

Council Agenda 25 March 2026

Meeting will be held at the Clutha District Council Chamber,
1 Rosebank Terrace, Balclutha, Otago, and live streamed on the
[ORC YouTube channel](#).



Members:

Cr Hilary Calvert (Chair)
Cr Kevin Malcolm (Deputy Chair)
Cr Robbie Byars
Cr Chanel Gardner
Cr Neil Gillespie
Cr Matt Hollyer
Cr Gary Kelliher
Cr Michael Laws
Cr Andrew Noone
Cr Gretchen Robertson
Cr Alan Somerville
Cr Kate Wilson

Senior Officer: Richard Saunders, Chief Executive
Meeting Support: Kylie Darragh, Governance Support Officer

25 March 2026 10:30 AM

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1. WELCOME Mayor Jock Martin will be in attendance. Cr Neil Gillespie to open with a reflection.	
2. APOLOGIES No apologies received at the time of printing.	
3. PUBLIC FORUM No requests to speak at Public Forum were received at the time of publishing.	
4. CONFIRMATION OF AGENDA The agenda to be confirmed as published.	
5. DECLARATIONS OF INTEREST Members are reminded of the need to stand aside from decision-making when a conflict arises between their role as an elected representative and any private or other external interest they might have. The Register of Member's Pecuniary Interests can be found on the ORC Website.	
6. PRESENTATIONS Enviroschools Annual Review presentation.	4

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10.2	Clutha Liaison Group	49
This paper updates the Council regarding the formation of the Lower Clutha Liaison Group, presents the confirmed Terms of Reference for approval, and seeks confirmation of the Councillor Representative for the Group.		
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10.4	Q1-Q2 Public Transport Performance Report	128
This paper updates Council on the performance of Public Transport and Total Mobility for Q1 and Q2 of the 2025/26 Financial Year, July 2025 - December 2025.		

10.5 [Community Transport](#) 152

The purpose of this report is to seek Council direction and approval to progress the community transport actions agreed in the Regional Public Transport Plan 2025-2035.

10.5.1 [ORC Community and Accessible Transport Study - Taith Consulting](#) 165

10.5.2 [Understanding Community Transport in Otago](#) 239

10.6 Ōamaru Community Shuttle Trial

This paper will be provided in a supplementary council agenda.

10.7 2026 ORC Community Survey - Results

This paper will be provided in a supplementary council agenda.

10.8 [Regional Software Holdings Limited Statement of Intent 2026-27](#) 290

To receive Regional Software Holdings Limited's Draft Statement of Intent for 2026-27 and Half Yearly Report for the period ended 31 December 2025.

10.8.1 [Covering Letter for RSHL Draft SOI 2026-27](#) 294

10.8.2 [RSHL DRAFT Statement of Intent 2026-27](#) 298

10.8.3 [RSHL Interim Report to December 31 2025](#) 336

11. NOTICES OF MOTION

No notices of motion had been submitted at the time of publishing.

12. CLOSURE

10.4. Q1-Q2 Public Transport Performance Report

Prepared for: Council
Report No. TRN2606
Activity: Public Transport
Author: Julian Phillips, Implementation Lead - Transport
Endorsed by: Anita Dawe (General Manager Regional Planning and Transport)
Date: 25 March 2026
Portfolio Leads: Cr Hollyer & Cr Somerville, Transport

PURPOSE

- [1] To update Council on the performance of Public Transport and Total Mobility for Q1 and Q2 of the 2025/26 Financial Year, July 2025 - December 2025.

EXECUTIVE SUMMARY

- [2] Dunedin bus patronage for Q1-Q2 2025/26 is 1,728,936 trips – a decrease of 0.5% from Q1-Q2 2024/25.
- [3] Dunedin fare revenue for the corresponding period is \$2,300,106, an increase of 11%.
- [4] Queenstown bus patronage for Q1-Q2 2025/26 is 1,031,075 trips – an increase of 6% from Q1-Q2 2024/25.
- [5] Queenstown fare revenue for the corresponding period is \$1,847,171, an increase of 19%.
- [6] Queenstown ferry patronage for Q1-Q2 2025/26 is 41,514 trips – an increase of 29% from Q1-Q2 2024/25.
- [7] Queenstown ferry fare revenue for the corresponding period is \$418,757, an increase of 20%.
- [8] Across the whole network, 99.6% of scheduled services were operated (235,739 trips).
- [9] 85% of trips departed their start terminus on time, a decrease of 1% on the previous period. 72% of trips arrived on time, an increase of 35%.
- [10] Total Mobility patronage for Q1-Q2 2025/26 is 76,026 trips – an increase of 5.3% from Q1-Q2 2024/25.
- [11] Network changes were implemented for both networks in Q1 2025/6, including an On-Demand service in Mosgiel and a revised Jacks-Point/Arrowtown service via Malaghans Roads in Whakatipu.
-

[12] Implementing infrastructure improvements for the Dunedin bus network is also underway.

[13] Early analyses of the Oamaru community transport trial is also detailed in the report.

RECOMMENDATION

That the Council:

1) **Notes** this summary of public transport activity in Otago for Q1-Q2 2025/26.

DISCUSSION - DUNEDIN

[14] This is the first report brought to Council in this triennium, reporting on data formerly before the Public and Active Transport Committee. This report sets out data from the first six months of the current financial year in relation to public transport data, as well as some general public transport issues and opportunities. Staff anticipate these reports coming to Council twice a year.

[15] Monthly and annual patronage, revenue, and fare breakdown is set out in Figure 1 below. Broadly, the data shows a slight reduction in patronage over the first half of the current year, compared to the previous year, noting that Dunedin had been recording year on year increases in patronage and staff had been forecasting a potential flattening of patronage numbers.

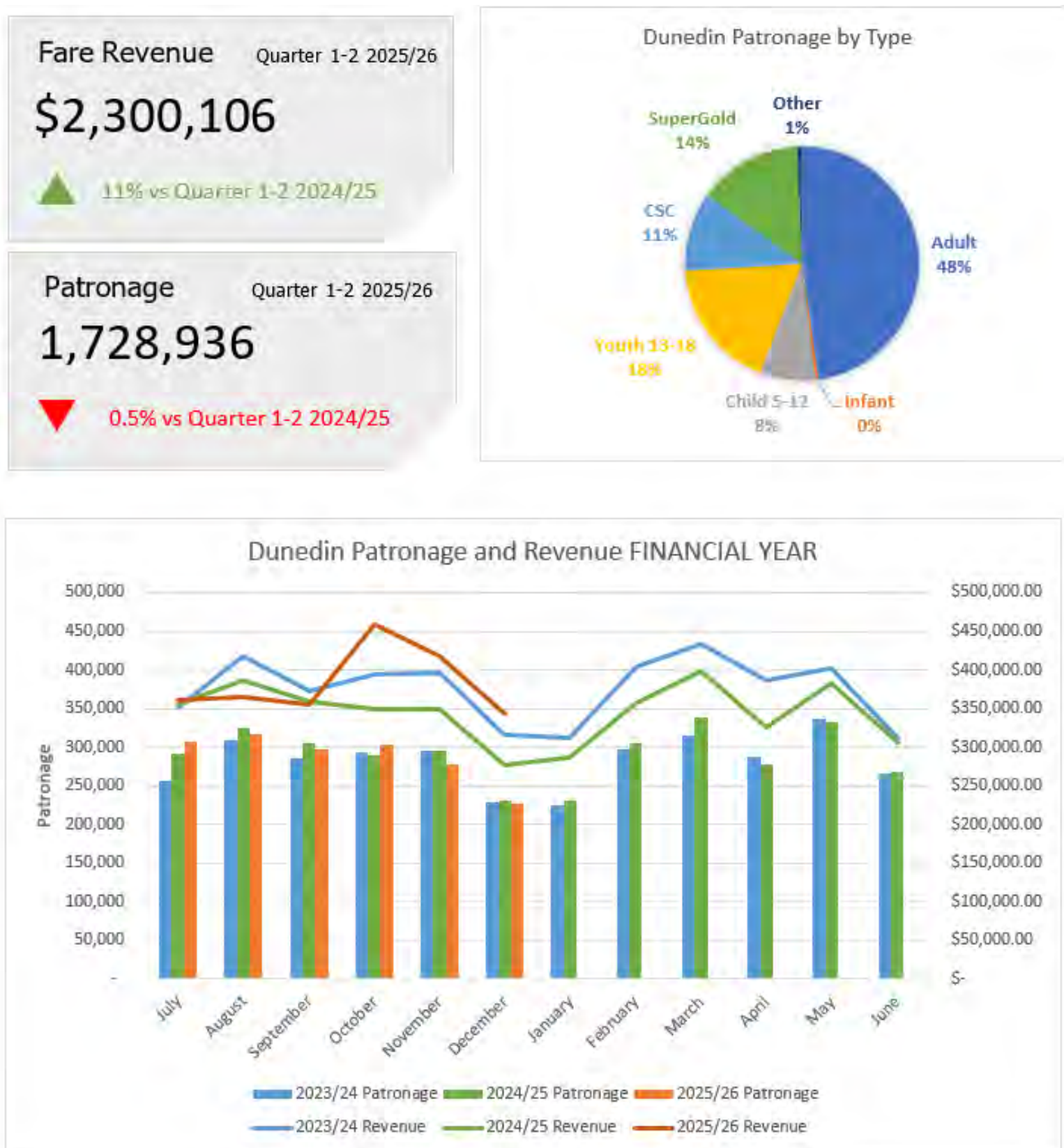


Figure 1: Dunedin Q1-Q2 2025/26 Patronage and Revenue

- [16] Despite the slight reduction in patronage, revenue has increased compared to the previous six-month period. This reflects the increase in fares introduced in September 2025 and is the first increase in revenue for some time. The fare changes were an increase in the adult Bee Card fare from \$2 to \$2.50, and the reintroduction of child Bee Card fares of \$1.50, a set out in Figure 2 below.

Concession	Prior to 30 September 2025	30 September onwards
Child (5-12)	Free	\$1.50
Youth (13-18)	\$1.20	\$1.50
Adult	\$2.00	\$2.50
SuperGold (Peak)	\$2.00	\$2.50
Community Services	\$1.00	\$1.25

Figure 2: Changes to Bus Fares introduced in September 2025

- [17] Monthly and annual patronage from 2018/19 to date is set out in Figure 3. Despite the slight reduction in the six months patronage data, current boardings are sitting at 49.5% of boardings for the previous year, which was a record year. In short, we are on track for another good year for boardings.

Dunedin	July	August	September	October	November	December	January	February	March	April	May	June	Totals
2018/19 Patronage	195,272	235,930	221,438	212,965	223,894	177,520	172,142	213,992	246,593	198,745	245,477	204,362	2,548,330
2019/20 Patronage	220,652	235,666	230,329	224,285	226,692	182,910	181,525	228,477	175,526	26,802	68,709	197,681	2,199,254
2020/21 Patronage	293,294	278,162	209,278	224,799	223,263	190,821	160,848	201,611	250,266	195,795	243,550	234,783	2,706,470
2021/22 Patronage	231,082	144,505	170,397	196,538	223,952	185,219	156,857	190,746	213,639	185,831	246,438	221,895	2,367,099
2022/23 Patronage	194,544	242,825	229,954	213,011	237,385	189,812	181,899	244,977	291,825	208,030	294,188	268,850	2,797,300
2023/24 Patronage	256,596	310,050	285,998	293,805	294,909	229,261	224,020	297,223	314,954	286,690	337,078	266,661	3,397,245
2024/25 Patronage	291,655	323,847	304,480	290,240	296,306	231,031	230,317	305,828	338,983	277,643	333,326	268,904	3,492,560
2025/26 Patronage	307,820	316,577	297,201	302,647	278,023	226,668							1,728,936

Figure 3: Dunedin patronage, 2018/19 to 2025/26, year to date

- [18] Patronage in Q1 2025/26 was higher than Q1 2024/25, but declined in Q2, resulting in the slight year-to-date decrease, which is set out in Figure 4 below.

