

From: Philip & Chris <philipchris001@gmail.com>
Sent: Wednesday, 21 March 2018 9:07 a.m.
To: Mailroom Mailbox
Subject: Submission on Long Term Plan 2018-2028
Attachments: BusRouteRemovalFeb2018.pdf

Importance: High

Categories: Tracey

Dear Mr Lowndes

Please find attached my first draft of my submission to the Long Term Plan.

It is by no means complete as a ***family crisis*** has interrupted preparing this document and the photographs that I intended to insert have not been done and some other details may have been left out.

Another version of it may arrive either before or after closure date.

I do hope you will accept it even if it was after closure date.

PLEASE CONFIRM TO ME RECEIPT OF THIS EMAIL AND THE DOCUMENT ATTACHED.

Yours Sincerely

Philip Haythornthwaite
21st March 2018

160a North Parade
Shirley
CHRISTCHURCH 8013

20th March 2018

Mr Steve Lowndes
Chairman
Environment Canterbury
P O Box 345
200 Tuam Street
CHRISTCHURCH

Dear Mr Lowndes

I WISH TO BE HEARD BY THE ECAN COUNCILLORS WITH REGARD TO THIS LETTER AND I WOULD BE GRATEFUL FOR EXTRA TIME TO BE GRANTED

I write to lodge my very strong personal objection to the proposed removal of the Six Hub Bus routes as stated in The Press dated 14th February 2018, they being Route 107, Route 108, Route 135, Route 145, Route 150 and Route 535 *and as proposed in the ECAN Long Term Plan Pages 13 - 15 Long Term Plan Consultation Document 2018-2028.*

Reasons Against Removal Of Bus Routes

The last seven years of administration of the ECAN Bus System although I am a very loyal supporter of it has been a disaster, seeing a brilliant 42 route bus system smashed by the very people who are supposed to be its promoters, ECAN. Since the 22nd February 2011 when the Christchurch Earthquake occurred at 12:51pm and on safety grounds, bridges had to be closed and therefore many bus routes had to stop operating for Four to Five days; people who were ECAN's passengers had to change how they got to and from places such as supermarkets, the bank, doctor's surgery, WINZ etc. This of course extended into the oncoming years as red-zoned land meant that some bus route were no longer sustainable. However, after the bus routes were re-opened after the initial phases of the 22nd February 2011 Earthquake had passed, rather than heavily push the use of its bus services again to the passenger the bus routes are just being allowed to die.

In the Seven years since the February 22nd 2011 Earthquake there have been three bus service reviews.

- The first reduced our bus service routes from 42 to 36.
- The second reduced our bus service routes from 36 to 28
- *This third proposed review in this 2018 ECAN Long Term Plan intends to reduce our bus service routes from 28 to 22.*

This will be a loss of 49% of our bus route service capacity.

QUESTIONS FOR ECAN

The question that must be asked of ECAN right now is *why is there so much dis-satisfaction with the services that ECAN currently and previously provided to its customers that the use of the Public Transport Bus System is continuing to decline viciously & not increase back to the passenger numbers that were using the buses prior to 22nd February 2011 Earthquake??*

ANSWER

The answer has to be very simply that the services being provided by ECAN to the *bus passenger* is unsatisfactory to the *bus passenger* and does not meet the *bus passengers* needs!!

The *Bus Passenger* is also ECAN's customer and ECAN must remember at all times the golden rule of successful business: *"The Customer is always right!!!"*

We ECAN's bus passengers expect to be listened too when reviews are done and taken notice of as if ECAN wishes to retain its passengers who are its customers and receive its 50% of the monies from its passengers that it expects to get then ECAN needs to LISTEN TO WHAT ITS BUS PASSENGERS HAVE TO SAY DURING THIS REVIEW AND RESPECT THEIR VIEWS AND NOT JUST DUMP ON THEM WHAT STAFF FEEL IS BEST.

Why has this happened to date?

ECAN'S response in every bus service review has been only to reduce services and not ask of itself the obvious question *"why has our bus passenger (customer) numbers overall been reducing at every review we do?"*

The answer can only be that the services provided do not meet the passengers needs and that no genuine notice has been taken of previous submissions made by people on the issues.

