

**MEETING OF THE
REGIONAL LAND TRANSPORT AND PUBLIC PASSENGER TRANSPORT
PORTFOLIO COMMITTEE**

**TO THE CHAIRPERSON AND MEMBERS OF THE
COMMITTEE**

Cr J M Waters (Chairperson - RLT)
Cr N J Wagner (Chairperson - PPT)

Cr T K Burke
Cr A S Carroll
Cr R I R Little (RLT only)
Cr M E Oldfield
Cr W E Woods

A meeting of the Committee will be held on

Thursday, 17 August 2006 at 9:30 a.m.

VENUE: Council Chamber
First Floor
Pegasus Building
58 Kilmore Street
CHRISTCHURCH

BUSINESS: As per Order Paper attached

Dr Bryan Jenkins
CHIEF EXECUTIVE

**RECOMMENDATIONS IN REPORTS ARE NOT TO BE TAKEN
AS COUNCIL POLICY UNTIL ADOPTED BY COUNCIL**

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COMPLIANCE WITH LOCAL GOVERNMENT ACT 2002 DECISION-MAKING REQUIREMENTS

Except as below, a statement of compliance and a completed decision checklist is required for any agenda item on a council committee or the council recommending that a decision be made. This will be the responsibility of the person signing off the agenda item.

The compliance statement and checklist will not be used for:

- Recommendations that information be received or that the Council make a decision.
- Decisions taken under the Resource Management Act 1991 or the Biosecurity Act 1993 in relation to resource consents, decisions required when following the procedures set out in Schedule 1 of the Resource Management Act 1991, other permissions, submissions on plans, or references to the Environment Court.
- Decisions taken to proceed with enforcement procedures under various primary or secondary legislation or regulations, including procedures under the Resource Management Act 1991, the Biosecurity Act 1993, the Local Government Act 2002, and Environment Canterbury Bylaws.
- Administrative and personnel decisions that are entirely internal to Environment Canterbury.
- Other decisions where the procedures to be followed are set out in Legislation.

COMPLIANCE STATEMENT

The council committee (or the council) must formally certify that:

- (a) It is satisfied that it has sufficient information about the options and their benefits and costs, in terms of the region's social, economic, environmental and cultural well-being and the effects on community outcomes, bearing in mind the significance of the decisions.
- (b) It is satisfied that it knows enough about and has given adequate consideration to the views and preferences of affected and interested parties bearing in mind the significance of the decision.

INFORMATION CHECKLIST

(a)	A Statement of the Proposed Decision
(b)	A Statement of the Objective of the Proposed Decision and the Issue or Problem being addressed
(c)	A list of all reasonably practicable options, (including doing nothing).
(d)	For each option in (c): An evaluation of the Benefits and Costs, in terms of the region's social, economic, environmental and cultural well-being.
(e)	For each option in (c): A statement of the extent to which community outcomes would be promoted or achieved in an integrated and efficient manner.
(f)	For each option in (c): A statement of the Impact, if any, on Environment Canterbury's capacity to undertake its statutory responsibilities
(g)	If the Proposed Decision is a significant decision in relation to land or a body of water, a statement of how Maori values have been taken into account
(h)	A Statement of significant inconsistencies, if any, with any Existing Policy, Plan or Legislation arising from the Proposed Decision.
(i)	A statement how the views and preferences of affected or interested persons have been given adequate consideration during the definition of the problem or issue, the objective, the assessment of options and the development of the proposed decision, including the particular contribution of Maori to the decision-making process.

Notes:

The significance of proposals and decisions determines how much time, money and effort is put into exploring and evaluating options and obtaining the views of affected and interested parties. The significance of proposals and decisions is determined through reference to criteria contained in the policy on significance.

The policy on significance together with Section 76 of the Local Government Act 2002 set out the Council's requirements in relation to decisions. Some decisions can only be made through the Long-Term Council Community Plan, or after the Special Consultative Procedures set out in the Act have been used, (refer to the policy on significance and the Act).

All decisions of Environment Canterbury are subject to the decision-making requirements of section 76 of the Act unless inconsistent with specific requirements of other legislation.

ENVIRONMENT CANTERBURY

**REGIONAL LAND TRANSPORT AND PUBLIC PASSENGER TRANSPORT
PORTFOLIO COMMITTEE**

ORDER PAPER

1. APOLOGIES
Leave of Absence – Cr Woods
2. MINUTES OF MEETING – 18 August 2005
3. MATTERS ARISING
4. DEPUTATIONS AND PETITIONS

(a) Regional Land Transport

MATTER FOR RECOMMENDATION TO THE COMBINED PORTFOLIOS COMMITTEE

5. 2007/08 ANNUAL PLAN

MATTER FOR COMMITTEE DECISION

6. COMMUNICATIONS STRATEGY

(b) Public Passenger Transport

MATTER FOR RECOMMENDATION TO THE COMBINED PORTFOLIOS COMMITTEE

7. 2007/08 ANNUAL PLAN

MATTER FOR COMMITTEE DECISION

8. COMMUNICATIONS STRATEGY

MATTER FOR INFORMATION

9. PASSENGER TRANSPORT UPDATES

SUSTAINABLE TRANSPORT PROGRAMME/BIODIESEL TRIAL

10. NOTICES OF MOTION
11. EXTRAORDINARY AND URGENT BUSINESS
12. QUESTIONS
13. NEXT MEETING – 15 November 2006

ENVIRONMENT CANTERBURY

REGIONAL LAND TRANSPORT AND PUBLIC PASSENGER TRANSPORT PORTFOLIO COMMITTEE

MINUTES OF THE MEETING OF THE REGIONAL LAND TRANSPORT AND PUBLIC
TRANSPORT PORTFOLIO COMMITTEE HELD ON THURSDAY 18 AUGUST 2005 IN THE
COUNCIL CHAMBER, FIRST FLOOR, PEGASUS BUILDING, 58 KILMORE STREET,
CHRISTCHURCH FROM 9.30AM.

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4. DEPUTATIONS AND PETITIONS

MATTERS FOR RECOMMENDATION TO THE COMBINED PORTFOLIOS COMMITTEE

Regional Land Transport

5. DRAFT 10 YEAR PORTFOLIO BUDGET ENVELOPE

Public Passenger Transport

6. DRAFT 10 YEAR PORTFOLIO BUDGET ENVELOPE

MATTERS FOR INFORMATION

7. PASSENGER TRANSPORT UPDATES
8. PUBLIC EXCLUDED – PASSENGER TRANSPORT UPDATE
9. NOTICES OF MOTION
10. EXTRAORDINARY AND URGENT BUSINESS
11. QUESTIONS
12. NEXT MEETING

PRESENT

Crs J M Waters (Chairperson Regional Land Transport Portfolio), N J Wagner (Chairperson Public Passenger Transport Portfolio), T K Burke, A S Carroll, R I R Little, M E Oldfield (from 9.50am) and W E Woods.