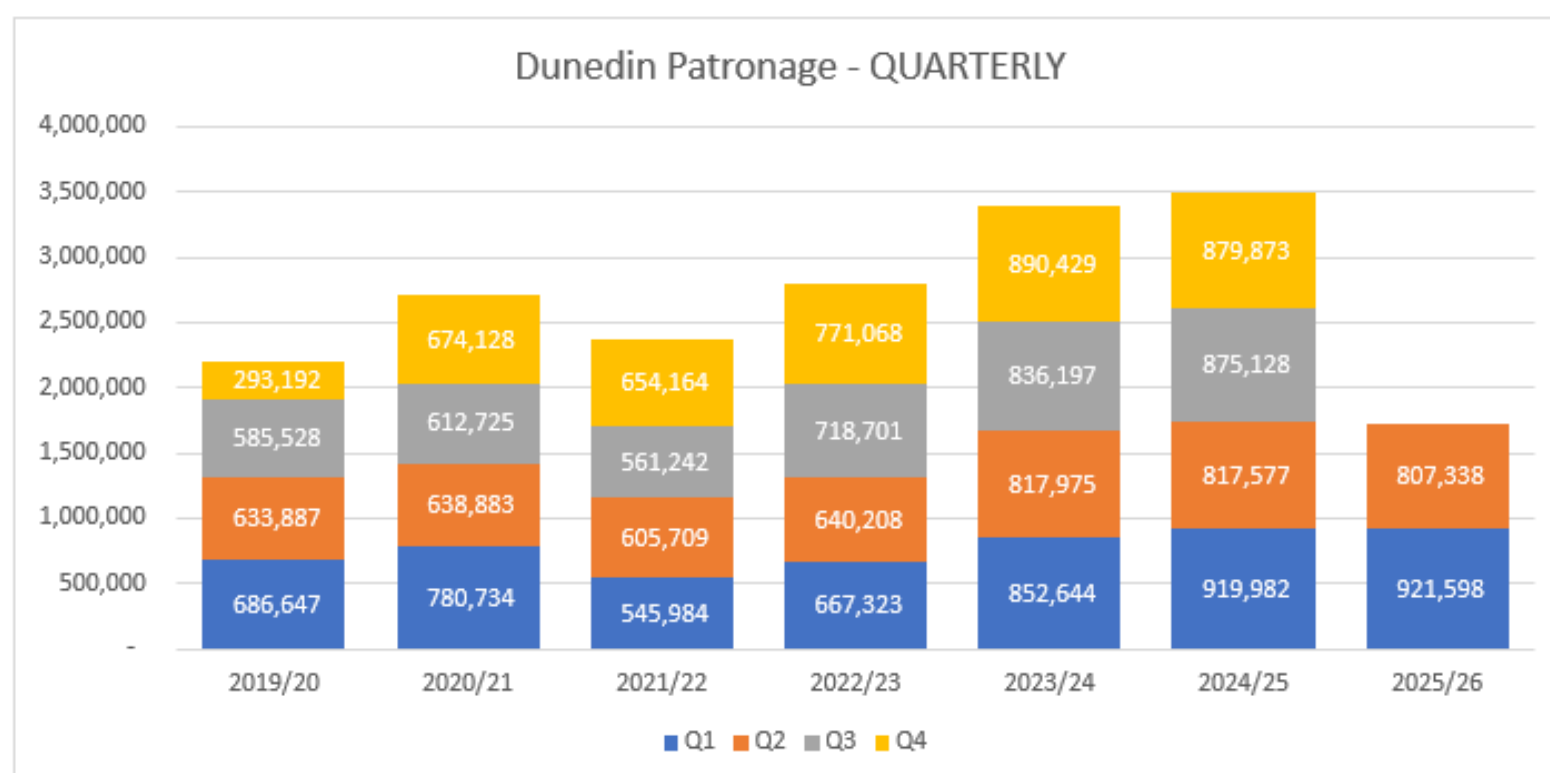


Figure 4: Quarterly Dunedin patronage performance

- [19] Across Q1–Q2 2025/26, child concession patronage in Dunedin is down 2% compared with the previous year. It is likely some of this reduction is due to the reintroduction of child fares.
- [20] In Q2 alone, coinciding with the removal of free child fares, child concession patronage fell 22% year-on-year, as set out in Figure 5.

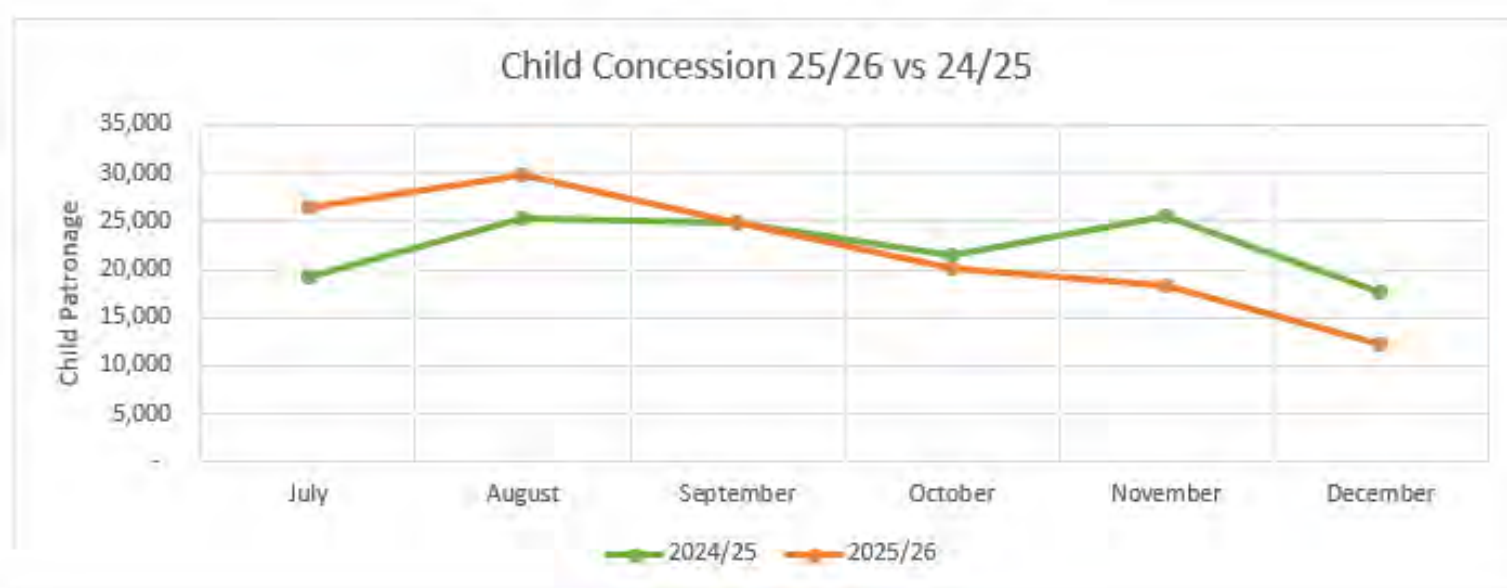


Figure 5: Child concession trend, 25/26 vs 24/25

- [21] The 0.5% year-to-date overall patronage decline follows three consecutive years of record annual patronage and represents only a modest adjustment from historically high levels.
- [22] The Q2 softening aligns with the timing of the fare increase - particularly the introduction of child fares - indicating it is more likely to be a short-term behavioural response rather than a structural decline.
- [23] Revenue performance remains strong, with higher fares delivering an 11% increase in revenue across the first half of the financial year.
- [24] Looking ahead, patronage is expected to strengthen from Q3 as a new cohort of schoolchildren begins using bus services for the first time, creating a realistic opportunity for full-year patronage to match or exceed last year's results.

Orbus On-Demand

- [25] Orbus on Demand was introduced for Mosgiel in July 2025 as a bookable, rideshare service with an improved coverage area compared to the old Mosgiel Loop routes 80 and 81. The service is by request only, with passengers able to book using the Orbus on Demand app or by phoning ORC Customer Services. Drivers use the app for routing to specified pick up and drop off locations and customers pay on board with Bee Card or cash, with the same fares, concessions and transfers applying as the broader Dunedin network.
- [26] Virtual stops (unmarked, with no infrastructure) have been created since the service was introduced, in new service areas including Wingatui, East Taieri and Kinmont, offering passengers more choice.
- [27] Figure 6 below, is a stop utilisation heatmap, with the size of each circle indicating the relative usage of that stop. There is also a list of the top 25 stops in use, with eight of those as new virtual stops.

The maps, and additional stops created since its inception, highlight the benefits of an on-demand system, which has enabled flexibility in design and location of new stops, which has, in turn enabled the expansion of the service reach.

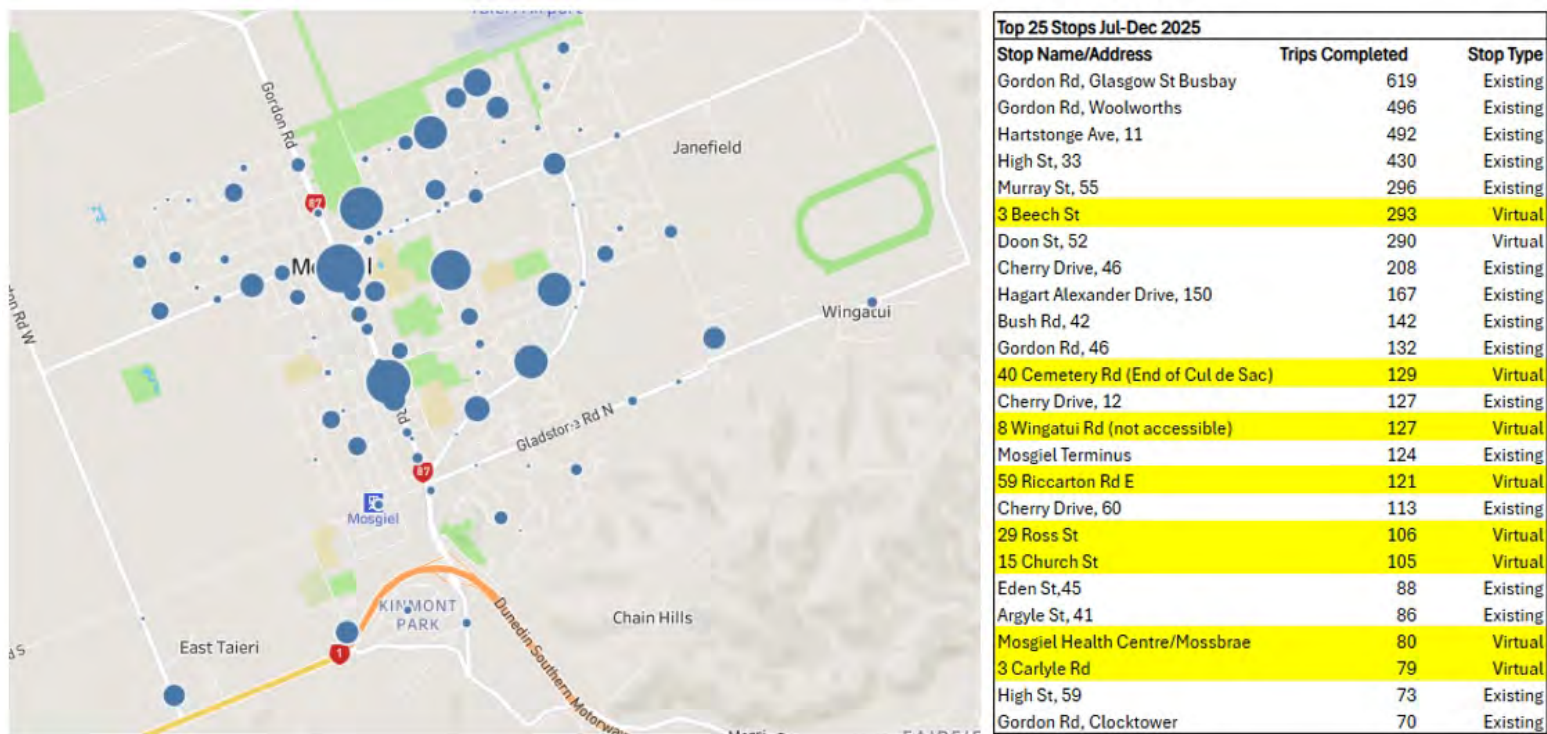


Figure 6: On-demand utilisation heat map

[28] Staff have been comparing on-demand figures to patronage on the former fixed routes 80 and 81. The patronage data is set out in Figure 7 below.

