased with the role that ORC plays in supporting community transport services.	No changes to RPTP	Noted with thanks	
Barbara Anderson		RPTP-0511	Focus areas	The current wording doesn't quite capture the intent	No changes to RPTP - noting	The submitter's point is unclear.	
Barbara Anderson		RPTP-0511	Rail and ferries	Introducing commuter train services between Oamaru and Dunedin would be a great idea, especially since the rail infrastructure is already in place	No changes to RPTP - noting	We do not currently have the evidence base to support regional rail, but we acknowledge that there is community support to look for alternative ways to connect the wider region.	
Barbara Anderson		RPTP-0511	Events	Request for better arrangement during the Cruise Ship season by Port Otago to help ease the strain on the local bus system.	No changes to RPTP - operational	We would closely with the Port to coordinate the demand from cruise ships so it eases the strain on the local system.	
Jinty MacTavish		RPTP-0512	Fares concessions	Supports extending free fares for youth 13-18 years old	No changes to RPTP - noting	Child and youth concession value decision	
Jinty MacTavish		RPTP-0512	Frequency	Submitter thinks there should be more reliable services to and from key after school/weekend activity hubs, such as Edgar Centre and Logan Park	No changes to RPTP	Our plan supports giving priority to such key activity centres.	
Jinty MacTavish		RPTP-0512	Fares base fare	Submitter acknowledges that ORC has made a lot of improvements in recent years, but thinks raising the adult Bee card fare and moving to a zone fare structure would undo that	No changes to RPTP - base fare decision		
Melinda Maxwell		RPTP-0513	Fares base fare	Opposes base fare increase, the cheap fares make it easier to get around and are preferable to driving therefore less congestion and emissions.	No changes to RPTP - base fare decision		
Donna Peacock		RPTP-0514	Fares concessions	Agree with proposed concession fares - encourage younger generation to use public transport	No changes to RPTP - noting	Child and youth concession value decision	
Donna Peacock		RPTP-0514	Fares concessions	Opposes youth discount in favour of free youth fares	No changes to RPTP - noting	Child and youth concession value decision	
Donna Peacock		RPTP-0514	Fares concessions	Free fare during 9 am-3pm for senior Community Card holders	No changes to RPTP - noting	Pg 86 of the plan contains an explanation for why we don't support free public transport.	
Donna Peacock		RPTP-0514	Rail and ferries	Rail transport need to be included	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions.	

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Donna Peacock		RPTP-0514	General	A potential survey to gather information on public transport usage as commuter traffic continues to increase rapidly.	No changes to RPTP - noting	Reviewing data and gathering evidence to support our network design and timetabling is part of our business as usual. We also draw on wider surveying like the Household Travel Survey and census data to understand travel patterns.	
Donna Peacock		RPTP-0514	Rail and ferries	Consider implementing integrated bus and rail transport between Dunedin, Mosgiel, and Port Chalmers as a strategy to reduce congestion and pollution.	No changes to RPTP - noting	We do not currently have the evidence base to support regional rail, but we acknowledge that there is community support to look for alternative ways to connect the wider region.	
Shannon Hodson		RPTP-0515	Fares zones	Opposes zone fare structure as they think it will cost children more to get to school	No changes to RPTP - zone fare decision		
Emily Cooper		RPTP-0516	Timetables	Put on a Friday night bus to Palmerston, even if this means taking a Saturday trip away to fund it.	No changes to RPTP	We will be renewing our contract for this service and considering what changes to make.	
R Neil Peacock		RPTP-0517	Fares concessions	Free bus service for "less well-off" during 9.00am to 3.00pm	No changes to RPTP - noting	Pg 86 of the plan contains an explanation for why we don't support free public transport. Defining specific user groups and ability to pay is tricky. We support a low fare for all.	
R Neil Peacock		RPTP-0517	Rail and ferries	Train services should be prioritized considering the increased fuel costs and the future availability of energy sources	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions.	
R Neil Peacock		RPTP-0517	Rail and ferries	Integration with Rail	No changes to RPTP - noting	We do not currently have the evidence base to support regional rail, but we acknowledge that there is community support to look for alternative ways to connect the wider region.	
Garry Patrick		RPTP-0518	Fares concessions	Supports retaining free fares for children as it will be more affordable for families	No changes to RPTP - noting	Child concession value decision	
Garry Patrick		RPTP-0518	Bus drivers	Generally likes the bus drivers, though thinks some could be more friendly	No changes to RPTP	Noted with thanks.	
Garry Patrick		RPTP-0518	Bus stop infrastructure	Many bus stops have a massive drop and elderly people have a difficult time getting off	No changes to RPTP - operational	Thank you for raising this point, we will forward it to our operations team	
Garry Patrick		RPTP-0518	Operations	Wants more bus service on Balmacewen Road between Grater St and Rosebank Ave. There are 3 stops in Drivers road that are 450m distance, but the stops in Balmacewen Rd between Māori Hill and Rosebank Ave are 990m between stops	No changes to RPTP - follow up action	Thanks -- the point is being forwarded to our Implementation team	
Garry Patrick		RPTP-0518	Fares base fare	Supports increase in adult bee card fares, and thinks fares should be reviewed to reflect operating costs	No changes to RPTP - base fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Mat Woods	Destination Queenstown and Lake Wānaka Tourism	RPTP-0519	Focus areas	Supports the focus areas but wants more reference to gondolas, mass rapid transport and water ferries	No changes to RPTP - noting	Focus Area 4 of our plan (A connected and integrated network) outlines how we design our network and services. We take a mode-neutral approach and where bus is the most cost effective way of meeting needs currently, we also acknowledge the importance of being adaptable in the modes we support in response to changing community needs and technological advancements. We are supportive of mass rapid transit if the land use development supports it.	
Mat Woods	Destination Queenstown and Lake Wānaka Tourism	RPTP-0519	Ticketing system	Supports Motu Move but wants Queenstown to be prioritised quickly, as it is a tourism destination	No changes to RPTP	Noted with thanks.	
Mat Woods	Destination Queenstown and Lake Wānaka Tourism	RPTP-0519	Community transport	Opposes community transport because they say it is not sufficient, particularly for Upper Clutha	No changes to RPTP - noting	We agree it may not be a long-term solution in some locations. It does however have a role in paving the way for further understanding the transport needs in our smaller centres and how public transport can best support those.	
Mat Woods	Destination Queenstown and Lake Wānaka Tourism	RPTP-0519	Fares zones	Oppose zone fare structure citing issues of equity and zones being too complicated	No changes to RPTP - zone fare decision		
Jett Groshinski	Otago University Student's Association	RPTP-0520	Fares concessions	Wants student concession with fare capping of \$4 per day and \$20 per week	No changes to RPTP - noting	Child and youth concession value decision	
Jett Groshinski	Otago University Student's Association	RPTP-0520	Fares concessions	Requests free fares in some windows during the semester to help students get introduced to the buses	No changes to RPTP - noting	Child and youth concession value decision	
Jett Groshinski	Otago University Student's Association	RPTP-0520	Collaboration with institutions	Requests working closely with OUSA on a Tertiary Precinct Planning Group to examine fare-change trials and pilot routes	No changes to RPTP - follow up action	Noted with thanks	
Jett Groshinski	Otago University Student's Association	RPTP-0520	Frequency	Submitter wants 15-minute frequencies where demand is highest, including 10 minute frequencies on Route 15 during peak hours	No changes to RPTP	Our Fares and Frequencies Business Case supports improved frequencies across the network; however we are not currently in a position to fund such improvements	
Jett Groshinski	Otago University Student's Association	RPTP-0520	Ticketing system	Requests waiving the card-issuing fee for Motu Move cards	No changes to RPTP - operational	Out of scope for this plan	
Jett Groshinski	Otago University Student's Association	RPTP-0520	Bus stop infrastructure	Requests installing more lighting and better bus stop infrastructure at five high-use stops near halls of residence	No changes to RPTP - operational	Stop infrastructure is guided by the One Network Framework and outlined in section 5.4. Shelter is important and we are committed to working with our TAs to provide bus shelters at well-used stops across the network, acknowledging the local context and restrictions. We will pass this on the operations team	

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Jett Groshinski	Otago University Student's Association	RPTP-0520	Timetables	Submitter wants later evening services to 'match the real rhythm' of a tertiary city	No changes to RPTP	We agree with the principle -- our target service levels include late service hours.	
Jett Groshinski	Otago University Student's Association	RPTP-0520	Routes	Requests late night loop service on Thursday, Friday and Saturday from 1030pm-3am	No changes to RPTP	We do not currently have any plans to introduce overnight services in our networks.	
Jett Groshinski	Otago University Student's Association	RPTP-0520	Fares base fare	Wants flat \$2 fare until at least 2027	No changes to RPTP - base fare decision		
Neroli Cottam		RPTP-0521	Oamaru service	Wants a Oamaru to Dunedin bus	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years.	
Todd Valster	Rail and Maritime Transport Union	RPTP-0522	Rail and ferries	Wants passenger rail to be featured in the plan due to several reasons, including tourism purposes, public support, resiliency, employment opportunities	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions.	
Todd Valster	Rail and Maritime Transport Union	RPTP-0522	Rail and ferries	Submitter lists multiple benefits of passenger rail and cites the inclusion of rail as a mode in the Canterbury RPTP	No changes to RPTP - noting	Rail is not considered a viable mode to meet public transport needs currently. We acknowledge the community's interest in rail solutions.	
Sue McKane		RPTP-0523	Fares base fare	Rather a fare increase than adoption of a 'zoning' system	No changes to RPTP - base fare decision	Note link to zone structure	
Sue McKane		RPTP-0523	Bus stop infrastructure	Agree, a well functioning public transport facility is important for socio-economic wellbeing	No changes to RPTP	Thank you	
Juliet Bruce		RPTP-0524	Focus areas	Submitter supports accessibility as a focus area for people who are not able bodied or find getting around challenging	No changes to RPTP	Noted with thanks	
Juliet Bruce		RPTP-0524	Frequency	Submitter wants more frequent services in Queenstown	No changes to RPTP	Our Queenstown Public Transport Business Case includes improved frequency and capacity improvements to the Queenstown network and this is represented in the plan.	
Alex Macmillan	Cosy Homes Charitable Trust/ Otago Housing Alliance	RPTP-0525	General	Support for the plan's emphasis on equity-first approach to decision-making.	No changes to RPTP - noting	Noted with thanks	
Alex Macmillan	Cosy Homes Charitable Trust/ Otago Housing Alliance	RPTP-0525	General	Supports the plan's emphasis on promoting dense, mixed-use development that supports walking, cycling, and public transport access.	No changes to RPTP - noting	Noted with thanks	

