**PALMS SUBURBAN INTERCHANGE UPGRADE – SUBMISSION TABLE**

13 submissions: 7 support, 5 support but have some concerns, one does not state a preference.

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| **Submission** | **First name** | **Last name** | **I / We** | **Name of organisation** | **Comments** | **Project team comments** |
| 6697 | Bronwyn | Larsen (CDHB) | have some concerns | Canterbury District Health Board (CDHB) | Items 1-6 are a generic response from CDHB that identify themselves as submitter, that they welcome the opportunity to comment, that health and wellbeing is influenced by a range of factors including public transport.  **Comments 7-11 below are displayed in full.**  7. Without measurements on the plan, it is difficult to make specific recommendations regarding placement of the bus shelters. It is essential that footpath width is adequate for wheelchair users and prams to safely manoeuvre in front of the shelter.  8. There is concern that the shared path, as proposed for bus stop A, may increase the chance of conflict between cyclists and pedestrians, particularly for mobility and sight impaired users who frequently use these services. Adequate signage to warn cyclists to slow and give way to pedestrians is recommended.  9. The CDHB supports extension of the traffic island on Shirley Road to prevent vehicles from making a right hand turn into KFC. Allowing such a manoeuvre could create a “pinch point” for cyclists and buses alike and impede safety.  10. Provision of rubbish bins and cycle storage is recommended to improve the amenity of the area and promote use of active and public transport options.  11. The CDHB recommends that careful consideration is given to the outcome of a CPTED audit. The proposed area for stop B has particular limitations in relation to natural surveillance of the area due to the adjacent building wall. Personal safety of bus stop users, particularly at night should be a priority and adequate lighting and installation of CCTV provided, alongside other aesthetic treatments. | *Please note: as the project has now been separated the New Brighton Road changes indicated are not being implemented at this time. Further investigation and negotiations will continue for the New Brighton Road site. Submitters will be notified at a later date when progress has been made regarding the New Brighton Road site.*  7. The footpath at the bus shelter on New Brighton Road varies in width between 1.5 metres and 2 metres. The footpath width at the bus shelter on Shirley Road will be 3 metres. At both bus shelters there will be adequate space for wheelchair users and prams. The footpath width at both shelters will meet the Council’s Bus Stop Guidelines.  8. We propose to use coloured textured surfacing in front of the bus shelter to highlight where bus passengers are boarding. This will help raise awareness of the area to both pedestrians and cyclists. This treatment will be consistent with the treatment used on the shared path for Major Cycleway projects.  9. The traffic island on Shirley Road will not be extended to prevent right turns into KFC as part of the project. We are reshaping the western end of the island to accommodate the wider traffic lane and road marking changes as part of the project. The right turning movement into KFC will be monitored by the Operations Team.  10. Rubbish bins will be provided at the bus shelters. We are unable to provide cycle storage due to site constraints at the bus shelters. The project team are investigating whether there are any other locations for cycle storage in the area.  11. The new bus shelters will have lighting to improve personal safety at night time. The existing street lighting on Shirley Road and New Brighton Road have been assessed to be adequate and require no changes.  The Project Team have been advised by the CPTED advisor that CCTV cameras will not prevent crime or make the public safer in most locations.  Although, it may sometimes assist the Police to resolve crimes after they have occurred. |
| 6684 | Dawn | Jamieson | have some concerns |  | I am very concerned about the footpath in front of the k-mart loading area. As it is now, the quite steep slope means it is very difficult to cross using a wheelchair, particularly a manual one. Pushchairs and walkers that many people use are also liable to be forced down the slope. To me, a flat footpath should be the priority and I would like to know if this has been included in the new design. If not, I would challenge any architect or road planner to try any of the above on that footpath! I can see more traffic problems on the road - even when work completed. | *Please note: as the project has now been separated the New Brighton Road changes indicated are not being implemented at this time.*  Upgrading the footpath in front of the K Mart loading area has been included as part of the project. The improvements include raising the kerb so that the footpath is level to reduce the steepness at the delivery bay. We also propose resurfacing the footpath by the bus shelter to improve the environment for pedestrians. |