Passenger Type	Q1-Q2 2024/25 - loop route	Q1-Q2 2025/26 On-Demand	Change
Adult	862	752	-13%
Child 5-12	72	497	590%
CSC	669	708	6%
Infant	58	47	-19%
SuperGold	2296	1236	-46%
Youth 13-18	129	211	64%
Total	4086	3451	-16%

Figure 7: On-Demand patronage

[29] The figures show that overall patronage is down by 16%, predominantly due to the significant drop in the number of Supergold passengers. Excluding Supergold, patronage has increased by 24%, with significant increases in children on peak time services, which coincides with getting to and from school.

[30] Despite the reduction in patronage overall, the fare changes introduced in September 2025 have seen revenue on the On-Demand service increase by 9%, as set out in Figure 8, which reflects the change in composition of passengers using the service.

Passenger Type	Q1-Q2 2024/25 Revenue	Q1-Q2 2025/26 Revenue	Change
Card Adult	\$2,312.00	\$1,763.50	-24%
Card CCC	\$966.50	\$1,140.00	18%
Card Child	\$-	\$651.00	100%
Card SGC Peak	\$474.00	\$224.00	-53%
Card Youth	\$120.00	\$406.20	239%
Cash Adult	\$150.00	\$183.00	22%
Cash Youth (13-18 yrs)	\$9.00	\$12.00	33%
Cash Child (5-12 yrs)	\$-	\$3.00	100%
Grand Totals	\$4,031.50	\$4,382.70	9%

Figure 8: On-Demand revenue

- [31] Transport staff are working with the Engagement team to find the best way to re-engage the Supergold customer group for Mosgiel on-demand. Some measures already implemented include creating additional stops at key areas of interest, including medical centres, and rest homes.

DISCUSSION - QUEENSTOWN

- [32] Monthly and annual patronage, revenue, and fare breakdown is set out in Figure 9 below. Overall, the data shows an increase in patronage over the first half of the current year, compared to the previous year, noting that Queenstown has continued to record year on year increases in patronage.

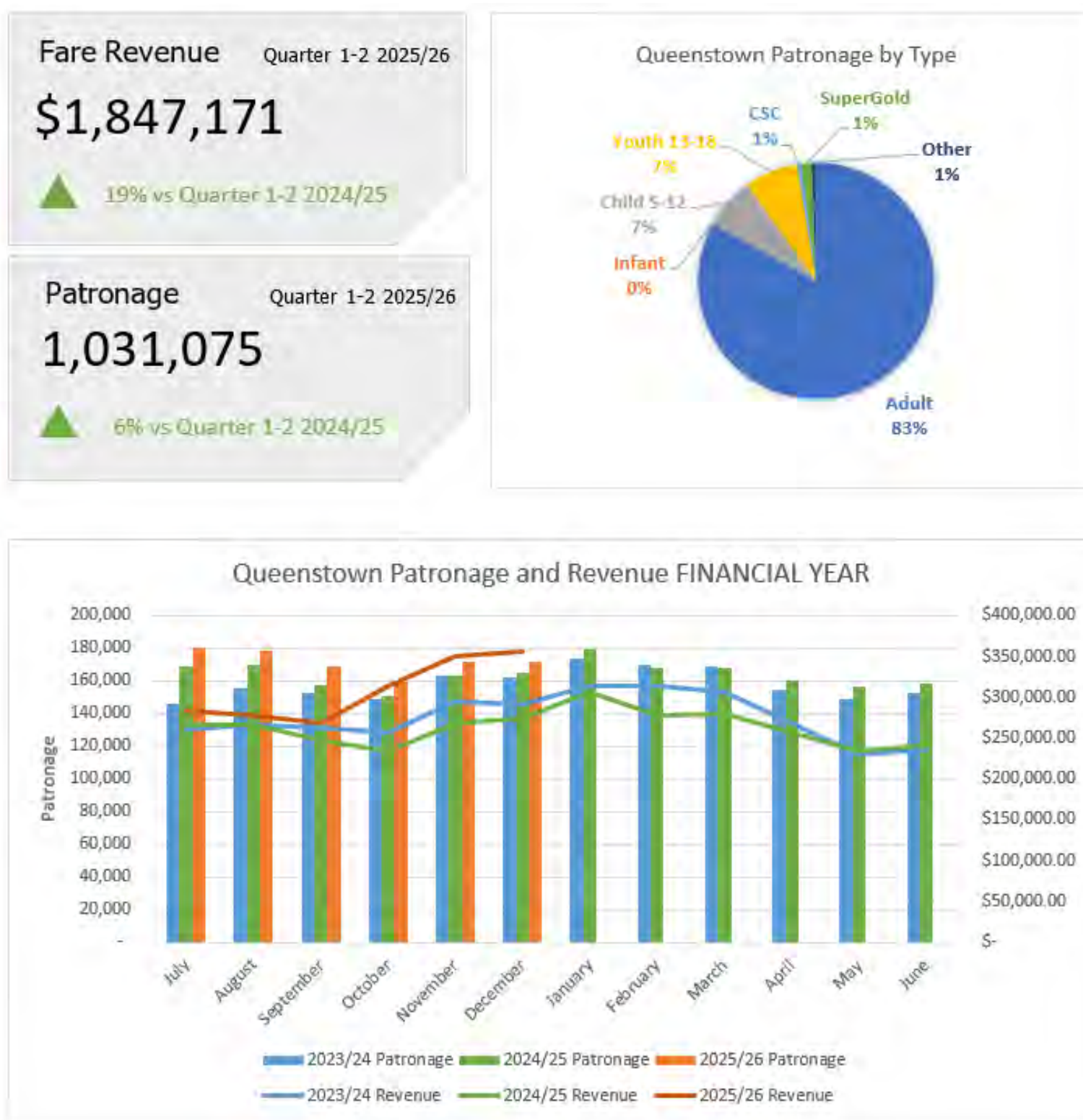


Figure 9: Queenstown Q1-Q2 2025/26 Patronage and Revenue

- [33] Revenue has increased compared to the previous six-month period. This reflects the increase in fares introduced in September 2025 and, like Dunedin, is the first increase in revenue for some time. The fare changes were an increase in the adult Bee Card fare from \$2 to \$2.50, and the reintroduction of child Bee Card fares of \$1.50, a set out in Figure 10.

Concession	Prior to 30 September 2025	30 September onwards
Child (5-12)	Free	\$1.50
Youth (13-18)	\$1.50	\$1.50
Adult	\$2.00	\$2.50
SuperGold (Peak)	\$2.00	\$2.50
Community Services	\$1.00	\$1.25

Figure 10: Queenstown fare changes

- [34] Monthly and annual patronage from 2018/19 to date is set out in Figure 10. Current boardings are outperforming the previous year, which was a record year. In short, we are on track for another strong year for boardings, with a high likelihood of a record annual total. July 2025 returned the highest ever monthly patronage of 180,526 trips (highlighted in orange in Figure 11).

Queenstown	July	August	September	October	November	December	January	February	March	April	May	June	Totals
2018/19 Patronage	122,752	117,442	103,974	111,657	125,600	118,997	136,055	129,439	134,084	125,244	118,077	124,736	1,468,057
2019/20 Patronage	136,766	129,011	121,416	120,662	128,440	128,282	136,985	131,102	90,746	9,919	42,577	73,597	1,249,503
2020/21 Patronage	100,951	98,102	72,143	73,385	71,464	69,096	68,550	60,717	62,613	65,928	66,863	79,251	889,063
2021/22 Patronage	95,248	51,010	51,987	66,690	64,895	66,507	69,147	52,471	53,524	68,158	73,786	93,367	806,790
2022/23 Patronage	100,966	100,668	88,268	91,277	100,579	91,940	89,306	102,118	116,667	118,955	117,645	134,593	1,252,982
2023/24 Patronage	145,759	155,936	152,621	148,964	163,182	161,886	173,398	170,018	168,881	154,766	148,606	153,183	1,897,200
2024/25 Patronage	168,957	169,976	157,061	150,977	163,273	165,252	179,781	167,539	168,371	160,052	156,102	158,745	1,966,086
2025/26 Patronage	180,526	178,780	168,979	159,164	171,621	172,005							1,031,075

Figure 11: Queenstown patronage, 2018/19 to 2025/26

- [35] Figure 12 breaks down patronage into quarterly comparisons, noting a slight drop in the rate of growth for Q2:

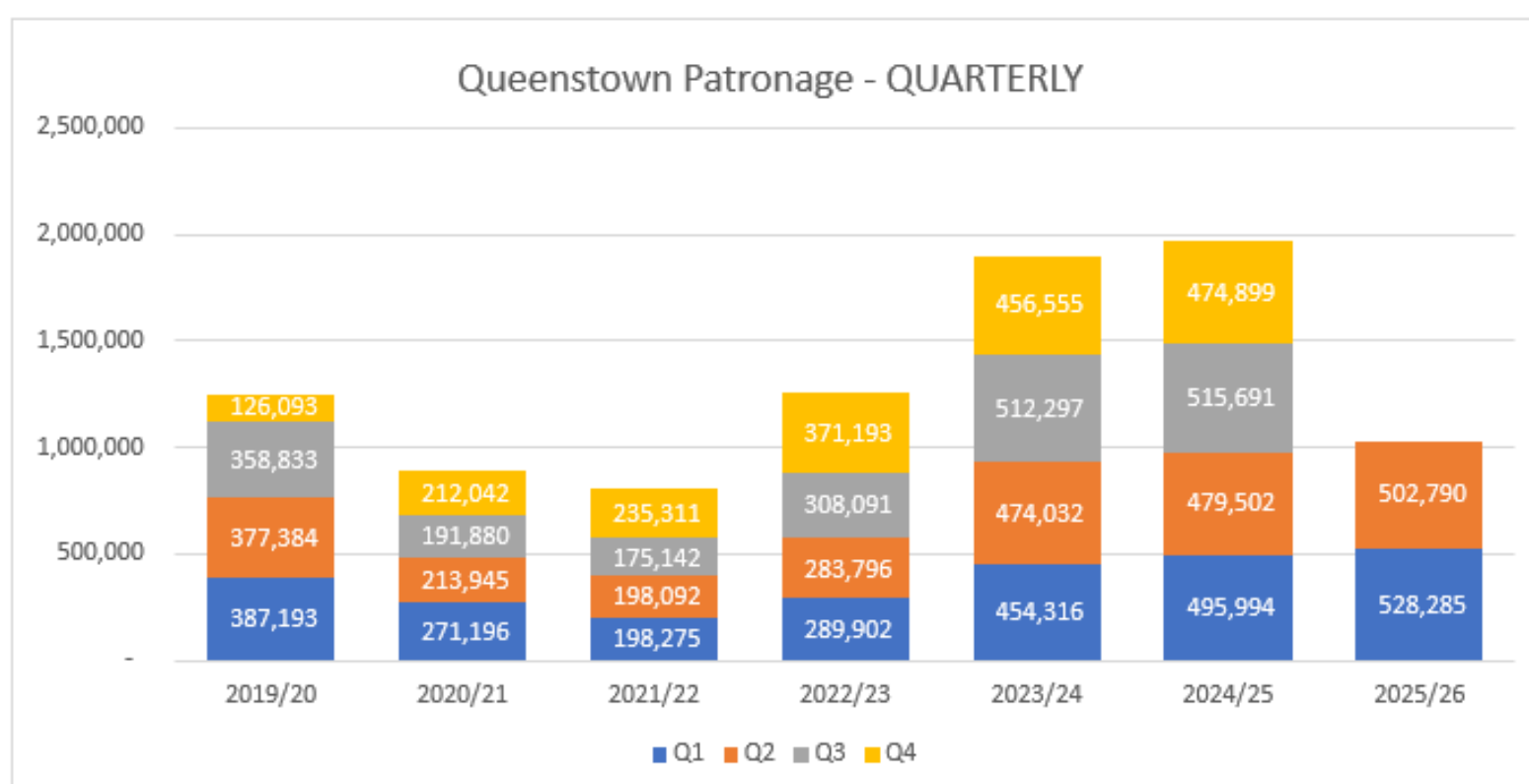


Figure 12: Quarterly Queenstown patronage performance

- [36] Across Q1–Q2 2025/26, child concession patronage is up by 0.1% compared with the previous year.
- [37] In Q2 alone, coinciding with the removal of free child fares, child concession patronage fell 22% year-on-year, as set out in Figure 13 below.

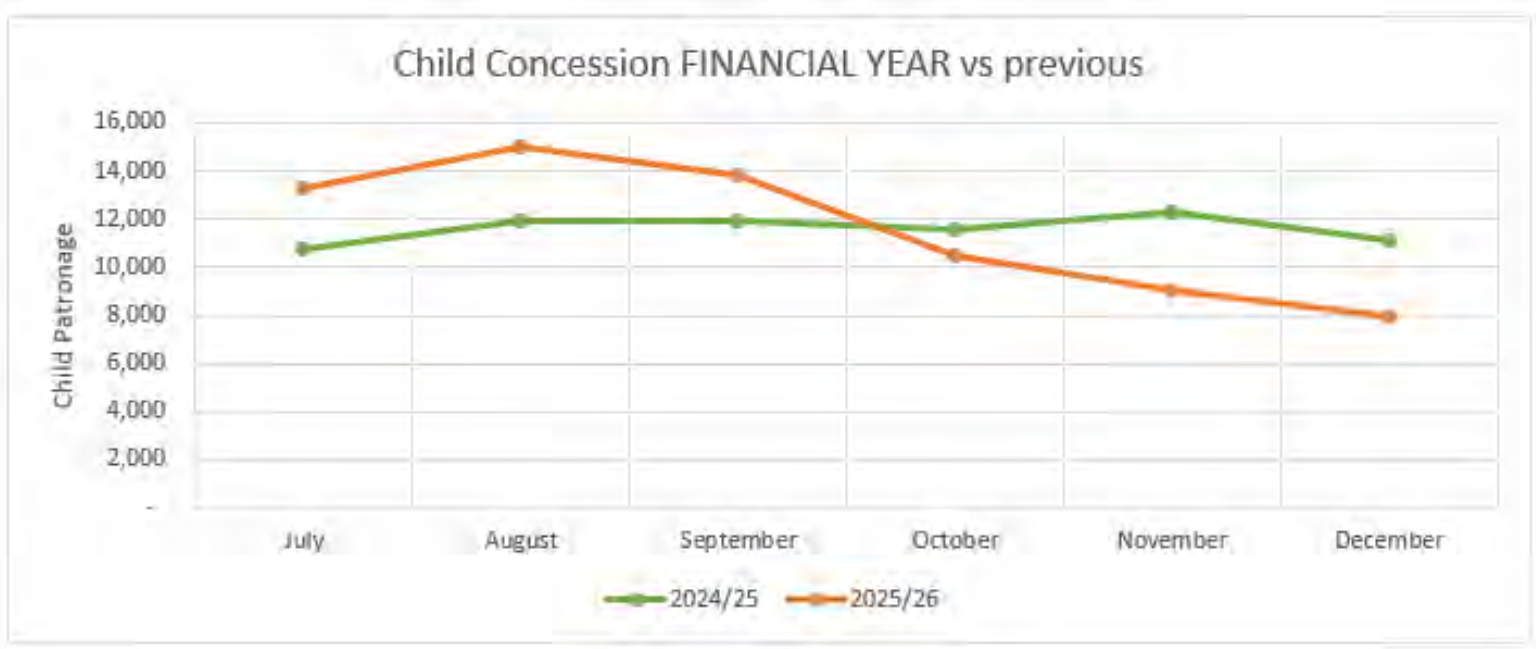


Figure 13: Child concession trend, 25/26 vs 24/25

- [38] Despite the impact of increased fares - particularly on child concessions - public transport patronage in Queenstown has continued its strong upward trajectory, with a further 6% increase recorded in Q1–Q2 2025/26 compared with the same period in 2024/25.
- [39] This growth has been achieved despite 2024/25 representing an all-time annual high for patronage, following three consecutive years of sustained increases. The continued uplift from an already elevated base demonstrates ongoing demand for public transport services and reflects the network’s resilience and growing role in supporting transport outcomes for the district.
- [40] Overall, the data indicates that patronage growth is building on historically strong performance levels.

Network Changes – Malaghans Road Trial

- [41] In July 2025, significant changes were made to Whakatipu Routes 2 and 4. Prior to July 2025, Route 2 operated between Arrowtown and Arthurs Point via Frankton, whilst Route 4 operated between Jacks Point and Frankton.
- [42] Route 4 was extended to beyond Frankton to run to Arrowtown, via a trial utilising Malaghans Road, as set out in Figure 14. The service now travels via Stanley Street and Arthurs Point, at a higher peak 30-minute frequency.



Figure 14: Jacks Point to Arrowtown via Malaghans Road.

[43] Route 2 Arrowtown services continue on a shortened version of the old route, travelling to and from Frankton Hub, as set out in Figure 15.



Figure 15: Revised Arrowtown route

[44] Figure 16 compares total patronage for routes 2 and 4, before and after the July 2025 changes. There has been a 22% increase in patronage comparing Q1-2 2025/6 to the previous year. Comparing the same routes pre-July 2025, patronage had only increased by 1% year-on-year.

Total Patronage - Total routes 2 and 4			
Month	2024	2025	Difference
Jan	39,198	41,323	5.42%
Feb	39,137	37,030	-5.38%
Mar	38,260	38,389	0.34%
Apr	37,975	38,887	2.40%
May	34,719	37,430	7.81%
Jun	35,764	35,264	-1.40%
Jul	37,212	44,323	19.11%
Aug	37,436	45,082	20.42%
Sep	33,868	43,789	29.29%
Oct	34,595	42,120	21.75%
Nov	37,154	45,910	23.57%
Dec	37,992	44,896	18.17%
July-December 2025 vs 2024	218,257	266,120	21.93%

Malaghans Road service introduced July '25

Figure 16: Combined performance of routes 2 and 4

- [45] Staff have also extracted the data for passenger trips that have been generated in Arthurs Point and Arrowtown, i.e. excluding passengers boarding at Frankton or elsewhere on the route outside of the two areas now connected by Malaghans Road. This is set out in Figure 17 below and shows there has been an increase of approximately 14% in boardings, year on year from July to December 2025. Pre-July 2025, boardings in these areas had declined by 2%.

Boardings - Arthurs Point & Arrowtown			
Month	2024	2025	Difference
Jan	13,504	13,342	-1.20%
Feb	12,579	11,213	-10.90%
Mar	12,450	12,355	-0.80%
Apr	12,897	13,367	3.60%
May	11,052	11,306	2.30%
Jun	11,175	10,811	-3.30%
Jul	11,963	13,110	9.60%
Aug	11,814	12,959	9.70%
Sep	11,008	12,788	16.20%
Oct	10,819	12,106	11.90%
Nov	11,704	13,787	17.80%
Dec	11,563	13,535	17.10%
July-December 2025 vs 2024	68,871	78,285	13.67%

Malaghans Road service introduced July '25

Figure 17: Arthurs Point and Arrowtown boardings

- [46] The Malaghans Road trial is currently included in our Low-Cost Low Risk funding pool from NZTA and will run until July 2027. If the trial is considered to be successful, staff will look to make it permanent by including it in our Continuous Funding bid. That bid is subject to funding through the National Land Transport Plan.

DISCUSSION – QUEENSTOWN FERRY

[47] Since a change in operator and the introduction of more services, both patronage and revenue for the Queenstown Ferry have increased. The data is set out in Figure 18 below.

