

# metro



## Metro Strategy 2006 - 2012

Where is Metro  
taking you?



**CHRISTCHURCH**  
CITY COUNCIL · YOUR PEOPLE · YOUR CITY



**Environment  
Canterbury**  
Your regional council



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\* Appendices to this strategy can be found online at [www.metroinfo.org.nz](http://www.metroinfo.org.nz)

## Where is Metro taking you?

Residents of metropolitan Christchurch are using their Metro public transport system more than at any time in the past twenty years, and it's easy to see why.

Christchurch Metro is an internationally renowned public passenger transport system, incorporating world-class features, such as the Metrocard (New Zealand's first electronic public transport travel card), the multi-award winning Orbiter (high-frequency, suburban ring service), online timetables, maps, journey planners, a fully branded network with real time information provided at many stops on core routes and the award-winning Bus Exchange.

It wasn't always this way.

Between 1991 and 1993 patronage reached an all time low and tough decisions had to be made about the future for public transport.

An extensive community consultation process (which broke the record for community participation) resulted in the creation of the Christchurch Public Transport Strategy, an innovative collaboration between residents, interest groups, the Christchurch City Council and Environment Canterbury (the Regional Council). The Strategy, adopted in 1998, set targets for patronage growth (100% increase over ten years), and both councils were set a range of improvements to implement.

In 2006 when the Strategy was reviewed for a second time, patronage growth was revealed to have increased by 90% over the eight years from 1998, exceeding the progress targets that were set.

Despite this extraordinary achievement the community's love affair with the car continues. Christchurch has one of the highest rates of car use in New Zealand, and the increase in vehicle ownership even outstrips population growth.

For public transport to achieve one of its original goals of reducing the overall growth in traffic congestion, more improvements are necessary.

A new target has been set to increase Metro patronage to 25 million passenger trips by 2015/16 (currently 16 million), requiring annual average patronage growth of 5% between 2005/6 and 2015/16 or one million more passenger trips every year. To achieve this ambitious new target, a range of improvements has been agreed by the councils with the community.

This document summarises the process by which the original Strategy Vision and Goals were developed, reviews the achievements of the past eight years, and outlines the key improvements required to achieve the new target for patronage growth.

Nine years on from the original Strategy the journey is far from over – but we have made a great start.



## The journey so far ...

In 1997 the residents of Christchurch, the Christchurch City Council and Environment Canterbury (the Regional Council), agreed that providing a world-class public transport (PT) system was a good way to address increasing traffic congestion in the city.

In addition to surveys and technical investigations, a Public Transport Advisory Group (PTAG) was formed to work with both Councils to determine the best ways of achieving the desired public transport system. The PTAG members were drawn from a broad range of interests including bus users, non-bus users, relevant organisations, and bus operators.

As a result of this collaborative approach, a Public Passenger Transport (PPT) Strategy was developed which contained a long term vision and goals for improving the public passenger system with targets and timelines for achieving the goals (see Appendix 1a and 1b online at [www.metroinfo.org.nz](http://www.metroinfo.org.nz)).

The vision and goals were first identified in 1998 when the first strategy was developed. They were reconfirmed during the update and review in 2003, and again in 2006 after a review of the submissions and other public consultation processes. Safety was added as a distinct goal for, though implied originally, safety was not specifically mentioned other than in the vision. Safety plays an important part in maintaining existing patronage and attracting new passengers to the system. As the average population age is increasing, it is also important that the system meets the needs of an aging community by providing a safe alternative to private car use.

*Metro contracted routes cover 55,000km on average every single day*



## The Vision adopted by the Advisory Group in 1998 was that:

The public passenger transport system contributes to a healthy, sustainable Christchurch. It is attractive, convenient, safe, easy to use and takes us where we want to go, providing a preferable alternative to many car trips.

Public passenger transport is environmentally friendly and so well used that it contributes to less congestion and pollution. It is an integrated system, allowing for flexible travel within and across the city and with other modes of transport.

Excellent use and community support means our system is affordable and economically sustainable. Our public passenger transport system helps us to enjoy our garden city and contributes towards keeping it a vibrant and fun place to live.