IN ATTENDANCE

Crs E H Cunningham, R H M Johnston and R M Kirk (from 12 noon).

MANAGEMENT AND STAFF PRESENT

B R Jenkins (Chief Executive), K G Lawn (Director Operations), J D Talbot (Director Policy & Planning), N C Pilbrow (Portfolio Manager Finance & Corporate Services), J McEwing (Portfolio Manager Community Plan), L McCallum (Energy, Transport & The Built Environment Policy Manager), N Bryan (Energy & Transport Policy Analyst), E Scott

(Portfolio Communications and Relations Officer), M Noon (Passenger Services Strategic Planner), D Stenhouse (Passenger Services Assistance Manager) and L M McDonald (Administration Officer).

1. APOLOGIES

Cr Oldfield for lateness

2. MINUTES OF MEETING – 26 APRIL 2005

The minutes of a meeting held 26 April 2005 were taken as read and confirmed as a correct record of proceedings.

Cr Woods/Cr Carroll

3. MATTERS ARISING

State Highway Funding

Nick Bryan advised that a reply had been received from the Automobile Association (AA) regarding the article in their magazine, AA Advocate, Autumn 2005, on regional allocation of the Transit State Highway Programme 2004-2014. The AA advised that their figures were based on Transit's 10 year programme that included a lot of expenditure for Auckland.

The Committee discussed how national funding is allocated for roading and the need to have Canterbury projects included in the longer term projects. This will require investigation that will include work from the Greater Christchurch Urban Development Strategy.

Cr Carroll requested that Councillors be kept updated on this issue.

Stock Truck Effluent

Cr Johnston questioned how the sites are selected for the location of stock truck effluent disposal sites, commenting that it has been suggested that the Springfield site is not conveniently located.

John Talbot advised that a lot of discussion had been undertaken regarding the location of the site at Springfield. Work is now going into finding a site for the Waimate/Timaru area.

4. Deputations and Petitions

Nil.

MATTERS FOR RECOMMENDATION TO THE COMBINED PORTFOLIOS COMMITTEE

5. DRAFT 10 YEAR PORTFOLIO BUDGET ENVELOPE – Regional Land Transport

Laurie McCallum introduced this item and explained that staff were seeking direction and guidance from the committee on portfolio priorities for the 2006-16 Long Term Council Community Plan (LTCCP).

John McEwing tabled information on the decision making process for the LTCCP and community outcomes identified by the public.

Cr Waters said she would like to see road safety included, in particular the need for wire barriers along the State Highway south of Kaikoura where accidents involving trucks had occurred. She advised that she would be reporting to the August Council meeting on her attendance at road safety conference.

Cr Little suggested discussing this with Kaikoura District Council and noted that some the accidents that had occurred had resulted in spills into the coastal environment.

Cr Waters raised the issue of environmental protection from the transport network, for example run off from roads and roadside weeds.

Laurie McCallum then explained the information on page 15 of the agenda *LTCCP 2006/07 Expenditure Movements 2006/07 – 2015/16 by Portfolio (base 05/06 Annual Plan)*.

Councillors were invited to prioritise expenditure for this portfolio to assist deliberations to the Combined Portfolios Committee meeting, where final discussions on prioritisation would take place.

Referring to the earlier discussion on national funding funding for roading, Cr Burke said it was important to include the extra effort required to provide the information required to enable Canterbury to get the best transport network possible.

The Committee's priorities were listed on the white board as follows:

Work that should be done sooner than proposed:	None
Work that could be done later:	None
Funding options to be explored further:	More joint projects with Territorial Authorities to get their percentage of LTNZ funding higher.
Work that is not essential:	None

Resolved

That the committee receives the portfolio's 10 year work programme and budget envelope.

Cr Burke/Cr Carroll
Cr Oldfield abstained

Recommended to the Combined Portfolios Committee

That the portfolio's budget envelope be referred to the Combined Portfolios Committee for consideration as the basis for undertaking detailed budgeting, setting levels of service provision, performance measures and targets for the 2006-16 LTCCP.

Cr Burke/Cr Carroll
Cr Oldfield abstained

Cr Wagner assumed the chair at 11.05am for the Public Passenger Transport Portfolio items.

6. DRAFT 10 YEAR PORTFOLIO BUDGET ENVELOPE – Public Passenger Transport

Ken Lawn introduced this item and explained that staff were seeking direction and guidance from the committee on portfolio priorities for the 2006-16 Long Term Council Community Plan (LTCCP). He explained the information on page 24 of the agenda *LTCCP 2006/07 Expenditure Movements 2006/07 – 2015/16 by Portfolio (base 05/06 Annual Plan)*.

Councillors were then invited to prioritise expenditure for this portfolio to assist deliberations to the Combined Portfolios Committee meeting, where final discussions on prioritisation would take place.

Cr Burke raised the issue of rail corridors and the need to consider strategic purchases of land.

Cr Wagner requested more information on the removal of the designation and the future of the land surrounding the railway station (Troop Street, Addington).

Referring to Total Mobility Cr Woods reported that he had been advised by taxi drivers that the regulations that require taxis to be less than 10 years old is placing an extra cost on them.

Cr Woods queried the proposed budget for monitoring of passenger services and commented that feedback will be provided by the public.

David Stenhouse explained that the information obtained from monitoring was required for when contract tenders are assessed.

Ken Lawn explained that the figures provided for activity 0464 (Passenger Services Contract Payments ChCh) were difficult to assess and were based on a number of assumptions. These assumptions included increases in the cost of contract prices. Cost recovery options include increasing bus fares and Mr Lawn explained a variety of timing options for the introduction of increased fares.

The Committee's priorities were listed on the white board as follows:

Work that should be done sooner that proposed:	Investigate strategic options to secure rail. Investigate lower cost methods for contract monitoring (self monitoring?)
Work that could be done later:	None
Funding options to be explored further:	Seek funding from others for rail corridors and park and ride land purchase.
Work that is not essential:	None

Cr Oldfield left the meeting at 11.55am and returned at 12.49pm.

Resolved

That the committee receives the portfolio's 10 year work programme and budget envelope.

Cr Burke/Cr Waters

MATTER FOR RECOMMENDATION TO COUNCIL

7. PASSENGER TRANSPORT UPDATE

Halswell to Christchurch Hospital Bus Service

Cr Wagner welcomed Ms Joyce Fleming, Cr Helen Broughton and others to the meeting who were present for the item on the response to the petition that had been presented to the 28 July 2005 Council meeting requesting that the Halswell bus service to the city go via the hospital.