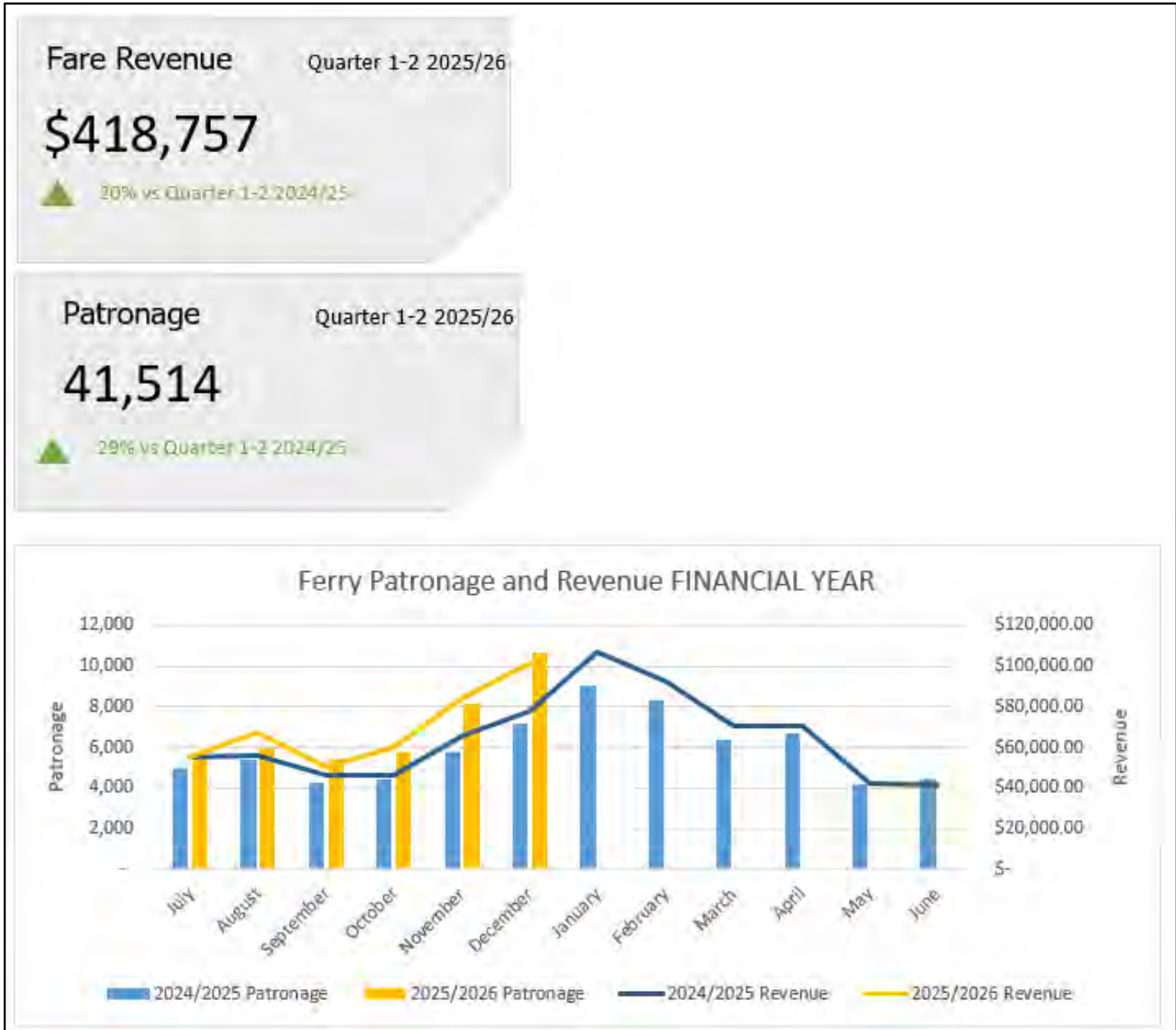


Figure 18: Queenstown Ferry patronage and revenue

- [48] Fare revenue for Q1–Q2 2025/26 is up 20% on the same period in 2024/25, and total patronage for the reporting period is up 29%.
- [49] The Lake Whakatipu ferry contract, awarded in 2025 to new owners Watersports Ltd, provided an opportunity to expand services, specifically by maintaining a consistent weekly timetable.
- [50] In July 2025, late-night services were extended from three nights per week to seven nights per week, and daytime services were increased to run on an hourly frequency between approximately 8:15 am and 9:45 pm.
- [51] The impact of these service level increases, together with some rebranding of the service (figure 19) to clearly associate it with the Orbus public transport network, puts the ferry on track for potentially substantive increases in performance by year

end. In addition, a new vessel is being introduced to the service in April 2026, which will be the first to be branded in Orbus Ferries livery.

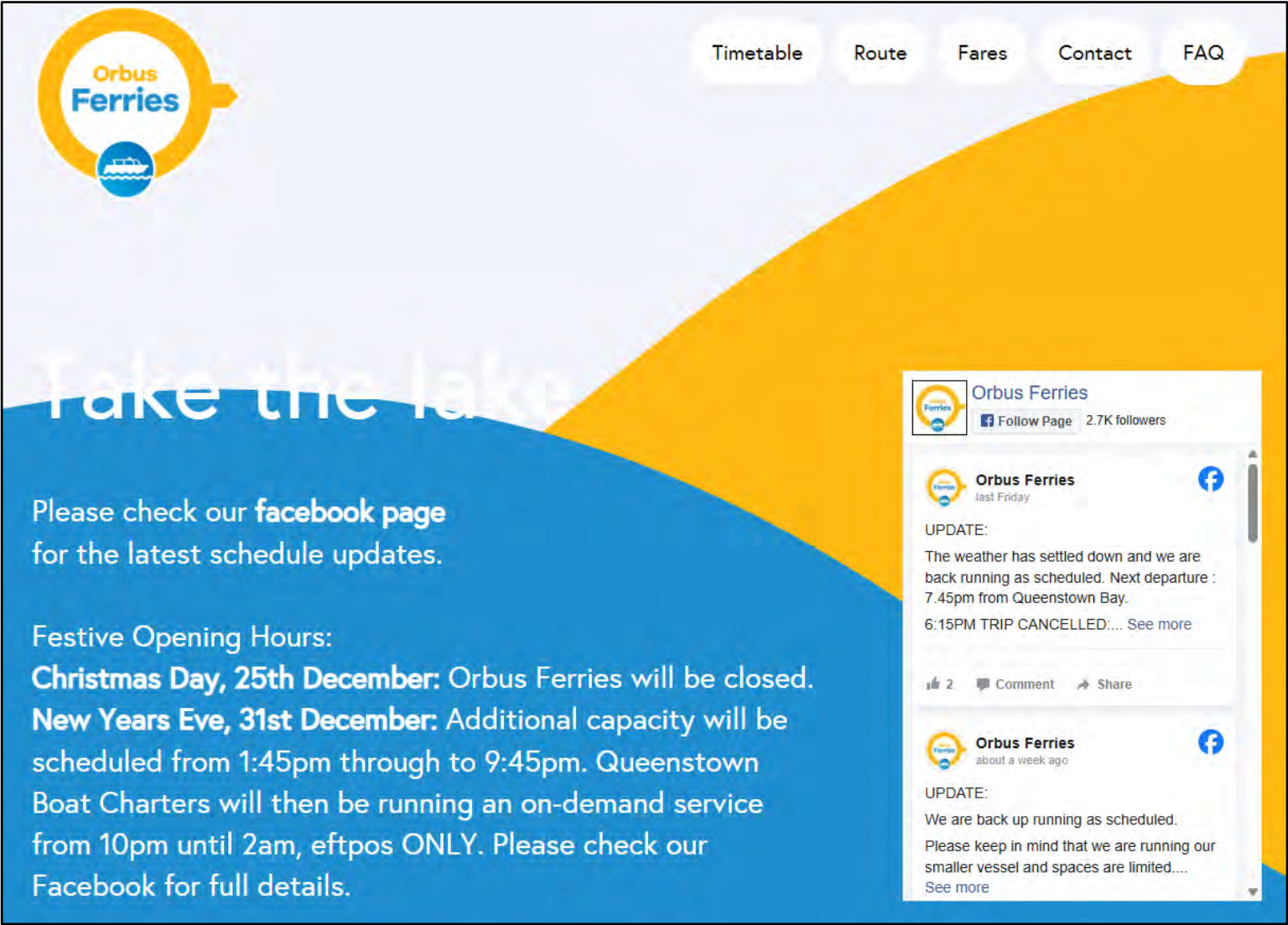


Figure 19: Rebranded Orbus Ferries webpage

DISCUSSION - SUPPORT SYSTEMS

- [52] As part of Councils ongoing efficiency initiatives, transport staff have reviewed existing software systems and identified opportunities to replace third-party tools with internally developed solutions.
- [53] A network mapping and contract planning tool previously procured externally is being replaced with a custom tool developed by Council’s GIS team. This will allow Transport staff to display and modify route maps and infrastructure for use in network planning and customer facing information. The GIS team has already created the Orbus On-Demand interactive map which has been well received.

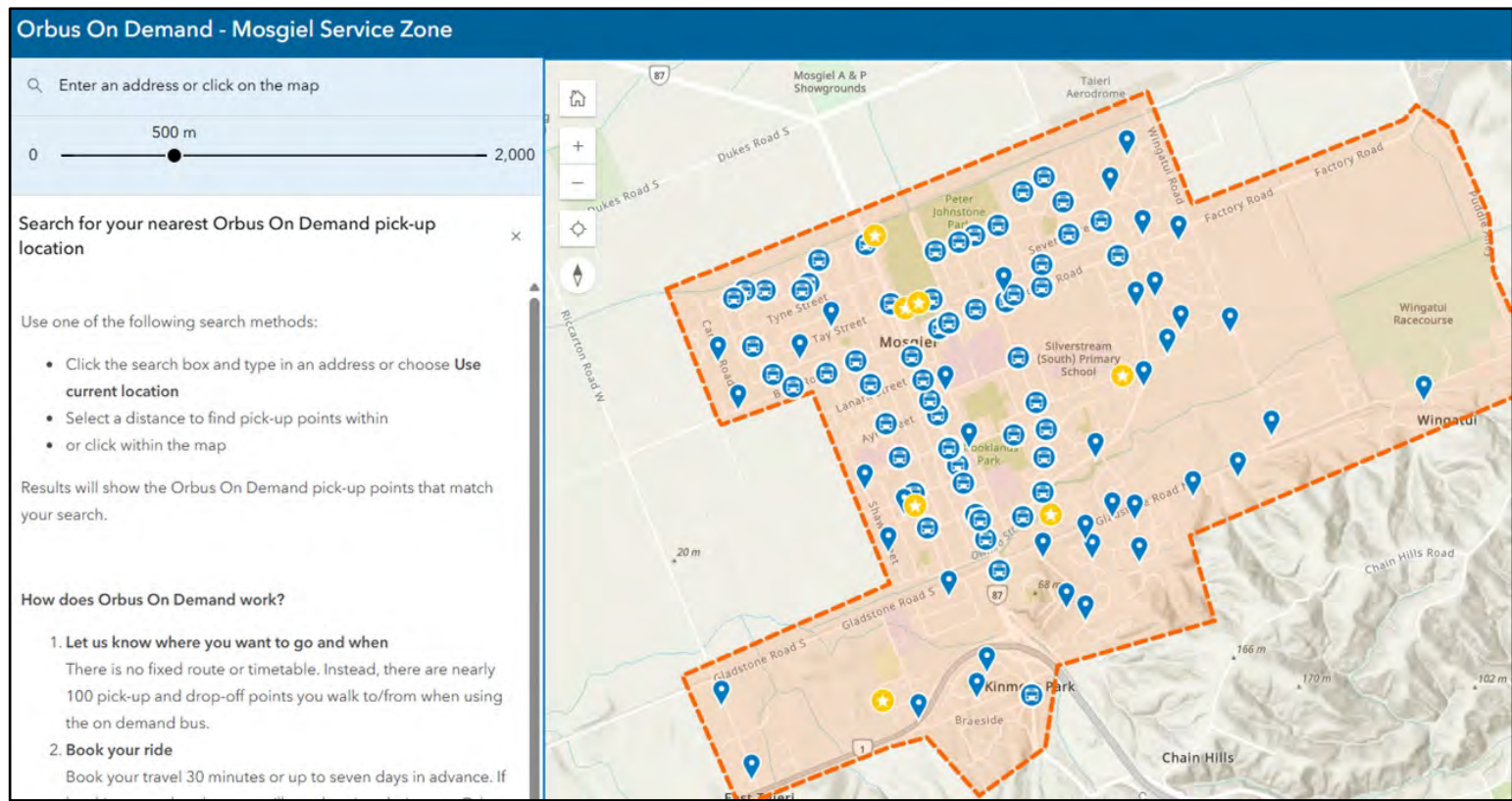


Figure 20: Orbus On-Demand map developed by Council GIS Team

- [54] Monthly reporting processes have been streamlined by replacing commercial reporting software with tools created and maintained by transport staff. Work is also underway to modernise the service alerts system, moving from manual updates to an automated push system.
- [55] The new alerts system will provide consistent, automated real-time updates across multiple channels, including on-street signage (e-stops and wayfinding screens), the Transit app, and the Orbus website.
- [56] These initiatives will collectively deliver total savings of approximately \$120,000 per annum, with further efficiencies anticipated as system enhancements continue.