A review and update of the strategy was carried out in 2003, which reconfirmed the vision and goals and provided additional suggestions for improvement. Implementing these has resulted in significant achievements including:

- the introduction of the award winning Orbiter;
- 150 new low-floor buses;
- Central city Bus Exchange opened;
- introduction of the Metrocard (a first for New Zealand);
- the introduction of Real Time Information (RTI)<sup>1</sup>; and
- cross-city connections with Metrostar;
- more frequent services (over 50% increase);
- 500 new shelters and seats;
- improved information available at bus stops and on-line;
- the introduction of "Metro" branding<sup>2</sup>

Highly significant is the almost 90% increase in passenger trips over the 9 years since the introduction of the strategy – a result which surpasses the progress target in the 1998 strategy.

As a result of these improvements which were guided by the PT Strategy, metropolitan Christchurch now has an internationally renowned public passenger transport system with its highest level of patronage in over 20 years.

1 A system that provides up to the minute arrival time information for public transport services.

2 The brand name used to promote scheduled public passenger transport services in Christchurch (Bus and Ferry).

The Goals adopted in 2006 were to create:

1. An attractive system to use;
2. A convenient system to use;
3. A safe system to use;
4. A system with excellent community use and support;
5. An integrated system;
6. An environmentally sensitive system;
7. A system that significantly contributes to the health and well being of Christchurch and its residents;
8. An affordable and economically sustainable system and;
9. Land use and transport planning which supports public transport

## The challenge isn't over!

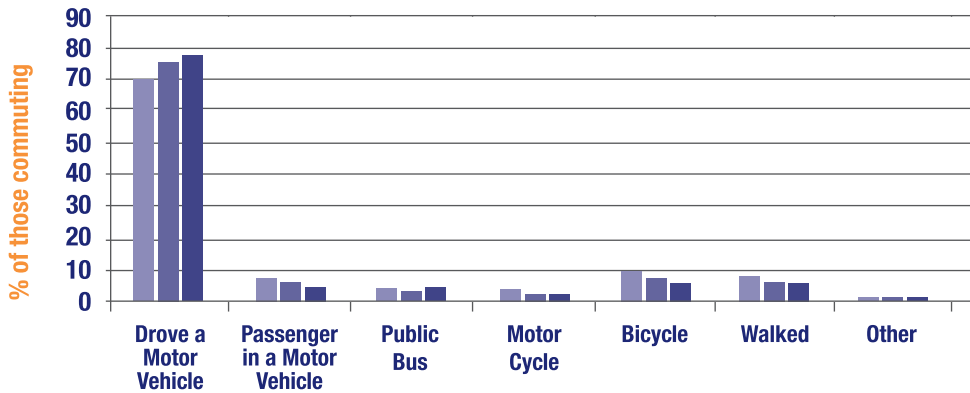
Whilst significant improvements have been made and patronage has increased, traffic growth and congestion continue to increase the potential to seriously impact on the quality of life of metropolitan Christchurch residents.

Three major factors contributing to this area:<sup>3</sup>

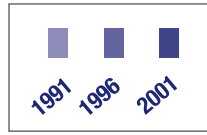
1. The population in Greater Christchurch in 2006 is over 350,000. By 2021 the population is predicted to increase to 440,000. Every month, 400 more people make Christchurch their home, which is impacting on our infrastructure.
2. Greater Christchurch has the highest rate of car ownership in New Zealand. In the 2001 census, 77% of us said we travelled to work in cars, 4% were passengers in cars with only 4% travelling by bus, 7% by cycle and 5% walking (see Table 1 next page).
3. Traffic growth is continuing with a predicted further 20% increase in the next 15 years. This will equate to a 160% increase in congestion and with most of this additional traffic on arterial roads it will increase the existing 24km of road congestion to 78km, making commuting times 26% longer. This means we won't be going anywhere very efficiently unless we change current trends.

<sup>3</sup> Statistics taken from the Greater Christchurch Urban Development Strategy 2005 and Department of Statistics Census 2001. The 2006 census is only offering provisional data at this time.

Table 1: Mode of "Journey to Work" for Canterbury



Main Means of Travel



\* At the time of printing this document, the 2006 Census information on regional statistics for the main means of journeying to work had not been released. For Census 2006 updates go online to [www.stats.govt.nz](http://www.stats.govt.nz)



53,800 passenger trips made by Passenger Transport each weekday.



## Meeting the challenges

During 2006, Environment Canterbury and the Christchurch City Council consulted widely with the community on their views of the PPT system through phone and written surveys, and focus groups. Over 2000 submissions were received. In addition, PTAG was again engaged to work with the Councils to help shape the future direction for public transport.