Matthew Noon spoke to a report that he had circulated prior to the meeting. His presentation included a map of the current bus service route that travelled along Moorhouse Avenue and up Colombo Street to the Bus Exchange. Mr Noon explained that the advantage of this route was that it provided access to the Sydenham Employment Zone and the South City Shopping area.

Mr Noon then explained the options available for Halswell residents travelling to the hospital, this included transferring to a service that passes the hospital at the Bus Exchange, or via the Metrostar at Riccarton

The option of diverting one trip per hour past the hospital was not favoured as research shows that this results in confusion and resistance. A separate shuttle service would be a more practical option but would have cost implications.

In response to a question from Councillor Cunningham regarding the travel needs of the 2,000 to 3,000 people who work at the hospital, Matthew Noon advised that bus schedules had been altered reflect the start times of hospital staff shifts. In general it is the east/west services that cross at the hospital, north/south services use Colombo Street.

Councillors expressed support for creative options to help people travel to the hospital, this included providing information on transferring to services that pass the hospital, car pooling, Total Mobility and "Dial A Ride". It was noted that the Halswell service would be reviewed in 2009.

Recommended

1. *That the petition regarding the Halswell bus service linking to the Christchurch Public Hospital has been considered and at this time no change will be made to the service; and*
2. *that interactive consultation be undertaken with the public on the options for travel to the hospital; and*
3. *the issue of the Halswell service linking to the hospital is to be considered when this service is reviewed; and*
4. *that before the service review, options will be investigated with the bus company.*

Cr Waters/Cr Wagner

Waimakariri Service Review

Matthew Noon explained that the proposals for the review of the Waimakariri Services would be put to the community September/October.

8. NOTICES OF MOTION

Nil

9. EXTRAORDINARY AND URGENT BUSINESS

Nil

10. QUESTIONS

Nil

11. NEXT MEETING

2006

The meeting closed 12.50pm.

CONFIRMED

DATE _____

_____ CHAIRPERSON

AGENDA ITEM NO: 5	SUBJECT MATTER: 2007/08 ANNUAL PLAN
REPORT: Regional Land Transport/Public Passenger Portfolio Committee	DATE OF MEETING: 17 August 2006
FILE REFERENCES:	PORTFOLIO: Regional Land Transport PROJECT: – OUTPUT: –
REPORT BY: Jill Atkinson, Portfolio Manager Transport	ENDORSED BY: John Talbot, Director Policy Planning

PURPOSE

1. To begin the process to develop the 2007/08 Annual Plan.
2. To bring the Portfolio Committee up to speed with the LTCCP activities, work programmes and levels of service.
3. To consider matters referred to the committee arising from the Finance and Audit Committee's review of the Draft 2006-16 LTCCP.
4. To identify matters to be canvassed with key stakeholders for feedback prior to confirming priorities for trade-offs or deferrals in relation to LTCCP activities, work programmes and levels of service.
5. To provide clear guidance and direction on priorities for trade-offs or deferrals in relation to LTCCP activities, work programmes and levels of service, if any, to the Combined Portfolios Committee.

ATTACHMENTS

Tables showing:

- LTCCP budgets 2006/07 and 2007/08
- LTCCP Funding Summary 2006/07 and 2007/08

Other documents referred to in this report include:

- The 2006-16 LTCCP **(please bring your own copy to the meeting)**
- Project Levels of Service and Funding for 2006/07 **(please bring your own copy to the meeting)**

BACKGROUND

The council is required to prepare and adopt an annual plan each year that contains the proposed budget and funding impact statement for that year. The purpose of the annual plan is to identify any variation from the financial statements and funding impact statement included in the LTCCP. It is not intended to review the Council's 10-year LTCCP work programmes.

The 2006-16 LTCCP includes forecasts of activities, work programmes, budgets and levels of service for the 2007/08 year. Summarised details of work programmes and budgets can be found in the attached spreadsheet.

OPPORTUNITIES FOR COUNCILLOR INPUT

This meeting is the first of three opportunities for councillors to substantially influence the draft 2007/08 Annual Plan. The second opportunity will be at the November round of portfolio committee meetings. **The last opportunity is at the November council meeting** when recommendations from portfolio committees are adopted and staff start detailed budgeting.

MATTERS ARISING FROM THE FINANCE AND AUDIT COMMITTEE'S REVIEW OF THE DRAFT 2006-16 LTCCP

Following the review by the Finance and Audit Committee, the following matters are referred to this portfolio committee for consideration.

TABLE 1: Finance & Audit Committee Review

1. SERVICE DELIVERY					
OPPORTUNITIES FOR COST EFFICIENCIES	CONSEQUENCES	CURRENT LTCCP	PROCESS:	PROGRESS OUTSIDE THE CURRENT LTCCP PROCESS	F & A COMMITTEE RECOMMENDATION
		<i>COULD INCLUDE NOW</i>	<i>NEED TO CONSULT AGAIN</i>		
REGIONAL LAND TRANSPORT <ul style="list-style-type: none"> Assess rationale for being involved in implementation (discretionary role as well as ongoing dollar commitment) e.g. cycleway, stock truck effluent sites. Investigate whether we can achieve same road safety outcomes through other agencies? 	<ul style="list-style-type: none"> Avoids having to fund activities that are not part of our core function. Reduced cost for ECan. 		✓		Endorse.
				✓	Endorse.
2. ADVOCACY TO CENTRAL GOVERNMENT					
OPPORTUNITIES FOR COST EFFICIENCIES	CONSEQUENCES	PRIORITY	DUE DATE	COMMENTS	
REGIONAL LAND TRANSPORT Maintain pressure on Central Government and work collaboratively within Canterbury to agree priority list and implementation plan for Canterbury, (e.g. through Mayoral Forum).	<ul style="list-style-type: none"> Would lead to increased transport funding for Canterbury. 	Medium +	Ongoing	Need to build Mayoral Forum commitment to region-wide approach.	

ACTIVITY DESCRIPTIONS

The following table briefly sets out the work planned for this year and next year (the 2007/08 annual plan year). The right hand column flags possible shifts in direction for the annual plan year.

Refer also to the attached spreadsheet showing 2006/07 and 2007/08 LTCCP budgets. This lists the projects in each activity and identifies those potentially affected by trade-offs or deferrals required to accommodate the possible shifts in direction in 2007/08.

Further information on project levels of service for this year can be found in "Project Levels of Service and Funding for 2006/07".