| 5927 | Roilynne | Stewart | have some concerns |  | Make sure Bus Stop has better lighting at the stops | The new bus shelters will have lighting to improve personal safety at night time. The existing street lighting on Shirley Road and New Brighton Road have been assessed to be adequate so no change required. |
| 5926 | None | None | have some concerns |  | My concern. Turning right into KFC off Shirley Rd. There should be no right turn allowed. I do see the curbing altered, but the road is too narrow at this point with everything going on.   Turning traffic turn at an angle (there) making it difficult for following traffic, pedestrians also have to be waited for!  Patrons of KFC will have to, or should be made to turn into Hope Street, or latter, to turn, to be able to make a left turn. | The traffic island on Shirley Road will not be extended to prevent right turns into KFC as part of the project. We are reshaping the western end of the island to accommodate the wider traffic lane and road marking changes as part of the project. The right turning movement into KFC will be monitored by the Operations Team. |
| 5798 | Lucy | Mackie | have some concerns |  | We live very close and get sick of rubbish around our street. Adequate rubbish bins will be needed. | Rubbish bins will be provided at the bus shelter. This comment has also been passed to the Road Maintenance Team. |
| 6753 | Philip | Haythornthwaite | support the plan | Disabled Persons Assembly | **I WISH to be heard in support of this submission**  Proposal: THAT I support the proposal to upgrade both bus stops with the following amendments to the design to make it better than that proposed in the documentation provided.  Reasons in support of the above proposal:  I as President of the Disabled Persons Assembly - Christchurch and Districts met with Kim Swarbrick of the Christchurch City Council (hereinafter CCC) earlier to look at the Bus Stops and issues surrounding them BEFORE this document was produced and the errors that were made in the alterations to the whole area back in 2010 need to be corrected now to make our Public Transport System work so much better and much much more efficiently that currently we have.  a) Bus Lanes need to be opened full time: The CCC spent $30,000,000 (30 Million) installing the Christchurch Bus Lane System, but the CCC Councillors, Community Board Member and Staff appear to have no genuine commitment to making our Public Transport System operate efficiently and using the bus lane system effectively. FOR UP TO 87.50% OF THE DAY MOST OF THE BUS LANES ARE SHUT!! The bus lane on New Brighton Road between Marshland Road and Golf Links Road is only open Officially for three hours per day, between 3pm - 6pm. Bus drivers however, are using them at far greater times of the day than the official times stated above. Kim Swarbrick took note of what I said and the following answer was received from the Project Team and the Operations Team.  b) The Project Team and the Operations Team have reviewed the bus lane times between Marshland and Golf Links Rd. There are no real advantages to making this short section of the operating bus lane to full time and it would require changes to the signals. It could also have the disadvantage of that section being inconsistent with the bus lane operating times for the remainder of the bus priority route and across the city. To make any changes to a bus route requires approval from Environment Canterbury, CCC Operations and the delegated authority (in this case Council) via a reporting process. This process is costly and transport staff perceive no real advantage is to be gained from changing this lane operation time to 24/7.  **Comment:**  This usual type of answer from the CCC staff show a total lack of consideration for the person the CCC is supposed to be helping: The ***bus passenger!!*** When the bus lanes were installed we were told that “***everybody wins when the bus comes first***” implying that the buses were to be put ahead of cars, trucks etc. Once the bus lanes were installed and the initial work done ALL genuine commitment to ensuring that we have an efficient operating bus lane system by CCC staff appears to have ceased!!  a) The idea that having this short section of a bus lane system permanently open would seriously upset the operation of the remainder of the bus priority route across the City is not correct. Every bus driver who drives east on Shirley Road as part of Route 44, Route 100 and the Orange route can drive straight into the bus lane system and without any difficulty straight across the intersection into New Brighton Road and many more bus drivers are doing this at times outside the official times stated. However, many bus drivers still queue up in the normal car, vehicle lanes which deliberately slows down ***the passengers journey time*** when immediately alongside them sits an ***empty bus lane***!!  b) Many passengers, are quite happy to say to the bus driver as they get off the bus at The Palms Mall, ***“Why did you not use the bus lane which is provided for you?”