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Alex Macmillan	Cosy Homes Charitable Trust/ Otago Housing Alliance	RPTP-0525	Accessibility	Request to not eliminate cash because it contradicts our commitment to prioritising equity in our decision-making.	No changes to RPTP - noting	Thank you for raising this very valid point. Whilst the ability to pay via a bank card will significantly reduce the need for cash, we recognise that this present a challenge for some. We are working on solutions with the Motu Move card, and will update the public when we have more information.	
Alex Macmillan	Cosy Homes Charitable Trust/ Otago Housing Alliance	RPTP-0525	Collaboration with institutions	Request that advocating for transport-oriented planning to be supported by adequate staffing and resourcing, enabling proactive collaboration with developers, community housing providers and territorial authorities	No changes to RPTP	Thank you for your feedback. We agree with the submitters point.	
Alex Macmillan	Cosy Homes Charitable Trust/ Otago Housing Alliance	RPTP-0525	General	Request to add housing affordability and accessibility to the urban form factors listed in Appendix E. Including housing affordability as a specific consideration would ensure that equity is embedded in decisions.	No changes to RPTP - noting	We acknowledge the point however, the factors listed in this table are the urban form factors that influence the viability of good public transport and a well functioning urban environment that can be well serviced with PT to increase access. Affordability and accessibility are considered outcomes as opposed to principles.	
Alex Macmillan	Cosy Homes Charitable Trust/ Otago Housing Alliance	RPTP-0525	General	Request to amend LU P2 to allow for flexibility where equity considerations justify service provision to developments that may not meet all urban form criteria. This would acknowledge historical development patterns in Otago: affordable housing is often built on the urban periphery, where land is cheapest, but where density is lower and access to services is more limited.	No changes to RPTP - noting	We acknowledge the submitter's point however LU P2 is a key positive step forward to make sure land use decisions align with principles for well functioning environments. Historical development decisions make it hard and expensive to provide a good level of public transport. We will continue to work with these communities to pursue public transport solutions.	
Juliet Eckford		RPTP-0526	Fares concessions	Free bus fare should be expanded to the age of year 18	No changes to RPTP - noting	Child and youth concession value decision	
Juliet Eckford		RPTP-0526	Fares zones	Agree, but no adequate information in how these are implemented/goals will be achieved	No changes to RPTP - zone fare decision	Fares for a zonal structure have not been investigated yet. This work will follow any decision to change our fare structure to a zonal system.	
Juliet Eckford		RPTP-0526	Routes	Request for Quail Rise bus to be better connected to Queenstown or Arrowtown, or better timed with the Queenstown and Arrowtown buses.	No changes to RPTP	Noted. More changes in this area are possible as service levels improve, but we do not currently have a specific plan.	
Juliet Eckford		RPTP-0526	Bus priority	Traffic management priorities for Wakatipu	No changes to RPTP	These concerns are shared by many and contribute to our plan for Queenstown.	
Juliet Eckford		RPTP-0526	Fares zones	charge more inter-regional travel	No changes to RPTP - zone fare decision		
Juliet Eckford		RPTP-0526	Fares zones	A flat fare within QT	No changes to RPTP - zone fare decision		

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Mary O'Brien	CCS Disability Action	RPTP-0527	Fares base fare	Submitter supports free transfers and fare capping	No changes to RPTP	Noted thank you. Fare capping is included as a potential element of our fare structure in Fare policy F P2 pg. 84. The current low fares mean multiple trips are affordable. Additionally fare capping does not currently align with NZTA directive to increase private share.	
Mary O'Brien	CCS Disability Action	RPTP-0527	Focus areas	Submitter mentions they support all the focus areas, but on the form they ticked 'no' on whether they support	No changes to RPTP	Noted that the submitters view is unclear	
Mary O'Brien	CCS Disability Action	RPTP-0527	Community transport	Submitter supports community transport and policies CT P1 and CT P2. They recommend ORC develop a funding mechanism to support rural transport providers	No changes to RPTP	Noted with thanks	
Mary O'Brien	CCS Disability Action	RPTP-0527	Fares concessions	Submitter supports maintaining free fares for children, but wants to extend free fares to youth, Community Service Card holders and Super Gold	No changes to RPTP - noting	Pg 86 of the plan contains an explanation for why we don't support free public transport. We support a low fare for all rather than discriminating by some level of criteria.	
Mary O'Brien	CCS Disability Action	RPTP-0527	Ticketing system	Submitter opposes eliminating cash use, as Community Service Card and Super Gold Card holders are less likely to have access to a smart phone and use the bank card payment system	No changes to RPTP - noting	Thank you for raising this very valid point. Whilst the ability to pay via a bank card will significantly reduce the need for cash, we recognise that this present a challenge for some. We are working on solutions with the Motu Move card, and will update the public when we have more information.	
Mary O'Brien	CCS Disability Action	RPTP-0527	Fares zones	Opposes moving to zone fare structure as it could be a barrier to transport disadvantaged people who live in areas further away where housing is cheaper	No changes to RPTP - zone fare decision		
Kate Coffey		RPTP-0528	School services	Supports community transport if it will help with getting kids to and from school, especially from places like out on the peninsula where the bus is often full.	No changes to RPTP - noting	Community transport will not fit the needs of school transport, However, we will be renewing our contract for this service and considering what changes to make. We agree that peak capacity is a major concern in this area.	
Ciara Coffey		RPTP-0529	School services	There needs to be a better school bus service for kids on the Otago Peninsula	No changes to RPTP - noting	We will be renewing our contract for this service and considering what changes to make. We agree that peak capacity is a major concern in this area.	
Ashling Coffey		RPTP-0530	Capacity	Submitter says peninsula buses are extremely full	No changes to RPTP - noting	Route capacity will continue to be a consideration in our design of routes and timetables.	
Ashling Coffey		RPTP-0530	Fares base fare	Opposes increase to adult Bee card fares because it may disincentivise bus use	No changes to RPTP - base fare decision		
Ashling Coffey		RPTP-0530	Fares zones	Opposes the zone fare structure because they live on the peninsula and think charging more for longer distances will make it cheaper to drive	No changes to RPTP - zone fare decision		



Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Elspeth Moody		RPTP-0531	Fares concessions	Keep 100% discounts for children. It would be great to see parents and children catching the bus together rather than driving.	No changes to RPTP - noting	Child concession value decision	
Elspeth Moody		RPTP-0531	Focus areas	All the objectives are necessary to deliver a service that provides environmental sustainability.	No changes to RPTP	Noted with thanks	
Elspeth Moody		RPTP-0531	Routes	Warrington is a growing suburb of Dunedin and has an inadequate bus service. The evening bus service does not take passengers back to Warrington but to Evansdale, meaning a 2km walk to get home. The timetable has few buses running that most other routes and they are regularly not on time. Dedicated public transport users are desperate not to have this service canned but it will be grossly unfair if we end up paying a premium to do so. People will just stop taking the bus.	No changes to RPTP	Services in the area will be reviewed as part of the process of renewing the contract. We caution that financial resources will be limited and we will not be able to meet all needs as well as we would like, but we share the aspirations.	
Elspeth Moody		RPTP-0531	Frequency	Some recognition that bus services are paid for in part by ratepayers and fare paying adults so I would like to see the 1C bus from Warrington service working people and not just run during term times and have an evening service. Also an early morning service to get people to work on time.	No changes to RPTP	The point is noted and the operations of services in this area will be reviewed with the implementation of a new contract	
Elspeth Moody		RPTP-0531	Fares concessions	Agree with discounts for youth. It is good to build good public transport using habits early	No changes to RPTP - noting	Youth concession value decision	
Elspeth Moody		RPTP-0531	Fares base fare	An increase to \$2.50 would be manageable for most people.	No changes to RPTP - base fare decision		
Annisa Rahmalia		RPTP-0532	Bikes on buses	The buses need to have cycle racks	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Annisa Rahmalia		RPTP-0532	Active transport	Having more bicycle paths would be great.	No changes to RPTP	Out of scope for this plan	
Annisa Rahmalia		RPTP-0532	Fares concessions	Discounts for youth should be kept as long as it makes financial sense and is sustainable.	No changes to RPTP - noting	Youth concession value decision	
Annisa Rahmalia		RPTP-0532	Fares base fare	Can concessions be considered for those who could not afford an increase in fares?	No changes to RPTP - base fare decision		
Annisa Rahmalia		RPTP-0532	Fares zones	As long as the zones are reasonably decided, it makes sense to charge for longer trips.	No changes to RPTP - zone fare decision		
Arjan Abeynaike		RPTP-0533	Vehicles electric	Supports the transition to electric vehicles	No changes to RPTP	Noted with thanks	
Arjan Abeynaike		RPTP-0533	Ticketing system	Submitter says the Bee card swiping on buses often does not work	No changes to RPTP - operational	Noted, thank you. We will pass this on to our operations team	
Arjan Abeynaike		RPTP-0533	Frequency	Wants more frequent services in the evenings, particularly the 77 to Mosgiel	No changes to RPTP	The target service levels in our Plan are consistent with this request.	
Arjan Abeynaike		RPTP-0533	Fares base fare	Not happy about it but does agree it makes sense to up the base fare.	No changes to RPTP - base fare decision		

