

From: [ECInfo](#)
To: [Mailroom Mailbox](#)
Subject: FW: Long-Term Plan submission form [#11] EMAIL:04932422
Date: Wednesday, 18 March 2015 8:58:38 a.m.
Importance: Low

Hello Team

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

Kind regards

Christine

Customer Services

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

From: no-reply@wufoo.com
Received: 17/03/2015 12:56 p.m.
To: ECInfo; Environment Canterbury; Services Customer; Services Customer; Webmaster@ecan.govt.nz
Subject: Long-Term Plan submission form [#11]

Your name * Kim Parrent

Your organisation and role in it (if applicable) University of Canterbury, Teacher

Address *

Postcode

Contact phone number *

Email

Date Saturday 19 June 1965

Contact details • I do not wish my contact details to be made public

Your submission

3.Transport – While I agree with spending more money on encouraging more people to use public transport, I do not see how this can be achieved under the current transport system.

Since the new bus services were introduced in December 2014, those living in the New Brighton suburbs have had their services cut. This has meant that many people no longer use public transport and for those who do, like myself, the service is inefficient and poorly run. I work out at the University of Canterbury and used to take the MetroStar (a very well run and frequent service) but am now forced to take the No 60 (when it shows up) and change buses. This has meant that a trip of just under an hour (on the previous service) takes anywhere up to two hours (if I am lucky enough to make a good connection).

Business owners in New Brighton have commented to me that staff are late due to buses not turning up or running on time. Some staff have had to take a taxi. One owner (a friend of mine) rung Metro to complain and was told that they should buy a car. Hardly the attitude of a

company whose slogan is "Public transport plays a vital role in a modern people-friendly city". Unfortunately, I find nothing "people friendly" in the changes that were implemented. My current bus service is actually worse than it was during the earthquakes, let alone before them. I have more stress now due to the changes made to the bus services than I did during and immediately after the earthquake. I do not wish to move out of New Brighton as I own my own home and like living by the sea.

What do you want Environment Canterbury to do?

I should like to see pressure placed on the Metro Company to reinstate the MetroStar service or at least create a more effective way for those living in New Brighton to travel out to the University of Canterbury (we have numerous students and some staff living out in this area). Catching the Yellow Bus is not an option for those of us who live in North New Brighton and do not want a 15 minute work home in bad weather. The council needs to remember that not everyone has left the Eastern Suburbs and many have homes and careers they do not wish to chance because of the disruption that the "new" bus service has created. I have talked to colleagues in other cities about the issue and their response is usually that I should move or leave Christchurch altogether. However, I was born in Christchurch and do not want to move.

I am more than willing to pay an increase in rates, if the needs of professionals and other residents in New Brighton are given the resources they need. We need an efficient bus service running from New Brighton out to areas of employment. The MetroStar was cost effective (actually making money), well run with courteous drivers and ran every 15 minutes. Forcing residents to cram into substandard buses that run every half hour (when they turn up) and then catch another bus (which does not match up in timetables) during bad weather is not a way to encourage more people to use public transport. I would like Environment Canterbury to provide for the needs of the public using the bus services.