The submissions highlighted some key areas for further improvement:

- a bigger and more efficient Central city Bus Exchange with improved safety and services such as more seating and café areas;
- an increase in the number and distribution of suburban interchanges;
- improved bus service reliability;
- improved information;
- promotion and marketing of services; and
- an improved ticketing system.



## Setting the direction

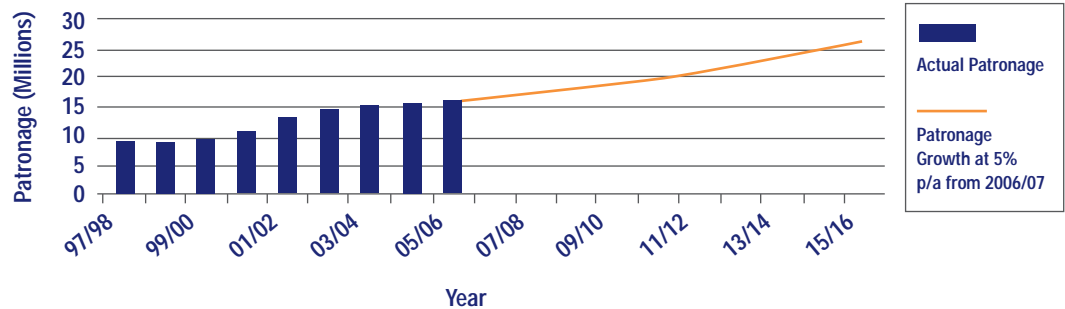
The 2006 review process has resulted in this new strategy for public transport. PTAG, along with both Councils, reconfirmed that the PPT system should retain its strong position as a world-class system. It was agreed that the long-term vision and overarching goals contained in the original 1998 strategy were still relevant, with the addition of safety as a goal. There were also a number of key concerns such as:

- ensuring there is a safe and reliable service for those who rely on public transport, particularly the elderly and the disabled;
- easing congestion on the roads and thereby making travel more efficient, for example reduce travel times;
- keeping Christchurch “clean and green” by reducing emissions from cars; and
- maintaining Christchurch’s image as a leader in public transport;

A new target was set to increase Metro patronage to 25 million passenger trips per year by 2015/16. To achieve this we will require an annual average patronage growth of 5% between 2005/6 and 2015/16; around one million more passenger trips per year every year.



Table 2: Proposed Annual Patronage Target for Metro Strategy 2006 – 2012



## Getting to 25 million trips ...

Achieving this target will require a range of service and infrastructure improvements, many of which were identified and confirmed through the community consultation process. The following improvements are therefore proposed.

### BUS PRIORITY

Ensuring passengers can be confident Metro will arrive on time and deliver them on time to their destinations.

Improvement	Targets/Timeframe	Responsibility
Bus priority measures on all high demand passenger transport corridors.	2007/08: Three corridors complete. 2009/10: Further three corridors complete. 2011/12: Remaining four corridors complete.	Christchurch City Council
Increase system reliability.	2012: Continuously monitored and reported  95% of trips arrive within 5 minutes of scheduled arrival times; and 100% of trips do not depart timing points earlier than scheduled.	Environment Canterbury
Pursue development of a requirement that other road users are required by law to give way to buses when they are pulling out of stops.	2007/08: Lobby authorities, in association with other stakeholders, to enable this to happen.	Christchurch City Council & Environment Canterbury



## SERVICE MARKETING AND INFORMATION

To ensure accurate and reliable service marketing and information.



Improvement	Targets/Timeframe	Responsibility
Promotion of the Metro system to raise awareness and encourage greater patronage.	2006-2012: Ongoing promotion campaigns as indicated by the marketing strategy, such as 'Let the Bus Go First'.	Environment Canterbury
Real Time Information (RTI) availability at bus stops.	2007: Real Time Information at 30% of Metro stops.	Christchurch City Council
Real Time Information available via cell phone and internet.	2007: Implement RTI via cell phone and internet.	Environment Canterbury
Promote individual services and destinations to raise community awareness of the system.	2006-2012: Target promotions to identified areas of potential patronage growth and implement work plan as required.	Environment Canterbury
Investigate onboard audio and visual display information systems on all high frequency Metro services. <sup>4</sup>	2010: System trialed. 2012: System installed.	Environment Canterbury
Research community preferences for information provision.	2006-2012: Ongoing research and implement work plan as required.	Environment Canterbury

<sup>4</sup> Core services run every 10 minutes in peak periods, 15 minutes during the day, and 30 minutes in the evening.