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Arjan Abeynaike		RPTP-0533	Fares zones	No increase for longer journeys, unless for waged workers maybe.	No changes to RPTP - zone fare decision		
Tim Locker		RPTP-0534	Safety	Buses that travel on the open road should have seatbelts. If an accident happened at 100 kph, the damage to passengers could be catastrophic.	No changes to RPTP - noting	Thank you for your valid point. All buses must comply with the Requirements of Urban Buses (RUB). This sets out the standards for buses. Additionally seat belts are not required by law in NZ.	
Tim Locker		RPTP-0534	Frequency	The Blueskin area should be included in the goal to enhance networks through new services. The bus from Warrington does not get me to town for 8am and the 8.10 arrival time at the bus hub rarely happens. The timing has become increasing unreliable. A bus that got workers to town by 7.15 is also needed	No changes to RPTP - noting	The point is noted and the operations of services in this area will be reviewed with the implementation of a new contract	
Tim Locker		RPTP-0534	Fares base fare	The proposed increase of the Bee Card fare would still be very good value from Warrington to Dunedin.	No changes to RPTP - base fare decision		
Tim Locker		RPTP-0534	Fares zones	Do not agree with charging more for longer trips as there is a need to reduce congestion on the road, emissions and parking problems in the city.	No changes to RPTP - zone fare decision		
Michelle Wilkie		RPTP-0535	Fares concessions	Good to have child and youth discount as an encouragement for using public transport more	No changes to RPTP - noting	Child and youth concession value decision	
Michelle Wilkie		RPTP-0535	General	Very happy with the current operations of the bus services and the bus fares. Also pleased with the initiatives being taken to encourage the use of public transport.	No changes to RPTP - noting	Noted with thanks	
Michelle Wilkie		RPTP-0535	Ticketing system	Bee Card is a great option, affordable, and encouraging way of using public transport	No changes to RPTP	Noted with thanks.	
Michelle Wilkie		RPTP-0535	Fares zones	Happy with the current flat fare arrangement for longer trips; it still encourages the use of public transport.	No changes to RPTP - zone fare decision		
Robert Van Turnhout		RPTP-0536	Fares concessions	Supports maintaining free child fares as having 2-3 kids it saves them a lot of money	No changes to RPTP - noting	Child concession value decision	
Robert Van Turnhout		RPTP-0536	Operations	Says the Palmerston bus is always late, leaving people to wait outside. Also it is crowded so people are standing up while the bus goes very far and fast	No changes to RPTP	Thank you -- we agree that there are some challenges on this route and will be looking to make some changes in the upcoming contract renewal	
Robert Van Turnhout		RPTP-0536	Fares base fare	Opposes increase to adult bee card fares and move to zone fare structure because many people are unable to pay	No changes to RPTP - base fare decision		
NOT PROVIDED NOT PROVIDED		RPTP-0538	Fares concessions	Agree with the discount for children fare, as long term encouragement for younger generation to use public transport	No changes to RPTP - noting	Child concession value decision	

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NOT PROVIDED NOT PROVIDED		<b>RPTP-0538</b>	Focus areas	Agree, The 'focus area' captures Otago's public transport priorities	No changes to RPTP	Noted with thanks	
NOT PROVIDED NOT PROVIDED		<b>RPTP-0538</b>	Community transport	Agree with the current role of ORC's in supporting community transport service, specially with the aging population	No changes to RPTP	Noted with thanks	
NOT PROVIDED NOT PROVIDED		<b>RPTP-0538</b>	General	Having a long-term goal or plan for the public transport sector would be useful for understanding behavioural changes in the choice of public transport	No changes to RPTP - noting	Noted with thanks	
NOT PROVIDED NOT PROVIDED		<b>RPTP-0538</b>	General	Appreciates Improved bus information, improved frequency and simplified bus fare	No changes to RPTP - noting	Noted with thanks	
NOT PROVIDED NOT PROVIDED		<b>RPTP-0538</b>	General	A potential household survey to assess the weekly or monthly costs associated with public transport.	No changes to RPTP - noting	This is outside the scope of the Plan. A national household travel survey is conducted by the Ministry of Transport	
NOT PROVIDED NOT PROVIDED		<b>RPTP-0538</b>	Fares zones	A flat fare for longer trips	No changes to RPTP - zone fare decision		
Ian Duncan	New Zealand Transport Agency Waka Kotahi	<b>RPTP-0539</b>	Rail and ferries	pg. 64, 6-30 years: Didn't the ORC PT Business case discount a ferry to Homestead Bay?	Change to RPTP	Accept	Remove Homestead Bay leg from 6-30 year map. We don't currently have a case for this.
Ian Duncan	New Zealand Transport Agency Waka Kotahi	<b>RPTP-0539</b>	Customer service	pg. 24, 2.3, CS A4: Support the policy but suggest the inclusion of the words "(of NZTA standard)" are superfluous (the survey is a requirement of the NZTA Procurement Manual) and may limit Council undertaking a more comprehensive survey.	Change to RPTP	Accept the submitters point	Remove (of NZTA standard) from CS A4
Ian Duncan	New Zealand Transport Agency Waka Kotahi	<b>RPTP-0539</b>	Funding	pg. 27, 2.6, Case study: Use of the phrase "financially viable for ORC" suggests that the fare revenue generated covers the costs of the additional services. If not, remove the reference.	Change to RPTP	Accept the submitters point to remove the last six words of this case study text.	pg27 Case study. Change last paragraph to read: 'The success of our cruise ship-targeted services highlights the potential for special event travel to bring positive social outcomes to the community. '
Ian Duncan	New Zealand Transport Agency Waka Kotahi	<b>RPTP-0539</b>	Bikes on buses	pg. 23, 2.3, Footnote 3: Delete the second sentence as this issue has been resolved.	Change to RPTP	Agree	Remove reference to temporary restriction of bike racks on buses.

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Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Bikes on buses	pg. 32, 2.7, VQ P2: Note that some of the 'additional' stuff is already in the RUB - e.g. bike racks and driver screens, so not additional per se. On bike racks, would also recommend adherence to latest NZTA industry alerts.	No changes to RPTP - noting	Agree however it is useful to have this available to the public who are not so familiar with RUB. We believe that there is no need to spell out adherence to latest NZTA industry alerts. This is inherent in all our work practices.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Bus drivers	pg. 22, 2.2: Emphasise the importance of driver safety and working conditions, including how ORC may want to use driver fund to support driver safety and working conditions.	Change to RPTP	Agree there is value in adding driver working conditions to the last bullet point on the first column of pg. 22	Pg22 2.2 amend last bullet point of first column to read "collaboration with service operators to ensure the highest standard of passenger and driver safety, and driver working conditions"
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Funding	pg. 82, Figure 13: Replace "Grants" with "NLTF/Crown". This will be more transparent and make it clear to the reader where the funding actually comes from.	Change to RPTP	Agree with changing the label on figure 13 from Grants to NLTF/Crown Funding.	Figure 13 Pg 82. Change the label 'Grants' to 'NLTF/Crown'
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Active transport	pg. 71, MM A4: Given policy MM A3, why is it Council's role to provide cycle parking (which has historically been a TA/RCA role)? Surely the provision of cycle parking is addressed by the previous policy.	Change to RPTP	Agree with submitter's point that MM A4 is a duplication with A3	Remove MM A4
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	<p>pg. 12, 1.4: This section should be amended to reflect the following (especially that NZTA has a role to oversee PT nationally and how significant NZTA's investment is):</p> <p>The NZTA is required to contribute to an efficient, effective and safe land transport system in the public interest (section 95 (1) (a), Land Transport Management Act 2003 [LTMA]). Our functions include:</p> <ul style="list-style-type: none"> <li>•overseeing the planning, operation, implementation, and delivery of public transport (including issuing guidelines for regional public transport plans; section 95 (1) (i), LTMA); and</li> <li>•managing funding of the land transport system (section 95 (1) (j), LTMA).</li> </ul> <p>In this regard, NZTA is the largest single investor in public transport in Otago alongside its partner Council; ORC. In the 2024/27 period, ORC will rate its community \$58.2m to invest in public transport and in partnership, NZTA will co-invest about \$60m.</p>	Change to RPTP	Agree with the submitters point to expand the role of NZTA in Section 1.4. The submitters second point is adequately covered in the funding section of the Plan.	Change last paragraph of text on pg. 12 to 'At a national level, NZTA shapes the transport system through strategic frameworks and the GPS. They also oversee the planning, operation, implementation, and delivery of public transport (including issuing guidelines for regional public transport plans and managing funding of the land transport system'..

