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From: McKenzie Kay

Received: 20/03/2018 2:52 p.m.

To: ECInfo; Mailbox Customer Services

Subject: Transport plan submission

Hi,

I would like to make a submission regarding the proposed options for public transport in the Long Term Plan document. As I am partially sighted I find that filling in online stuff is confusing and difficult. Hence the email.

As a partially sighted person with other health issues as well, I rely on walking, buses and mobility taxis to get around. I live in Northcote, and my nearest bus (5 minutes' walk from my home) is the 108, but I rarely use this as it goes only every half hour, which is hard to plan for. Other buses I sometimes use are the Blue line, the Orbiter, 125 and 28, all of which are 15 – 20 minutes' walk away.

I note that all six buses that you are proposing to decommission are half-hourly or even longer gaps. It is no wonder that people rarely use them. Any bus that goes less than every 15-20 minutes will get less patronage, especially where the majority of stops are without seats or shelters to wait in. If this frequency isn't sustainable after a few months of trial period, then retaining the routes for a few services at peak hours, including school times, would be another option.

Think about it – those of us who rely on buses usually have a long list of items we aim to do when we make a trip, and often come back tired, carrying heavy loads. We don't need the added hassle of waiting around in the sun or rain for up to half an hour! Many is the time I have just not gone out because I don't have this kind of time or energy to spare. Nor do I have the money to spare for taking taxis every time I go out.

If you want people to use buses, they need to be frequent, on time, and accessible to people of all abilities. They need to connect people in the suburbs, especially the poorer ones, in sensible ways with other main bus lines. And it would be REALLY helpful if the stops or street names were spoken aloud in the bus as a stop is approached, so we know when to get off.

In general I am in favour of plan 1, apart from the cancelling of the six routes without a sensible trial period of more frequent services accompanied by widespread notification to potential users. I am comfortable with the reduction in the total mobility cap, a small increase in the fares and a small rates rise. But I am NOT comfortable with removing more and more routes when our whole community should be doing everything it can to get people out of cars. Not everyone can ride bikes! Or walk very far.

Kind regards,
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