

# Bus information woeful over break

Attachment to 01.50

1. Nought out of 10 to Cityline buses for not producing a timetable that gave the actual running times covering the holiday period just past. We were advised in a general summary of all the various transport services in the region that Cityline would be running a reduced weekday service. They cover themselves for lack of detail on their normal timetables (under the head Public Holidays), and on the generalised special issue of Christmas/New Year ones, by a statement to the effect that adjustments to the normal timetable may be got by ringing Ridewell. Try getting through to Ridewell on a busy Boxing Day. Then, eventually, having missed the bus you needed to catch, take down the changes by hand. Not good enough, Cityline. You inconvenienced anybody I have spoken to about it.

2. I really enjoyed reading Yvonne Airey's article on the restitution of rata and pohutakawa (9 Jan.) but I

## ...and again

I am writing to express my extreme disgust at the lack of timetable information for bus services over the Christmas/New Year period - and in fact the lack of a service.

I have had extreme difficulty finding out when the buses were running. All printed material I saw said there would be fewer buses during peak times, but none of this printed material said when the buses were actually running (posters in buses, newspaper advertisements are two examples of unhelpful information).

The sign at my bus stop said ring (Ridewell) 801-7000, but when I rung I only got a recorded message to ring during certain hours.

The phone message said I could get further information from a web site, but it just advised to ring the phone number. (If they've got a web site, why not publish timetables on it?!!)

I have to get to work at 7am and was disgusted that there was no bus services to cover this. I do not have my own transport so was left standing at the bus stop (I wasn't the only one, either) having no clue as to how to get to work. In the end I had to take a taxi at the cost of \$25.

was struck senseless by the cabbage tree being called the Ti tree. All my now considerable and knowing life have I thought of manuka being given the name ti-tree (my spelling). My Maori dictionary tells me that the cabbage is indeed the Ti, and that Manuka has been known as the tea tree. My equilibrium being restored, I pass this on for others' benefit. Can someone tell me why manuka is/was called tea tree. The flowers or leaves were used as an infusion, or what?

3. As a bus user and ratepayer, I should be looking forward joyfully to the new, no-cost bus shelters being erected around the Hutt Valley - hopefully, one at a certain stop in Ludlam Crescent. Does that also mean a new social deal for those of us who wait in Bunny Street? No more takeovers of the shelters by school children (large ones)/smokers; no more sidestepping, and avoiding to look at, contaminating spittal as you sit down. In which case, goodee. I shall use them in the future. Otherwise, I shall stand, passing from foot to foot, and wait, like other, civilised adults I see. (I do not flatter myself: some of the behaviour I have witnessed there I would describe as animal, or, deliberately anti-social.) Interior shed advertising will be lost on us.

HM PATERSON, Woburn  
**Warwick Williams, Citiline operations manager: Yes, in hindsight, we did not provide sufficient information to our customers about the changes over this short period during Christmas. We apologise to those who were inconvenienced and have taken steps to ensure this does not happen again.**

The driver could not give me timetable information either.

I hope in the future you will think more about the needs of your customers and how you can keep them better informed.

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