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Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	n/a	pg. 40, 3.1, Equity principle 3: Is disinvestment the correct word as opposed to "under-investment" or "a lack of investment"? Disinvestment suggests there has been a withdrawal or reduction of an investment (which isn't the case).	Change to RPTP	Agree with the submitters point. Change the third principle on pg. 40 to 'Address lack of under-investment'	Pg 40. Change the third principle to 'Address lack of under-investment'
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Collaboration with institutions	pg. 43, 3.3: Given academic institutions are mentioned, there should be an action here to explore opportunities for commercial sponsorship of fares for staff and students to boost third party revenue.	No changes to RPTP - noting	Agree, and this action is captured later in the Value for Money section FS A3 pg. 83	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Collaboration with institutions	pg. 44, Partner agencies: In recent years, ORC, DCC and NZTA have successfully collaborated to deliver significant improvements around Dunedin, such as Mosgiel Express services and improved Mosgiel peak services.	Change to RPTP	Agree. Add NZTA and additional point to pg. 44 Partner Agencies section.	Amend pg. 44 first column last bullet point to: In recent years, ORC, DCC and NZTA have successfully collaborated.... Add bullet ' Mosgiel Express services and improved Mosgiel peak services'
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Regional services	pg. 60, 10-30 years: Suggest remove "speculative" and replace with "(subject to funding and further study)". The services shown for "Next 10 years" are as speculative as what is shown for 10-30 years and/or Dunedin and Queenstown.	No changes to RPTP	Although we acknowledge the point that anything unfunded is speculative from a funders' perspective, the next-10-year network consists of services that have already seen approval of local share and has a evidence base in the Community and Accessible Transport Study. We are comfortable with the framing.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Vehicles electric	pg. 47, 4.2: Air quality improvement is cited as a reason for decarbonisation. Is there evidence that shows air quality from public transport vehicles is a problem in Dunedin and/or Queenstown?	No changes to RPTP	An investigation of this nature is outside the scope of the RPTP	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Active transport	p.71 - Multi-Modal access: It might be useful to call out specifically the goal of improving first and final leg facilities and connections to and from PT.	No changes to RPTP - noting	As a document designed for a range of readers, we feel 'first and last mile' is a bit jargony, opting to include this concept in MM P 1 with the point "safe and accessibility walking, cycling and micro-mobility connections to public transport services and facilities.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Bus drivers	pg. 30, 2.7, SQ A4: Link this policy back to driver fund; will ORC avail of this to improve driver safety, e.g. live CCTV?	No changes to RPTP - noting	CCTV is captured in this policy already. Adds no value to specify the driver fund.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Funding	pg. 83, 6.1, Funding actions: Will ORC work with DCC to remove current District Plan / by-law restrictions on bus shelter advertising? And then establish some revenue sharing model?	No changes to RPTP - noting	Changes to the District Plan are outside the scope of this Plan, however FS A3 captures ORCs intent to work with our partner agencies and other stakeholders to increase private revenue sources.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Fares concessions	pg. 85, 6.2, F P3: Oppose 100% concession for 5-12 years	No changes to RPTP - noting	Child concession value decision	

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Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Events	pg. 28, 2.6, SE A2: Do not support providing public financial assistance to support events. Major events should be paying ORC to put on extra event services, or paying ORC so that eventgoers get free PT, not the other way around.	No changes to RPTP - noting	Each event request is considered individually and ORC need to balance the needs and wider community benefits of public transport provision. This policy notes the condition of funding being available.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Oamaru service	pg. 41, 3.1, Case study: It is correct that in the 2024/27 NLTP round, NZTA did not approve co-investment to support a trial bus service within Ōamaru. However, that does not prevent ORC funding the full cost through 100% local share and the rationale for why it doesn't should be included.	No changes to RPTP - noting	NLTP Funding for a trial service in Ōamaru was declined in the 2024/2027, and Council voted to not proceed with 100% ORC funding, rather use targeted rates to investigate options for connecting Ōamaru to the Dunedin network.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Bus drivers	pg. 89, 6.4, WS P2: Note that there's also the wage buffer requirement in the new indexation requirements from NZTA.	No changes to RPTP - noting	Noted thank you.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Events	pg. 28, 2.6, SE A1: Fully support. A good way of increasing third-party revenue.	No changes to RPTP	Noted with thanks	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	General comment: The Plan is looking really good. Well done to all involved in its development.	No changes to RPTP - noting	Noted with thanks	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	pg. 21, 2.1, PI A7: Fully support.	No changes to RPTP	Noted with thanks	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	pg. 24, 2.3, CS A1: Fully support.	No changes to RPTP	Noted with thanks	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	Pg 46, LU A1: Support the policy.	No changes to RPTP	Noted with thanks	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	Pg 46, LU A2: Support the policy.	No changes to RPTP	Noted with thanks	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Vehicles electric	pg. 48, DC P1: Support Council trying to achieve a 100% decarbonised fleet by 2035 (in alignment with the existing govt aspirational target), but it should ensure that functional diesel buses are not retired prematurely as there will be embedded carbon costs from their premature scrapping.	No changes to RPTP	Noted with thanks	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Vehicles electric	pg. 48, DC A1: As above.	No changes to RPTP	Noted with thanks	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	pg. 53, 5.2: This is a great use of the NZTA network descriptors.	No changes to RPTP	Noted with thanks	

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Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Fares base fare	pg. 85, 6.2, F P6: Fully support annual fare level reviews, including base fare level being adjusted with inflation.	No changes to RPTP - base fare decision	Noted with thanks	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Fares base fare	pg. 85, 6.2, F P6: Good to see the RPTP providing sound reasoning for not implementing free fares. It should also be noted that NZTA does not support free fares.	No changes to RPTP - base fare decision	Noted with thanks	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Funding	pg. 88, 6.3, PA A1: Council to note that a transition may require some approvals from NZTA where the transition will be contrary to the Procurement Manual rules, etc.	No changes to RPTP	Noted with thanks	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	pg. 93, table 10: Fully support the transparency on service KPIs in contracts and ORC being transparent that abatements will apply where issues are within operators control.	No changes to RPTP	Noted with thanks	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Collaboration with institutions	pg. 42, 3.2: Fully support the aspiration especially given NZTA's statutory roles to oversee the planning, operation, implementation, and delivery of public transport and managing funding of the land transport system. As noted in the cover letter, NZTA is the largest single investor in public transport in Otago so that open and honest dialogue between each can only assist in ensuring public transport decisions are informed.	No changes to RPTP	Noted with thanks.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Collaboration with institutions	pg. 43, 3.3: As above.	No changes to RPTP	Noted with thanks.	

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Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	<p>pg. 52, SD P4: This policy may not meet the requirements of the RPTP Guidelines which state: "Where a PTA provides, or intends to provide, on-demand public transport services, it must include objectives and policies within its regional public transport plan that:</p> <ul style="list-style-type: none"> <li>• outline the use cases for which a PTA may deploy on-demand public transport</li> <li>• the accessibility standards that will apply to the scheme and vehicles utilised within the scheme</li> <li>• signal how on-demand public transport schemes may be adjusted in response to changing customer demand to promote good customer experience. This may include replacing the service or adjusting: <ul style="list-style-type: none"> <li>- fares and payment methods</li> <li>- operating catchment</li> <li>- operating mode</li> <li>- hours of operation</li> <li>- eligibility to utilise the service" (section 4.2.8).</li> </ul> </li> </ul>	Change to RPTP	SD P6 covers our policy on On-Demand services which satisfies the first bullet point. On the second bullet point we will add a point connecting to RUB standards elsewhere in the document. On the third bullet point we will include a point linking these standards to fixed route standards as our strategy is to treat On-Demand and fixed routes on a like for like basis to the extent practical.	add the following bullet points to SD P6: •On-demand services should be operated with fleet that comply with the Requirements for Urban Buses •Changes to on-demand services are based on the same principles as fixed-route services (see SD P4 above)
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Routes	p 110-111, Appendix G: The table of units (current and future) looks good and provides transparency.	No changes to RPTP	Thank you	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Routes	p 123, Appendix H: The table of units looks good and provides transparency.	No changes to RPTP	Thank you	



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Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Accessibility	<p>pg. 33, Total Mobility: The RPTP guidelines require the RPTP to "as a minimum ... include policies specifying:</p> <ul style="list-style-type: none"> <li>• any regional fare caps and their process for review (couldn't see anything about how fare caps will be reviewed)</li> <li>• policy for enabling hoist-equipped vehicles (contained in TM P5)</li> <li>• eligibility requirements for admitting or removing transport providers from participating in the Total Mobility Scheme." (Plan seemed silent on this.)</li> </ul>	Change to RPTP	<p>addressing them by amending TM P4 Affordability (pg36) to remove the words 'for passengers' so it reads: Affordability: investigate potential barriers to Total Mobility's affordability , including the \$37.50 fare subsidy cap, subject to financial viability and the outcome of the central government's Total Mobility review.</p> <p>Delete Action TM A5 and replace with: 'Review Total Mobility fare subsidies periodically in line with Annual Plan and Long Term Plan processes'.</p> <p>Amend TM P3 to read: Procurement: Total Mobility will be procured in accordance with the NZTA Procurement Manual and ORC's Transport Activities Procurement strategy, and adhering to guidance set out in NZTA 'Total Mobility Scheme: a guide to local authorities, with a focus on access and value for money.</p> <p>Amend TM A1 to read: Take reasonable and actionable measures to ensure operators meet their eligibility and contractual obligations, including comprehensively auditing of vehicles, claims, training and health and safety.</p> <p>Amend TM A2 to read: develop a standardised operator and agency contract procurement process to reduce barriers to entry, promote transparency, and resourcing in a way that serves disabled people with a diverse range of needs while maintaining good value for money.</p>	<p>Amend TM P4 Affordability (pg36) to remove the words 'for passengers' so it reads: Affordability: investigate potential barriers to Total Mobility's affordability , including the \$37.50 fare subsidy cap, subject to financial viability and the outcome of the central government's Total Mobility review.</p> <p>Delete Action TM A5 and replace with: 'Review Total Mobility fare subsidies periodically in line with Annual Plan and Long Term Plan processes'.</p> <p>Amend TM P3 to read: Procurement: Total Mobility will be procured in accordance with the NZTA Procurement Manual and ORC's Transport Activities Procurement strategy, and adhering to guidance set out in NZTA 'Total Mobility Scheme: a guide to local authorities, with a focus on access and value for money.</p> <p>Amend TM A1 to read: Take reasonable and actionable measures to ensure operators meet their eligibility and contractual obligations, including comprehensively auditing of vehicles, claims, training and health and safety.</p> <p>Amend TM A2 to read: develop a standardised operator and agency contract procurement process to reduce barriers to entry, promote transparency, and resourcing in a way that serves disabled people with a diverse range of needs while maintaining good value for money.</p>
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Funding	pg. 35, 2.8, Examples: The funding splits shown in the examples are wrong, generally over-stating the local share contribution.	Change to RPTP	Thank you for raising this. New graphic with the current splits has been developed.	Update figure 7 with that provided in Sheet 1
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	pg. 93, table 10: Patronage and mode share should have more precise (quantifiable) targets to enhance transparency. For example, the current proposed metric could be achieved by an annual boarding increase in Queenstown of a single trip, whereas in the same period the population has increased and when the annual boarding is then converted to trips per capita for example, it will actually equate to a decrease on the year before.	No changes to RPTP - noting	Thank you for the suggestion. Whilst we would like to improve the specify of these KPIs the body of work to support this has not been completed. It is also noted that this level of analysis and reporting would not align with NZTA's data reporting.	

