

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
By June 2000		
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"> • Introduced 6 express routes. • Introduced 3 limited stop routes.
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"> • Orbiter half-ring introduced July 1999 – full ring completed November 2000. Completion of the full Orbiter route occurred many years ahead of schedule.
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"> • Introduced gold coin fares (\$2) and discounts with 12 trip tickets and monthly passes.
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"> • Overall system frequency increase of 21% attained by June 2002. Strategy target proved rather ambitious.
Newer buses	On average 20 new Super Low Floor (SLF) buses to be introduced per year.	<ul style="list-style-type: none"> • Met target. 43 SLF buses were in the fleet in July 1998. 123 by June 2002.

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

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"> • CCC bus priority corridor study completed 2001. Several Colombo Street intersections trialled with some success. • Traffic signal priority trialled.
Introduce central city shuttle	Trial use of electric hybrid buses.	<ul style="list-style-type: none"> • Introduced 43 hybrid shuttle buses running a free inner city loop service at 10 minute intervals.
By June 2003		
Land use planning	Land use and transport planning is supportive of the public transport system.	<ul style="list-style-type: none"> • References to Environment Court on case-by-case basis. • ECan input to CCC subdivision approval process.
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"> • All buses outfitted with GPS locaters. RTI system fitted in the Crossing interchange in 2001. To be installed at 200 stops by June 2003.
Ticketing	Investigate and where appropriate invest in ticketing technology which reduces boarding time (eg. smart cards).	<ul style="list-style-type: none"> • Smart card system (Metrocard) introduced in June 2003.

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

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"> • Metrostar introduced November 2004. • 98% of passengers rated the Metro system as satisfactory or better for overall service at the same high level as in 2000.
Express routes	One new express route planned in service reviews.	Implement as part of service reviews.	<ul style="list-style-type: none"> • Three Sumner to Avonhead express routes introduced November 2004. • 95% of passengers rate the Metro system as satisfactory or better for journey time compared to 94% in 2000.
Limited stops routes	Assessed as part of service reviews.	Assessed as part of service reviews.	<ul style="list-style-type: none"> • 81 Lincoln route (commenced November 2005).

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

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

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"> Plan adopted August 2004. Rolling implementation to begin in 2006.
Develop Metropolitan Transport Statement to manage traffic growth in Christchurch	Adopt Metropolitan Transport Statement.	Implement Metropolitan Transport Statement.	<ul style="list-style-type: none"> Stage One adopted December 2003. Further work being developed with the Urban Development Strategy.
Bus stop infrastructure	Adopt standards for amenities at stops.	Implement standards for amenities at stops.	<ul style="list-style-type: none"> Standards likely to be adopted in late 2006.
Suburban interchanges	Adopt a plan identifying locations for interchanges.	Implement three suburban interchanges.	<ul style="list-style-type: none"> Plan adopted July 2005. Hornby interchange developed.
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"> 445 bus-finders at stops in 2006.
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"> 23 roadside alpha numeric LED's.
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"> 2 roadside TV signs (Hornby Mall and Smith's City); 16 TV signs and 4 audio stations at city Bus Exchange.

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"> • 404 installed. • 79% of passengers rate the Metro system as satisfactory or better for shelter availability compared with 50% in 2000.
Parking policies	Policy adopted.	Policy being implemented	
Park 'n' Ride	Develop proposals.	As investigation indicates.	<ul style="list-style-type: none"> • Investigations underway.
Central City Shuttle	Review shuttle routes/ service levels.	Implement review outcomes.	<ul style="list-style-type: none"> • Review completed December 2004. • Changes implemented from July 2005.
Cycle 'n' Ride	Investigations /trials.	Provision at key stops.	<ul style="list-style-type: none"> • Investigation completed July 2005.