Summary of Submissions
Metro Services Review

This document provides a summary of the 2952 submissions which were received during the public consultation stage of the Metro Service Review in May and June 2014. Thank you to those who took the time to provide a submission, which provided valuable feedback to Environment Canterbury.

Environment Canterbury is now assessing the feedback and determining where proposed routes need to change. The revised network design will be provided to Commissioners for approval in September.

The new Metro bus network will be advertised to the public from mid-November, and we expect the new bus network to be implemented in December 2014.

Contents

The Plan ................................................................................................................................. 2
Summary of general network submissions................................................................. 2
Summary of submissions on the high frequency core routes...............................3
Summary of submissions on the suburban connecting services ...................... 5
  North ................................................................................................................................. 5
  East ................................................................................................................................. 5
  South ............................................................................................................................... 6
  West ................................................................................................................................. 8
  Selwyn District ........................................................................................................ 9
The Plan

Public transport will play a key part in allowing the space for the people-friendly, green city we all want to emerge. Our vision is a network that is carefully designed and well-used by many people. The key to our plan is five high frequency core services running across Christchurch every 10-15 minutes.

The core services will be supported by suburban connecting services. These will bring people to the high frequency services if they don’t live nearby, as well as joining up suburban and commercial destinations. Most passengers will benefit from improved services, but it will mean that some will have to travel differently. They may need to change buses at a suburban interchange in order to complete their journey. Most people will still be within 500 metres of a Metro service.

Summary of general network submissions

Positive feedback was received on:

- High frequency routes
- Good existing bus system and helpful bus drivers
- Introduction of more direct routes into and around the city
- Fare cap, paying for no more than two fares per day with Metrocard
- Fares are to remain the same
- Clear and easy to read network with simplified routes that offer the same amount of coverage
Points of concern in submissions:

- Increased connections required on some routes
- Reliability of connections
- Quality of transfer facilities
- Dislike of low frequency routes
- Capacity of routes at peak times

Feedback was received on several other related areas, which are currently being addressed by Environment Canterbury, Christchurch City Council and the bus operators.

- Cleanliness of buses
- Driver attitude
- Heating of buses in winter
- Monitoring graffiti
- Metrocard education
- Information about the environmental benefits of public transport
- Improving shelters
- Increasing quantity of bike racks

Summary of submissions on the high frequency core routes

**Orbiter**
The Orbiter is a well-supported service across Christchurch.

Submissions asked that the service ran on time, and that additional buses were added at peak times.

The proposal to return the Orbiter to its pre-earthquake route once the Gayhurst Bridge is repaired was unpopular in submissions from the local area, as many in the area prefer its current route.

A high percentage of submissions were received from residents in Bishopdale, with requests that the Orbiter route is extended to travel around the Bishopdale Mall.

**Blue Line**
The majority of Blue Line feedback was positive.

Many suggested connections to other bus services could be improved:

- In addition to the extension up into Cashmere via Hackthorne Road, many also suggested the route also travels up Dyers Pass Road.
- Increased buses to Waimakariri during peak times
3 Airport – Sumner
Overall there was positive support to the proposed changes to the 3 route, with the following concerns raised about aspects of the route:

- The alternate destinations in the west (Airport or Sheffield Crescent) could lead to some confusion
- Good destination signage on buses and at stops was suggested
- Several people preferred that the route only travelled to the Airport rather than alternating
- It was suggested that trips to Christchurch Airport were increased to a 15 minute frequency

5 New Brighton – Rolleston
The extension of this service out to Rolleston was well supported.

The proposal for the route to travel along Riccarton Road was generally supported by submissions, but some prefer the bus to travel along Blenheim Road, citing reasons such as it travels past their work place, bypasses schools and is perceived as a faster, less congested route.

Submissions from the east side of the city suggested that they would prefer the route remain traveling down Cashel Street into the city instead of Gloucester Street. They also requested that the route is extended from the terminus in New Brighton down to Southshore as per the existing route.

7 Halswell – Queenspark
There was support for a high frequency service from the Christchurch Hospital/CBD to Burwood Hospital, especially with its planned extension in the coming years.

There was also support for the route being extended from Halswell into the new Knight Stream Park and Longhurst subdivisions.

Aidanfield submitters petitioned that the bus service through their area was retained.

