Complaints and feedback received about December 3 route changes

Date range: 20 November 2012 (when changes publicised) - 31 January 2013

			Issues raised											Route(s) issue(s) relate to																										
Location	Reference date	Reference number	New system in general	Route change	Schedule change	Frequency change	Bus stops /shelter	Information	Need to connect / take 2 buses	Missed connections	Overcrowding	Lateness	Other	Blueline	Blueline Express	Comet	5	17	28	44	60	95	107	108	111	114	115	118	119	120	146	951	952	Not stated	Other
MR email	20/11/12 12:49pm			x																					x										
MR email	20/11/12 2:30pm					x								x	x																					
MR email	20/11/12 11:03am			x					x							x																				
MR email	22/11/12 12:00pm			x																	x														
MR email	22/11/12 1:08pm				x	x								x																					
MR email	23/11/12 11:19am				x	x										x																			
MR email	23/11/12 1:51pm		x																														x	
MR email	23/11/12 1:56pm		x																														x	
MR email	23/11/12 5:37pm		x																														x	
MR email	26/11/12 12:21pm			x					x																				x					
MR email	26/11/12 3:54pm				x									x																				
MR email	26/11/12 7:57pm			x																												x		
MR email	27/11/12 2:02pm								x																					x				
MR email	28/11/12 3:53pm			x		x		x																x										
MR email	29/11/12 11:38am				x												x																	
MR email	29/11/12 3:27pm			x																				x										
MR email	30/11/12 11:44am						x																	x										
MR email	30/11/12 2:21pm			x		x			x																	x								
MR email	3/12/12 2:42pm				x	x																	x											
MR email	4/12/12 1:06pm				x	x																											x	
MR email	4/12/12 2:54pm								x																				x					
MR email	5/12/12 10:34am		x	x				x																									x	
MR email	5/12/12 10:37am			x							x	x		x																				
MR email	5/12/12 2:39pm				x							x									x													
MR email	5/12/12 7:03pm						x					x												x										
MR email	6/12/12 10:48am									x		x		x											x									
MR email	6/12/12 12:42pm				x	x						x	Aircon not working	x																					
MR email	10/12/12 9:22am			x	x				x																				x					
MR email	10/12/12 10:26am				x				x					x		x																		
MR email	12/12/12 2:03pm			x																														Woodend - Rangiora
MR email	12/12/12 2:08pm			x		x						x		x																				
MR email	17/12/12 11:09am				x	x								x															x					
MR email	17/12/12 1:04pm			x					x					x																				
MR email	20/12/12 1:15pm			x					x	x		x																	x					
MR email	20/12/12 1:33pm			x					x																				x					
MR email	20/12/12 3:51pm			x								x																	x					
MR email	20/12/12 10:53pm			x		x	x		x	x							x				x			x										
MR email	26/12/12 4:53pm			x	x		x		x	x											x				x									
MR email	26/12/12 9:33pm			x	x	x				x				x			x		x															
MR email	5/1/13 3:21pm		x																														x	
MR email	10/1/13 2:46pm			x					x																								x	
MR email	11/1/13 6:00pm			x																									x					
MR email	15/1/13 7:54pm			x		x															x				x									
MR email	18/1/13 1:43pm			x				x						x																		x	x		Woodend - Rangiora
MR email	24/1/13 2:16pm			x		x			x	x		x		x									x	x										
CP ECAN	20/11/2012	278515		x					x																								x	
CP ECAN	28/11/2012	279356		x	x				x					x					x							x								
CP ECAN	30/11/2012	279608			x												x																	
CP ECAN	30/11/2012	279656			x																			x										
CP ECAN	30/11/2012	279632						x					Removal of maps off on street timetables																						
CP ECAN	2/12/2012	279860						x					Trouble finding online network map																						
CP ECAN	2/12/2012	279812						x						x																					
CP ECAN	3/12/2012	279901		x	x	x																		x										
CP ECAN	3/12/2012	279951						x					Given wrong info about which bus to catch by staff.																						
CP ECAN	4/12/2012	279986			x									x	x																				
CP ECAN	4/12/2012	280008								x		x		x												x								
CP ECAN	4/12/2012	280044								x		x		x												x								
CP ECAN	5/12/2012	280005								x		x		x									x											
CP ECAN	5/12/2012	280198										x		x																					
CP ECAN	5/12/2012	280101										x		x																					
CP ECAN	5/12/2012	280168							x																				x					
CP ECAN	5/12/2012	280132								x				x											x									
CP ECAN	5/12/2012	280103								x				x											x									
CP ECAN	5/12/2012	280104										x					x																	
CP ECAN	6/12/2012	280217		x					x												x								x					
CP ECAN	9/12/2012	280541											Bus stop not loaded into RTI system.																						
CP ECAN	10/12/2012	280627										x		x																					
CP ECAN	11/12/2012	280669										x								x														
CP ECAN	11/12/2012	280734								x				x												x								
CP ECAN	11/12/2012	280770		x																		x									x	x		
CP ECAN	12/12/2012	280781										x		x																					
CP ECAN	13/12/2012	280871		x																		x									x	x		
CP ECAN	13/12/2012	280810								x									x								x							
CP ECAN	20/12/2012	281533/281602								x				x										x										
CP ECAN	20/12/2012	281504		x		x			x					x														x						
CP ECAN	11/01/2013	283870		x										x	x																			
CP ECAN	15/01/2013	284144		x		x			x	x				x												x								
CP ECAN	18/01/2013	284565		x																	x													
CP ECAN	23/01/2013	284961			x							x									x													
CP ECAN	23/01/2013	285038								x		x							x								x							
CP ECAN	25/01/2013	285124								x		x		x												x								
GF BX	29/11/2012	279592											Different operators unable to contact each other via radio.	x											x										
GF BX	16/12/2012	281228		x		x																											x	
GF ECAN	21/11/2013	278669	x	x					x																		x							
GF ECAN	21/11/2013	278737		x	x																x													Plus evening hours on all 'numbered' routes

GF ECAN	6/12/2012	280109			x	x																																Woodend (to city)
GF ECAN	10/12/2012	280556				x																					x											
GF ECAN	12/12/2012	280787			x																																No service on Barbadoes St (one-way part)
GF ECAN	17/12/2012	281282			x					x																										x	
GF ECAN	17/12/2012	281327				x							x			x																					
GF ECAN	18/12/2012	281381			x	x										x	x																				
GF ECAN	19/12/2012	281421/281553			x					x																							x				
GF ECAN	9/01/2013	283672			x											x	x																				
GF ECAN	14/01/2013	284198		x	x																															x	
GF ECAN	16/01/2013	284241			x											x	x																				
Letter	20/11/2012	TRIM 136403				x													x																		
Letter	27/11/2012	TRIM 134711			x			x		x						x		x																			
Letter	8/01/2013	TRIM 1338		x				x				x	x																							x	
Letter	29/01/2013	TRIM 11008			x					x	x					x											x										