TABLE 2: Activity Descriptions

Planned for this year 2006/07	Planned for the Annual Plan 2007/08	Possible shifts in direction for the Annual Plan 2007/08
1. Investigations		
Investigations into passenger transport options to complement the UDS and the MCTS. Investigations are also required for the development and implementation of the RLTS. Ongoing development of the Christchurch transport model.	Continued investigations for the development and implementation of the RLTS. Involvement in the development of the Christchurch transport model but project ramping down this year.	None identified at this stage
2. Policy making and planning		
Development of an implementation plan for the Regional Land Transport Strategy, maintaining the Regional Land Transport Committee and planning for the renewal of the Regional Land Transport Strategy District planning liaison is undertaken to support and implement regional policy.	Development of an implementation plan for the Regional Land Transport Strategy, maintaining the Regional Land Transport Committee and consultation on and printing of the renewed Regional Land Transport Strategy	None identified at this stage
3. Monitoring		
A statutory monitoring programme is required to assess the implementation of the RLTS.	A statutory monitoring programme is required to assess the implementation of the RLTS.	None identified at this stage
4. Operations		
Construction of the in-transit stock truck effluent disposal sites and the Christchurch to Little River Cycle Way.	Completion of the construction of in-transit stock truck effluent disposal sites. Ongoing involvement in the Christchurch to Little River Cycle Way.	None identified at this stage
5. Communicating, educating and advocating		
Implementing a regional road safety programme in partnership with other safety organisations.	Implementing a regional road safety programme in partnership with other safety organisations.	None identified at this stage

LTCCP LEVELS OF SERVICE

There are 2 levels of service in the LTCCP for this portfolio that will be reported on each year in the annual report.

There are three reasons why LTCCP levels of service might need to be changed. Firstly, because a review of them may have found they are not fully within ECan's ability to control, secondly, the LTCCP signalled that additional measures and targets would be included in the 2007/08 Annual Plan and thirdly, the possible shifts in direction identified above will require a change.

Review of Levels of Service

A recent review of LTCCP levels of service undertaken across all portfolios has found that some levels of service may not be fully within ECan's ability to control. Ideally, levels of service should relate to matters that ECan is solely responsible for and has the community mandate and budget for. Where ECan does not have this "ability to control", the actions of others could result in the target not being reached. Work on confirming which levels of service, if any, that need to be refined is continuing.

In this portfolio, level of service number 2 may need to be refined.

Additional Measures and Targets Signalled in the LTCCP

The LTCCP signalled that further measures and targets for level of service No 1 would be included in the 2007/08 Annual Plan. Work on this is proceeding.

Impact of possible shifts in direction

No shifts in direction have been identified.

TABLE 4: Levels of Service

As published in the 2006-16 LTCCP	Possible amendment required
<p><u>Level of Service #1</u></p> <p>Improving the efficiencies of the land transport system to reduce the growth in traffic congestion.</p> <p><u>Proposed Measures and targets</u></p> <p>It is proposed to develop a measure and target for the average journey time from home to work by private motor vehicles in Canterbury. It is planned to include this measure and target in the 2007/08 Annual Plan. See also, Public passenger transport page 61, Levels of service.</p>	<p>This measure is still being developed</p>

WHERE TO FROM HERE?

It is proposed that on the completion of portfolio committee meetings, the Combined Portfolios Committee will review recommendations from each committee and compile a consolidated list of trade-offs or deferrals to be canvassed with key stakeholders to get feedback.

To enable the Combined Portfolio Committee to do this, this committee needs to:

- Identify matters it wishes to see canvassed with key stakeholders.
- Provide clear guidance and direction on priorities for trade-offs or deferrals in relation to LTCCP activities, work programmes and levels of service.

Stakeholder feedback will be reported back to the November portfolio committee meetings and which committees will make their final recommendations to the November council

meeting on trade-offs or deferrals in relation to LTCCP activities, work programmes and levels of service, for staff to then undertake detailed budgeting for.

Remember that the November council meeting will be the last chance to introduce substantial changes.

RECOMMENDATION (to Combined Portfolios Committee)

That the Portfolio Committee notes there are no significant changes proposed for the 2007/08 Annual Plan.

LTCCP BUDGETS AND FUNDING SUMMARY FOR 2006/07 AND 2007/08

TABLE 5: Budgets 2006/07 & 2007/08

ACTIVITY	PROJECT	2006/07 \$000	2007/08 \$000	% CHANGE	EXPLANATION FOR % CHANGE
Regional land transport		1,645	1,082	-34%	
1. Investigations					
0482	Regional Land Transport Investigations	465	150	-68%	
048200	Regional Land Transport Investigations - general				Ramping down of UDS and MCTS thus reduced involvement
		124	63	-49%	
048201	Regional Land Transport Investigation - CTS Model Development	341	87	-74%	06/07 dollars should include 220k that was carried over from 05/06 to 06/07 for the CTS model. This money has been incorrectly coded to 047204. Project ramping down towards completion.
2. Policy making and planning					
0472	Regional Land Transport Policy Development	435	255	-41%	
047200	Regional Land Transport Strategy Development - General	186	226	22%	Consultation on and printing of the renewed Regional Land Transport Strategy
047204	Regional Land Transport - Active Transport	239	18	-92%	Incorrect coding of 06/07. 220k was carried over from 05/06 to 06/07 for the CTS model (048201) and incorrectly put into this code in 06/07
047208	Regional Land Transport - National Policy and Submissions	11	11	2%	
0635	District Planning Liaison - Regional Land Transport	71	73	2%	
063500	District Planning Liaison - Regional Land Transport	71	73	2%	
3. Monitoring					
0473	Regional Land Transport Monitoring	107	110	2%	
047300	Regional Land Transport Monitoring	107	110	2%	
0633	State of Environment Report - Regional Land Transport	3	4	2%	
063300	State of Environment Report - Regional Land Transport	3	4	2%	
4. Operations					
0459	Stock Effluent Disposal Sites	134	5	-96%	
045900	Stock Effluent Disposal Sites	134	5	-96%	Completion of the construction of in-transit stock truck effluent disposal sites
0479	Regional Land Transport Strategy Implementation	150	174	16%	
047900	Regional Land Transport Strategy Implementation - General	103	124	20%	Shift of labour into this code. No additional work to that of 06/07
047901	Regional Land Transport Strategy Implementation - Freight	32	33	2%	
047902	Regional Land Transport Strategy Implementation - Travel Plans	14	17	18%	Increase due to printing of household travel plan information
0483	Cycleway Development	42	70	67%	
048300	Cycleway Development	42	70	67%	Ongoing involvement in the Christchurch to Little River Cycle Way
5. Communicating, educating and advocating					
0460	Road Safety Co-ordination	237	243	2%	
046000	Road Safety Co-ordination	237	243	2%	

TABLE 6: Funding Summary

Funding source	LTCCP 2006/07	LTCCP 2007/08
Interest	3	3
User pays/Other	-	-
Grants	736	379
Targeted rates	-	-
General rates	693	669
Total income	1,432	1,051
Operating expenditure	1,644	1,081
Operating surplus/(deficit)	(212)	(30)
General Reserve	133	1,051
PPT Reserve	79	30
Total funding from reserves	212	30

AGENDA ITEM NO: 6	SUBJECT MATTER: COMMUNICATION STRATEGY 2006/07
REPORT: Regional Land Transport and Public Passenger Transport Portfolio Committee	DATE OF MEETING: 17 August 2006
FILE REFERENCES:	PORTFOLIO: Regional Land Transport PROJECT: – OUTPUT: –
REPORT BY: Bill Simpson, Communications and Relations Manager	ENDORSED BY: Wilma Falconer Director External Relations

PURPOSE

This is an opportunity for members of the portfolio committee to discuss, and contribute towards, communications planning.