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Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Active transport	p. 93: For the mode share indicator, their data source is the census and HTS - it might be worth looking also at the annual Attitudes and Perceptions of Cycling and Walking survey that NZTA releases, as it captures information about Dunedin (although ORC might already be aware of this).	No changes to RPTP - noting	Thank you for this additional reference. The Mode share success measure on Table 10 on pg. 93 relates to public transport mode share only.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	pg. 32, 2.7, VQ P2: Given the RPTP also prioritises value for money, ORC should be careful that additional requirements beyond the RUB do not detract from Value for Money. I.e. are additional requirements are actually necessary?	No changes to RPTP - noting	Thank you for your feedback	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	pg. 49, 5.1: Fully support ORC's prioritisation of patronage-oriented network.	No changes to RPTP - noting	Thank you for your feedback	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	pg. 93, table 10: Given the focus on fares and Value for money in this RPTP- maybe ORC could consider KPIs related to, among other things: •average fare •Private share % •Cost per service km?	No changes to RPTP - noting	Thank you for your feedback. These metrics were considered in this table, but we feel these are captured through reporting direct to NZTA and interpreted out of context is not helpful in a public document.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	pg. 63, 3-6 years: While this section is about network aspirations, the 3-6 year period coincides with contract renewal and the Frankton and Stanley Street PT infrastructure is likely to be in place (and should be mentioned). The Plan also currently reads like the service improvements are more or less incremental when the next contract service uplift in this period is likely to be a significant step up from what is currently provided (and given some more emphasis as that will have significant flow on implications, e.g. increased cost , etc).	No changes to RPTP	Thank you for your feedback. This level of detail sits in the Queenstown Public Business Case which sets out the implementation of Queenstown improvements	

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Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Accessibility	pg. 34, 2.8, Table 2, ORC interpretation: Oppose the interpretation that "steps 2 and 4 will be interpreted in light of a person's ability to board a kneeling bus from ground that is the same height as the ground under the bus." The current ORC interpretation seems to assess the ability of a customer to step up in to a bus (which RUB Requires to have a flat floor), making no allowance that buses have front entry ramps that can be extended to footpaths. It also means anyone in a wheelchair is automatically eligible for TM. The RUB requires vehicles to have sufficient ground clearance to permit the body of the vehicle to pass over a Kassel kerb without making contact with the kerb (these kerbs are 180mm high above the road) and the kneel height at the front door is to be between 245–280mm. At most therefore, a customer would be required to step up 100mm if no ramp was deployed.	Change to RPTP	Thank you for your feedback. The requirements of vehicles under RUB mean that we think an interpretation of the NZTA Eligibility guidance can be removed.	Remove last paragraph of text in the General Eligibility box - ORC interpretation pg34
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Public information	pg. 67, Exempt services: The RPTP Guidelines state that "PTAs should make exempt service registers publicly accessible on their website." The register didn't seem to be on Council's website.	No changes to RPTP - follow up action	Thanks for picking this up. We will get the register loaded on to our website	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Fares base fare	pg. 126, Passenger fares: The Plan states "this leaves little room for us to increase fares." No evidence is produced to support this claim, especially given operating costs have increased in excess of 20% since the implementation of \$2 fares in the region. Similarly, the comparison of bus trip versus car trip is erroneous given the cost of car parking (which is a real cost to most car commuters), etc, is not included. Delete the section or recraft to remove the bias/inaccuracies.	No changes to RPTP - base fare decision	The comparator costs used are referenced and come from NZTA private share material. With excess of free parking in Dunedin, the parking cost is mute. Additionally our independent modelling supports the statement that we have little room to move before we will lose patronage and revenue.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	pg. 66, 10-30 years: Suggest remove "speculative" and replace with "(subject to funding and further study)". The services shown for "Next 10 years" are as speculative as what is shown for 10-30 years and/or shown for Queenstown.	No changes to RPTP - noting	The difference is that the next 10 year map is based on planned improvements and investigated through the Fares and Frequency business case for Dunedin, where as beyond that the network improvements are just ideas at this stage. For this reason the word speculative is appropriate and signals the difference in level of understanding.	

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Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	pg. 21, 2.1, PI A6: Support providing open access public transport data, but is that at odds with the statement that it is "reasonably priced"?	No changes to RPTP - noting	The submitter's point is noted, however we believe open access to data and being reasonably priced are not at odds in policy PI A6.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Oamaru service	pg. 41, 3.1, Case study: What is the rationale for to trial a bus service between Ōamaru and Dunedin, especially given the centres are currently connected by exempt commercial services?	No changes to RPTP - noting	There is significant demand from the community to have affordable transport options from Oamaru to Dunedin - especially to access health care. Exempt services only run once a day, and it is not possible with existing services to travel from Oamaru to Dunedin and return in the same day. We will be exploring options to complement existing exempt services.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Operations	pg. 23, 2.3, CS P3: Is it desirable for skis, snowboards and foldable bikes to be carried on to buses? How will they be safely stored? While the policy says the passenger is responsible, could Council (and operator) as the PCBU be liable in the event of an on-bus mishap?	No changes to RPTP	This is a representation of existing policy and practice as seen on our website "What can be taken on the bus". We have included it in RPTP for completeness in line with the pets policy. We consider that these questions have gone through good processes in the past and we are satisfied that a reasonable and defensible balance has been reached that would protect us and our operators on questions of liability.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	General feedback on draft: Climate change and resilience are key strategic issues as identified in the introduction, but it's not clear how that feeds through to the proposed actions and policies? There is material on p.101 in Table 11 that says that this RPTP supports resilience by promoting public transport in well-functioning urban environments that are sustainable and resilient in alignment with the Regional Policy Statement but if there's scope, it would be worthwhile discussing how climate change and projected climate risks will impact PT service and design.	No changes to RPTP - noting	This not a requirement of the RPTP in the LTMA or NZTA RPTP Development guidance. PT is resilient in an urban network and the uptake of PT assists with climate adaptation. Additionally climate change and sustainability is not a priority in the GPS	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	p.106-7, Table 12: Urban form also impacts resilience - maybe this could be mentioned somewhere in this appendix somewhere?	No changes to RPTP - noting	We acknowledge the point however, the factors listed in this table are the urban form factors that influence the viability of good public transport and a well functioning urban environment. Resilience is considered an outcome of these factors, as opposed to a principle.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Funding	pg. 36, 2.8, TM A5: Suggest ORC should look at its fare cap not just from the perspective of it being a barriers, but also how ORC can make the scheme more financially sustainable.	Change to RPTP	We acknowledge the submitter point and suggest amending TM A5 to review fare subsidies and the viability of TM in line with Annual and Long Term planning processes	Update TM A5 to 'Review Total Mobility fare subsidies periodically in line with Annual Plan and Long Term Plan processes'

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Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Funding	pg. 38, 2.8, Case study: While the NZTA Innovation Fund helped fund this service start, there was no ongoing operational funding, which meant this service did not last (to the best of our knowledge). This highlights the need for such services to have ongoing volunteer and Council support.	No changes to RPTP - noting	We acknowledge the submitter point however the case study still adds value in highlighting the benefits of community transport to under-served communities.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	Introduction: It would be helpful to have some information about growth projections and demographic factors that support the policies and actions.	No changes to RPTP - noting	We acknowledge the submitters point however the wider demographics and growth projections sit in the RLTP, as an umbrella strategy to this plan. These are also contained in the Queenstown Public Transport and Dunedin Fares and Frequency businesses cases.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Funding	pg. 81, 6.1, Central government funding: The Plan should reference that NZTA is the largest single investor in public transport in Otago. In the 2024/27 period, ORC will rate its community \$58.2m to invest in public transport and land transport planning and in partnership, NZTA will co-invest in excess of \$60m in Otago's public transport.	No changes to RPTP - noting	We acknowledge the submitters point, and we believe our funding section outlines the co-funding and partnership of NZTA and ORC well. Additionally figure 13 provides the reader with an understand of the value of each funding source.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Funding	p 124, Appendix I: Given the importance the Government attaches to private share, NZTA submits that ORC's private share targets should be brought up into the main body of the RPTP, e.g. in Section 6, where there's an action to actively increase private share.	No changes to RPTP - noting	We acknowledge the submitters point, however we must also acknowledge the purpose and audiences of this document. There is plenty of reference to the importance of private share in the body of the Plan and the reader is directed to the Appendix for more detail.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	Funding	pg. 85, 6.2, F P5: Suggest adding another bullet as follows: * understands the NLTP funding implications with respect to whether or not NZTA is agreeable to fund its share. While it's Council's role to determine the fares that apply in its region, it shouldn't assume NZTA is willing to fund a new fare concession. Including the bullet above would provide Council with that clarity.	No changes to RPTP - noting	We acknowledge the submitters point. However believe the point is captured in F P5 already in the bullet point 'The concession aligns with NZTA's fares and pricing policy settings and guidance'. Council is well aware of the NLTP funding implications and makes no assumptions of co-funding. Adding another point would be duplication.	
Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	pg. 72, 5.4: Great introductory level descriptions of different types of infrastructure but there is insufficient detail about the current and desired future state of infrastructure needed to support services. Compare with ECAN's latest draft RPTP, where there was a useful diagram/maps needed to support planned services of: •Future bus lanes •Depot locations •Bus layover facilities, etc.	No changes to RPTP - noting	We acknowledge the submitters point. We would also like to be able to provide more detail however see we do not have the quality of information or understanding to do this. It would be misleading to give this level of detail without the planning and business case to support it. In comparison, Ecan has their PT futures body of work to draw on.	