Opposition was received from some Parklands residents about the route the proposed 7 service would take through the area with the suggestion that it remains unchanged from the existing route.
Summary of submissions on the suburban connecting services

North
There was a mixed response regarding the removal of the 118 (Edgeware) and 119 (Bishopdale) bus services, with submissions highlighting that they were not well used services.

Some people made submissions that due to the routes’ low frequency and transfer times they were often prompted to walk further to catch a service that ran on a more frequent timetable.

Concerns were raised in submissions from Bishopdale about accessibility with the proposed removal of the 119 service. Suggestions were made that the Orbiter or Comet routes could be altered to incorporate Bishopdale.

Issues were identified with connections with the Blue Line of feeder services 107 (Styx Mill) and 108 (Casebrook).

East
Concerns were raised from residents in the East about some of the changes to eastern services.

Metrostar (New Brighton – Halswell):
The proposed changes to the Metrostar were the focus of many submissions, and specifically about the proposed requirement to transfer for a journey to the University of Canterbury which is currently available on one bus.

40 (Wainoni – Middleton):
New Brighton residents made submissions about the discontinuation of the 40 as it provides links with shops and services Wainoni Road, particularly Pak ‘n Save and surrounding area. Two buses would be required to make the same trip.

80 (North Shore – Lincoln):
There is support of the new 80 service travelling through to North Shore, with many people citing the benefits of the cross –city link. Some submitters preferred the area to remain serviced by the 44 (North Shore) or that the existing route is incorporated into the proposed 80 route. Increased frequency of the route both during peak and off peak times and improved shelters along the route were also the subject of submissions.

60 (New Brighton – Halswell):
The more direct route of the proposed 60 into the central city from Parklands was generally supported. There were requests to extend the 60 route past Burwood Hospital like the current service. There was strong feedback received including a petition in opposition to the 60 travelling into the city via Hereford.
Street instead of Worcester Street. There were also requests for increased frequency of this route.

**151 (New Brighton – Southshore):**
There was a mixed response from the New Brighton/Southshore community about the proposed introduction of the 151 service. Many in the community were in favour of this new service as it supported in the introduction of smaller buses, which could reduce the shaking the residents experience. Some submitters requested the retention of larger buses as they can be used on longer routes or the current extension of the 5 route is retained.

There were general concerns raised with needing to transfer services at New Brighton due to a lack of transfer facilities and a concern about safety late at night.

**152 (New Brighton – Burwood Hospital):**
Some residents in Tumara Park made submissions about the 152 proposal. The route is proposed to travel along Rothesay Road to Burwood Hospital, however residents in the area were opposed to this due to use of the road by children and recreational cyclists.

Suggestions were made to extend the 152 route to take in Alpine View Lane which would no longer have a service due to the removal of the 146 (Marshland – Dallington) service.

**146 Marshland – Dallington:**
Submissions from Dallington supported the Orbiter returning to its pre-earthquake route along Gayhurst Road, however raised concerns about their level of service while they wait for the Gayhurst Bridge to be repaired as it is proposed that the 146 would be removed. Submissions from the area suggested Environment Canterbury increased the frequency of 146 trips rather than discontinuing the service.

**South**
There was strong desire for improved shelters at Barrington Mall, especially as this will become a transfer point for many routes in the area. People expressed concerns about having to wait for buses in inadequate shelter and bad lighting.

**Blue Line:**
There is support for the Blue Line being extended from The Princess Margaret Hospital up to Cashmere. Concerns were raised from residents of Dyers Pass Road about reduced access to bus services with the removal of the 114 and it was suggested that the Blue Line either travelled up Hackthorne Road and down Dyers Pass Road or the bus alternated routes up the hill.
114 (Barrington – Cashmere):
Submissions from Somerfield residents suggested that if the 114 bus service couldn’t be retained that another service such as the 111 (Westmorland) or the 120 (Spreydon) could be altered to travel through their area.

115 (Murray Aynsley – Sydenham):
There was some concern about the 115 being discontinued and about the connections the new 112 (Barrington – Eastgate) service would provide. There were also suggestions made that that 111 and 112 are combined together to reduce the number of buses needing to terminate around Barrington Mall.

28 (Lyttelton – Papanui):
Overall feedback was positive about the 28 Lyttelton – Papanui service. This service is supported by cyclists as it carries bikes through the Lyttelton Tunnel, although a few passengers expressed frustration at missing connections with the Diamond Harbour Ferry. Some requests were made for an express service from Lyttelton in the mornings.

