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**From:** Deidre Fraser <deidre.fraser@xtra.co.nz>  
**Sent:** Tuesday, 6 March 2018 2:38 p.m.  
**To:** Mailroom Mailbox  
**Subject:** LTP Submission

1. I will be personally affected by the proposed discontinuation of the bus routes 107 and 108. I do not drive and I rely on the premise that most people will be within 500m of a Metro service.
2. In my experience, a significant reason for the limited patronage of this service is that it does not go where people want to go and would be more properly described as a shuttle service than a route. Sustained patronage is difficult when there are so many barriers i.e. the 107 and 108 must connect with another service for passengers to continue into the city. There is limited attempt to make this work. A Blue Line bus may pull away from the Northlands Platform C (stop 15650) as disembarked passengers from a 107 or 108 pass the back door of the B. Feedback (from ECan) indicates the B is a priority service and is not be compelled to wait. The result is a 15 minute+ wait for the sake of (less than) a minute that could be made up on the journey into the city. This is further amplified by the increased Express services passing/stopping for a timing point and barred from picking up (Platform C stop 15650) or dropping off (Platform A stop 39641) while passengers continue to wait or miss more timely connections. This can be two or three buses that are not full.

**Innovative solution:** In the event that the 107 and 108 are discontinued without replacement service, I would benefit significantly from being able to access the express buses to travel directly from Northwood SupaCentre to Ara (my workplace).

3. The loss of the 107 and 108 routes would significantly impact tourists and families visiting Willowbank Wildlife Park (and probably the financial viability of the park due to reduced patronage), tourists using the North and South camping ground, workers like myself, pensioners living in the community and school children needing to be at school on time and home safely afterwards. There are new housing/retirement living developments on Gardiners, Highsted and Cavendish Roads, which could increase patronage. I will be extremely disappointed if the coverage of the 107 and 108 routes is simply replaced by school bus routes and there is no provision to service the community.
4. Further, I am frustrated that Red Bus are in the position of having purchased a number of vehicles with the specific purpose of making these routes more cost effective, only to have them discontinued. Red Bus provide a very good service and the Long Term Plan is not effective if they have been able to make considerable investment without reasonable expectation of contracts continuing so they can recover this.
5. Consideration should be given to maintaining the existing 107 and 108 services until replacement options have been fully explored, and ideally have commenced.

**Innovative solutions:**

Initially I had thought that combining the 107 and the 108 may be a solution (this should be explored along with considering the frequency during off peak hours), however looking at the Metro Network map I believe a more attractive option may be to extend the 125 route to service most of the 107 and 108 routes (possible option below).



This would increase the patronage of the 125, assisting to meet the target of 50% of the cost covered by fares.

**From:** Deidre Fraser <deidre.fraser@xtra.co.nz>  
**Sent:** Tuesday, 13 March 2018 1:51 p.m.  
**To:** Mailroom Mailbox  
**Subject:** LTP submission

I wish to add an additional, and unrelated comment, to my earlier submission.

I have not read all the documentation related to the LTP but understand the overriding performance objective for bus transport is to increase passenger journeys.

I would urge to to reconsider your stance on the inner city shuttle service. I fully appreciate that there are budget constraints and funding the reinstatement of this initiative is the main road block.

It many cities 15+ years ago when these services originated theywere not free. While a free shiuttle service, similar to what we had before the earthequakes would be ideal, I think you'll find that a large number of people would happy pay, i.e. a gold coin, for the service.

It is my firm belief that one of the barriers to more people using buses to commute to work is the lack of flexibility to get around once you are in the inner city. This would benefit tourists, who would then be more likely to use other bus services. Retailers would benefit from increased foot traffic, because using the shuttle would give people time to shop within the constraints of their lunch hour.

It could reconnect those past bus patrons who work near the Art Gallery and now pay \$50+ week for parking because the current service is too limited service since buses no longer travel down Cambrisge Terrace and Montreal Street.

On rainy days it would greatly improve the experience of those of us who have to walk 10min+ to the bus interchange, or at least give us options.

Future funding could be sponsored. Businesses in the 4 avenues could commit to annual sponsorship, and this would be repaid by happy staff, increased patronage and a more vibrant city centre.

Making this better needs a braver move than simply trimming the 6 lowest performing routes every three years.