



## Public passenger transport group of activities

The public passenger transport group of activities contributes to the following community outcomes:

- Transport and travel needs are met
- Easy to travel around Canterbury's cities and towns and easy access to stops and other community services
- Alternatives for moving people and freight

Environment Canterbury is the lead agency for the provision of public passenger transport services and registering commercial public transport services and is an advocating and influencing agency for the provision of public transport infrastructure by territorial authorities and the New Zealand Transport Agency (Land Transport Act 1998, Public Transport Management Act 2008 and Land Transport Management Act 2003).

## KEY ISSUES FOR 2009-19

### Movement of people

Ongoing growth in private car use is causing traffic congestion, road safety issues, and a reliance on fossil fuels that increases emissions and exposes the region to rising fuel costs and energy supply security issues. Public passenger transport is an effective way of moving large numbers of people, including the transport-disadvantaged, to employment, education, recreation and social activities in a way that reduces these effects. Maintaining patronage growth for those purposes relies on ongoing investment in improvements to services by Environment Canterbury and in infrastructure by territorial local authorities and the New Zealand Transport Agency.

>> Rating for public transport in Lyttelton and Diamond Harbour.

>>> Rating for public transport in Selwyn District.

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### Affordability

The cost of providing public passenger transport services is a significant proportion of Environment Canterbury's operating budget. It is essential that this is funded from a mix of sources so that the costs and benefits are distributed fairly among users, ratepayers and central government.

## Effect on the four well-beings

Provision of affordable public passenger transport, allowing access to work, education and recreation destinations, enhances social and economic well-being.

Public passenger transport reduces growth in the number of cars on the road, improving well-being of other road users and reduces corresponding emissions and consumption of fossil fuels.

However, the cost of providing public passenger transport services can have adverse economic effects on ratepayers.



SOCIAL



ECONOMIC



ENVIRONMENTAL



CULTURAL

## Involving the community

- Industry representatives and community stakeholders provide input into public passenger transport services through the Regional Transport Committee, the Active and Passenger Transport Working Group and the Christchurch and Timaru Passenger Transport Advisory Groups.
- Community groups and individuals take part in service reviews of all contracted school and public passenger transport services every five years.
- Total Mobility committees throughout the region have input into planning and running of services in their communities.

Note: The Long Term Council Community Plan includes Environment Canterbury's Land Transport Programme, details of which are available from Customer Services on request.

The Canterbury Regional Land Transport Programme 2009-19, a separate document, provides an overview of all the transport activities undertaken throughout the region by all the councils and NZTA. Copies are available from Environment Canterbury Customer Services or online.

## ACTIVITIES

### Priority over the next 10 years

The focus of this group of activities is Operations, which provides public passenger transport and manages Total Mobility schemes. Significant increases in expenditure are planned as a result of rising operating costs, planned improvements to service levels, improving environmental performance and increased use of technology.

### We will undertake the following activities:

- 1 Strategy**  
Developing and monitoring regional strategies for Environment Canterbury's contribution to community outcomes for public passenger transport.
- 2 Investigations**  
Investigating community passenger transport needs.
- 3 Planning and consents**  
Developing policy for managing public passenger transport and monitoring policy implementation and effectiveness.
- 4 Monitoring**  
Measuring the performance of contracted passenger transport services.
- 5 Operations**  
Providing passenger transport services in greater Christchurch and Timaru and managing Total Mobility schemes.
- 6 Communicating, educating and advocating**  
Promoting the use of passenger services to the community, bus users and schools.
- 7 Regulating**  
Registering public passenger transport services.

### UNCERTAINTIES

For 2009-19, the following is uncertain:

a) Whether territorial local authorities will provide the necessary bus priority measures, bus shelters and interchanges in a timely way to achieve target patronage growth.

b) The degree to which the volatility in operating costs, such as fuel costs, will impact on total expenditure.