## SERVICE FREQUENCY AND COVERAGE

To ensure ongoing improvement in frequency and coverage where demand exists.

Improvement	Targets/Timeframe	Responsibility
10-minute frequency on all existing high demand corridors during peak periods.	2010: 10 minute frequency on all existing high demand corridors during peak periods.	Environment Canterbury
Review express routes.	2009: Investigate additional express routes as part of 09/10 service review process 2010: Implement additional express routes.	Environment Canterbury
Review other routes and increase frequency as appropriate.	2010: Frequency improved on appropriate routes in line with community demand.	Environment Canterbury
Review hours of operation to ensure services are provided when most passengers need them.	2006-2012: Ongoing. Review hours of operation in line with community demand.	Environment Canterbury

*1600 buses a day go through the city Bus Exchange.*



## CENTRAL CITY (METRO) BUS EXCHANGE EXPANSION

To improve passenger capacity, safety, comfort, information and operational efficiency.

Improvement	Targets/Timeframe	Responsibility
Expanded central city (Metro) Bus Exchange with higher levels of capacity and comfort.	2009: Exchange will be expanded and upgraded.	Christchurch City Council
Central city (Metro) Bus Exchange with improved safety and perceptions of safety.	2006: Evaluate results of Crime Prevention Through Environmental Design (CPTED) 2007: Implement recommendations from CPTED.	Christchurch City Council
Central city (Metro) Bus Exchange with higher levels of passenger information.	2007: Provision of personnel to provide information to passengers in lounges. 2009: Investigate provision and accessibility of information for people with disabilities or special needs in expanded Bus Exchange.	Environment Canterbury
Improved facilities for bus movement to avoid street queuing on Lichfield Street.	2009: Facilities increased to assist efficient bus movement and layover.	Christchurch City Council



## SUBURBAN PASSENGER FACILITIES

To develop high quality suburban infrastructure.

Improvement	Targets/Timeframe	Responsibility
Upgrade Metro stops to Christchurch City Council standards for access, information, seats and shelters.	2008: Adopt city-wide Metro stop infrastructure standards 2012: 85% of stops comply with adopted standards.	Christchurch City Council Christchurch City Council
Suburban interchanges (with cycle facilities) to be developed.	2008: Three interchanges complete. 2010: Further three interchanges complete. 2012: Remaining three interchanges complete.	Christchurch City Council
Provide cycle facilities (covered, secure, and safe) at strategic points along bus routes.	2008: Facilities in place on three routes.	Christchurch City Council
Investigate options to require and improve the provision and level of service of public transport infrastructure at all key destinations such as hospitals, universities/ polytechnic, and malls.	2006: Commence investigations through City Plan or other means.	Christchurch City Council



## TICKETING

To ensure the Metro card system remains a world leader in ticketing technology.

Improvement	Targets/Timeframe	Responsibility
Provide Metrocard issue and reload facilities.	2008: At Service Centres. 2010: Other places, including hospitals, universities/polytechnic, suburban interchanges, and Malls.	Environment Canterbury
Investigate passengers' use of Internet to upload Metrocard.	2010: Internet Metrocard upload initiated.	Environment Canterbury
Investigate improving the readability of on-bus ticket machine display screens	Ongoing: Investigate improving the readability of on-bus ticket machine display screens and introduce ticket machines with larger and clearer displays as new machines are purchased.	Environment Canterbury



## DRIVERS' CUSTOMER SERVICE

To ensure drivers can perform to high standards as the 'face' of the Metro system despite the stresses of the job.

Improvement	Targets/Timeframe	Responsibility
Ensure bus drivers are supported in their customer service role in order to meet increasing customer expectations.	Ongoing: Investigate best practice driver training in relation to Metro route and system knowledge; disability awareness; driving skills; and stress management.  Ongoing: Value and celebrate the role that drivers play in our Metro system.	Environment Canterbury
Dress standards will apply to all drivers.	2008: Improve standards for driver uniforms and require them to include an element of the Metro brand.	Environment Canterbury



## VEHICLE STANDARDS

To maintain fleet quality and passenger comfort and safety.