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Ian Duncan	New Zealand Transport Agency Waka Kotahi	RPTP-0539	General	pg. 36, 2.8, TM A4: Instead of ORC paying assessment agencies to retain their services, can agencies be encouraged to charge applicants an assessment fee?	No changes to RPTP - noting	We don't believe this is possible. The TM system follows a prescribed model and an additional fee might further but these already transport disadvantaged people at greater risk.	
Alasdair Morrison	Waikouaiti Coast Community Board	RPTP-0540	Collaboration with institutions	Requests working more closely with community boards to improve public transport services, including timetabling, while taking into account local demographics	No changes to RPTP - follow up action	Noted with thanks	
Alasdair Morrison	Waikouaiti Coast Community Board	RPTP-0540	General	Requesting access to recent patronage figures to better understand public transport usage in the North Coast area	No changes to RPTP - noting	This is outside the scope of the plan. The submitter is welcome to contact ORC directly to determine the information required.	
Alasdair Morrison	Waikouaiti Coast Community Board	RPTP-0540	Frequency	Requests increase in frequency of buses to North Coast and have them be closer to frequency as the Dunedin South Coast and Otago Peninsula	No changes to RPTP	With regards to frequency improvements in this area, we would note that there are competing desires for connections to Oamaru which could compete for resources with shorter-distance frequency improvements. We note the point of comparison with Brighton / Peninsula service; while there may be differences, it will be important for us to benchmark service levels in different areas -- along with other potential regional services such as Balclutha and Oamaru.	
Alasdair Morrison	Waikouaiti Coast Community Board	RPTP-0540	Fares base fare	Support an increase in adult bee card fare as it may be necessary to have a well-functioning public transport service that is financially sustainable	No changes to RPTP - base fare decision		
Alasdair Morrison	Waikouaiti Coast Community Board	RPTP-0540	Fares zones	Opposes zone fare structure as it could undo patronage increases	No changes to RPTP - zone fare decision		
Brian Fitzpatrick	Remarkables Park Limited	RPTP-0541	Rail and ferries	p.52 Mode neutrality: public transport will be delivered using the most appropriate mode (e.g. bus, ferry, tram, ropeway, etc.) to meet demand, purpose, community need and value for money	Change to RPTP	Accept -- it is fair to represent this mode given the interest in Queenstown. Phrasing as cable/rope technologies is preferred to be more neutral on the exact technology, however.	Add "cable/rope technologies" to examples of alternative modes in SD P5
Brian Fitzpatrick	Remarkables Park Limited	RPTP-0541	Rail and ferries	p. 62-64 QT network aspirations: add bullet points "Whoosh aerial ropeway pilot track established at Remarkables Park" and "Adapt existing bus routes to align with new roading patterns e.g. to use the new road connection between Hanleys Farm and Jacks Point"	No changes to RPTP	Aerial ropeway -- this is not in our current plans which come from the Business Case.  Changes to bus routes -- this will happen but would be an unnecessary detail in the RPTP	
Brian Fitzpatrick	Remarkables Park Limited	RPTP-0541	Rail and ferries	p. 69 Under NF A4 add a bullet point: "Working with proponents of alternative transport modes and technologies"	No changes to RPTP	As this is an implementation point and we do not currently have such changes in our plans, it is not appropriate to include this. We would certainly include such a point if work on alternative modes were to develop further.	

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Brian Fitzpatrick	Remarkables Park Limited	RPTP-0541	Rail and ferries	p.52 Consider other ways of delivering the service, including other modes	No changes to RPTP	It is agreed that alternative modes are an example of "other ways of delivering the service" but do not see that this needs to be said explicitly. In the case of low-performing services the alternative modes would be most likely to be on-demand or community transport and we think the policy works as it is.	
Brian Fitzpatrick	Remarkables Park Limited	RPTP-0541	General	p.17: Proactively support good land use policy through integration with public transport design while taking into account alternative transport modes and new transport technology	No changes to RPTP	Noted with thanks	
Brian Fitzpatrick	Remarkables Park Limited	RPTP-0541	Bus stop infrastructure	Wants more reference to bus shelters in highly used key locations in QLDC area, such as outside Whakatipu High School and Red Oaks drive	No changes to RPTP - operational	The strategic nature of this plan prevents reference to specific stops. Stop infrastructure is guided by the One Network Framework and outlined in section 5.4. Shelter is important and we are committed to working with our TAs to provide bus shelters at well-used stops across the network, acknowledging the local context and restrictions.	
Brian Fitzpatrick	Remarkables Park Limited	RPTP-0541	Rail and ferries	p.42 Engage in open and regular dialogue with our partner agencies and key stakeholders to align expectations, identify and address inefficiencies and new transport opportunities and optimise the operation of our services	Change to RPTP	This is a reasonable request and we support rephrasing along these lines	Rephrase to slightly shortened version of submitter request:  "Engage in open and regular dialogue with our partner agencies and key stakeholders to align expectations, identify and address inefficiencies and opportunities, and optimise the operation of our services."
Brian Fitzpatrick	Remarkables Park Limited	RPTP-0541	Rail and ferries	p.71 MM P2 Tourism: encourage sustainable economic growth and promotion of green tourism based around public and active transport and alternative transport modes.	No changes to RPTP	We accept an interest in *alternative modes of public transport* but the phrasing here refers to *alternative modes of transport* that would not be public (or active) transport. This is out of scope. We are satisfied that the submitter's interest in alternative ways to deliver public transport would be fully covered by existing phrasing.	
Brian Fitzpatrick	Remarkables Park Limited	RPTP-0541	Rail and ferries	p.51 add "utilise the most appropriate mode and technology" under SD P1	No changes to RPTP	We agree with the sentiment but are satisfied that SD P5 (Mode neutrality) expresses this principle. Repeating it would be duplication; we prefer to have this principle stand alone to emphasise its importance.	
Brian Fitzpatrick	Remarkables Park Limited	RPTP-0541	Rail and ferries	p.42 Engage in meaningful dialogue with diverse stakeholders interested in public transport to understand the transport needs and aspirations of the users and the capabilities of those developing new transport technology	No changes to RPTP	We agree with the sentiment expressed and the submitter's interest in the matter. We prefer not to draw specific attention to one type of stakeholder in this action as such requests could easily lead to unbalanced policies and actions	

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Brian Fitzpatrick	Remarkables Park Limited	RPTP-0541	Rail and ferries	p.44 ORC can collaborate with local communities and organisations, including developers of new transport technology, in conjunction with our territorial authorities to support community-led projects that improve public transport infrastructure and capacity	No changes to RPTP	We agree with the sentiment expressed and the submitter's interest in the matter. We prefer not to draw specific attention to one type of stakeholder in this action as such requests could easily lead to unbalanced policies and actions	
Brian Fitzpatrick	Remarkables Park Limited	RPTP-0541	Rail and ferries	p. 62-64 QT network aspirations: add bullet points "Extension of ferry service to Kawarau River, connecting to Remarkables Park, Shotover Country and Lake Hayes Estate" and "Aerial ropeway service introduced and operating on a Frankton network linking Remarkables Park, Queenstown Airport and the BP transport hub."	No changes to RPTP	We do not have a current basis to include these in our plans.	
Brian Fitzpatrick	Remarkables Park Limited	RPTP-0541	Rail and ferries	p. 62-64 QT network aspirations: add bullet points "Regular ferry service connecting terminals on the Kawarau River, at Remarkables Park, Shotover Country and Lake Hayes Estate, to Queenstown Bay" and "Aerial ropeway system extended along Frankton Road connecting through the Frankton network to the southern and eastern corridors."	No changes to RPTP	We do not have a current basis to include these in our plans.	
Brian Fitzpatrick	Remarkables Park Limited	RPTP-0541	Rail and ferries	p.62-64 QT network aspirations: Additionally, there may be a future study of the case for other modes to service this area, including an off-line aerial ropeway option and a direct ferry service.	No changes to RPTP	While we acknowledge the particular proposal that is being promoted and that the specific technology may receive some emphasis in places, a more generic phrasing of "offline solution" emphasises the function over the technical detail, which is appropriate from a mode-neutrality perspective	
Amanda Robinson	The Lightfoot Initiative	RPTP-0542	Fares concessions	Supports retaining free fares for everyone under 18	No changes to RPTP - noting	Child and youth concession value decision	
Amanda Robinson	The Lightfoot Initiative	RPTP-0542	Funding	Request ORC reframe rates increases as improved opportunities to boost investment in public transport	No changes to RPTP	Noted with thanks	
Amanda Robinson	The Lightfoot Initiative	RPTP-0542	Community transport	Supports community transport, but wants more public transport services in the Upper Clutha area more generally	No changes to RPTP	Noted with thanks. Our plan also includes working to improve regional connectivity, with particular focus on connecting the Upper Clutha area.	
Amanda Robinson	The Lightfoot Initiative	RPTP-0542	Focus areas	Opposes the focus areas on the grounds that they don't go far enough to achieving 40% mode shift goals in Queenstown	No changes to RPTP - noting	The Queenstown Public Transport Business Case programme, is a suite of interventions to work towards improved public transport in Queenstown. The first improvements will be beginning in July. We agree there are a lot of challenges with delivering public transport in Queenstown, and our intent is to progress with these over time and as funding permits.	