*** The same comments apply to the Bus Lane at Fitzgerald Avenue to Whitmore Street when you travel north on the Orange route and going south on the Main North Road on the Blue Route or the Orbiter to the Northlands Malls. Bus drivers drive alongside and empty bus lane which is provided for them and when they are approaching the bus stop they put their left indicator on to move over into the bus stop when they should have filtered into the bus lane as they come south and passed Sawyers Arms Road. This is a foolish design and foolishly operated!! It is interesting to note that on Papanui Road near Leinster Road there is always a Parks Tow Truck to keep the bus lane open on a Monday to Friday basis.  c) CCC Staff state they would have to make changes to the signals to make the bus lane operate on a 24 Hour Basis. Are CCC staff not aware that if a bus approaches the Shirley Road Traffic Lights at say 11:56am that the ‘white B light’ that operates the bus lane for the Buses comes on immediately the traffic lights change from Red to Green? d) Another reason why having the bus lane on New Brighton Road between Marshland Road and Golf Links Road staying open on a permanent basis is that the whole area is protected by yellow no-stopping lines. No vehicle can park on the side of the road at any time thereby guaranteeing that no work is required by CCC compliance staff to keep it open.  e) Bus Drivers themselves want these bus lanes open!! They have used them all outside hours on the 19th, 20th, 21st, 22nd, 23rd, 24th, 25th August 2017 and 29th August @ 8:23am. Attitudes at the CCC must change as these updated Bus Stops are installed!!  **New Bus Shelters:** CCC needs to look with care at the angle of the roof of the new Bus Shelters installed. The new shelters at Northlands Mall which I stood under Northbound on the Main North Road dripped moisture and were a great put-off to using the buses. Moisture must run to the back and not drip on the ***passenger!!***  a) Wheelchair Spaces: It is very important that at least ***two wheelchair spaces*** are installed as part of these new shelters as they are used by the person in their wheelchair, mothers with Pushchairs, Prams, People with Walking Frames etc. It is very important that the equivalent ratio of one wheelchair space per Bus Shelter is maintained or even at THE PALMS Bus Stop on New Brighton Route increased as the Orange route is the ***official bus route to Burwood Hospital and the Burwood Spinal Unit that services the entire South Island and the lower part of the North Island. Therefore these bus stops must comply exactly with the requirements of NZS 4121:2001 Design for Access and Mobility - Buildings and Associated Facilities, Section 6.1 (b) which states that &quot;The traverse gradient of crowned or banked footpaths or ramps shall not exceed 1in 50 (see figure 10).***  **Shirley Road\Marshland Road\New Brighton Road\North Parade Intersection**: The CCC is obliged to bring this intersection up to a safe and usable standard for the benefit of the person with a disability as part of this project. The only part of this intersection that can be guaranteed as a ‘safe’ part of the intersection to use is from New Brighton Road to Shirley Road across North Parade as North Parade was recently upgraded and repaired between Averill Street and the intersection stated above. The other three sides of it are totally dangerous, unsafe for the wheelchair user to make use of easily and as people may have a need to cross the intersection from the Shirley Intermediate School to The Palms Bus Stop from the Orbiter to the Orange route the intersection must be in top class working order for ALL SIX bus stops to work well. This intersection is of an objectionable standard on the grounds of Occupation, Safety and Health and this project is an ideal time to sort the mess out!! The CCC and ECAN need to remember their duties in accordance with s21 of the Human Rights Act 1993 which makes it very clear that you must not discriminate against a person on the grounds of their disability (one of many conditions).  **Re-Use of Bus Shelter:** As part of the up-grade of the Shirley Intermediate School Bus Stop the current ADSHEL Bus Shelter should be re-located, not just put into the CCC yards and left unused!! The ideal location for this would be at the corner of ***Shirley Road and Petrie Street*** as the Willowlea Retirement Home is due to re-open in October 2017 (located opposite the Petrie Street Intersection on the North Side of Shirley Road). As ADSHEL agreed to the Bus Shelters initial installation, the CCC should have the ***absolute right*** to re-locate it for the ***bus passengers benefit!!*** An alternative place would be outside the Delta Community Centre on the corner of North Avon Road and Chrystal Street in Richmond which services the Orbiter and Route 60 from Hillmorton to Parklands  **Servicing Other Bus Stops:** The Bus Stop outside 45 Shirley Road urgently needs servicing as it is in a very dirty, untidy state. The CCC needs to clean back all the overgrowth from the house boundary or issue the necessary enforcement orders to force the proprietor to clean the mess up. Why is the CCC so happy to have its public bus stops in a dirty, unkempt, unattractive state instead of keeping each bus stop up to top class rankings making it very clear to everyone that it is very proud of everything it does for the bus passenger and that passenger numbers should increase!! This only one of many City-wide that needs tidying up. Details of others can be provided!!  **CONCLUSION** I do hope that this submission makes one thing very clear. Everybody wins when the Bus Passenger come first. All Bus Stops, Buses and all other associated facilities must be in the best possible. | To answer points a) – e) regarding the bus lanes. The Project Team have investigated this further and have noted that the traffic volumes at peak times on the approach to the intersection prevent the buses from reaching the front of the queue.  The buses can only use the B light to jump in front of general traffic if they are at the front of bus lane. The B light is operational 24 hours a day and detects when a bus is waiting at the lights so will work even if it is outside of the bus lane times. To enable more buses to advance to the front of the queue there would need to be a longer section of bus lane on the approach to the intersection on Shirley Road and unfortunately there is not enough road space to do that.  Bus Priority measures were assessed when the sections of bus lane were originally installed in 2010. This supports the original information provided by Staff that there are little to no benefits of making the bus lane full time on New Brighton Road.  The section of bus lane on New Brighton Road already has yellow no stopping lines so parking is not permitted in the bus lanes.  The roofs of the new bus passenger shelters will be angled so that water runs off the back of the shelter and does not drip on the passengers. We have passed these comments regarding the Northlands stops to Adshel NZ Ltd, the owner of the Northland shelters, and who also maintain them.  We will ensure the new bus shelters on Shirley Road and New Brighton Road will have space within the shelters to accommodate two wheelchairs.  *Please note: as the project has now been separated the New Brighton Road changes indicated are not being implemented at this time.*  Marshland/New Brighton/North Parade/Shirley intersection is identified in the Council’s Long Term Plan (LTP) as a safety project. Currently it is planned to start in the 2019 Financial Year, although this may vary in the 2018 LTP review  As mentioned in our follow up email after our recent site meeting unfortunately, no, the shelter we are taking out is not a Council asset so cannot be reused although we have passed this feedback onto Adshel.  As mentioned in our follow up email after our recent site visit, the project team has passed this feedback onto the Parks Team. In terms of the other stops mentioned, the Traffic Operations Team is looking into this. |
| 6694 | Dora | Mullins | support the plan |  |  | Thank you for your submission. |
| 5925 | Lynda | McKay | support the plan |  | Please make sure the bus stops outside K-mart are well lit. Thank you | The new bus shelters will have lighting to improve personal safety at night time. The existing street lighting on Shirley Road and New Brighton Road have been assessed to be adequate so no change required.  *Please note: as the project has now been separated the New Brighton Road changes indicated are not being implemented at this time.* |
| 5831 | Richard | Houghton | support the plan |  |  | Thank you for your submission |
| 5799 | Emma | Smith | support the plan |  |  | Thank you for your submission |
| 5736 | Cara | Negus | support the plan |  |  | Thank you for your submission |
| 6012 | Lola | Harding |  |  | 1. I am concerned about cyclists on the footpath, putting people at risk while accessing the bus  2. Will the exit from Shirley Intermediate be obscured with the extended bus shelter?  As an aside the church on the corner has not belonged to the Methodists for some years. | 1. We propose to use coloured textured surfacing in front of the bus shelter to highlight where bus passengers are boarding. This will help raise awareness of the area to both pedestrians and cyclists. This treatment will be consistent with the treatment used on the shared path for Major Cycleway projects.  2. The extended shelter is in the same location as the current shelter, so is recessed back from the footpath and will not obscure sightlines for drivers. |
| Late submission emailed | AMP Capital | Palms Shopping Centre (Emma Smith) | support the plan | AMP Capital | Please use this email as support of your submission.  AMP Capital The Palms have been working with the council to improve the design and look of the new bus shelter.  We are very supportive of the initiative and look forward to working closely with you in delivery.  Throughout the process we have consulted and advised, open communication throughout.  The approach seems practical and the upgrade will improve safety concerns and increase the ambience.  Happy to speak to anyone if you require. | Thank you for your submission |