A classic part of the failure of the ECAN reviews has been the introduction of the Hubs and Spokes Model of bus service. This has been done on the presumption that by taking away the direct route services especially across the city then replacing it with the Hubs and Spokes then ECAN's passenger would be quite happy to make two bus trips to get to their destination instead of one. This has meant that the six services that ECAN thought would be wonderful have been a disaster.

OPTIONS FOR IMPROVEMENT OF SERVICE

All six routes should be retained and added to a Current Route as an extension of that route.

Route 135 which goes from New Brighton To Burwood Hospital should be attached as an extension of the Yellow Bus Route and although not operated at the same frequency level as the main Yellow Route would mean that the passenger has choices of how to travel **and all** services would be guaranteed to access the interchange.

Route 150 which goes from The Palms to Spencerville should be operated as an extension of Route 60 and although not operated at the same frequency level as the main Route 60 would mean that the passenger has choices of how to travel **and all** services would be guaranteed to access the interchange. *ECAN is obliged to retain Route 150 and modify it as by totally deleting the Bus route it makes ECAN look inept at its work as the bus route was very recently altered and Five New Bus Stops added in Prestons Sub-division to the bus route to help improve the route.*

Route 108 which goes from Casebrook to Northlands should be operated as an extension of Route 28 and although not operated at the same frequency level as the main Route 28 would mean that the passenger has choices of how to travel **and all** services would be guaranteed to access the interchange. The Bus route should be altered so that the bus Turns right out of Sawyers Arms Road travelling north/south along Sisson Drive then turning left or right into or out of Langdons Road and joining onto the current Route 28.

Route 107 which goes from Styx Mill to Northlands should be operated as an extension of Route 28 and although not operated at the same frequency level as the main Route 28 would mean that the passenger has choices of how to travel **and all** services would be guaranteed to access the interchange. The Bus route should be altered so that the bus Turns right from the Main North Road into Sawyers Arms Road then left or right travelling north/south along Sisson Drive then turning left or right into or out of Langdons Road and joining onto the current Route 28.

Route 535 which goes from Eastgate to Lyttelton and Rapiki should be re-attached as an extension of the Route 28 as it was at May 2014 and although not operated at the same frequency level as the Route 28 would mean that the passenger has choices of how to travel **and all** services would be guaranteed to access the interchange. *If this change was made I could accept the limited loss of service to some people which the removal of Route 535 would bring!!*

Route 145 which goes from Eastgate To Westmorland should be joined to Route 120 at Barrington Mall and the part of the Route that runs from Barrington Mall to Westmorland although not operated at the same frequency level as the main Combined Route would mean that the passenger has choices of how to travel. This service **would not** give any direct access to the interchange but this can be obtained via Barrington or Eastgate Malls.

COMMENT

The above proposals show that all bus routes that currently operate as part of the Hubs and Spokes Design of our Bus Network can all be re-linked to another route to keep them going!! It has been a very strong point of *passenger (customer) dis-satisfaction* that the hubs and spokes model of bus service are not popular & the longer the bus Route the more likely the passenger is to use a bus route. ECAN must remember that its most popular bus route by passenger number is the Orbiter, a continuous bus route that circles the City, intersecting with nearly all bus routes carrying about 2.3 - 2.5 million passengers annually (about 17%) of the total bus patronage and the Purple Route earns about 59.5% of its monies and is the bus route that is considered to be the best self-funded bus route.

Proposed Orbiter Bus Route Changes

The Proposed new Bus Route for the Orbiter Bus is totally unacceptable. The Bus route should be altered to go as follows:

Orbiter Clockwise: down Cranford Street, then **turn left** into Ranger Street, then drive along Ranger Street, then **turn left** into Philpotts Road, then **turn left** into Glenfield Crescent, then **turn right** into Bronwyn Street and drive along Bronwyn Street, then **turn right** back into Glenfield Crescent then **turn right** into Philpotts Road and drive back down to Innes road and **turn left** into Innes Road and back onto th current Orbiter Bus Route.

Orbiter Anti-Clockwise: From Innes Road, *turn right* into Philpotts Road, then *turn left* into Glenfield Crescent, then *turn right* into Bronwyn Street and drive along Bronwyn Street, then *turn right* back into Glenfield Crescent then *turn right* into Philpotts Road and drive back down Philpotts Road to Ranger Street\Kellys Road roundabout and *turn right* into Ranger Street, then *turn right* into Cranford Street and up to the Main North Road Intersection, then turn left to resume current Route southbound to the Northlands Mall.

