

Comments

LTP 2021-31

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First name	Deidre
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Are you submitting on behalf of an organisation?	No, I'm submitting as an individual
Are you willing to tell us more about yourself?	Yes
Which age category are you in?	40-64 years old
Which suburb or area do you live in?	
Do you think we've prioritised the right issues and opportunities?	Yes
Which of the proposed options would you like to see us progress with?	Option 1: statutory work, prior commitments and accelerating key initiatives
<p>It is important that we hear what you would like to keep in the plan, what you think should be removed, and anything that you think we have missed?</p> <p>I'm satisfied that the key areas are appropriate, however I expect more from the leadership and partnership described in the plan</p>	
<p>Do you generally support the activities proposed in the following portfolios:</p>	
Water and Land	Yes
Biodiversity and Biosecurity	Yes

Climate Change and Community Resilience	Yes
Air Quality, Transport and Urban Development	Unsure
Regional and Strategic Leadership	Unsure

Do you have any further comments on the activities proposed in specific portfolio/s (please select all those you wish to comment on): . Air Quality, Transport and Urban Development

Air Quality, Transport and Urban Development portfolio comments:

Operating, managing, and delivering innovative and continuous improvements to public transport often does not engage sufficient consultation with the end user. Continuous improvements feel like that are only driven by ECan. Ongoing feedback is invited but too often the response is bring that up at our next consultation i.e. in 18 months. Initiatives like low emission and electric buses are forward thinking and a worthwhile investment, but overall as a regular bus user it seems like for other problems the focus is on the symptoms and not the cause. A key priority has to be getting people from point A to point B as quickly as possible, but efforts to address this with express services are derailed by enforcing timing points and sitting (for up to 5 min, sometimes more) at 2 or 3 points on your journey across town. A braver choice would be to use the timetable as a guide (clearly stating that this is a target time and the bus may arrive 5min either side of this time and to utilise the realtime info for the best information on the day). The services are now regular enough to allow this. To that end, allow pick ups/drop offs at key points on express routes i.e malls and timing points (how does it make sense to have a bus sitting at a stop that drives past your house and you can't get on?). I could catch a bus across the road from my work (only if I want to leave after 6pm) instead I walk 10 minutes to catch a bus that takes me to the same place (on my approx 35min journey). It has not been uncommon to wait at the bus stop in the morning and have up to 3 express buses pass me (with 5-10 passengers) while I stand there for another 10 minutes (or longer if traffic is bad) waiting for a bus that can pick me up. I appreciate these are "first world" complaints. We have a really good bus service overall. It is excellent value, very regular for key routes/mostly workable for less priority routes and it is very reliable. Having said that, this process is happening because you want to take it from good to great. Consult more with your passengers (even for small things like timetable changes) and listen to what they say (because it often feels like you want a plan that looks good on paper but in reality people have to change their lives in order to continue to use a service they have used and relied on for years). I await with interest to see how the on demand system could work, but I'd rather see the smaller continuous improvements that make a useful difference first (eat the elephant one bite at a time, while riding it!).

My suggestion to augment your consultation so people feel heard is to introduce a feedback loop like other big organisations i.e. banks have with my2cents or ASBs Roundtable etc. Ask people to join and send surveys about the service or to get feedback on new initiatives.

As well as leadership to organise the transport system, we also need leadership of the service delivery. Mask wearing is a prime example. The government says it is MANDATORY. ECan says people CAN wear them if it is safe to do so?? What this translates to is about 90% of passengers wear them when we are up an alert level. When an alert level drops mask wearing quickly (within days) drops to about 50%, and a couple of weeks later it ranges from about 30-50%. This desperately needs ECan leadership. Looking after bus drivers and passengers has to be a health and safety priority, doesn't it?

Is the proposed increase in rates affordable for your household? Neither option is affordable

Any further comments on affordability for your household?

My rates are already \$105 week (for 3 people).

Is the proposed increase in rates affordable as a whole for the Canterbury community? No

Do you support the changes we're proposing to how we apply Uniform Annual General Charges?	No
Would you support the use of borrowing for operating expenditure to offset some of the first year rates?	No
Do you support the rationale and proposed changes in the draft Fees and Charges Policy?	Don't know
Where do you live in Canterbury? Select your district below:	Christchurch city including Banks Peninsula
Would you like to see us investing in the following initiatives in your area? Kaikoura	
Would you like to see us investing in the following initiatives in your area? Hurunui	
Would you like to see us investing in the following initiatives in your area? Waimakariri	
Would you like to see us investing in the following initiatives in your area? Christchurch	
Would you like to see us investing in the following initiatives in your area? Selwyn	
Would you like to see us investing in the following initiatives in your area? Ashburton	
Would you like to see us investing in the following initiatives in your area? Mackenzie	
Would you like to see us investing in the following initiatives in your area? Timaru	
Would you like to see us investing in the following initiatives in your area? Waimate	
Would you like to see us investing in the following initiatives in your area? Waitaki	
Do you wish to speak to your submission?	No
Would you like to be kept up-to-date with the outcome of this consultation?	No
How did you find out about giving feedback?	. Postcard

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There is personal information/contact details in my submission I do not want disclosed: No