



CITY OF
ADELAIDE

Enquiries: Peter Wong 8203 7033
Reference: ACC2018/48074

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10 April 2018

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John Underwood
Chairperson, South East City Residents Association
PO Box 7017
Hutt Street
Adelaide SA 5000

ABN 20 903 762 572

Dear Mr Underwood,

FREE CITY CONNECTOR

Thank you for your email of 17 March 2018 to the Lord Mayor regarding the free City Connector. The Lord Mayor has asked that I respond on his behalf.

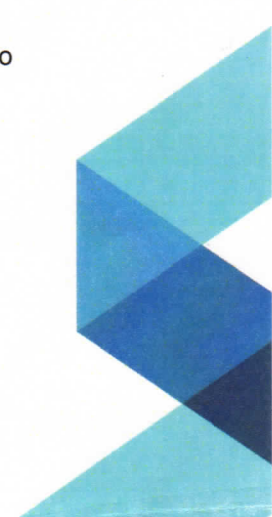
Adelaide Metro is responsible for the day-to-day operation of the free City Connector service. Their responsibilities include the management of the bus contractor for the City Connector service, (Torrens Transit), addressing customer issues and complaints, and the provision of information regarding the service, such as special events or detours.

Matters relating to the level of service, adjustment of timetables, introduction of new technology, alterations of the route or locations of stops are jointly managed between the Adelaide Metro and the City of Adelaide. The management and oversight of the service has not changed since the free City Connector was implemented in January 2014.

We are currently working with Adelaide Metro to review the service's provision during the 2018 - 2019 Christmas and New Year period. Previously, service levels had been reduced due to low demand. We note your comments in regards to service provision during the Christmas/New Year period and will ensure they are taken in to account in the review.

We continue to work with Adelaide Metro in relation to the use of non-liveried buses, and are working to have all buses in full City Connector livery as well as providing on-board audio-visual technology, by the end of this year.

Regarding your concerns that the extension of the tram services will threaten the free City Connector service, the intention is that the two services will coordinate and complement each other, including on North Terrace. The two services will be monitored over the coming months to determine how they are performing and if any changes are required.



Any proposed changes to the service would be subject to community engagement prior to implementation. As SECRA is a key community association, early engagement would be undertaken with you to gain your perspective and input.

Should you have any questions or would like to arrange a meeting to discuss the free City Connector service, please contact Peter Wong, Principal, Transport Design on 8203 7033 or p.wong@cityofadelaide.com.au

Yours sincerely,



Beth Davidson-Park
Director Operations