DISCUSSION - INFRASTRUCTURE IMPROVEMENT PLAN

- [57] In 2024, ORC commissioned ViaStrada to conduct a comprehensive audit of Dunedin’s bus stops. The Bus Stop Audit contains details about each of Dunedin’s 849 bus stops, including its key features, patronage and level of conformance with NZTA Public Transport Design Guidance.
- [58] Transport staff have been using the results of this audit, together with feedback from Dunedin City Council and transport operators, to refine a program of infrastructure investments through 2025/26.
- [59] There is a range of infrastructure improvements, ranging from low cost to more expensive, including adding seats and shelters, painting bus boxes on the road, and moving the location of bus stops.
- [60] The tables below show:
- a. Figure 21 - 9 completed bus stops.
 - b. Figure 22 – 14 bus stops for which work is in-progress and 2 stops awaiting DCC Hearings Committee decisions before progressing.

- c. Figure 23 – 10 further stops which have been identified for future improvements as part of wider DCC projects, such as the Princes Street improvements. These are generally not funded by ORC.

[61] In the South Dunedin area, some temporary stops will be made permanent and infrastructure from disestablished stops, such as modern glass/metal shelters, is to be reused elsewhere, lowering costs.

INFRASTRUCTURE COMPLETED	
Stop address	Notes
George St, Knox Church garden	
Hospital North	
SH88, Logan Park	
George St, 472	
Harington Point Rd, 2 (Portobello)	
Hospital South	
Princes St, 265	
King Edward St, 134	
St Clair Terminus	

Figure 21: Completed infrastructure

INFRASTRUCTURE IN PROGRESS	
Stop address	Notes
Green Island Super Stop (inbound)	Engineering and design plans underway, testing completed, awaiting pricing
York Place, 31	Improvements to be consulted on
Princes St, 138	Substantive improvements, construction May 2026
Taieri Rd, Nairn St	Entry/exit tapers to be lengthened
Green Island Super Stop (outbound)	Additional shelters to be installed
Mornington Rd terminus	Improvements being funded by developer
Stuart St OBHS	Entry/exit tapers to be lengthened
Taieri Rd 117	Entry/exit tapers to be lengthened
Musselburgh Rise	Shelter adjacent to DCC safety improvements area
North Road	Awaiting March Hearings Committee
Chain Hills	Awaiting March Hearings Committee
King Edward 101	install shelter
King Edward 203	make permanent
King Edward 250	Entry/exit tapers to be lengthened

Figure 22: Infrastructure improvements in progress

INFRASTRUCTURE IMPROVEMENTS VIA FUTURE DCC/NZTA PROJECTS	
Stop address	Notes
Princes St, 151	To be considered through Princes Project
George St, 984	To be considered through George/Bank project
Princes St, 268	To be considered through Princes Project
Princes St, 449	To be considered through Princes Project
Princes St, cnr Manor Pl	To be considered through Princes Project
George St, 888	To be considered through George/Bank project
George St, 664	To be considered through George/Bank project
Princes St, 575	To be considered through Princes Project
George St, 788	To be considered through George/Bank project
Malcolm/Fredrick St Intersection	To be considered through SH1 project

Figure 23: Future infrastructure improvements to be delivered via longer term City projects

[62] The most substantive project within the program is the improvement to the Green Island Inbound Super Stop. This stop had previously been earmarked to be completed with the Super Stop in Union Street, for improvement via the Climate Emergency Relief Fund. However, it was unable to progress at that time due to funding being insufficient to cover both sites.

- [63] The Super Stop serves as a popular midway point between Mosgiel and Dunedin. It is the transfer point for connections between route 70 Brighton and the rest of the Dunedin network (Brighton is the only timetabled Dunedin service which does not have a direct connection to the City), and importantly it is the key interchange for multiple services which travel directly to schools - and for route 77 services which transport high volumes of school pupils in and out of the city during term time. It also connects Green Island and Abbotsford to the South Dunedin area via route 77.
- [64] The existing stop is compromised in terms of footpath space and shelter, as well as limited space for bus manoeuvres, which is particularly problematic as there can be two extra-large buses utilising the stop at any one time. The proposed new stop, which utilises an existing stop adjacent to the recently constructed McDonalds, is designed to have an extended waiting area, sufficient space for two large buses, and additional shelter. The draft design, which is subject to procurement funding and is currently being costed, is shown in Figure 24.
- [65] The return stop outside the Green Island Memorial Gardens will also be improved, by the addition of an extra shelter.

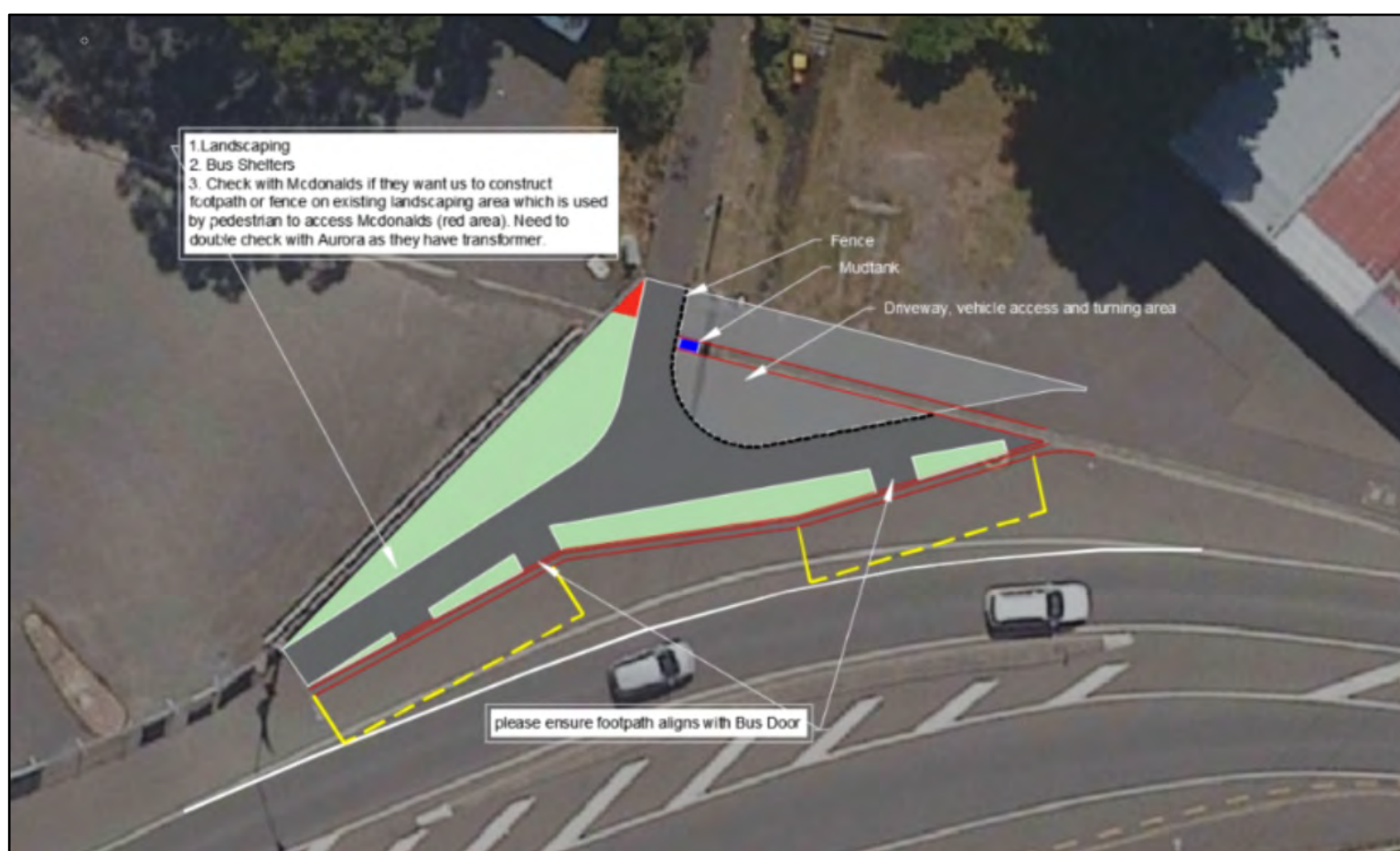


Figure 24: Draft Green Island Super Stop design

DISCUSSION - TOTAL MOBILITY

- [66] Total Mobility provides subsidised door-to-door transport through contracted small passenger services for those with long-term impairments who are unable to safely and reliably use conventional public transport.
- [67] For Q1-Q2 2025/26 a total of 76,026 trips were recorded, of which 11,026 were wheelchair hoist trips, reflecting a 5.3% increase overall from Q1 and Q2 2024/25.
- [68] While the total number of trips has increased, there has been a reduction in average trip length, from 8.28km in Q1-Q2 2024/25, down to 6.93km for Q1-Q2 2025/26.

[69] Figure 25 tracks the number of trips, split by hoist and non-hoist, alongside average trip length.

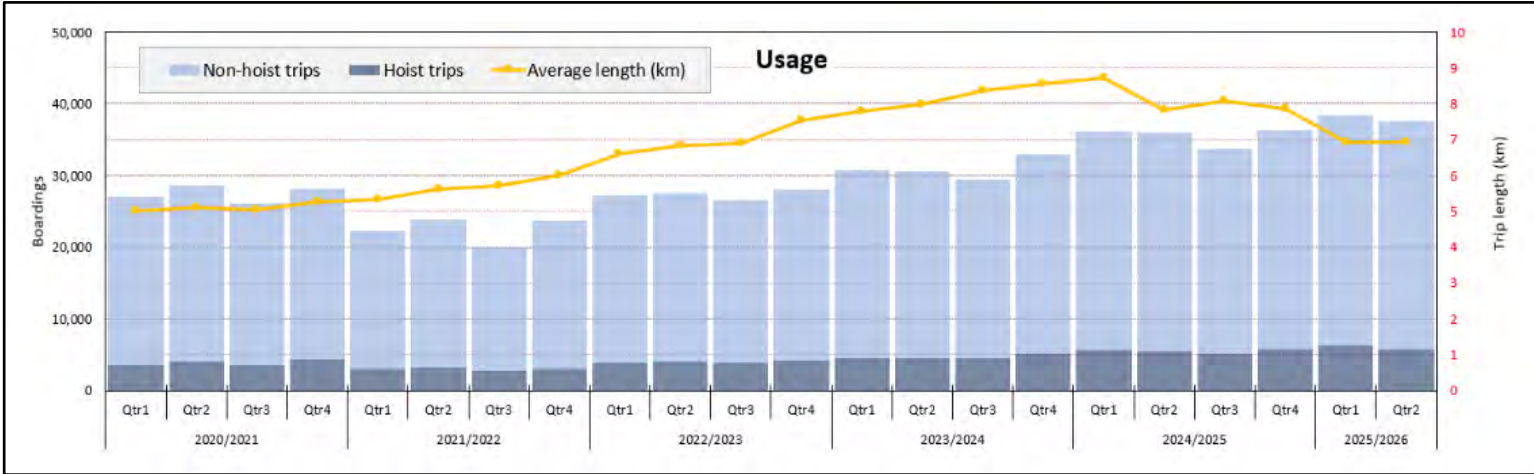


Figure 25: Total Mobility performance

- [70] Total Mobility subsidises 75% of taxi fares for disabled and older people for which public transport is inaccessible.
- [71] NZTA and the Ministry of Transport has been considering levers to manage funding the increasing levels of Total Mobility usage. On 16th December 2025 the Government announced that, from 1 July 2026, this subsidy will be reduced to 65%.
- [72] Transport staff will report on the impacts of this scheme change when the full year Performance Report is presented to Council.