ATTACHMENTS

Regional Land Transport Communications Strategy 2006/07.

BACKGROUND

The communications work programme planning for the 2006/07 financial year is now scheduled for completion.

It is essential that those work programmes support the outcomes and objectives identified in the LTCCP for each portfolio

At this portfolio committee meeting we will ask for your comment on the strategy. The outcome of the discussion will inform the development of the final communications programme of work.

PROPOSAL

Councillors contribute to the development of the 2006/07 communication programme of work.

RECOMMENDATION (Committee Decision)

That the committee receives the 2006/07 Regional Land Transport portfolio communication strategy.

Regional Land Transport Communications Strategy

2006/07

Purpose

The purpose of this strategy is;

- to show the relationship of Environment Canterbury's overall objectives to specific communication plans
- to identify areas where new communications activity is required in order to meet long term objectives.

Context (Source; LTCCP document)

Key issues;

1. Efficient movement of people and freight
2. Traffic congestion
3. Road safety

Levels of Service (i.e. long term objectives);

1. Improving the efficiencies of the land transport system to reduce the growth in traffic congestion
2. Co-ordinating road safety initiatives to reduce road crash deaths in Canterbury

Communication Objectives

- With key partner groups, develop policy for regional land transport
- To advocate for implementation of the Canterbury Regional Land transport Strategy
- With partner agencies, promote road safety

Activities

Level of Service ;

1. Improving the efficiencies of the land transport system to reduce the growth in traffic congestion

Commentary;

A measure and target are being developed regarding the average journey time from home to work by private motor vehicles.

Portfolio Activity	Communications Objectives	Communications Approaches	Specific activities
Partnership relationship management	Work with partners effectively so as to develop policy	Partnership relationship management	Partnership relationship management
Advocacy	Influencing partner-agencies to adopt the regional land transport strategy	Advocacy	Advocacy

2. Co-ordinating road safety initiatives to reduce road crash deaths in Canterbury

Commentary;

The target is to reduce the number of road crash deaths to less than 6 per 100,000 people per annum

Portfolio Activity	Communications Objectives	Communications Approaches	Specific activities
Partnership relationship management	Work with partners effectively so as to promote road safety	Partnership relationship management	Displays, advertising, forum, meetings
Road safety initiatives	Behavioural change	Marketing	Displays and advertising

Evaluation

In general, the key measures of communication effectiveness will be;

- Participation by partners and stakeholders in meetings and forums
- News media coverage of key issues
- Reduction in road deaths (source; Land Transport Safety Authority)

AGENDA ITEM NO: 7	SUBJECT MATTER: 2007/08 ANNUAL PLAN
REPORT: Regional Land Transport and Public Passenger Transport Portfolio Committee	DATE OF MEETING: 17 August 2006
FILE REFERENCES:	PORTFOLIO: Public Passenger Transport PROJECT: – OUTPUT: –
REPORT BY: Jill Atkinson, Portfolio Manager Transport	ENDORSED BY: Ken Lawn, Director Operations

PURPOSE

1. To begin the process to develop the 2007/08 Annual Plan.
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3. To consider matters referred to the committee arising from the Finance and Audit Committee's review of the Draft 2006-16 LTCCP.
4. To identify matters to be canvassed with key stakeholders for feedback prior to confirming priorities for trade-offs or deferrals in relation to LTCCP activities, work programmes and levels of service.
5. To provide clear guidance and direction on priorities for trade-offs or deferrals in relation to LTCCP activities, work programmes and levels of service, if any, to the Combined Portfolios Committee.

ATTACHMENTS

Tables showing:

- LTCCP budgets 2006/07 and 2007/08
- LTCCP Funding Summary 2006/07 and 2007/08

Other documents referred to in this report include:

- The 2006-16 LTCCP **(please bring your own copy to the meeting)**
- Project Levels of Service and Funding for 2006/07 **(please bring your own copy to the meeting)**

BACKGROUND

The council is required to prepare and adopt an annual plan each year that contains the proposed budget and funding impact statement for that year. The purpose of the annual plan is to identify any variation from the financial statements and funding impact statement included in the LTCCP. It is not intended to review the Council's 10-year LTCCP work programmes.

The 2006-16 LTCCP includes forecasts of activities, work programmes, budgets and levels of service for the 2007/08 year. Summarised details of work programmes and budgets can be found in the attached spreadsheet.

OPPORTUNITIES FOR COUNCILLOR INPUT

This meeting is the first of three opportunities for councillors to substantially influence the draft 2007/08 Annual Plan. The second opportunity will be at the November round of portfolio committee meetings. **The last opportunity is at the November council meeting** when recommendations from portfolio committees are adopted and staff start detailed budgeting.

MATTERS ARISING FROM THE FINANCE AND AUDIT COMMITTEE'S REVIEW OF THE DRAFT 2006-16 LTCCP

Following the review by the Finance and Audit Committee, the following matters are referred to this portfolio committee for consideration.

TABLE 1: Finance & Audit Committee Review

1. SERVICE DELIVERY					
OPPORTUNITIES FOR COST EFFICIENCIES	CONSEQUENCES	CURRENT LTCCP	PROCESS:	PROGRESS OUTSIDE THE CURRENT LTCCP PROCESS	F & A COMMITTEE RECOMMENDATION
		<i>COULD INCLUDE NOW</i>	<i>NEED TO CONSULT AGAIN</i>		
PUBLIC PASSENGER TRANSPORT					
Complete a process review of current administrative processes.	Possible efficiencies.			✓	Endorse.
2. ADVOCACY TO CENTRAL GOVERNMENT					
OPPORTUNITIES FOR COST EFFICIENCIES	CONSEQUENCES	PRIORITY	DUE DATE	COMMENTS	
PUBLIC PASSENGER TRANSPORT					
Need to protect the PT funding framework used in Canterbury. Continue to advocate to Government.	Will reduce the risk of externally driven change to the PT funding framework.	Medium	Ongoing	-	

ACTIVITY DESCRIPTIONS

The following table briefly sets out the work planned for this year and next year (the 2007/08 annual plan year). The right hand column flags possible shifts in direction for the annual plan year.

