

Our Reference: A1251179

2 July 2019

Matt B

Email: mailto:fyi-request-10188-3d880dbf@requests.fyi.org.nz

Dear Matt,

Local Government Official Information and Meetings Act 1987 (LGOIMA) Request

We refer to your information request dated 4 June 2019. A copy of your request is set out below and numbered for ease of reference:

<https://www.odt.co.nz/regions/queenstown/social-impacts-boomtown>

With regards to the above article, please advise the following:

- 1. Has an assessment been done on the operational efficiency of an express service to destinations beyond the Frankton Hub? (ie. only stopping at it's final destination or key nodes). If not, please advise why an assessment on user efficiency has not been done.*
- 2. Frankton Road to Frankton Hub is already well serviced by the current bus system. If there are sufficient passengers to fill buses between LHE/SC and Queenstown what operational reason is there to not operate this as an express service?*
- 3. Please advise what is preventing a direct service from being implemented now rather than "in the coming months".*
- 4. Please provide the report that has informed the decision to review the direct bus service rather transferring buses at the hub.*
- 5. With regards to the ORC policy statement, please advise what ORC is doing to achieve the following: "protection of transport infrastructure from the adverse effects of land use activities and natural hazards"*

I have been informed of the following in response to your questions:

Question 1, 2 & 3

The new Orbus service was implemented 18 months ago and patronage since then has grown massively. We recognise public transport demand continues to grow, in particular from the Lake Hayes and Shotover Country Estates. In future planning the ORC needs to ensure that its route planning is sustainable and improves the entire service. Any route changes must be thoroughly worked through before implementation. We have to consider other passengers' needs, fleet capability, cost and timetable logistics.

For our future

We have made an assessment for this particular route, investigating a new peak service. The investigation is currently in stages of review and due to be put to council for approval in the coming months. If approved, we hope to implement the new service before the end of the year.

We will also be in a better position to understand passenger movements delivered through our new ticketing system due to start in Queenstown in September.

Question 4

The decision to review the Lake Hays Estate service was not based on a report but on feedback from various stakeholders, including the Lake Hayes Estate and Shotover Country communities who have told ORC about the need for a direct service. We also work closely with the operator who reports on passenger loads.

Question 5

The ORC continuously plans to implement projects to support and protect our regions transport infrastructure. Recent projects include the Stock Effluent disposal sites and the suite of changes to the Queenstown and Dunedin transport networks.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you have any queries concerning the above, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'J Gribble'.

James Gribble
Administration Officer- Legal