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Amanda Robinson	The Lightfoot Initiative	<b>RPTP-0542</b>	Collaboration with institutions	Request ORC works with central government towards a different GPS that supports mode shift	No changes to RPTP - noting	This is outside the scope of the plan	
Amanda Robinson	The Lightfoot Initiative	<b>RPTP-0542</b>	Active transport	Wants ORC to enable first and last mile solutions by working with Tas, and wants bus stops within a 10 minute walk of public transport services	No changes to RPTP - noting	We have a good working relationship with our TAs and collectively are working to improve first and last mile connections. Unfortunately this is not a priority in the GPS so funding is constrained. Our network design section talks about access to stops based on walk distances/time relative to topography.	
Amanda Robinson	The Lightfoot Initiative	<b>RPTP-0542</b>	Fares base fare	Supports increasing adult bee card fares, but wants to keep fares low	No changes to RPTP - base fare decision		
Amanda Robinson	The Lightfoot Initiative	<b>RPTP-0542</b>	Fares zones	Supports introducing zones, and may even need to consider using dynamic pricing to ensure an equitable approach is used	No changes to RPTP - zone fare decision		
Dale Jenkins		<b>RPTP-0543</b>	Routes	Would like the Mosgiel bus to turn into South Road, Caversham, then along David Street and into Hillside Road. This would mean that passengers would not have to transfer to another route to get to Pak n Save or the Warehouse. The return route to Mosgiel should follow this route too.	No changes to RPTP	The Mosgiel route will operate via South Dunedin (although not Caversham) from July. We will review how the service performs under these changes	
Jacqui Eggleton	CCS Disability Action - Local Advisory Committee - Waitaki	<b>RPTP-0544</b>	Oamaru service	Wants a regular bus service from Waitaki to Dunedin, including a Dunedin hospital shuttle service working with St. John	No changes to RPTP - noting	A Dunedin to Oamaru service is included in this Plan as an integral service for Otago, but availability of funding will dictate timing of such improvements. Currently this service is planned to be introduced for in the next 10 years. Improving access to health care is a high priority.	
Jacqui Eggleton	CCS Disability Action - Local Advisory Committee - Waitaki	<b>RPTP-0544</b>	Accessibility	Supports ongoing Total Mobility services, as it plays a critical role in helping the disabled community access opportunities	No changes to RPTP	Noted with thanks	
Jacqui Eggleton	CCS Disability Action - Local Advisory Committee - Waitaki	<b>RPTP-0544</b>	Oamaru service	Requests an on-demand service within Oamaru, rather than a fixed route service as this is better for disabled people	No changes to RPTP - noting	This is supported and considered as a future integral service with the plan, noting that funding is not currently available for such a service. We acknowledge the interest in On-demand services	
Janet Pribble		<b>RPTP-0545</b>	Bikes on buses	Wants bike racks back on buses	No changes to RPTP - operational	A solution has been reached and bike racks are now available again.	
Councillor Gavin Bartlett	Queenstown-Lakes District Council	<b>RPTP-0546</b>	Fares base fare	Recommends changes to fares should be consulted on separately to the draft RPTP to better understand the effects of fare changes on patronage	No changes to RPTP - base fare decision	During 19 February 2025 Council meeting, Council approved for the increase in Bee card fare and child concession values to be consulted on as part of the RPTP.	
Councillor Gavin Bartlett	Queenstown-Lakes District Council	<b>RPTP-0546</b>	Rail and ferries	Opposes the removal of planned ferry service improvements in the ORC Annual Plan	No changes to RPTP	Ferry service improvements remain in our long-term program through the Business Case and we acknowledge community interest.	

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Councillor Gavin Bartlett	Queenstown-Lakes District Council	RPTP-0546	Bus stop infrastructure	For MM A4, recommend a more proactive approach for infrastructure rather than waiting for evidence of demand	No changes to RPTP - noting	Noted thank you. MM A4 to be removed as duplication with MM A3, which adequately covers this area.	
Councillor Gavin Bartlett	Queenstown-Lakes District Council	RPTP-0546	Collaboration with institutions	Mentions that the urban form factors in Appendix E align with the Te Putahi Ladies Mile development Masterplan	No changes to RPTP	Noted with thanks	
Councillor Gavin Bartlett	Queenstown-Lakes District Council	RPTP-0546	Community transport	Supports community transport, but acknowledges that some places like Wanaka are growing and it might not be the best solution there	No changes to RPTP	Noted with thanks. Yes we also acknowledge that is may not be a long term solution for Wanaka. Our plan does include working to improve regional connectivity, with particular focus on connecting the Upper Clutha area.	
Councillor Gavin Bartlett	Queenstown-Lakes District Council	RPTP-0546	School services	QLDC requests to be more involved with ORC and Ministry of Education in ongoing discussions on the planned changes to school bus routes	No changes to RPTP - follow up action	Noted, and we will pass on to MOE.	
Councillor Gavin Bartlett	Queenstown-Lakes District Council	RPTP-0546	Fares base fare	Supports increase in adult bee card fare, but only on the provision that other alternative ways to increase private share are explored. If fares are to increase, make them minimal	No changes to RPTP - base fare decision	Our funding policy FS A3 pg. 83 states our intent to work with our partners and other stakeholders to increase private revenue sources and alternative ways of funding PT.	
Councillor Gavin Bartlett	Queenstown-Lakes District Council	RPTP-0546	Focus areas	Supports the focus areas and objectives, but thinks more attention needs to be paid to frequency and reliability of the network	No changes to RPTP - noting	Reliability is of high importance, and captured in our design principles in focus area 4 of the plan. The plan also emphasises achieving greater frequencies over time, however this is not possible due to current funding constraints.	
Councillor Gavin Bartlett	Queenstown-Lakes District Council	RPTP-0546	Marketing, promotion, engagement	Wants ORC to work more closely with the Wanaka Upper Clutha Community Board to bring public transport services, while acknowledging the role of land use planning in establishing an efficient public transport system	No changes to RPTP - follow up action	Thank you for your submission. Public transport links between Wānaka and Queenstown are outlined in the plan for improving regional connectivity, however currently sit in the 10-30 year horizon due to lack of funding and alignment with central government priorities. Servicing Wanaka and the wider Upper Clutha area is more challenging g given the land use development. Based on a desk top study (Otago Community and Accessible Transport Study) and a review of the 22/23 trial, viable public transport is not affordable to the user or the community without co-funding. We will work closely with the Wanaka Upper Clutha Community Board to look for solutions.	
Councillor Gavin Bartlett	Queenstown-Lakes District Council	RPTP-0546	Bikes on buses	Recommends the inclusion and consideration of the means to carry bicycles and micro mobility on all scheduled services as clear actions, which will help with mode shift	No changes to RPTP - noting	This point is captured in VQ P2 Vehicle standards and ORC requirements on pg32	

