

## Wendy Collard

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**From:** Busgo Dunedin <busgodunedin@gmail.com>  
**Sent:** Friday, 21 April 2023 01:00 p.m.  
**To:** Governance Support Officers  
**Subject:** Submission to the 2023-2024 Dunedin Annual Plan

Submission to the 2023-2024 Dunedin Annual Plan

from **Bus Users Support Group Ōtepoti/Te Roopu Taitoko Kaieke Pahi ki Ōtepoti**

Our submission to the 2023 DCC Annual Plan consultation is focussed on the city council's important role as the provider of public transport infrastructure. Since the days of clapped-out, smoky, second-hand-import buses in the 1990s, our regional council has built up a fleet of fully accessible, low floor buses. At least two-thirds of them meet Euro 5 emission standards, and electric buses are on order to soon begin operating on Dunedin routes. It is time for DCC to catch up and make good bus infrastructure to match.

### BUS STOPS

It is great to see new bus stops being installed as part of the "Totally Gorgeous" city centre upgrade, New stops at the hospital and outside Plunket House have the same type of extra-high kerb as is used in the Dunedin Bus Hub. These kerbs raise passengers intending to board a bus to nearly the bus floor height, a huge improvement for everyone but particularly for people with disabilities and those accompanying small children or using prams or heavy baggage. Similar high-kerb bus stops have been installed during road improvement works in St Clair and at the top of Rattray St. Road renewals are the best time to improve bus stops, indeed we don't think it is a good idea to improve bus stops in isolation from other road works (we don't want to see a "new" bus stop put in on an "old" road, only to see the bus stop get dug up again soon afterwards to repair the road).

- Bus Go asks the council to allocate funding and resources to continuing improvements to bus stops
- Bus Go asks the council to allocate funding and resources to reviewing all bus stops affected by each and every intended roading upgrade, to ensure they are improved during the roading upgrade, and that the resulting stops meet at minimum the *Guidelines for public transport infrastructure and facilities*, NZTA, March 2014, and in addition be free of poles, signs, verandas etc that could prevent a bus from being parked close to the kerb

Many of Dunedin's bus stops are little more than a "bus stop" sign nailed to a post. This situation only requires other road users to park 6m away from the sign Land Transport (Road User) Rule 2004 6.8 (1), giving insufficient room for a bus to park and allow passengers to board or alight easily and safely. The DCC's own parking staff are reluctant to prosecute motorists who park on unmarked bus stops. Yet it turns out that DCC is not complying with the law requiring it to mark the roadway at bus stops: "An area described in subclause (1) may be marked by lines on the roadway put there by the road controlling authority. The road controlling authority must mark the area by putting lines on the roadway if it is practicable for it to do so." Land Transport (Road User) Rule 2004 6.15 (4)

- Bus Go asks the council to allocate funding and resources to mark the roadway at all bus stops

### BUS INFRASTRUCTURE MANAGEMENT

As we are all aware, public transport operation in Dunedin is disconnected from the provision of infrastructure. This is a situation that arises from the separated roles of regional and city councils.

You will all be familiar with the expression "mind the gap." In this case the gap is defined by the success or failure of coordination between the ORC's buses and the DCC's footpaths. Only good coordination, fuelled by goodwill and good relationships, can make the gap narrower.

The problem needs a management structure to pull infrastructure and operations together and make the system work. Remembering that DCC objectives are fulfilled if more people use buses and pollution is reduced, even though neither buses nor pollution are direct DCC responsibilities.

We propose that DCC employ a Public Transport Infrastructure Coordinator. This person would be charged with ensuring that infrastructure is provided for public transport that meets the needs of vehicles and passengers. We suggest that the salary of this person be jointly funded with ORC. This would provide a 'go to' person for all the DCC's dealings with bus operators and bus users. A person who one can be turned to for expert knowledge, advice, and reliability who can communicate with all involved and find a way to make things happen. They stand in front of customers. They possess that knack for simplifying, clarifying, synthesising, and unifying. The Public Transport Infrastructure Coordinator would spend time out and about on buses with passengers and crews, at the Hub, with staff of both councils, both bus companies, road workers, city planners, obtain feedback and complaints from both councils, pass these on to the right person to fix and check that they are dealt with, identify & suggest improvements, fix problems, help those with disabilities to use buses, use the media to spread the word on improvements, write items for media, identify gaps in bus infrastructure and fill them.

This person should have an intimate knowledge of Dunedin's transport network and see it from all perspectives. They must be personable to deal with all sorts, from the good, the bad and ugly. Their hours should be flexible (not 9 to 5) so they see the system working at all times of the day and week. It also allows the element of surprise for customers and drivers.

- Bus Go asks the council to allocate funding and resources to employ a Public Transport Infrastructure Coordinator as described above

#### PROPOSED "DUNEDIN TRAMWAY" INNER CITY BUS SERVICE

We wish to applaud the city council on its intention to investigate providing the upgraded George St with a small electric short-distance bus service. This will be of great assistance to shoppers and other users of the city centre. We want to ensure it is beneficial to locals and visitors alike, easy to access, understand and use for everyone.

It could still be done badly though, and we do not want this to happen. It would be odd for a city council that has finally seemingly given up on the idea of taking over the city's bus service to then start... a bus service. No matter how small, this new service will still need a manager, a website, a service contract, a marketing strategy, a lost property system, a complaints system, ... before it has even turned a wheel it is racking up hundreds of thousands of dollars in costs.

The most efficient way to introduce this service is as an additional bus route added to the existing Orbus network managed by Otago Regional Council. As a new route fully integrated within, and an improvement to, the Orbus network, the "tramway" can bring public transport to a new group of people while improving the connection with the shopping areas for existing bus users. As a lead funder and promoter, DCC would still have great influence over the design, but would not have to take on day to day management, which could be incrementally absorbed within the existing ORC transport management structure. This would leave DCC doing what it does best, providing excellent infrastructure.

- Bus Go supports the allocation of council funding and resources to provision of an inner city short distance bus service
- Bus Go asks that any new inner city short distance bus service be completely integrated in management and operation with the existing Orbus public transport network

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from **Bus Users Support Group Ōtepoti Dunedin**

website: [busgo.org](http://busgo.org)

Facebook: [facebook.com/busgodunedin](https://facebook.com/busgodunedin)

...please consider the environment and go by public transport...

...arohatia te taiao, haere ma runga pahi...



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