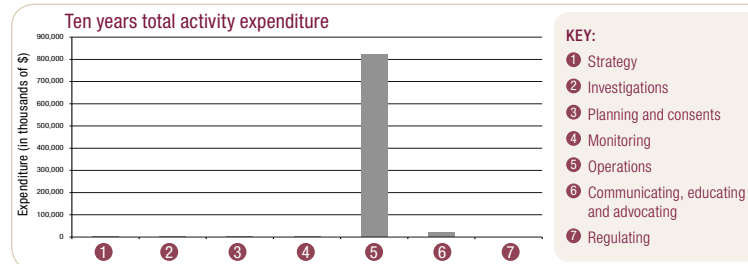
### ASSUMPTIONS

For 2009-19, it is assumed that:

a) Territorial local authorities will provide the necessary bus priority measures, bus shelters and interchanges to achieve forecast patronage growth.

b) Some provision has been made for increased operating costs. Note that New Zealand Transport Agency cost indices may also impact on contract costs in the 2009-19 LTCCP. The cost indices compensate bus companies for cost increases for fuel and other factors outside their control. In order to maintain a satisfactory level of cost recovery that maintains an equitable balance between fares, rates and government grants, forecast budgets have included fare rises of five percent on average each year, as well as greater fare revenue from anticipated patronage growth. Entering into gross contracts with bus operators will enable Environment Canterbury to use revenue from such increases in bus fares and patronage to cushion the impact of the contract cost increases.

c) The implications for public passenger transport of the Greater Christchurch Urban Development Strategy and Action Plan are as those set out in the land section.



### WORK PROGRAMMES FOR 2009/10 TO 2018/19:

#### 1 Strategy

##### Years 2009/10 to 2018/19

- Contribute to strategic development of the greater Christchurch and Timaru public passenger transport systems.
- Contribute to the update of the Greater Christchurch Urban Development Strategy and Action Plan.

##### Years 2009/10, 2014/15

- Update the Timaru Metro strategy.

##### Years 2010/11, 2015/16

- Update the Christchurch Metro strategy.

#### 2 Investigations

##### Years 2009/10 to 2018/19

- Undertake service reviews prior to services being re-tendered.
- Jointly implement public passenger transport components of the Greater Christchurch Urban Development Strategy in partnership with Selwyn and Waimakariri District Councils, the Christchurch City Council and the New Zealand Transport Agency.

#### 3 Planning and consents

##### Years 2009/10 to 2018/19

- Ensure district and city plans give effect to regional policies for managing public passenger transport.
- Work with developers to ensure the needs of public passenger transport are accommodated into the design of new developments.

#### 4 Monitoring

Years 2009/10 to 2018/19

- Monitor patronage in greater Christchurch and Timaru.
- Monitor bus users' satisfaction with passenger services in greater Christchurch and Timaru.
- Monitor residents' satisfaction with passenger services in greater Christchurch and Timaru.
- Monitor users' satisfaction with Total Mobility schemes (every second year).

#### 5 Operations

Years 2009/10 to 2018/19

- Manage competitively tendered passenger service contracts.
- Investigate and, where necessary, act on complaints about passenger services.
- Ensure the quality of services is maintained.
- Manage the Total Mobility schemes.
- Work with the Christchurch City Council on identifying and implementing bus priority measures, suburban transport interchanges and the central city transport interchange.

#### 6 Communicating, educating and advocating

Years 2009/10 to 2018/19

- Provide timetable and journey planning information for bus users, including printed timetables, real-time electronic information in Christchurch and Timaru, the Metro and Timaru call centres, and Metro info at the Bus Exchange.
- Implement marketing initiatives to increase bus patronage.
- Provide passenger transport education programmes in primary and intermediate schools in Christchurch and Timaru.

#### 7 Regulating

Years 2009/10 to 2018/19

- Register public passenger transport services.

## LEVELS OF SERVICE



### HOW ENVIRONMENT CANTERBURY'S LEVELS OF SERVICE RELATE TO THE COMMUNITY OUTCOMES

Levels of Service	Community Outcomes		
	Transport and travel needs are met	Easy to travel around Canterbury's cities and towns and easy access to stops and other community services	Alternatives for moving people and freight
1 Providing public passenger transport services that are accessible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Providing timely services that get people to where they want to go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Providing quality services and value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Providing services that are affordable and reliable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Providing services that take an increasing role in meeting people's overall travel needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Providing total mobility schemes for transport-disadvantaged people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Working with territorial authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Environment Canterbury's contribution will be reported on each year in our annual report.