DISCUSSION - ŌAMARU COMMUNITY TRANSPORT TRIAL

- [73] Community transport operates outside of conventional public and private transport services, primarily serving as a social service in the form of door-to-door trips. It is generally run by community entities and volunteers, responding to un-met demand within the community.
- [74] Council is currently supporting a six-month community transport trial connecting Ōamaru to the Orbus network in Palmerston three days a week (Tuesday, Thursday and Saturday). Council have contributed \$25,000 using targeted rates collected in 2024-2025. The community have contributed more than 1300 volunteer hours.
- [75] In the first three months of operation Ōamaru Community Shuttle has completed 136 trips (9358 kilometres travelled) and transported 210 people. Patronage is growing month on month as shown below in Figure 26.

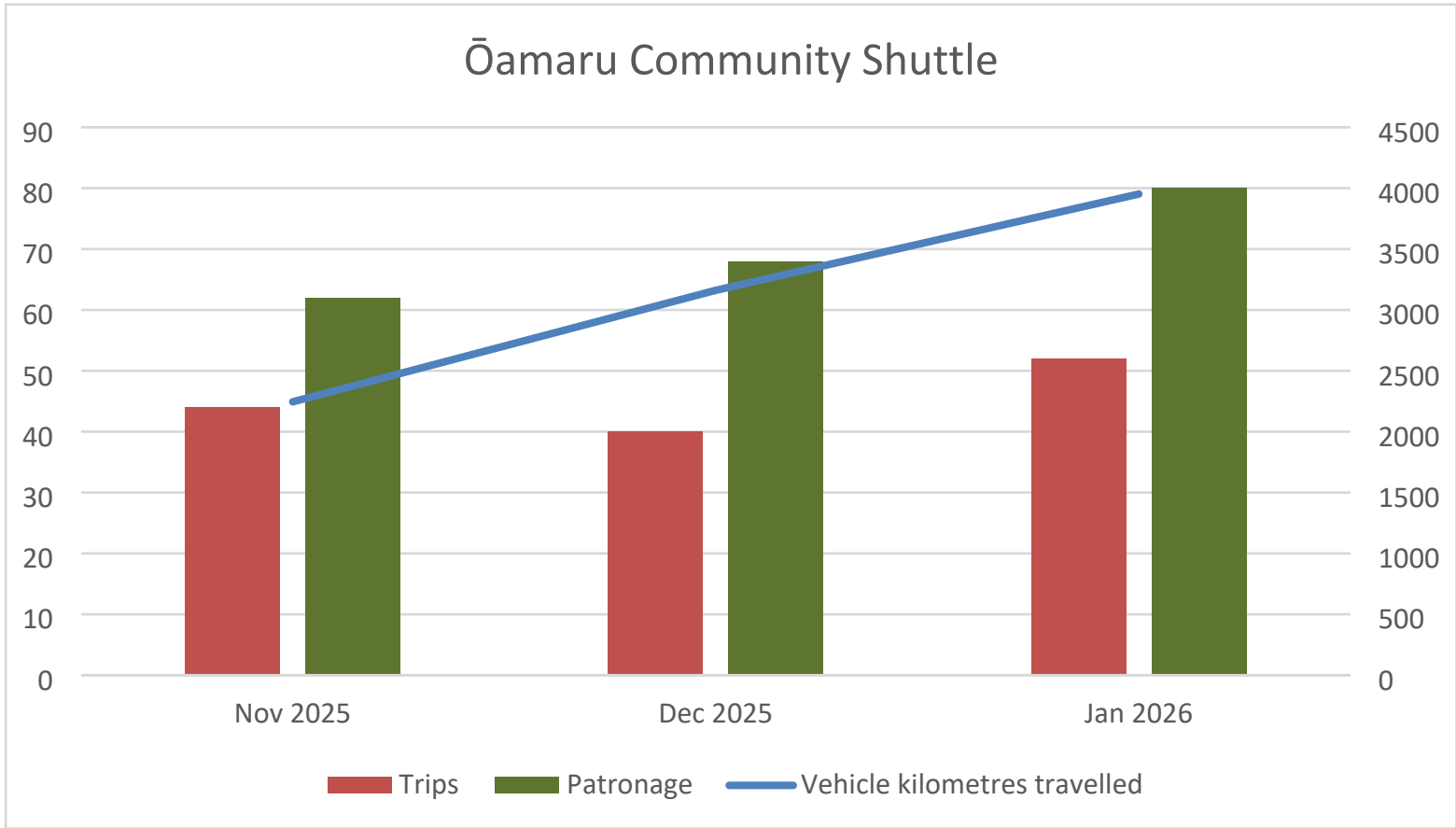


Figure 26: Oamaru Community Shuttle performance

[76] The service is being used by a wide demographic as shown below in Figure 27, and for a wide range of trip types as shown in Figure 28.