Refer also to the attached spreadsheet showing 2006/07 and 2007/08 LTCCP budgets. This lists the projects in each activity and identifies those potentially affected by trade-offs or deferrals required to accommodate the possible shifts in direction in 2007/08.

Further information on project levels of service for this year can be found in "Project Levels of Service and Funding for 2006/07".

TABLE 2: Activity Descriptions

Planned for this year 2006/07	Planned for the Annual Plan 2007/08	Possible shifts in direction for the Annual Plan 2007/08
1. Investigations		
<ul style="list-style-type: none"> Current level of activity in passenger service reviews continues. 	<ul style="list-style-type: none"> Current level of activity in passenger service reviews continues. 	-
2. Policy making and planning		
<ul style="list-style-type: none"> Adoption of the Canterbury Regional Passenger Transport Plan and the Greater Christchurch Passenger Transport (Metro) Strategy. Long-term passenger transport options are investigated to align with the UDS and MCTS. Planning for the expansion of the Central City Bus Exchange. 	<ul style="list-style-type: none"> Ongoing monitoring of the implementation of the PT Plan and Strategy. Ongoing investigations into long-term passenger transport options Ongoing planning for the expansion of the Central City Bus Exchange. 	<ul style="list-style-type: none"> As signalled in the draft 2006/16 LTCCP, the adoption and implementation of the PT Plan and PT Strategy are likely to have an impact on budgets.
3. Monitoring		
<ul style="list-style-type: none"> Monitoring of the performance of the PT system, including monthly patronage, annual bus users and residents satisfaction surveys. 	<ul style="list-style-type: none"> Introduction of a mystery shopper programme to support measurement of key performance indicators as part of the ECan/Bus Operator partnering programme. 	<ul style="list-style-type: none"> Increased funding will be required for the mystery shopper programme. Suggested use of PPT reserves.
4. Operations		
<p>Passenger transport service contracts – Christchurch:</p> <ul style="list-style-type: none"> includes estimates for more sustainable contract prices (5% annual indexation) implementation of one dial a ride scheme(every 2 years) increased cost of maintenance and licensing for RTI, TMS and Clearing House ongoing costs for Metrocards completion of the Waimakiriri service review and calling for/awarding tenders <p>Passenger transport service contracts – other centres:</p> <ul style="list-style-type: none"> reviewed contracts implemented in Timaru in 06/07 Total mobility assumes a 5% increase in costs. 	<ul style="list-style-type: none"> Planned increased provision for contract costs in most areas Monitoring the implementation of the 1st dial a ride scheme and initial planning for the 2nd scheme. Ongoing implementation and maintenance of the RTI system, TMS as well as the Clearing House. Continued provision for ongoing costs of Metrocards Increased provision for contract costs in Timaru Increased provision for Total Mobility contract costs 	<ul style="list-style-type: none"> Any further significant fuel price rises could cause additional contract costs Rangiora service may need more funding than in LTCCP, but still within rating levels accepted by the community during service review consultation 2 -way Lichfield St: If this project is progressed to implementation stage, it will require significant rescheduling of services which may potentially necessitate alterations to contracts With dropping patronage in Timaru, the tender round in 06/07 may produce higher tender price

5. Communicating, educating and advocating		
<ul style="list-style-type: none"> Ongoing focus on marketing to drive patronage growth. Consultation and information associated with new services. Additional staff resources for Metroinfo call centre to meet growth in calls. 	<ul style="list-style-type: none"> Ongoing focus on marketing to drive patronage growth. Consultation and information associated with new services. Planned increase in labour costs 	<ul style="list-style-type: none"> 2-way Lichfield St - If this project is progressed to implementation stage, it will require changes to the Real Time Information system and alterations to timetables and on street information.

EXPANSION ON POSSIBLE SHIFTS IN DIRECTION

Further information on possible shifts in direction noted in Table 2 follows.

TABLE 3: Possible shifts in direction

Project number and name	Brief description	Indication of work that could be traded-off or deferred	Estimated change in budget	Impact on LTCCP levels of service
PUBLIC PASSENGER TRANSPORT				
0464 Passenger Service Contract Payments	Any further significant fuel price rises could cause additional contract costs	Don't implement the first dial a ride service	Unknown. Could use PT reserves in the short term or consider increasing targeted rate	Reduction in levels of service if dial a ride service is not implemented
046400, 046403 Passenger service contract payments - Christchurch and Waimakariri	Rangiora service may need more funding than in LTCCP, but still within rating levels accepted by the community during service review consultation Also need to introduce 10% targeted rate across the Waimakariri district	None as contract let in 2006/07 Needs amendment to the funding policy	Additional \$250,000 of targeted rate split 50/50 between Christchurch and Waimakariri	None
046404 Passenger service contract payments - Timaru	With dropping patronage in Timaru, the tender round in 06/07 may produce higher tender price	Could consider reducing the level of service	Unknown	Reduction in levels of service if services reduced
Numerous codes - PT Plan and PT Strategy	As signalled in the 2006/16 LTCCP, the adoption and implementation of the PT Plan and PT Strategy may have an impact on budgets	Don't implement the first dial a ride service	Unknown. Could use PT reserves for some initiatives	Reduction in levels of service if dial a ride service not implemented
Numerous codes - Implementation of 2-way Lichfield Street	If 2-way Lichfield Street . is progressed to implementation stage, it will require significant rescheduling of services, changes to RTI system and alteration to timetables/on street information. It may potentially also require alterations to contracts	None	Unknown. Could use PT reserves for some initiatives	None

The committee will be aware that the majority of the shifts in direction identified above have either been signalled in the 2006-16 LTCCP (changes resulting from the PT Plan and PT Strategy process) and have been consulted upon as part of a service review process (Waimakariri service review) or as part of the PT Plan consultation and hearings process. It is also being proposed that wherever possible additional funds be sourced from PT reserves.

Accordingly, it is proposed that at this stage, no additional consultation is undertaken with key stakeholders.

LTCCP LEVELS OF SERVICE

There are 4 levels of service in the LTCCP for this portfolio that will be reported on each year in the annual report.

There are three reasons why LTCCP levels of service might need to be changed. Firstly, because a review of them may have found they are not fully within ECan's ability to control, secondly, the LTCCP signalled that additional measures and targets would be included in the 2007/08 Annual Plan and thirdly, the possible shifts in direction identified above will require a change.

