

17 March 2018

The Lord Mayor  
Adelaide City Council  
GPO Box 2252  
Adelaide 5001

Dear Lord Mayor

Recently one of the South-East City Residents' Association (SECRA) members had occasion to write to Council administration regarding some concerns about the Connector bus service. The response received from Council was that the service is now in the hands of Adelaide Metro and that any concerns should be directed to that body.

The Connector bus is an excellent service, well received and used by residents and visitors alike and SECRA agrees that operational issues such as late buses or dirty buses or driver behaviour are properly operational issues that should be directed to the operator rather than the council. However SECRA is concerned that policy matters such as levels of service, changes to routes, standard of vehicles being used and location of stops, etc. that are properly matters for the elected body, appear to have now been 'disowned' by Council.

SECRA understands that Council makes a substantial financial contribution of ratepayer funds for the provision of the Connector service and therefore Council should have a vested interest in ensuring that the level of service being provided by the Connector Bus meets the needs of ratepayers and the general public.

When Council entered into a contract with the State Government for a 50/50 funded service, it was for a certain level of service, certain shared responsibilities to provide a fully DDA compliant service and SECRA understands a joint responsibility to maintain and to improve, the overall service. Among those agreements, the location of stops is very critical. It is also important that the buses have maximum accessibility including the use of audio-visual location announcements and maximum visibility in terms of their livery and a shared commitment to using the buses to improve intra-city mobility.

In recent times, there have been pronouncements from the government that give cause for concern that extensions to tram services may threaten the Connector Bus service. Also bus stops in North Terrace, which is a key destination for CBD visitors, currently provide an inadequate level of service and it is hoped that this will be remedied once the work on the tram line extension along North Terrace is completed. There is also a concern that there will be a greater use by the contractor of non-Connector-liveried vehicles which do not come with rear door as well as front door access and that service levels over holiday periods will only run at weekend time-tables as happened last Christmas.

The Connector Bus is a very welcome service which will contribute towards achieving Council's goal of substantially increasing city population over the coming years. SECRA is of the view that Council needs to have an involvement in the operation of the Connector Bus to ensure that ratepayers receive the service they are paying for through this joint agreement with the State Government.

Regards



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