Improvement	Targets/Timeframe	Responsibility
Facilities for bicycles on buses.	2007: Investigate and confirm bikes on buses options. 2010: Implement agreed solutions to bikes on buses options where high demand exists.	Environment Canterbury
All vehicles will meet or do better than national noise and air emission guidelines.	2006: All new buses must meet latest European Standards set for vehicle emissions.	Environment Canterbury
Increase number of buses using more environmentally friendly alternative fuels/technologies.	2008: 10% of fleet 2010: 30% of fleet 2012: 50% of fleet	Environment Canterbury
Review vehicle consistency in internal layout and facilities (e.g. leg room, positioning of bells, on-board information).	2008: Review complete 2012: Improvements implemented where appropriate	Environment Canterbury
Security cameras on all buses.	2007: 100% of buses will have security cameras installed.	Environment Canterbury
Super Low Floor (SLF) vehicles.	2012: 95% of fleet are SLF vehicles.	Environment Canterbury



## OTHER INVESTIGATIONS

Areas identified for further investigation.

Improvement	Targets/Timelines	Responsibility
Continue to investigate other public transport modes.	2008: Investigation complete and reported. 2010: Work plan developed in response to results of investigation (if required). 2012: Work underway as per work plan.	Environment Canterbury
Trial 'dial-a-ride' service.	2007: Trial service on one route 2012: Implement three 'dial-a-ride' additional services	Environment Canterbury
Continue to identify issues and solutions for people with special needs to ensure the system better meets those needs.	2007: Issues identified and solutions determined.	Environment Canterbury
Cross-suburban services to provide better coverage	2010: Extend the Metrostar route. 2012: Implement one additional cross suburban route.	Environment Canterbury
Ensure protection of future high demand corridors for Passenger Transport	2007: Identify corridors to be incorporated into the Urban Development Strategy. 2009: Protection of corridors implemented.	Christchurch City Council & Environment Canterbury



### OTHER INVESTIGATIONS CONT'D..

<p>Continue developing requirements for including Passenger Transport access into all new residential and commercial development areas.</p>	<p>2007: Develop the Infrastructure Design Standards for new subdivisions. 2009: Incorporate a requirement for public transport in all new subdivisions via the City Plan.</p>	<p>Christchurch City Council</p>
<p>Park and Ride Schemes.</p>	<p>2007: Investigate locations for Park and Ride facilities. 2008: Implement action of Park and Ride facilities.</p>	<p>Christchurch City Council &amp; Environment Canterbury</p>



## Progressing the changes

The lifetime of this strategy is 2006 – 2012 and will form the basis of work plans for the two Councils with respect to Public Passenger Transport. Where changes are required of the network's contracted service providers, these will become a part of contract negotiations.

Work is already underway on some of the improvements whilst others may take substantial time to design and budget. Annual updates will be presented to the Councils to ensure all improvements are on track or if not, how to get back on track.

## Investing in a world-class system: how will this be paid for?

Public transport in Metropolitan Christchurch is predominately funded from three sources<sup>5</sup>:

- Fares collected from passengers carried;
- Rates and other revenues collected by both Councils; and
- Contributions from Central Government through Land Transport New Zealand (LTNZ);
- A small amount of infrastructure is funded from the private sector.

Meeting the demand for new and improved passenger services, escalating fuel prices, infrastructural improvements and growing costs in the construction sector all contribute to increasing costs. These costs are identified in both the City and the Region's Long Term Council Community Plans (LTCCPs), which outline what work the Councils intend to carry out over the next 10 years.

The 2006-2016 Long Term Community Council Plans (LTCCPs) for both Councils indicate that between now and 2012 both Councils have agreed that investments in public passenger transport will be increased from around \$34 million a year to \$55 million a year to ensure the costs of maintaining and improving the service can meet demand. Some of the initiatives outlined in this strategy are currently not in the budget and further consultation will be required to determine how the improvements will be paid for and by whom.

<sup>5</sup> Canterbury Regional Passenger Transport Plan, 2006.



## Where to next?

Continued support for this strategy will be necessary to ensure adequate attention and resources are invested in achieving its targets. Continued urban growth and growing traffic congestion presents challenges to the capacity of the current system and this must be continuously monitored and assessed. This strategy aims to successfully meet these challenges.

As the City grows, so must the priority given to public transport if our quality of life is not to be compromised.

The Christchurch public transport system has come a long way since 1998... but much remains to be done if it is to be maintained and improved to deliver a world-class system into the future, and to ensure we achieve our increased patronage target.