Review of Levels of Service

A recent review of LTCCP levels of service undertaken across all portfolios has found that some levels of service may not be fully within ECan's ability to control. Ideally, levels of service should relate to matters that ECan is solely responsible for and has the community mandate and budget for. Where ECan does not have this "ability to control", the actions of others could result in the target not being reached. Work on confirming which levels of service, if any, that need to be refined is continuing.

In this portfolio levels of service are fully within ECan's ability to control, although they require considerable assistance from the Christchurch City Council. This is referred to in the sections called "Uncertainty" and "Assumptions".

Additional Measures and Targets Signalled in the LTCCP

The LTCCP signalled that further measures and targets for level of service No 1 would be included in the 2007/08 Annual Plan. Work on this is proceeding.

Impact of possible shifts in direction

Measures and targets for level of service No 1 are affected by the possible shifts in direction identified above.

TABLE 4: Levels of Service

As published in the 2006-16 LTCCP	Possible amendment required
<p><u>Level of Service #1</u></p> <p>Providing public passenger transport and encouraging people to use it to reduce the growth in traffic congestion.</p> <p><u>Proposed Measures and targets</u></p> <p>It is proposed to develop a measure and target assessing the impact of traffic congestion on passenger transport services in Christchurch. It is planned to include this measure and target in the 2007/08 Annual Plan. See also Regional land transport page 66, Level of service.</p>	<p>None</p> <p>This measure (still under development) is likely to measure public transport speed key corridors. The target in the 2006 PT Plan is an average speed of 26km per hour on key corridors.</p>

WHERE TO FROM HERE?

It is proposed that on the completion of portfolio committee meetings, the Combined Portfolios Committee will review recommendations from each committee and compile a consolidated list of trade-offs or deferrals to be canvassed with key stakeholders to get feedback.

To enable the Combined Portfolio Committee to do this, this committee needs to:

- Identify matters it wishes to see canvassed with key stakeholders.
- Provide clear guidance and direction on priorities for trade-offs or deferrals in relation to LTCCP activities, work programmes and levels of service.

Stakeholder feedback will be reported back to the November portfolio committee meetings and which committees will make their final recommendations to the November council meeting on trade-offs or deferrals in relation to LTCCP activities, work programmes and levels of service, for staff to then undertake detailed budgeting for.

Remember that the November council meeting will be the last chance to introduce substantial changes.

RECOMMENDATION (to Combined Portfolios Committee)

That the Portfolio Committee notes that there may be significant changes required to the 2007/08 Annual Plan, but that no further stakeholder consultation is required at this stage.

LTCCP BUDGETS AND FUNDING SUMMARY FOR 2006/07 AND 2007/08

TABLE 5: Budgets 2006/07 & 2007/08

ACTIVITY	PROJECT	2006/07 \$000	2007/08 \$000	% CHANGE	EXPLANATION FOR % CHANGE
Public passenger transport		28,594	28,923	1%	
1. Investigations		182	180	-1%	
0467	Passenger Service Reviews	182	180	-1%	
046700	Passenger Service Reviews	87	90	3%	
046702	Passenger Service Reviews - Consultation/Information	95	91	-4%	
2. Policy making and planning		377	378	0%	
0468	Passenger Transport Plan	178	182	3%	
046800	Passenger Transport Plan	81	83	3%	
046801	Passenger Transport Plan - Public Transport Investigations	97	100	2%	
0477	Passenger Transport Strategic Developments	164	160	-3%	
047701	Passenger Transport Strategic Developments - Bus Exchange Expansion	64	66	3%	
047702	Passenger Transport Strategic Developments - General	101	95	-6%	Decreased cost due to completion of the PT Strategy update
0647	District Planning Liaison - Passenger Transport	34	35	2%	
064700	District Planning Liaison - Passenger Transport	34	35	2%	
3. Monitoring		104	101	-3%	
0461	Public Passenger Transport Monitoring	101	99	-3%	
046100	Public Passenger Transport Monitoring	101	99	-3%	
0634	State of Environment Report - Public Passenger Transport	2	2	2%	
063400	State of Environment Report - Public Passenger Transport	2	2	2%	
4. Operations		25,868	26,418	2%	
0458	Passenger Services Funding Allocation	7	7	3%	
045800	Passenger Transport Regional Funding Programme	5	5	3%	
045801	Bus Shelter Claims	1	1	3%	
0463	Passenger Services Tendering	57	59	3%	
046300	Passenger Services Tendering	57	59	3%	
0464	Passenger Services Contract Payments	22,171	22,663	2%	Increased provision for contract costs in most areas
046400	Passenger Services Contract Pmts - Christchurch	20,670	21,090	2%	
046401	Passenger Services Contract Pmts - Selwyn	323	339	5%	
046402	Passenger Services Contract Pmts - Banks Peninsula	295	308	4%	
046403	Passenger Services Contract Pmts - Waimakariri	304	319	5%	
046404	Passenger Services Contract Pmts - Timaru City	534	561	5%	
046405	Passenger Services Contract Pmts - Geraldine	10	10	0%	
046406	Passenger Services Contract Pmts - Temuka	19	19	0%	
046407	Passenger Services Contract Pmts - Twizel	17	17	0%	
0465	Total Mobility	1,889	1,980	5%	Increased provision for contract costs in most areas
046500	Total Mobility - Christchurch	1,583	1,662	5%	
046501	Total Mobility - Ashburton	55	58	5%	
046502	Total Mobility - Timaru	87	92	5%	
046503	Total Mobility - Waimate	11	12	5%	
046504	Total Mobility Administration	148	153	3%	
046505	Total Mobility Ignite Administration	4	4	3%	
0481	Clearing House	289	297	3%	
048101	Clearing House - Administration	160	164	3%	
048102	Clearing House - IT Systems Support	130	133	3%	
0484	Passenger Services Contract Management	1,456	1,413	-3%	
048400	Passenger Services Contract Management/Administration	166	171	3%	
048401	Passenger Services Contract Management - Enquiries/Complaints	50	52	3%	
048402	Passenger Services Contract Management - Contract Adherence	120	122	2%	
048403	Passenger Services Contract Management - IT Systems Support	807	744	-8%	Reduction in depreciation costs
048404	Passenger Services Contract Management - Bus Exchange	250	259	3%	
048405	Passenger Services Contract Management - Scheduling	63	65	3%	
5. Communicating, educating and advocating		2,023	1,829	-10%	
0356	Advisory Services - Passenger Transport	796	845	6%	
035600	Advisory Services - MetroInfo Kilmore	341	376	10%	Increased labour costs

