



P.O.Box 33161,
Petone.
24th Jan 2001.

caring about you & your environment

Report 01.50

Chair of Passenger Transport Committee.
Cr, Terry McDavitt,
Well Regional Council.

Reference: **Christmas -New Year bus operation Hutt Valley.**

As previously discussed with you, over the three day period between Christmas and New Year. I received complaints of the Timetable operated by Cityline Lower Hutt.

These Complaints were along the lines that:

A/. There was an advertised Program that stated that there would be a reduced service during the three normal working days, but did not state what services would be operated, or the times such services would run, but further information could be obtained from Ridewell.

This meant that customers did not know what service and times that a service would be provided so if they were early starters or late finishers they could not obtain this information as Ridewell was not manned.

Examples being, There was no bus service for Eastbourne before 7a.m. and the last bus to Eastbourne left Wellington at 8 P.M.

There was no service in the first instance to Upper Hutt North during the day and customers had to rely on Taxis.

There was no route 76 (Gracefield) service, plus other anomalies

B/. The Bus service provided was heavily used, as there were not enough buses running this caused major delays.

I have had discussions with the W.R.C. staff and have ascertained that they had not approved the arrangements.

As a Councillor that received complaints from disgruntled customers I believe that as there are penalties for not providing the contracted services the service provider should have these penalties imposed and a news release including apologies should be produced and released.

The Well.Regional Council has done a fantastic job in ensuring an excellent Public Transport service is provided only to have all the good work destroyed by this miserable performance.

Appended please find 2 Letters to the Editor of the Hutt News and an insignificant reply from the service provider' s management.

I wish this letter to be an Item for discussion at the Passenger Transport Committee meeting on the 9th of Feb 2001.

Yours faithfully
Cr. Jim Allen.