

PUTTING PEOPLE FIRST

Susi Marinkovich

Waikato Regional Council



WHAT NOT TO DO

Aged and disabled protesters take on Waikato Regional Council over bus route changes

THOMAS MANCH · 14:27, Jan 08 2018



CHRISTEL YARDLEY/STUFF

A group of aged and disabled people are fighting for their bus route as Waikato Regional Council implements long-planned changes. Pictured in the front row, from left, are Mike Harding, Frances Wood, Rhonda Rowe and Ross Smith.

Pensioners and disabled residents have mobilised to protest changes to a Hamilton East bus route.

Threats of legal action and engaging deputy prime minister Winston Peters were made to Waikato Regional Council staff when 15 residents stepped off the bus to say their piece on Monday.

Staffers' conciliatory returns largely fell on deaf ears.

Waikato Regional Council public transport customer team leader Susi Marinkovich said the changes were first consulted and planned three years ago to serve the peak needs of bus users.

Staff began notifying of the changes to the route six weeks ago, and she was meeting with community groups such as the Blind Foundation in the coming week.

The council's policy was to have a bus route within 600 metres of every home, which this change allowed for these residents.

Marinkovich promised to consider the expressed needs of the group, and meet with them again on January 18 with any potential adjustments.

FOCUS ON THE

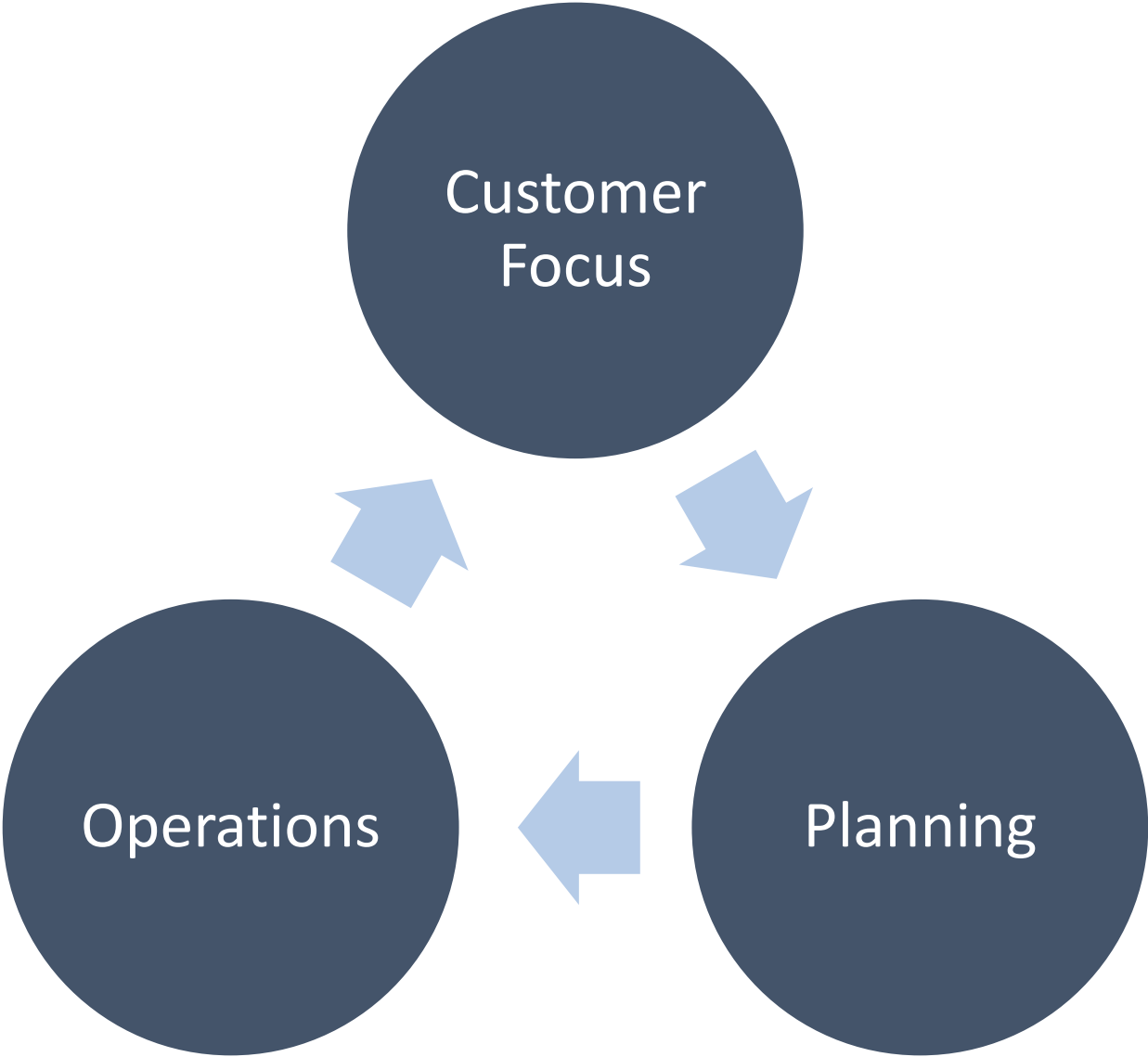
PASSENGER

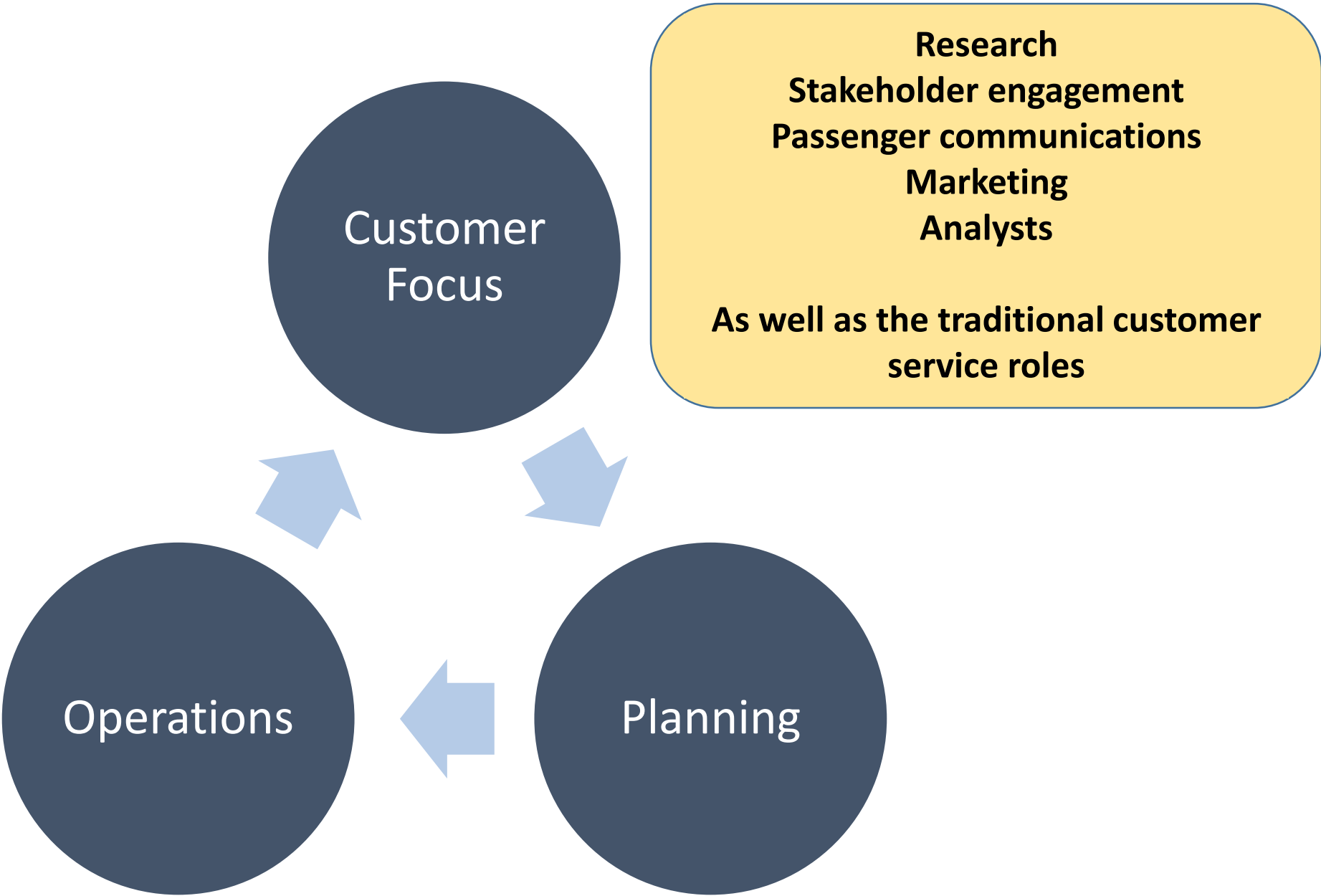


CUSTOMER SERVICE

VERSUS

CUSTOMER FOCUS





ENGAGEMENT

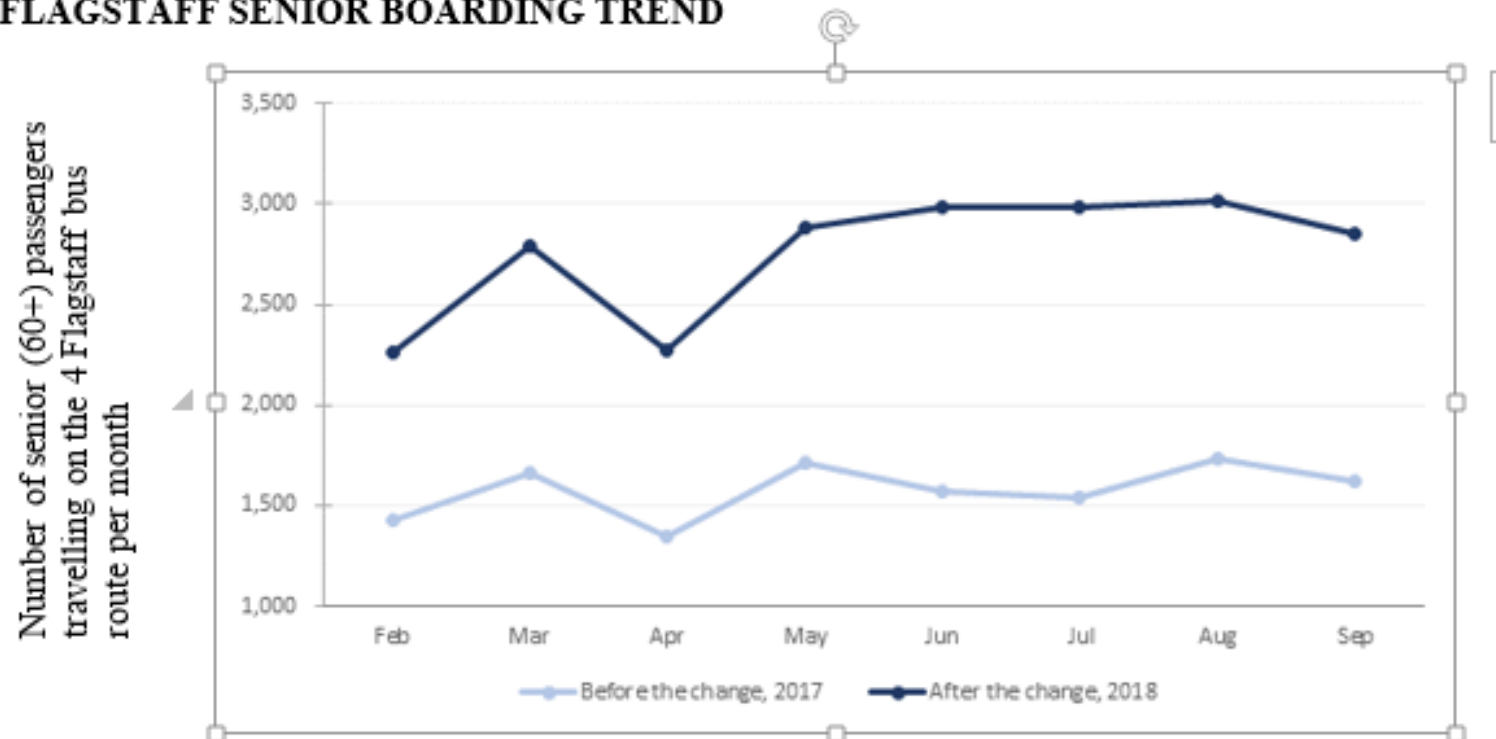




DOES IT WORK?



FLAGSTAFF SENIOR BOARDING TREND



Flagstaff, Senior Pax	Before the change, 2017	After the change, 2018	Diff%
