

10 June 2015

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Blake Bedford-Palmer

Dear Mr Bedford-Palmer

### **Local Government Official Information and Meetings Act Request**

I refer to your request dated 7 June 2015 requesting information under the Local Government Official Information and Meetings Act on incidents/accidents that may have occurred at the new interchange. Your request has been referred to me to reply and responses to your questions are noted below:

#### **1) How many accidents have there been at the new interchange**

- Two bus to bus accidents where a reversing bus has made contact with a bus in the manoeuvring area.
- There have been 11 other incidents:
  - Four incidents involving buses hitting the bollard alongside the bay.
  - One incident where a bus has hit the bay on the right side when reversing.
  - Six incidents where the reversing bus has hit the temporary fence alongside bay 9.

#### **2) What was the cause of them, shouldn't've the wide lanes, cameras and electronic systems prevented these?**

- The bus to bus accidents were caused by driver error, i.e. not checking their rear view mirrors before reversing. There has been a noticeable improvement since the opening of the interchange as drivers have become more familiar with the required manoeuvres.
- Incidents with bollards and rear view mirrors have occurred when bus drivers have not lined their buses entry or exit to the bay correctly. We have had alignment lines painted to / from the bay to assist drivers and these have made a significant difference.
- The temporary fence alongside bay 9 had been an issue and has since been moved further into the construction zone. The temporary fence is required for the staged construction of the interchange. We'll continue to monitor this with a view to moving it further as construction allows.

#### **3) What is being done to prevent these happening in the future?**

- The bus companies are reminding drivers to use the reversing screens but also ensure they check their rear vision mirrors before reversing out of their bay.

- Repeated practice is showing a big improvement in alignment of buses in their bays.
- The temporary fence will be moved back further as soon as practicable.

Yours sincerely

A handwritten signature in black ink, appearing to be 'W. Holton-Jeffreys', with a large, stylized flourish at the end.

**Wayne Holton-Jeffreys**  
Director Operations