## OUR LEVELS OF SERVICE

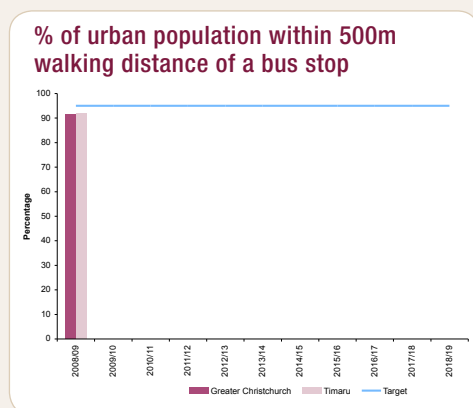
## 1 Providing public passenger transport services that are accessible

### MEASURE

Percentage of households in Greater Christchurch,<sup>1</sup> and Timaru, within 500 metres walking distance of a bus stop.

### TARGET

95%.



Source: Environment Canterbury.

## 2 Providing timely services that get people to where they want to go

### MEASURE

Percentage of households in Greater Christchurch where occupants can get to two or more key activity centres<sup>2</sup> by public passenger transport within 30 minutes<sup>3</sup>.

### TARGET

The percentage increases over time (from a base of 43% in 2008/09).

<sup>1</sup>Greater Christchurch" includes metropolitan Christchurch, parts of the Lyttelton basin, Banks Peninsula, and the Selwyn and Waimakariri Districts between the Ashley and Selwyn rivers adjacent to Christchurch city.

<sup>2</sup> Key activity centres for Greater Christchurch are defined in Proposed Change 1 to the Canterbury Regional Policy Statement, and include commercial and business centres.

<sup>3</sup> Includes walking, waiting and travel time.

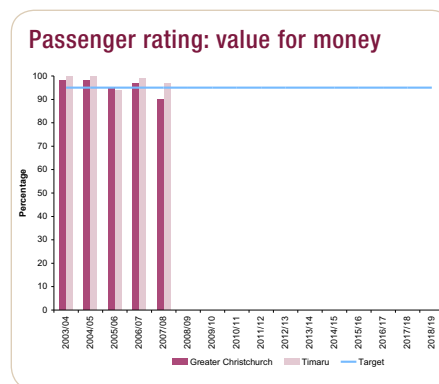
## 3 Providing quality services and value for money

### MEASURE

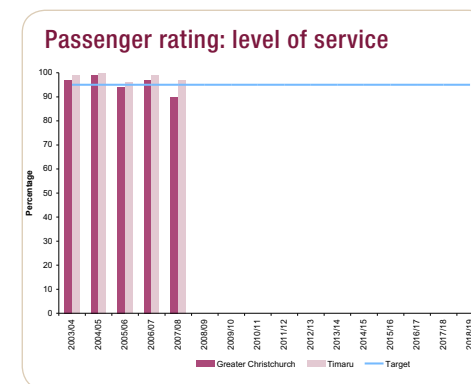
Passenger rating of value for money and level of service.

### TARGET

95% of passengers surveyed rate the service as good, very good or excellent (on a scale of dreadful, very poor, poor, good, very good and excellent).



Source: Environment Canterbury.



Source: Environment Canterbury.

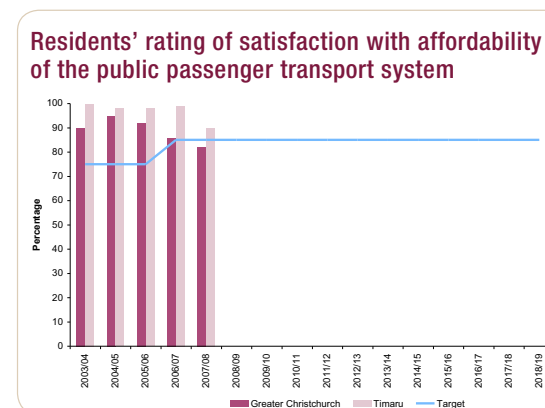
## 4 Providing services that are affordable and reliable

### MEASURE 1

Residents' rating of affordability of services.

### TARGET

95% of residents rate the affordability of services good, very good or excellent (on a scale of dreadful, very poor, poor, good, very good and excellent).



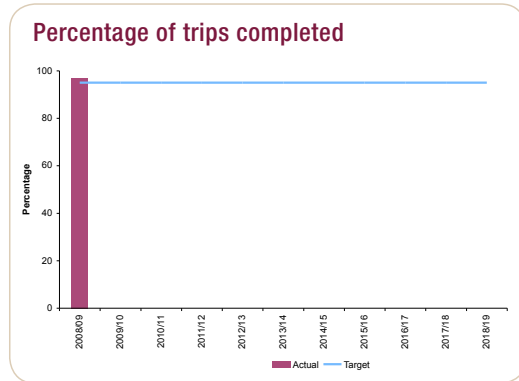
Source: Environment Canterbury.