## Appendix 1a: Targets and Achievements “Our Future, Our Choice”

(1998 original strategy)

The Christchurch City Council and Environment Canterbury expended considerable effort to achieve the targets set out in the strategy:

Target	Strategy Target (or Expectation)	Actual Achievement and Comment
<b>By June 2000</b>		
Express routes	Introduce express services on 6-10 existing routes; introduce 3-4 limited stop routes if and where appropriate.	<ul style="list-style-type: none"> <li>• Introduced 6 express routes.</li> <li>• Introduced 3 limited stop routes.</li> </ul>
Cross suburban ring route(s)	Introduce 1 trial route which meets cross town travel needs to major attractions such as shopping malls, education and employment centres.	<ul style="list-style-type: none"> <li>• Orbiter half-ring introduced July 1999 – full ring completed November 2000. Completion of the full Orbiter route occurred many years ahead of schedule.</li> </ul>
Faster ticketing	Introduce use of faster tickets (eg. single coins and large discounts on fast boarding passes) to reduce ticketing transaction time.	<ul style="list-style-type: none"> <li>• Introduced gold coin fares (\$2) and discounts with 12 trip tickets and monthly passes.</li> </ul>
Frequency increases	Increase frequency during the review of services; investigate frequency increases on existing contracts. 20% increase by 2000.	<ul style="list-style-type: none"> <li>• Overall system frequency increase of 21% attained by June 2002. Strategy target proved rather ambitious.</li> </ul>
Newer buses	On average 20 new Super Low Floor (SLF) buses to be introduced per year.	<ul style="list-style-type: none"> <li>• Met target. 43 SLF buses were in the fleet in July 1998. 123 by June 2002.</li> </ul>

Target	Strategy Target (or Expectation)	Actual Achievement and Comment
Improved stop infrastructure	Shelters – 30-80 new shelters per year. Information – improved stop information including maps and timetables. Other infrastructure – develop policy and provision for consistent image, identification, lighting, seats etc.	<ul style="list-style-type: none"> <li>• 300 shelters installed by June 2003.</li> <li>• New timetables and maps on most routes by June 2003.</li> <li>• Draft standards produced for amenities at stops by June 2003.</li> </ul>
Cycle 'n' Ride	Introduce cycle facilities at key bus stops; further investigate trials for bike racks on buses.	<ul style="list-style-type: none"> <li>• Facilities installed at city Bus Exchange.</li> <li>• Attempts were made to introduce cycle racks on the Lyttelton service as a trial but have not proceeded because of safety issues.</li> </ul>
Friendly driver programme	Support improved driver friendliness.	<ul style="list-style-type: none"> <li>• Operator initiatives assessed in contracts.</li> </ul>
Improved image	CANRIDE 2000 campaign to improve livery and product recognition/legibility etc.	<ul style="list-style-type: none"> <li>• Metro adopted as a unifying system brand. Joint marketing strategy developed by June 2003.</li> <li>• Improved passenger information; pocket size timetables; website; Metro map and guides; Metroinfo office and call centre.</li> </ul>
Parking policies	Further develop and implement complementary parking policies to support public transport where appropriate.	<ul style="list-style-type: none"> <li>• CCC adopted a city-wide parking strategy in June 2003.</li> </ul>

Target	Strategy Target (or Expectation)	Actual Achievement and Comment
Bus priority in traffic	Buses to have priority at central city intersections and investigate opportunities along strategic public transport corridors.	<ul style="list-style-type: none"> <li>• CCC bus priority corridor study completed 2001. Several Colombo Street intersections trialled with some success.</li> <li>• Traffic signal priority trialled.</li> </ul>
Introduce central city shuttle	Trial use of electric hybrid buses.	<ul style="list-style-type: none"> <li>• Introduced 43 hybrid shuttle buses running a free inner city loop service at 10 minute intervals.</li> </ul>
<b>By June 2003</b>		
Land use planning	Land use and transport planning is supportive of the public transport system.	<ul style="list-style-type: none"> <li>• References to Environment Court on case-by-case basis.</li> <li>• ECan input to CCC subdivision approval process.</li> </ul>
Real Time Information (RTI)	Trial, develop and provide where appropriate real time information at bus stops to inform patrons when their next bus will arrive	<ul style="list-style-type: none"> <li>• All buses outfitted with GPS locaters. RTI system fitted in the Crossing interchange in 2001. To be installed at 200 stops by June 2003.</li> </ul>
Ticketing	Investigate and where appropriate invest in ticketing technology which reduces boarding time (eg. smart cards).	<ul style="list-style-type: none"> <li>• Smart card system (Metrocard) introduced in June 2003.</li> </ul>