535 (Lyttelton – Eastgate):
There was a strong response from Lyttelton residents for the retention of the 535. The proposed removal of this service meant that residents would be unable to travel from Lyttelton to Ferrymead/Eastgate in one service. Consultation regarding the route changes coincided with BNZ announcing they were closing their Lyttelton branch.

Cyclists appreciated this service as it could carry their bikes through the Tunnel when the racks on the 28 were full.

Suggestions were also made that the frequency of the 535 was reduced or it became a peak or off peak only service. Environment Canterbury also received a petition by residents and business owners in Lyttelton and Ferrymead requesting that the 535 service is retained.

140 (Mt Pleasant – Russley):
Mt Pleasant submissions supported the extension of the 140 service into McCormacks Bay but also wanted to see the service travel through the Central Bus Exchange. There were submissions for the 21 (Mt Pleasant – Ilam), which is proposed to be replaced by the 140 is retained or made peak only as it provides Mt Pleasant residents with a link to University of Canterbury in one service.

There were also suggestions that smaller buses were adopted in the Mt Pleasant part of the route.
West

Metrostar / 100:
Submissions from Halswell based users of the current Metrostar service did not support the adjustment of the route and its proposed replacement with the 100 route as it would not travel past Church Corner or the University of Canterbury campus. Parents had concerns on how their children who currently use the Metrostar, would travel to schools in the Upper Riccarton area. Submissions from University students were concerned at having to transfer services and that the bus would no longer travel along University Drive.

Comet:
There was support for the Comet to travel into Christchurch Airport. There was also support for the Comet to be extended into Halswell as it maintains the Hornby and Halswell links that was established with the Metrostar.

Some concerns were raised about pedestrian access and safety if the bus were to travel along Russley Road. A petition was received requesting that that Comet remains on its current route through Avonhead.

There was also support for a bus route being extended to the Mail Centre on Orchard Road with suggestions that this was done by the Comet.

29 (Airport – City):
Submissions requested that the frequency of the 29 be increased with an emphasis on additional services afterschool.

130 (Avonhead – Hornby) and 140 (Russley – Mt Pleasant):
The 130 and 140 routes proposed to replace the 83 and 84 were criticised by some as they did not go to Hospital or central city. Some submissions said that these routes were doing well and should not be changed.

Submissions from Avonhead and Hyde Park communities wanted the 23 (which is being mostly replaced by 130) service retained for travel to the central city or to schools. There were also concerns about the gaps in coverage that the removal of the service would leave in Avonhead, as for some it would be a longer walk to the 3 service.

The proposal for the 140 to travel through the Delamain and Yaldhurst subdivisions was strongly opposed. It was suggested that it was routed along Carmen and Masham Roads to match the current 84. This amendment was supported by a petition by local residents.

40 (Middleton – Wainoni):
Some submissions understood that the service could be removed because of low passenger numbers; however there was concern at the loss of connection with Tower Junction Shopping Centre and the Railway Station.
120 (Burnside –Spreydon):
There was a suggestion that the 120 has an increased frequency and travels to the Christchurch Hospital before connecting to its existing route to Addington and beyond.

Selwyn District

80 Lincoln – North Shore:
Submissions from Lincoln residents were opposed to the proposed 80 service (replacing the 81) travelling down Blenheim Road to Westfield Riccarton instead of Riccarton Road. The primary concern was that the new route would not connect with Upper Riccarton Schools, Church Corner shops and University of Canterbury. Some parents were concerned about children transferring services at Westfield Riccarton early in the morning or later in the evening. These concerns were also shared with Selwyn District Council. It was suggested that increased school services from Lincoln would be required.

There was also a desire to have more express trips from Lincoln to and from the city during peak times.

5 Rolleston – New Brighton:
Overall feedback was that this service provided a good connection between the city and Rolleston.

There is support for the Rolleston service (previously 88) being combined with the 5 (Hornby) service, with requests for the early morning trips from Rolleston to be retained as well as an increase in the number of services during peak times.

820 Burnham - Lincoln:
There was good support for the proposed change to the 820 service traveling to the Aquatic Centre and to Izone Business Park.

Some current users of this service requested that the timetable be adjusted to connect with the Rolleston and Lincoln services better and that the frequency of the service be increased.

There were also suggestions that service runs later in the evenings and weekends. There were suggestions from the community that this service be extended out to Tai Tapu.