**MEASURE 2**

Percentage of scheduled trips that are completed.

**TARGET**

95% of scheduled public passenger trips are completed.<sup>4</sup>



Source: Environment Canterbury.

**5 Providing services that take an increasing role in meeting people's overall travel needs**

**MEASURE 1**

The percentage of passenger trips<sup>5</sup> in Greater Christchurch made by public passenger transport.

**TARGET**

3% or better by June 2016 (see graph 1).

**MEASURE 2**

The number of trips per urban resident in Timaru each year.

**TARGET**

13 trips or more per urban resident of Timaru (see graph 2).

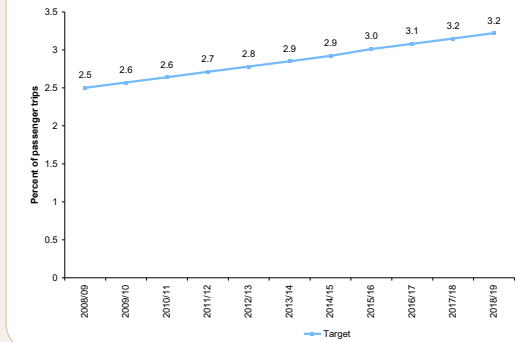
**MEASURE 3**

The annual total public passenger transport trips for Canterbury.<sup>6</sup>

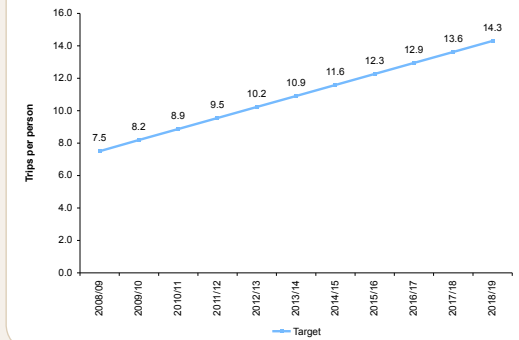
**TARGET**

See graph 3.

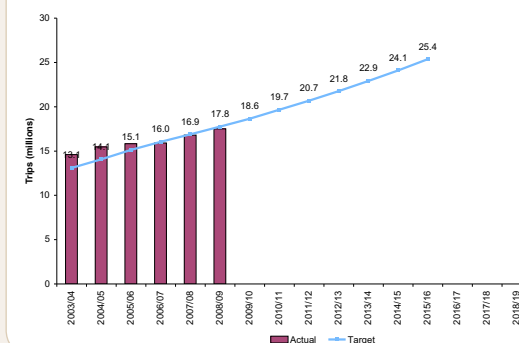
**Graph 1: Greater Christchurch Public Transport Trips**



**Graph 2: Trips per person in Timaru**



**Graph 3: Total Public Passenger Transport Trips**



Source: Environment Canterbury's patronage statistic and estimates of car driver and passenger trips.

<sup>4</sup> An incomplete trip is defined as a trip not undertaken at all as well as those where 90% of the trip is not completed within 1 hour of schedule.

<sup>5</sup> Passenger trips are considered to be the total of car driver trips, car passenger trips and public passenger transport trips. Data for this measure is derived from annual Environment Canterbury and Ministry of Transport statistics.

<sup>6</sup> Comprises trips made on the Greater Christchurch and Timaru Metro networks.



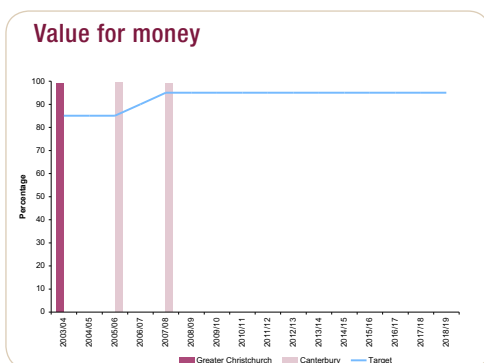
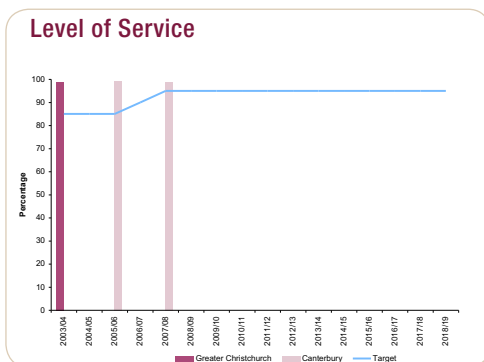
## 6 Providing total mobility schemes for transport-disadvantaged people