Investigations		
Rail	Opportunities for both use of existing rail corridors and introduction of new rail (including light rail), and opportunities for new land use developments.	<ul style="list-style-type: none"> <li>• CCC received rail report on commuter rail in 1997.</li> <li>• ECan discussed options with Tranzrail (now Toll Rail).</li> </ul>
Smaller buses	Investigate smaller buses on neighbourhood routes.	<ul style="list-style-type: none"> <li>• Smaller buses run on Orbiter service and on St Albans service.</li> </ul>
Electric/hybrid Bus	Opportunities for the introduction of “clean, green and quiet” technologies.	<ul style="list-style-type: none"> <li>• Hybrids considered in 1998/99 for Orbiter service but found not cost effective on this high km average speed service.</li> </ul>
Funding options	Public transport supported by local/regional petrol taxes and parking charges; CCC review transport – roading investment for public transport.	<ul style="list-style-type: none"> <li>• Major CCC re-direction of investment for the city Bus Exchange</li> <li>• Transfund (now LTNZ) introduced a new patronage funding system in 2000.</li> </ul>
Park'n'Ride	Opportunities for Park'n'Ride in Christchurch and urban areas.	<ul style="list-style-type: none"> <li>• CCC Park'n'Ride study outlined trial options for future years.</li> </ul>
Better route coverage	Better servicing of existing areas, suburban malls and developments.	<ul style="list-style-type: none"> <li>• Service reviews are providing direct routes with better coverage.</li> </ul>

## Appendix 1b: Results from the 2003 Review of the Original Strategy

("Our Future Our Choice - Update")

The mid-term review in 2003 set a number of goals and objectives for public passenger transport that aimed to double public transport patronage by 2008 to 17.4 million passenger trips. These targets and achievements are listed below:

### Environment Canterbury - Proposed Improvements and Achievements

Target	By June 2004	By June 2006	Actual Achievement and Comment
Cross-suburban route(s)	Investigate additional cross-suburban routes.	Implement report recommendations.	<ul style="list-style-type: none"> <li>• Metrostar introduced November 2004.</li> <li>• 98% of passengers rated the Metro system as satisfactory or better for overall service at the same high level as in 2000.</li> </ul>
Express routes	One new express route planned in service reviews.	Implement as part of service reviews.	<ul style="list-style-type: none"> <li>• Three Sumner to Avonhead express routes introduced November 2004.</li> <li>• 95% of passengers rate the Metro system as satisfactory or better for journey time compared to 94% in 2000.</li> </ul>
Limited stops routes	Assessed as part of service reviews.	Assessed as part of service reviews.	<ul style="list-style-type: none"> <li>• 81 Lincoln route (commenced November 2005).</li> </ul>

Target	By June 2004	By June 2006	Actual Achievement and Comment
Newer Buses (easy access, no step, low floor, kneeling)	Maintain interpeak <sup>1</sup> at 97% and peak <sup>2</sup> fleet at 65%.  All new vehicles to be low floor, easy access, no step	Maintain interpeak at 97% and peak fleet at 65%.  All new vehicles to be low floor, easy access, no step	<ul style="list-style-type: none"> <li>Peak target is being exceeded with 85% of trips being made with low floor buses</li> <li>For interpeak trips however, only 87% of all trips are made with low floor buses</li> <li>96% of passengers rate the Metro system as satisfactory or better for quality/comfort compared to 93% in 2000.</li> </ul>
Bus quality standards	Produce guidelines for noise/air emissions.	Include requirements in all future contracts.	<ul style="list-style-type: none"> <li>Investigations into further standards for noise emissions are ongoing.</li> <li>All buses when first registered in New Zealand must comply with the current Euro emission standard (or equivalent).</li> </ul>
Frequency increases	Increase frequency as part of service reviews.	Increase frequency as part of service reviews.	<ul style="list-style-type: none"> <li>Increased frequency has been introduced where feasible as a result of all recent service reviews.</li> <li>95% of passengers rate the Metro system as satisfactory or better for frequency compared to 75% in 2000.</li> </ul>
Ticket improvements	Introduce Metrocard.	N/A	<ul style="list-style-type: none"> <li>Over 130,000 Metrocards are in circulation.</li> </ul>
Image improvements	Complete Metro branding.	Monitor effectiveness.	<ul style="list-style-type: none"> <li>Benchmarking completed, effectiveness monitoring to be conducted 05/06.</li> </ul>