Feb	1,431	2,261	58.0%
Mar	1,665	2,786	67.3%
Apr	1,342	2,273	69.4%
May	1,710	2,883	68.6%
Jun	1,566	2,985	90.6%
Jul	1,542	2,987	93.7%
Aug	1,731	3,018	74.4%
Sep	1,622	2,849	75.6%
Grand Total	12,609	22,042	74.8%

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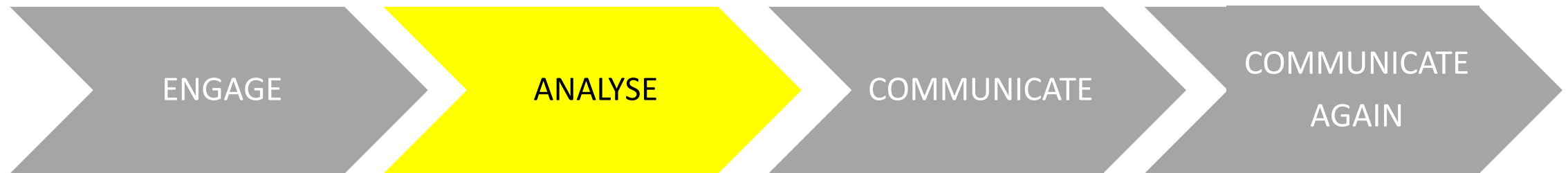
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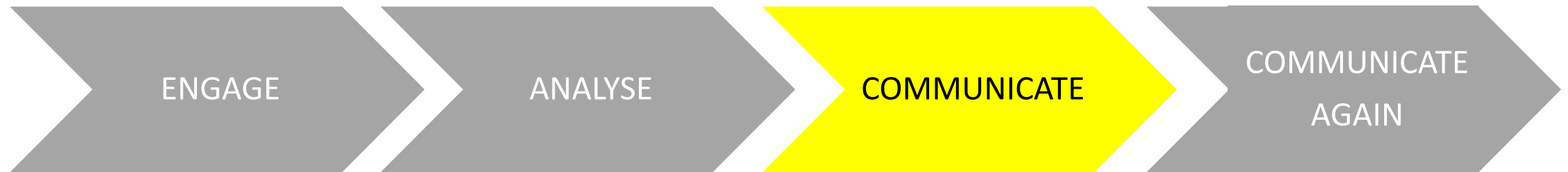
BUS ROUTE CHANGES DONE RIGHT



BUS ROUTE CHANGES DONE RIGHT



BUS ROUTE CHANGES DONE RIGHT



BUS ROUTE CHANGES DONE RIGHT



FROM THIS

TO THIS