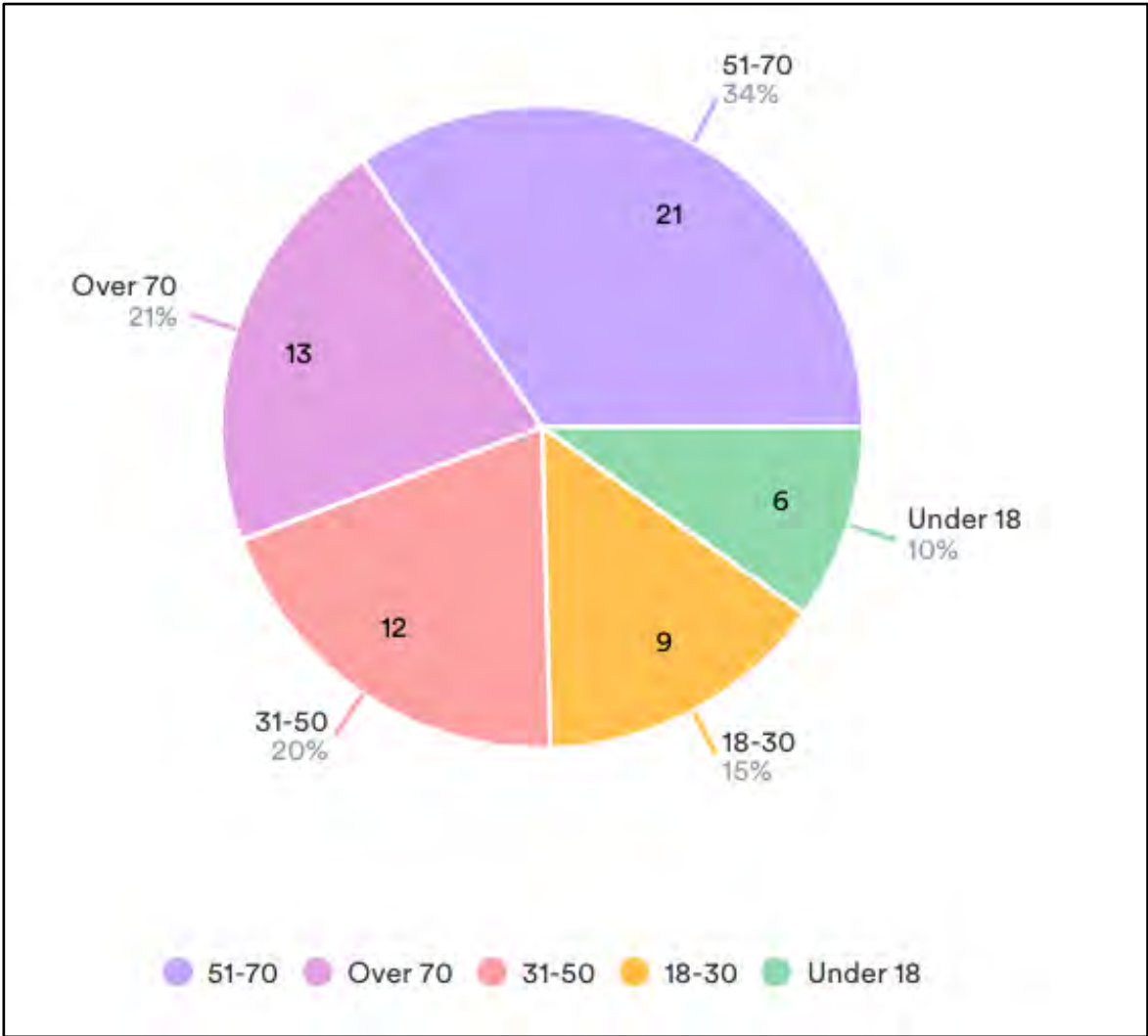


Figure 27: Age breakdown of Ōamaru Community Shuttle users

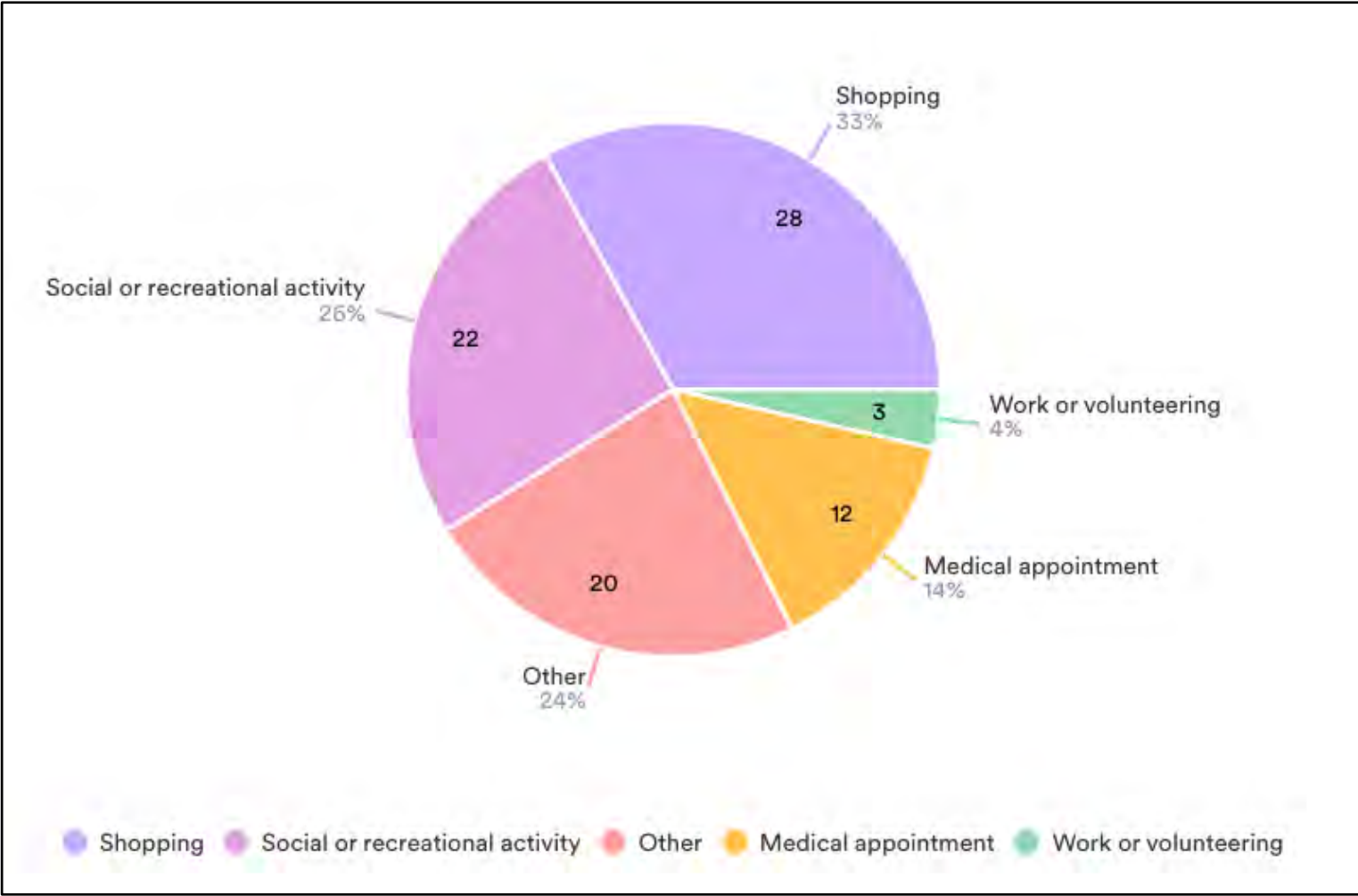


Figure 28: Reasons for using Ōamaru Community Shuttle users

- [77] Community feedback has been very positive with 97% of user survey respondents either satisfied or very satisfied with the service. All negative feedback received has been related to the timetable; specifically, the wait time in Palmerston or the late arrival back in Ōamaru. To address this, the Thursday service reverted to a direct service from Ōamaru to Dunedin in February.
- [78] Full results of the six-month Ōamaru trial and options for servicing Ōamaru in the future will be presented to Council in May 2026. Further insights from the ongoing users survey are available online:
(<https://www.jotform.com/report/26025561111804526>)

DISCUSSION - PASSNGER FEEDBACK

- [79] Passenger engagement during the reporting period recorded a total of 2,225 feedback entries. This reflects a consistent level of public interaction with the transport network.
- [80] The majority of interactions were informational, with general enquiries accounting for 50% of all entries. Complaints comprised 44% of total feedback, and the remaining 6% of entries were distributed evenly between positive feedback, incidents/accidents, and lost property (approximately 2% each).
- [81] Feedback as a % of Services Operated: From a total of 235,739 scheduled trips, the complaint rate remains exceptionally low at 0.4%. This indicates that while complaints represent a significant portion of feedback volume, they occur on fewer than one in every 250 trips, suggesting high overall operational reliability.

[82] Safety & Asset Management: Feedback regarding incidents and lost property remained minimal, each accounting for just 2% of total entries.

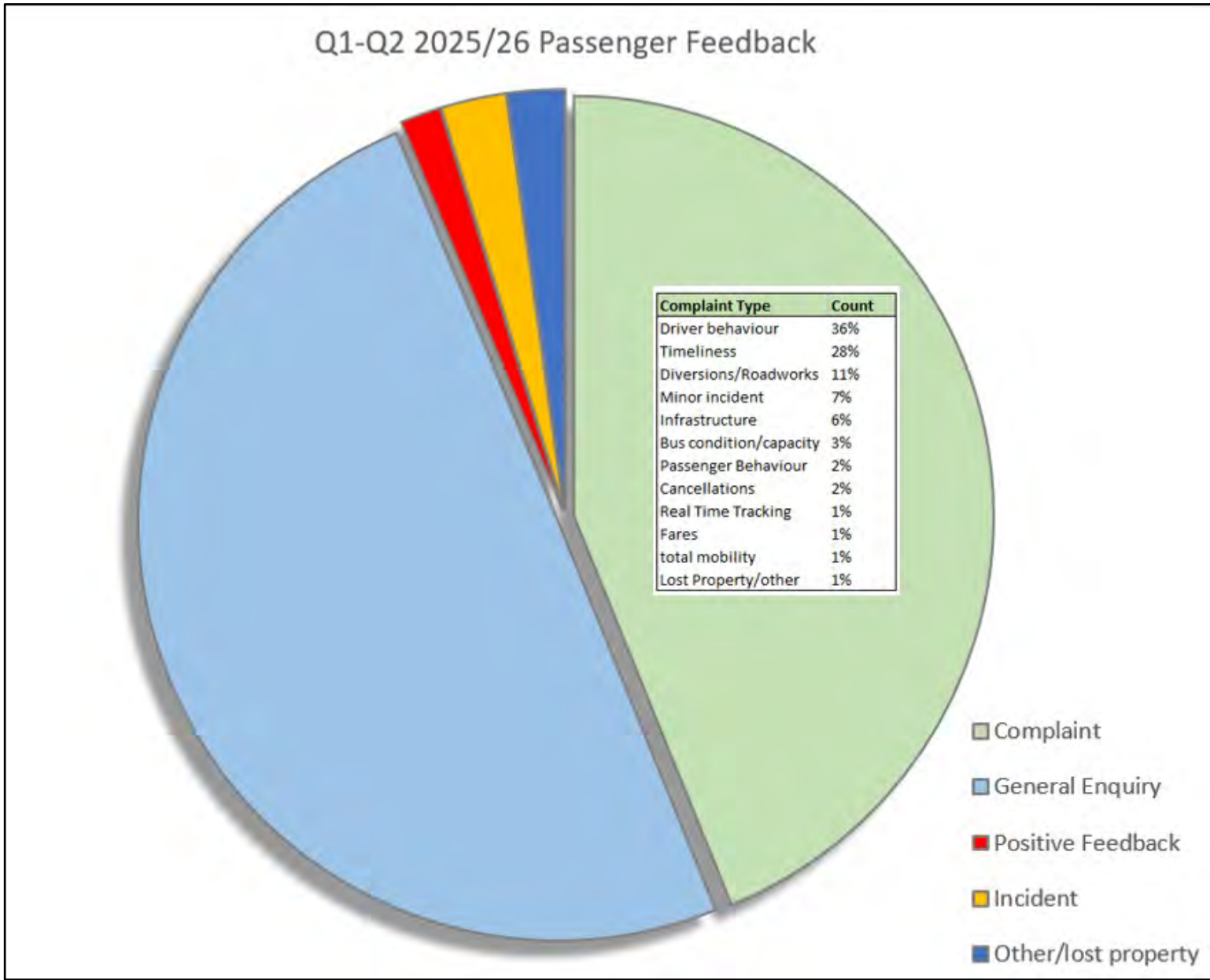


Figure 29: Passenger feedback categories, with complaint-subtypes

Addressing Customer Feedback

[83] Timeliness accounted for 28% of feedback this period, followed by Roadworks/Diversions at 11%. These delays are largely systemic rather than a reflection of driver performance, representing the operational reality of a network navigating significant regional transformation.

[84] While the overall complaint rate is low relative to the number of trips, transport staff remain focused on the 36% of complaints that relate specifically to driver behaviour.

[85] These reports - including "pushing" yellow lights, driving behaviour/perception, and issues on management of passenger behaviour on school services - are treated as safety indicators and investigated individually. To address these concerns and improve service quality, there are a number of proactive measures currently underway.

[86] These measures include transport staff conducting targeted "ride-alongs" during peak school and commuter periods. This allows for real-time monitoring of

passenger conduct, adherence to road rules (such as intersection safety), and viewing the engagement between passengers and drivers.

- [87] To ensure unbiased assessment, "mystery shopping" is utilised to evaluate the passenger experience. This provides an objective view of driver behaviour, vehicle condition, and overall service delivery without the presence of official council branding.
- [88] These are conducted not as audits, but as opportunities for transport staff to support drivers during high-pressure peak periods. This "boots on the ground" approach allows the Council to witness operational challenges firsthand and provide constructive feedback to operators.
- [89] In addition, transport staff have been working with Dunedin Police to facilitate proactive 'toolbox' briefings with bus companies, at local bus depots. Rather than focusing on isolated infringements, these sessions serve as safety reminders regarding heavy vehicle positioning, intersection etiquette, and sharing the road with other users. This collaborative approach ensures that road safety remains top-of-mind for our transport operators.
- [90] Staff have also been working with two Blind Citizens Otago branch advocates, both regular bus users, to provide depot-level driver training.
- [91] A Barrier-Free assessor delivers annual training sessions to our contracted operator depot managers, and those sessions have also been attended by Transport staff.
- [92] Key drivers of service variability include peak congestion - : Increasing vehicle volumes in both the Whakatipu Basin and Dunedin city centre often result in buses being caught in general traffic, particularly where dedicated bus priority is not yet available.
- [93] In Queenstown, the Strategic Upgrades (Kā Huanui a Tāhuna, the Whakatipu Transport Programme Alliance) which are high impact works at the Frankton (SH6/SH6A) intersection have introduced unavoidable bottlenecks during the construction of new signalised layouts and Frankton Bus Hub expansion. The works are forecast to be completed in mid-2028, doubling the Hub's capacity and including new signalised entries to make bus movements easier. The replacement of the current "BP" roundabout with a much larger signalised intersection is the project's centrepiece and works will continue to intensify through to 2027.
- [94] Ongoing infrastructure renewals and streetscape upgrades in the Dunedin CBD (including the George Street and Hospital precincts) have altered traffic flow and increased congestion on core bus corridors, and more broadly, extensive maintenance and Stop/Go" traffic management across the wider Otago region continue to cause cumulative delays

- [95] While these projects currently impact reliability, they are essential for the long-term efficiency of the road network. We continue to use Real-Time Tracking and alerts through the website, Transit app and social media, to provide passengers with transparency during these periods.
- [96] In terms of reliability of service, staff undertake route and timetable reviews biannually and staff are currently reviewing routing and timetable refinements for routes 77/78 (Mosgiel, Mosgiel Express) and 10 (Shiell Hill/Opoho).
- [97] Transport staff are receiving a growing number of enquiries about capacity issues on Queenstown school bus services, particularly between Jacks Point/Hanley's Farm and Wakatipu High School. However, current funding does not allow for the addition of extra bus services to address these concerns.
- [98] In addition to the Queenstown issues associated with schools, there continues to be capacity challenges with pupils from schools in the general South Dunedin area, travelling to Portobello and the peninsula, as well as out toward Mosgiel.
- [99] More broadly, there is an ongoing challenge with the Ministry of Education withdrawal of Queenstown school services. While interim services are in place for Term 2, there is community expectation that ORC will provide additional bus capacity, either as direct school service replacements, or as public bus services with more school focuses routes.
- [100] While there is no funding to facilitate this, we will continue to work with MoE, including exploring the opportunity of obtaining their funding to support school services. It is likely a bigger strategic conversation on Queenstown public transport more generally, and including school services, will be introduced for the next Long-Term Plan.

CONSIDERATIONS

Strategic Framework and Policy Considerations

- [101] The provision of public transport services in Otago is consistent with Council's aspirations for an integrated transport system that contributes to the accessibility and connectivity of our community, reduces congestion and supports community wellbeing aspirations,

Financial Considerations

- [102] There are no direct financial implications resulting from this report. However, we use our monitoring of network performance to inform decision making for transport activities.

Significance and Engagement

- [103] Not applicable.

Legislative and Risk Considerations

- [104] Not applicable.

Climate Change Considerations

[105] Public Transport supports climate change aspirations within Otago.

Communications Considerations

[106] Not applicable.

NEXT STEPS

[107] A review of full-year performance for 2025/26 will be presented to Council in August 2026.

ATTACHMENTS

Nil