Comment on this proposal: This route alignment rather than the ECAN proposal of Cranford Street\Innes Road would mean that the passengers boarding the bus at Diana Isaac Retirement Home would only have to walk from the western gates of their complex down to Glenfield Crescent to access The Orbiter. This is a relatively short walk and by BOTH Orbiter buses going around Glenfield Crescent and Bronwyn Street in exactly the same direction all passengers for all buses can *get on and off the Orbiter Bus on the eastern side of Philpotts road. There is no need for anyone to cross the road from Diana Isaac to get onto the bus and passenger safety is assured.* If there is any difficulty turning right out of Ranger Street to re-join Cranford Street then this last little piece could be traffic light controlled.

PROPOSED COST CHANGES

ECAN has put out three cost changes to finance its proposals *NONE* of which appeal to me to finance the cost of the buses. My preferable suggestion would be as follows:

- A) **MetroCard Fares:** Reduce Metrocard fare from \$2.55c to \$2.50c AND increase cash fare charge from \$4.00c to \$4.50c per fare. (Zone 1). All other cash fares increased in other zones proportionately.

Reason: People need to learn hard and fast that the best way to pay for their bus fares is via a Metrocard. With this fare ratio people can surely see that it only takes a maximum of FIVE usages of a Metrocard to start to benefit from having the card.

I would be happy with a small rate increase of 2.50%.

- B) **The Total Mobility Scheme:** Christchurch has some very long distances to go and a lot of people on very low incomes needing to travel by Taxi. I would therefore be very disappointed if the Total Mobility Subsidy was reduced from \$35.00c (maximum) to \$30.00c (maximum) as the people it really hurts the most are those people who have the least amount of income to support themselves otherwise.

OTHER MATTERS

Promotion of Bus Services: ECAN needs to seriously look at this issue of how it promotes itself to the current bus passenger and to gaining new passengers. I have never seen anything on-board any bus such as the Orange Route or the Orbiter reminding the bus passenger that these buses take you to AMI STADIUM for the Rugby. Promotion of what services do is a must to succeed.

Provision of Timetables: Regardless of what timetables are available on the internet or at the Bus Interchange, Libraries, Council Offices etc, I am confronted again and again with incorrect timetables aboard buses. Bus drivers must learn that they convey to me their *passenger (customer)* that they have done a useless job setting the bus up for driving around the streets to have on board their bus, bus timetables for a bus route they are not servicing. This also speaks of the competency of Bus Operation and Driver Training.

Bus Stop Standards: While ECAN is not responsible for the provision of the Roadside Bus Stop, ECAN's bus passengers are picked up from these places that are *provided by the local territorial authority such as the Christchurch City Council (hereinafter CCC), the Selwyn District Council (hereinafter SDC) and the Waimakariri District Council (hereinafter WDC).*

The CCC, SDC and the WDC have legal responsibilities to ensure that all bus stops are legally compliant with disability access requirements for the person in a wheelchair, the blind etc. Many of our bus stops are totally illegal in structure, yet ECAN quite willing to allow its contracted bus companies to make use of Bus Stops that are non-compliant with statute law. ECAN needs to up its standards of inspection to ensure that 100% of all bus stops provided meet disability law and if the bus stop does not meet requirements file a complaint with the relevant territorial authority demanding it be fixed immediately. In this way ECAN would once again be saying to its *Customers (bus passengers)* that they want more people to use their buses.

Provision Of Bus Lanes: ECAN needs to demand that those bus lanes that operate in places where they are 100% usable all the time that they are 100% open all the time. Good examples of this are at Fitzgerald Avenue\Whitmore Street and Shirley Road\New Brighton Road Intersections. In both cases the Orange Route bus would have its journey time speeded up if the bus driver was expected to use them all day.

***** NOT COMPLETE *****

Yours Sincerely

Philip Haythornthwaite

The BUS PASSENGER is ECAN'S Customer and ECAN must remember the golden rule of business for its services to succeed.

THE CUSTOMER IS ALWAYS RIGHT