

From: [ECInfo](#)
To: [Mailroom Mailbox](#)
Subject: FW: Long-Term Plan submission form [#50] EMAIL:04932729
Date: Tuesday, 7 April 2015 10:08:42 a.m.
Importance: Low

Hello Team

This email came in through our Customer Services email. Can you please workflow?

Ngā mihi

Christine

Customer Services

----- Original Message -----

From: Woodward Derek
Received: 5/04/2015 4:25 p.m.
To: ECInfo; Environment Canterbury; Services Customer; Services Customer; Webmaster@ecan.govt.nz
Subject: Long-Term Plan submission form [#50]

Your name * John Douglas

Your organisation and role in it (if applicable) 1933

Address *

Postcode

Contact phone number *

Email

Date Monday 6 April 2015

Your submission

Prior to the Earthquakes,my wife and I used the Mt Pleasant bus service regularly which went to the bus exchange and the on to the Hospital.

On the return trip we were able to get off at our house.

This was very useful to us,as the walk up to the Main Rd to catch the Sumner bus was too much physically as we are both in our 80's.

We have waited years for our bus service to return,but now it has been altered much to our detriment. With the damage to the footpaths to Main Rd this is not possible anyway.

We have to catch the bus over the hill and change from that to the Sumner bus in order to go to the Bus Exchange or the Hospital. That is OK but on the return journey we get off at Countdown Ferrymead and wait for the Mt Pleasant bus back over the hill.

That would seem straightforward enough except that we have waited as much as 30 mins for that bus.That also on a drizzily day.

Our elderly neighbour is in the same situation as we are, and has resorted as we have to reverting to using the car again.

Our house has been repaired by EQC, but due to the bumps in the road,every time the buses go up or down the hill, the house shakes like a mini earth quake.

This is no fault of the Bus Company, but it just adds to our dissatisfaction.

What do you want Environment
Canterbury to do?

As it may not be feasible in the overall plan to revert to the original bus routes, we would like to see some bus timing that allows us to be able to have a shorter waiting time between buses.

Previously, when attending a Hospital appointment, we knew what time we would arrive at the Hospital, so that we could catch the appropriate bus this end.

Now we cannot depend upon catching the bus which will get us there in time, unless we go much earlier to be on the safe side.