### MEASURE

Transport disadvantaged people's rating of value for money and the level of service in Christchurch, Ashburton, Waimate and Timaru.

### TARGET

85% of users rate the service as good, very good or excellent (on a scale of dreadful, very poor, poor, good, very good and excellent).



Source: Environment Canterbury biennial survey.

## 7 Working with territorial authorities

### MEASURE

The percentage of reviewed district and city council plans that give effect to or are not inconsistent with regional policies for public passenger transport.

### TARGET

100% of reviewed plans (see table).

Note: Second-generation plans will be developed by district and city councils by way of a plan review under section 79 of the Resource Management Act 1991. Environment Canterbury will review all second-generation plans to ensure they give effect to the Canterbury Regional Policy Statement (CRPS) or are not inconsistent with the Proposed Natural Resources Regional Plan (PNRRP).

District and city council plans		
Council	First plan operative	Review of plan commences
Ashburton District Plan	2001	2008
Waimate District Plan	2001	2011
Hurunui District Plan	2003	2013
Mackenzie District Plan	2004	2014
Waimakariri District Plan	2005	2015
Timaru District Plan	2005	2015
Waitaki District Plan	2005*	2015
Christchurch City Plan	2007*	2017
Selwyn District Plan	2007	2017
Kaikoura District Plan	2008	2018
Banks Peninsula District Plan	2009**	2019

\* operative in part

\*\* assumed operative date

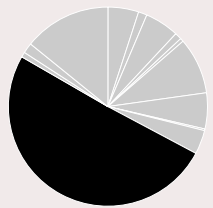
# FINANCIAL SUMMARY

## Asset management and capital expenditure

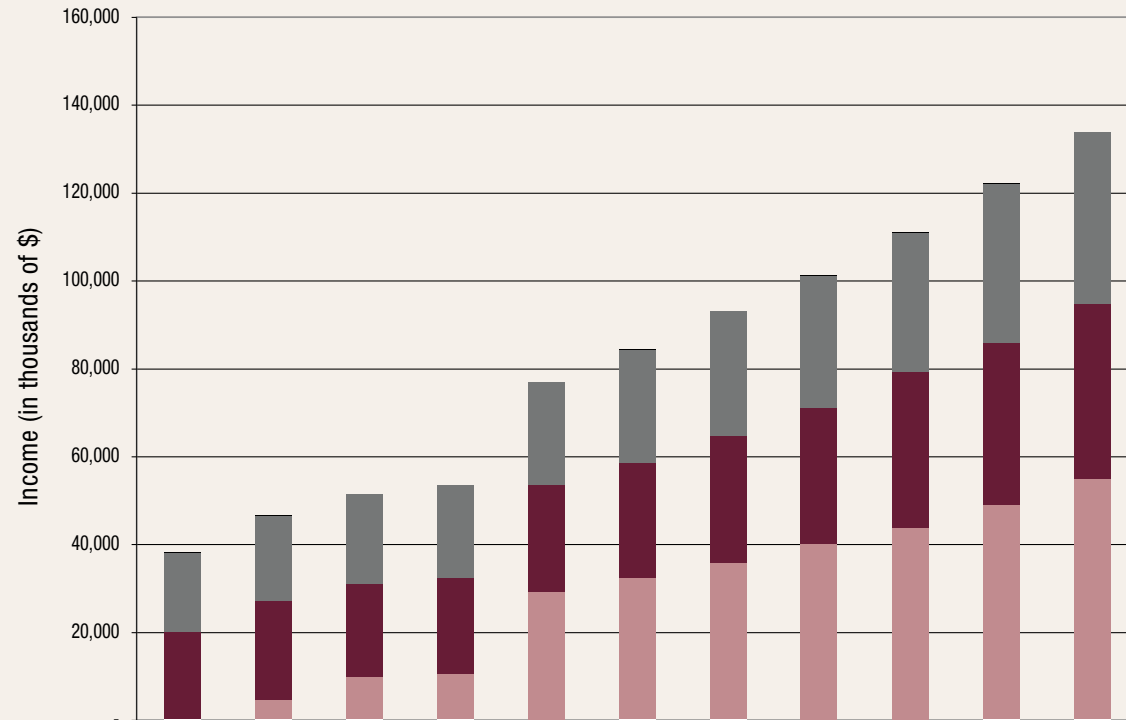
There are no assets involved in this group of activities.