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Councillor Gavin Bartlett	Queenstown-Lakes District Council	RPTP-0546	Collaboration with institutions	Wants more information about time of use charging in Queenstown, and to outline what a proactive approach to meeting the increased demands related to the implementation of time of use charging might look like	No changes to RPTP - noting	Time of use charging legislation, policy and procedures are in their infancy in NZ. The Plan includes a funding action FS A2 on page 83 that states we will 'Collaborate with our partner agencies to coordinate and align parking strategies and other travel-demand management tools to improve the value of public transport and achieve wider regional carbon-reduction and mode-shift outcomes.'. Time of use charging is considered a travel-demand management tool.	
Councillor Gavin Bartlett	Queenstown-Lakes District Council	RPTP-0546	Community transport	Requests a definition of what a 'smaller town' is with respect to community transport	No changes to RPTP	We are using a broad definition of small town to mean any areas outside of our main urban networks and integral services in the context of community transport.	
Councillor Gavin Bartlett	Queenstown-Lakes District Council	RPTP-0546	Fares zones	Opposes a zone fare structure in Queenstown as it risks discouraging the uptake of public transport in outer zone communities, particularly Arrowtown	No changes to RPTP - zone fare decision		
James Meffan	Ministry of Education	RPTP-0547	School services	QT network aspirations p.62-63: The Ministry (of Education) recommends increasing capacity at peak or school times to high-growth suburbs in Lake Hayes. This may be through provision of additional targeted services or increasing frequency of existing services	No changes to RPTP	Acknowledged -- we will continue to work on this.	
James Meffan	Ministry of Education	RPTP-0547	Routes	QLDC requests to be more involved with ORC and Ministry of Education in ongoing discussions on the planned changes to school bus routes.	No changes to RPTP	Noted -- thank you	
James Meffan	Ministry of Education	RPTP-0547	Focus areas	The Ministry supports the overall vision and objectives within this plan, including specific measures to provide additional services and capacity for school students	No changes to RPTP	Noted -- thank you	
James Meffan	Ministry of Education	RPTP-0547	School services	The Ministry of Education appreciates ORC's steps to providing additional school services as they have pulled services	No changes to RPTP	Noted with thanks	
James Meffan	Ministry of Education	RPTP-0547	School services	Targeted services p. 58: We support the proposal to enhance connector and high-frequency services to serve schools without targeted services and to offer targeted services for students where there is demand that cannot be met through core public transport services	No changes to RPTP	Noted with thanks	
James Meffan	Ministry of Education	RPTP-0547	School services	Integral/Exempt service p. 69: supports services targeted at school travel should be designed to support travel to students' nearest available school	No changes to RPTP	Noted with thanks	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
James Meffan	Ministry of Education	RPTP-0547	Funding	Supports the proposal to continue public transport improvements without NZTA or other central government funding on a trial basis	No changes to RPTP	Noted with thanks	
Carolyn Guytonbeck		RPTP-0548	Fares zones	Request for more information on zone fares, such as price. Supports zone fares subject to longer trips' fares remaining affordable.	No changes to RPTP - zone fare decision	Fares for a zonal structure have not been investigated yet. This work will follow any decision to change our fare structure to a zonal system.	
Alex King		RPTP-0549	General	Praise for the work ORC have done over the years in enhancing the bus service and growing patronage over recent years.	No changes to RPTP	Noted with thanks	
Alex King		RPTP-0549	Focus areas	Request for the climate crisis to be a key driver for Otago transport policy.	No changes to RPTP - noting	The climate crisis is a key driver this RPTP and transport policy as noted in the Challenges and opportunities section of the plan on pg 16. Additionally this RPTP elevates the climate emergency with our Focus Area 3 Environmental sustainability. The RPTP also sits alongside ORCs Climate strategy 2024..	
Alex King		RPTP-0549	General	Request to implement an ambitious goal of minimising fossil fuel-emitting vehicle-kilometres from Otago's transport sector, such as 90% reduction over 5 years.	No changes to RPTP - noting	We acknowledge the request however this is outside of the scope of the RPTP. The RLTP deals with the transport sector as a whole. This plan focuses on PT's role in providing an efficient reliable and accessible public transport service that meets community needs in order to reduce car dependency.	
Alex King		RPTP-0549	General	Request on p. 93 to add the explicit target to the mode share success measure to increase by 30% per annum (i.e. 7% in 2024, 9% in 2025, 12% in 2026, 15% in 2027, 20% in 2028, 26% in 2029)	No changes to RPTP - noting	The submitter's point is noted. Mode share targets currently sit in Shaping Future Dunedin Transport Programme business case and DCC Zero Carbon plan and Queenstown Public Transport Business case.	
Alex King		RPTP-0549	Collaboration with institutions	Request to collaborate with other agencies to coordinate with other environmental policy such as carbon taxes, fuel supply limits, parking and wider transport plans.	No changes to RPTP - noting	Focus Area 2 Build trust is about engaging with our communities and investment partners to make sure public transport services meet the needs of the community including coordinating wider transport plans and parking policy. Carbon taxes and limiting fuel supplies is outside the scope of the RPTP.	
Alex King		RPTP-0549	General	Request to strengthen the second ORC transport aspiration (p. 9) to state the substantial elimination of fossil fuel use in Otago within 5 years as an explicit goal.	No changes to RPTP - noting	The transport aspirations listed on pg9 of this plan are directly from ORCs strategic directions 2023-2024. This is outside the scope of this consultation and plan.	
Alex King		RPTP-0549	General	Request on p. 17 to reframe Focus Area 1 from from "useful public transport services" to "the dominant supplier of transport services beyond walking and cycling" for all of Otago's residents	No changes to RPTP - noting	Thank you for your suggestion. We believe the wording 'useful public transport services' captures this intent in a more succinct manner.	

Name	Organisation	Submitter # (UID)	Topic	Summary of feedback/request	Staff recommendation	Staff response	Recommended action to plan
Alex King		RPTP-0549	General	Request on p. 17 to reword Focus Area 1 to explicitly mention all Otago residents including the transport disadvantaged, or to make serving transport disadvantaged people its own focus area.	No changes to RPTP - noting	Thank you for your suggestion. The plan is a regional public transport plan for Otago so is for all Otago residents. We believe it would be duplication to specifically mention that in all objectives. Transport disadvantage people are a key focus of the plan and Section 2.8 pg 33 outlines specifically our policy and drive to improve accessibility for those who are transport disadvantaged.	
Alex King		RPTP-0549	General	Request on p. 17 to reword Focus Area 3 to "... a public transport system that is key to eliminating all fossil fuel usage and carbon emissions in Otago."	No changes to RPTP - noting	We acknowledge the submitter's point, and that public transport has a key role in reducing fossil fuel use and carbon emissions, but eliminating ALL fossil fuel use and carbon emissions in Otago is over ambitious and outside the scope of this plan.	
Alex King		RPTP-0549	Timetables	Request on p. 30 to not deprioritise adhering to a clockface timetable unless it results in very minor cost.	No changes to RPTP - noting	Thank you for your feedback. Policy SQ A1 prioritises repeating clock face schedules as much as practical within the scheduling of multiple services.	
Alex King		RPTP-0549	Timetables	Request on p. 30 to remove timetables for services running frequently (every 15 minutes or less) and instead monitor services to ensure there is a 15-minute maximum wait at all stops.	No changes to RPTP - noting	Thank you for your feedback. The aim of a frequent and reliable network is to have services running at a high frequency to eliminate the need to have timetables or long waits between services. Unfortunately we are not in a position to ensure all services run at 15 min frequencies. The Dunedin fares and frequencies business case plans to progressively improve the frequency on the Dunedin network, but this is not currently funded.	
Alex King		RPTP-0549	Timetables	Request on p. 30 SQ A1 to remove the bullet point on the use intermediate timing points.	No changes to RPTP - noting	Intermediate timing points are important to allow drivers to recover early or late running that has been influenced by network conditions. Retain this bullet point in SQ A1	
Alex King		RPTP-0549	Accessibility	Request on p. 36 to add TM A6: Allow a hybrid Total Mobility system where a passenger is taken to/from a bus stop and assisted on/off the bus by the Total Mobility provider.	No changes to RPTP - noting	Thank you for your suggestion. Whilst TM allows for fluctuating needs, this is not possible as the eligibility criteria for TM is not being able to use the bus network.	
Alex King		RPTP-0549	General	Request on p. 40 to re-frame EQ A3: "Prioritize public transport investments and policies that enable a patronage-focused network. A sub-priority is to increase patronage for transport-disadvantaged people."	No changes to RPTP - noting	Thank you for your suggestion. The key point of this action here is that we aim to increase patronage for transport disadvantaged, recognising that we need to manage trade offs between patronage oriented and coverage oriented networks. Coverage oriented networks still have a strong role in servicing people disadvantaged by location.	

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Alex King		RPTP-0549	General	Request on page 48 for a new policy to be introduced as DC P1, with the existing policies re-numbered. "The public transport service should be designed to displace carbon emissions from the existing transport as quickly as possible, and to enable a complete decarbonization of the transport sector in Otago.	No changes to RPTP - noting	Thank you for your suggestion. We prefer for this plan not to overstate it's reach. Whilst the point for 'the public transport service to be designed to displace carbon emissions from existing transport as quickly as possible', it is not possible for PT to fully decarbonise the whole transport sector of Otago. We feel the plan in its entirety is focused on encouraging as many PT trips as possible. Other trips such as freight and commercial are outside of public transport services.	
Alex King		RPTP-0549	Regional services	Request for our regional expansion to be reframed to "subject to funding and further study" and "speculative" to "obtain necessary funding to establish...", and to shorten the timeframes from 30 years for introducing these regional services.	No changes to RPTP - noting	Thank you for your suggested change, however whilst we advocate to obtain the necessary funding to expand our networks, we are reliant on our priorities aligning with central government priorities and therefore can do not have that level of certainty.	
Alex King		RPTP-0549	General	Request on p. 71 to remove the language around "choice" and replace it with a discussion of appropriate modes: active modes for shorter trips for those who are able, and public transport for the longest trips and for those unable to access other modes.	Change to RPTP	Thank you for your point. Suggest adding the words 'for those who are able' to the end of the first sentence of the third paragraph.	Change the first sentence of paragraph 3 on pg 71 to read ' Our aim is for active transport to be the preferred mode for short journeys in urban areas for those who are able.
Alex King		RPTP-0549	Fares concessions	Request on p. 85 to change F P2: add "off-peak use incentive" to the list of fare structure elements	Change to RPTP	Thank you for your point. Whilst this is not an element we use while we have a low flat fare, this is something that could be used in a future fare structure.	Add 'off-peak use incentive' to the bottom of F P2, page 84
Alex King		RPTP-0549	Fares concessions	Request to increase the discount for youth fares to 50% (from 40%)	No changes to RPTP - base fare decision	Child and youth concession value decision	
Alex King		RPTP-0549	Reliability	Request on p. 93 to change on-time performance measure to not include "between 1 minute early" as no buses should leave ahead of the timetable.	No changes to RPTP - noting	We agree that no buses should leave early, however one minute is considered a margin of error when monitoring and evaluating our service providers.	
Alex King		RPTP-0549	General	Request on p. 95, within Non-significant variations, "Fare level and structure changes" should be replaced by "Fare level and structure changes such that, for each journey on the network, the fare amounts to either no more than a 10% increase on the year prior, or no more than 20% on 2 years prior, after allowing for inflation in both cases."	No changes to RPTP - noting	Thank you for your suggestions. We prefer keeping the language broad to enable some discretion. Affordability for our community is always at the forefront of our decision making.	
Alex King		RPTP-0549	Fares base fare	Request for fare changes to happen incrementally (e.g. no more than 10% per year) to maintain trust with passengers.	No changes to RPTP - base fare decision	Noted thanks	

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Alex King		RPTP-0549	General	Request on p. 108 to differentiate on density in the core and the periphery.	No changes to RPTP - noting	Noted thanks, this definition already includes the distinction of less density on the periphery.	
Alex King		RPTP-0549	Funding	Believes the private share targets are ambitious and should be achieved without significant fare increases, and rather with large patronage lifts.	No changes to RPTP - noting	Thank you for your feedback.	