

Our Reference:A1237729

6 May 2019

Matt B

Email: [mailto:fyi-request-10188-3d880dbf@requests.fyi.org.nz](mailto: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 23 April 2019. A copy of your request is set out below:

*Numerous reports have identified a direct bus between Queenstown and Lake Hayes Estate/Shotover Country is a necessary service to help manage traffic congestion on SH6 & 6A. It has also been widely expressed by the community and it's representatives how important this service is.*

<http://www.scene.co.nz/queenstown-news/boult-pushes-for-bus-ramp-up/>

*This service was suggested to ORC when it requested feedback before bus routes were implemented and after the routes were put in place. It is simple to implement and achieves your policy statement for transport that promotes and encourages the sustainable management of Otago's transport network through:*

*• Promoting the use of fuel efficient modes of transport • Encouraging a reduction in the use of fuels which produce emissions harmful to the environment • Promoting a safer transport system • Promoting the protection of transport infrastructure from the adverse effects of land use activities and natural hazards.*

*Please identify what plans are in place to get this service running, what constraints have prevented this from already being implemented and by what date ORC will get this service operational?*

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

The Otago Regional Council has heard really clearly that Lake Hayes Estate and Shotover Country residents would like to be able to access Queenstown without transferring between services at the Frankton Hub. Our transport team have been investigating how we can best address this.

In discussion with the operator, we're working through the potential for a direct feeder service on this corridor during the morning and afternoon peak. The current service, with its transfer point at the Frankton Hub, would continue – with additional services that

For our future

would specifically service the Lake Hayes Estate/Shotover Country – Queenstown corridor (instead of running to Jack's Point). These more direct services would still run via the hub, with the potential to pick up additional passengers there, but wouldn't necessitate a transfer at that point. A key advantage to this approach is that it would also add some needed overall capacity to this corridor. While it wouldn't be an 'express' service in that it would still service bus stops and the hub along the way, it would provide a much more direct connection for Shotover Country/Lake Hayes Estate residents to Queenstown.

Once we have a way forward, we will present a solution to council in the coming months.

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](http://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 'JG', with a small flourish at the end.

James Gribble  
**Administration Officer- Legal**