1 Interpeak is Monday to Friday 9am -3pm, \*Off peak is Monday to Friday after 6pm and weekends.

2 Peak is Monday to Friday 7-9am and 3-6pm.

Target	By June 2004	By June 2006	Actual Achievement and Comment
Timetable/ route information	New timetables and maps at all stops.	Investigate alternative information systems (web/ cell phone/on-bus).	<ul style="list-style-type: none"> <li>• Implementation of Journey Planner at Metroinfo in November 2005; Website in September 2006.</li> <li>• 98% of passengers rate the Metro system as satisfactory or better for timetable availability compared to 86% in 2000.</li> </ul>
Cycle 'n' Ride (joint with CCC)	Ongoing liaison with LTSA for bike racks on buses.	Ongoing liaison with LTSA <sup>3</sup> for bike racks on buses.	<ul style="list-style-type: none"> <li>• Investigations and discussions are continuing.</li> </ul>
Land use planning	Formalise process for Environment Canterbury input on public transport aspects of planning applications.	Effectiveness reviewed.	<ul style="list-style-type: none"> <li>• Public transport opportunities reviewed on an ongoing basis as part of area plan developments and new sub-division approvals.</li> </ul>
Rail investigations (joint with CCC)	N/A	Joint investigations with Christchurch City Council.	<ul style="list-style-type: none"> <li>• Investigations into the feasibility of rail in greater Christchurch as a public transport alternative undertaken in June 2005.</li> </ul>
Bus route structure for city	Produce route structure model.	Annually review model.	<ul style="list-style-type: none"> <li>• Ongoing.</li> </ul>

## Christchurch City Council - Proposed Improvements and Achievements

Target	By June 2004	By June 2006	Comments
Public Transport Priority Plan	Adopt citywide plans for development, introduction and enforcement.	Implement bus priority on at least three key corridors.	<ul style="list-style-type: none"> <li>Plan adopted August 2004.</li> <li>Rolling implementation to begin in 2006.</li> </ul>
Develop Metropolitan Transport Statement to manage traffic growth in Christchurch	Adopt Metropolitan Transport Statement.	Implement Metropolitan Transport Statement.	<ul style="list-style-type: none"> <li>Stage One adopted December 2003.</li> <li>Further work being developed with the Urban Development Strategy.</li> </ul>
Bus stop infrastructure	Adopt standards for amenities at stops.	Implement standards for amenities at stops.	<ul style="list-style-type: none"> <li>Standards likely to be adopted in late 2006.</li> </ul>
Suburban interchanges	Adopt a plan identifying locations for interchanges.	Implement three suburban interchanges.	<ul style="list-style-type: none"> <li>Plan adopted July 2005.</li> <li>Hornby interchange developed.</li> </ul>
Real Time Information (RTI) – interactive signs	Adopt a development strategy; 250 interactive RTI installed in total.	Implement as general strategy requires.	<ul style="list-style-type: none"> <li>445 bus-finders at stops in 2006.</li> </ul>
Real Time Information – alpha numeric displays	Adopt a development strategy; 12 alpha numeric displays installed.	On demand and through suburban interchange plan implementation.	<ul style="list-style-type: none"> <li>23 roadside alpha numeric LED's.</li> </ul>
Real Time Information – off street (Uni/Malls)	Adopt a development strategy; off street installed on demand.	Implement as general strategy requires.	<ul style="list-style-type: none"> <li>2 roadside TV signs (Hornby Mall and Smith's City); 16 TV signs and 4 audio stations at city Bus Exchange.</li> </ul>

Target	By June 2004	By June 2006	Comments
Shelters	80 per annum; Incorporate into CCC asset management plan; Investigate installation of CCC funded shelters.	Target 500 install in total.	<ul style="list-style-type: none"> <li>• 404 installed.</li> <li>• 79% of passengers rate the Metro system as satisfactory or better for shelter availability compared with 50% in 2000.</li> </ul>
Parking policies	Policy adopted.	Policy being implemented	
Park 'n' Ride	Develop proposals.	As investigation indicates.	<ul style="list-style-type: none"> <li>• Investigations underway.</li> </ul>
Central City Shuttle	Review shuttle routes/ service levels.	Implement review outcomes.	<ul style="list-style-type: none"> <li>• Review completed December 2004.</li> <li>• Changes implemented from July 2005.</li> </ul>
Cycle 'n' Ride	Investigations /trials.	Provision at key stops.	<ul style="list-style-type: none"> <li>• Investigation completed July 2005.</li> </ul>