## How this work is funded

For more information on source of funds and rationale for selection, see: 2009 Funding and Financial Policies, Long Term Council Community Plan Part B.



Ten years total expenditure, all 13 groups of activities  
KEY: ■ This group of activities



(\$000)	2008/09 Annual Plan	2009/10 LTCCP	2010/11 LTCCP	2011/12 LTCCP	2012/13 LTCCP	2013/14 LTCCP	2014/15 LTCCP	2015/16 LTCCP	2016/17 LTCCP	2017/18 LTCCP	2018/19 LTCCP
Interest	327	245	245	245	245	245	245	245	245	245	245
User Pays/Other	-	4,626	9,652	10,267	29,152	32,320	35,757	39,896	43,548	48,854	54,791
Grants	19,862	22,285	21,141	22,076	24,154	26,238	28,923	30,905	35,509	36,875	39,643
Targeted Rates	18,043	19,420	20,394	21,078	23,371	25,550	28,234	30,212	31,714	36,281	39,093
General Rates	48	27	29	30	35	39	40	42	46	45	44
<b>Total Income</b>	<b>38,280</b>	<b>46,603</b>	<b>51,461</b>	<b>53,696</b>	<b>76,957</b>	<b>84,392</b>	<b>93,199</b>	<b>101,300</b>	<b>111,062</b>	<b>122,300</b>	<b>133,816</b>
<b>Operating Expenditure</b>	<b>38,752</b>	<b>44,450</b>	<b>51,961</b>	<b>53,833</b>	<b>78,307</b>	<b>84,097</b>	<b>94,120</b>	<b>101,009</b>	<b>108,049</b>	<b>125,575</b>	<b>132,358</b>
<b>Operating Surplus/(Deficit)</b>	<b>(472)</b>	<b>2,153</b>	<b>(500)</b>	<b>(137)</b>	<b>(1,350)</b>	<b>295</b>	<b>(921)</b>	<b>291</b>	<b>3,013</b>	<b>(3,275)</b>	<b>1,458</b>
<b>Reserves</b>	<b>472</b>	<b>(2,153)</b>	<b>500</b>	<b>137</b>	<b>1,350</b>	<b>(295)</b>	<b>921</b>	<b>(291)</b>	<b>(3,013)</b>	<b>3,275</b>	<b>(1,458)</b>

# Rating for Public Transport in Lyttelton and Diamond Harbour

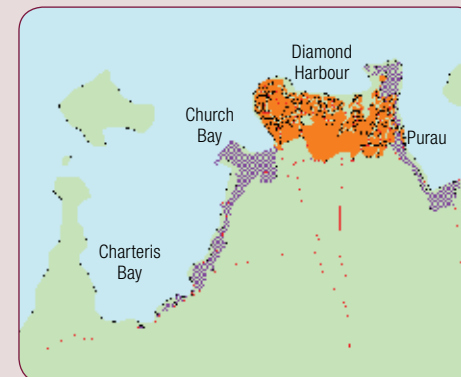
## What the Council decided

### THE DRAFT 2009-19 LONG TERM COUNCIL COMMUNITY PLAN PROPOSED:

- That Lyttelton and Diamond Harbour join the Christchurch rating area for public transport. This will reduce the rating burden for Lyttelton and Diamond Harbour residents, while having a minimal impact on Christchurch public transport rates.
- That the rating area for public transport around Diamond Harbour is expanded to include Purau, Church Bay and Charteris Bay (shown in blue in the map at right), to reflect areas of new development and nearby bays which can access the ferry service.

### COUNCIL'S DECISION

This proposal was adopted in full.