ACTIVITY	PROJECT	2006/07 \$000	2007/08 \$000	% CHANGE	EXPLANATION FOR % CHANGE
035601	Advisory Services - MetroInfo Bus Exchange	455	469	3%	
0469	Passenger Services Information	336	331	-1%	
046903	Passenger Services Information- Service Information	270	268	-1%	
046904	Passenger Services Information- On Street Infrastructure	66	63	-4%	
0485	Passenger Services Marketing	786	545	-31%	
048500	Passenger Services Marketing	786	545	-31%	In 06/07 budget "inflated" by 150k rollover from 05/06. Also reduction of 100k of overall marketing budget in 06/07
0486	Passenger Services Education	104	108	4%	
048600	Passenger Services Education	104	108	4%	
6. Regulating and enforcing		41	16	-60%	
0462	Passenger Services Licensing	41	16	-60%	
046200	Passenger Services Licensing	41	16	-60%	Development of a regional database completed in 06/07

TABLE 6: Funding Summary

Funding source	LTCCP 2006/07	LTCCP 2007/08
Interest	578	600
User pays/Other	-	-
Grants	13,868	14,148
Targeted rates	13,473	13,749
General rates	57	45
Total income	27,976	28,540
Operating expenditure	28,594	28,992
Operating surplus/(deficit)	(618)	(382)
General Reserve	-	-
PPT Reserve	618	382
Total funding from reserves	618	382

AGENDA ITEM NO: 8	SUBJECT MATTER: COMMUNICATION STRATEGY 2006/07
REPORT: Regional Land Transport and Public Passenger Transport Portfolio Committee	DATE OF MEETING: 17 August 2006
FILE REFERENCES:	PORTFOLIO: Public Passenger Transport PROJECT: – OUTPUT: –
REPORT BY: Bill Simpson, Communications and Relations Manager	ENDORSED BY: Wilma Falconer Director External Relations

PURPOSE

This is an opportunity for members of the portfolio committee to discuss, and contribute towards, communications planning.

ATTACHMENTS

Public Passenger Transport Communications Strategy 2006/07.

BACKGROUND

The communications work programme planning for the 2006/07 financial year is now scheduled for completion.

It is essential that those work programmes support the outcomes and objectives identified in the LTCCP for each portfolio

At this portfolio committee meeting we will ask for your comment on the strategy. The outcome of the discussion will inform the development of the final communications programme of work.

PROPOSAL

Councillors contribute to the development of the 2006/07 communication programme of work.

RECOMMENDATION (Committee Decision)

That the committee receives the 2006/07 Public Passenger Transport portfolio communication strategy.

Public Passenger Transport Communications Strategy

2006/07

Purpose

The purpose of this strategy is;

- to show the relationship of Environment Canterbury's overall objectives to specific communication plans
- to identify areas where new communications activity is required in order to meet long term objectives.

Context (Source; LTCCP document)

Key issues;

1. Movement of people
2. Traffic congestion

Levels of Service (i.e. long term objectives);

1. Providing public passenger transport and encouraging people to use it to reduce the growth in traffic congestion
2. Satisfying customers to ensure continued patronage
3. Satisfying the community to ensure continued support
4. Managing Total Mobility schemes for transport-disadvantaged people to enable them to have mobility

Communication Objective

Attract people to the buses and ensure they, and the wider community, are satisfied with the service.

Activities

Level of Service ;

1. Providing public passenger transport and encouraging people to use it to reduce the growth in traffic congestion

Commentary;

The measure is the total passenger trips in Canterbury. In addition, a new measure and target is being developed to measure the impact of traffic congestion on passenger services in Christchurch.

Portfolio Activity	Communications Objectives	Communications Approaches	Specific activities
Marketing Initiatives	Increase patronage	Marketing and public relations activities	Marketing campaigns and promotional events such as "The Amazing Race" in Kidsfest
Provide passenger transport education programmes in primary and intermediate schools in Christchurch and Timaru	Increase awareness amongst school children of benefits of public transport, ultimately aiming to increase patronage	Education	Schools programmes and bus visits (The "Sustainable Bus")

2. Satisfying customers to ensure continued patronage

Commentary;

The measure is passenger ratings of value for money and level of service (target is 95% rating satisfactory, very good or excellent). The source is Environment Canterbury's Annual Bus User Survey

Portfolio Activity	Communications Objectives	Communications Approaches	Specific activities
Provide timetable and journey planning information for bus users	Ensure intending and current passengers have easy access to good quality information to help plan their journey	Information	Service information for bus users including timetables, real time info in Christchurch, the Metro and Timaru call centres, and Metro info at the Bus Exchange, on

			line journey planner, access to timetable information by cell phone
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3. Satisfying the community to ensure continued support

Commentary;

- i. The measure is residents' views of whether public transport is meeting community needs and is affordable. The target is 75% of the sample saying they are either satisfied or very satisfied with the services (the source is Environment Canterbury's Residents Survey)

Portfolio Activity	Communications Objectives	Communications Approaches	Specific activities
Bill is this supposed to be in here? If yes, then please see my comments above Provide passenger transport education programmes in primary and intermediate schools in Christchurch and Timaru	Increase patronage	Education	Schools programmes and bus visits (The "Sustainable Bus")
Stakeholder relationship management	Ensure stakeholders are aware of Environment Canterbury's aspirations and decisions	Stakeholder management	On-going
Publicity	Ensure that residents are aware of major issues and Environment Canterbury decisions	Publicity	Media liaison and publicity activities
Consultation	Ensure that residents have opportunities to comment on proposed new services or changes to services	Consultation	Consultation related to route or service changes

4. Managing Total Mobility schemes for transport-disadvantaged people to enable them to have mobility

Commentary:

The measure is the rating by transport-disadvantaged people of the level of service and value for money in Christchurch, Ashburton, Waimate and Timaru. The target is 85% satisfaction. The source is the two-year Total Mobility Users' Survey.

Portfolio Activity	Communications Objectives	Communications Approaches	Specific activities
Stakeholder relationship management	Ensure stakeholders are aware of Environment Canterbury's aspirations and decisions	Stakeholder management	On-going
Consultation	Ensure that users and potential users have opportunities to comment on proposed new services or changes to services	Consultation	Key activity is the liaison meetings with the four Total Mobility Committees - they meet about 6 times/yr. They are the major consultation mechanism. We also do a users survey ever 2 nd yr - see levels of service 4, pg 62 of LTCCP

Evaluation

In general, the key measures of communication effectiveness will be;

- Patronage data
- Survey results (satisfaction surveys)
- News media coverage of key issues
- Participation by stakeholders at meetings
- Participation by residents in consultation processes