- Existing rating area
- Expanded rating area

### WHAT THE SUBMITTERS TOLD US

Only two submissions out of 12 did not support the proposals. One was not in favour of reducing rates in Lyttelton and Diamond Harbour, and the other was not in favour of any associated rise in Christchurch rates.

# Rating for Public Transport in the Selwyn District

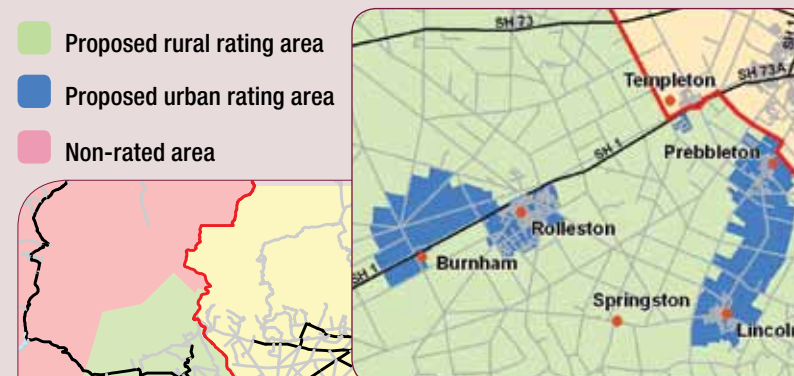
## What the Council decided

### THE DRAFT 2009-19 LONG TERM COUNCIL COMMUNITY PLAN PROPOSED:

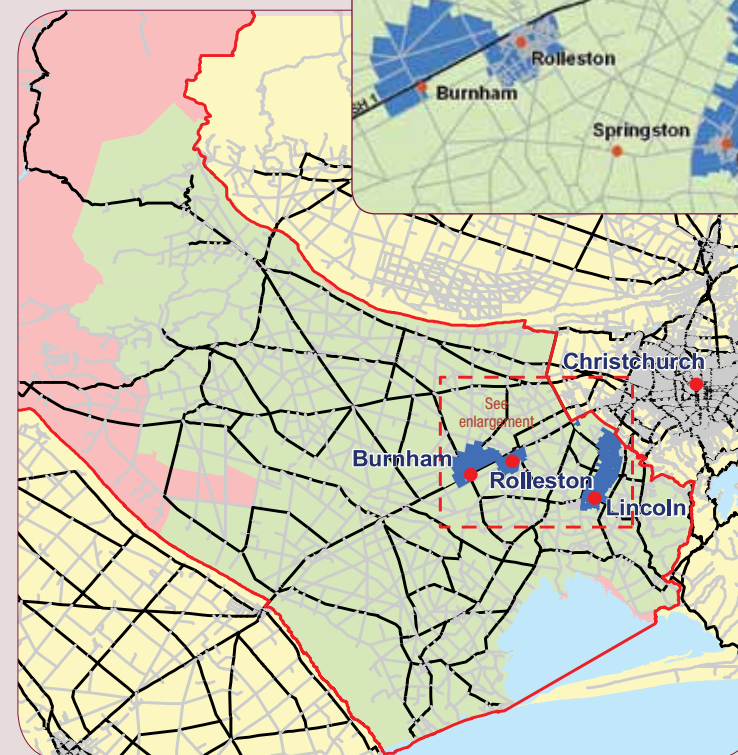
- That a 90:10 urban: rural rating split should be introduced for public transport rates in the Selwyn District.
- That urban and rural rating boundaries be established as shown in the maps (at right).

### COUNCIL'S DECISION

This proposal was adopted in full.



- Proposed rural rating area
- Proposed urban rating area
- Non-rated area



### BACKGROUND TO THE PROPOSAL

In the Selwyn District, only the urban townships of Burnham, Rolleston and the Lincoln-Prebbleton corridor are currently rated for public transport. However, a joint Environment Canterbury/Selwyn District Council Working Group recently proposed that a new approach should be taken to reflect the benefits of public transport to the wider community, such as reduction of traffic on local roads.

The Group recommended that urban areas should contribute 90% of public transport rates and rural areas should contribute the remaining 10%. They also proposed some new urban and rural rating boundaries. A similar approach is already used in the Waimakariri District. This Selwyn District Council proposal was accepted by the regional council so it could be included in the draft Long Term Council Community Plan for public consultation.

### WHAT THE SUBMITTERS TOLD US

There was an even balance of submissions for and against the proposed changes.