

Public passenger transport

Environment Canterbury's role is as the lead agency for public passenger transport and for licensing public passenger transport services



» Delivering on community outcomes

Desired outcomes

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

Progress this year

16.84 million public passenger transport trips were made across the region in the last year, 6% more than last year. Patronage rose in both Timaru and Christchurch. The Northern Star service continues to successfully attract bus passengers from the Waimakariri District. Townships in Selwyn District are also showing strong rates of patronage growth.

Passengers throughout the region continued to be very satisfied with both the level of service and value for money.

Residents continued to be very satisfied that public transport meets community needs and is affordable.

Public transport continued to provide a viable and sustainable alternative to private motor vehicle use in the region's urban centres.

Effect on the four well-beings:



SOCIAL



ECONOMIC



ENVIRONMENTAL



CULTURAL

The cost of providing public passenger transport can have an adverse economic effect on ratepayers who do not use the services provided. However, there are wider benefits to social and environmental well-being as a result of meeting people's transport and travel needs and a reduction in the number of cars on the road.

» Highlights

Support for public passenger transport continued to grow. Almost one million more trips were undertaken on buses in Timaru and Christchurch this year compared with the 2006/07 year.

Bus usage in Timaru grew by almost 6%, reversing a five-year trend of declining bus patronage in the city.

A number of individual routes in both Christchurch and Timaru are now showing annual growth rates in excess of 10%.

Christchurch patronage is again on target to achieve the Metro Strategy's 25 million passenger trip per annum target by 2015/16.

The Metrocard continues to be popular in delivering cheaper and more customer-friendly fare options. Over 75% of users in Christchurch are using the Metrocard. In Timaru, where Metrocards were introduced last year, over 50% of passengers have adopted the system.

» We also . . .

- Began a project to establish the strategic direction for Public Transport in Christchurch (the Passenger Transport Futures Study).
- Provided super low floor buses on 95% of buses operating between 9am and 2.30pm weekdays and 65% of peak services.
- Provided timetable and journey planning information for bus users, including printed timetables, real-time electronic information in Christchurch, the Metro and Timaru call centres, and Metro Info at the Bus Exchange.
- Ran passenger transport education programmes in primary and intermediate schools in Christchurch and Timaru.
- Worked with the Christchurch City Council on options for expanding the Christchurch Bus Exchange and bus priority projects.
- Concluded a successful trial of the use of biodiesel in the urban bus fleet.
- Surveyed passenger satisfaction with services in greater Christchurch and Timaru and residents' satisfaction with whether services were meeting community needs and affordability in greater Christchurch and Timaru.
- Registered 105 new or changed public passenger transport services in the region.
- Administered Total Mobility schemes in Christchurch, Timaru, Ashburton and Waimate.
- Lodged submissions on three notified city/district plan changes to ensure consistency with regional policies, and eight resource consent applications, and participated in one Environment Court appeal.
- Trialled bike racks on a range of routes, including Lyttelton and Rangiora.
- Installed BusFinders in Timaru and the Waimakariri. Over 500 BusFinders are currently installed at Christchurch bus stops.

>> Levels of service This section reports on performance for 2007/08 against Annual Plan targets

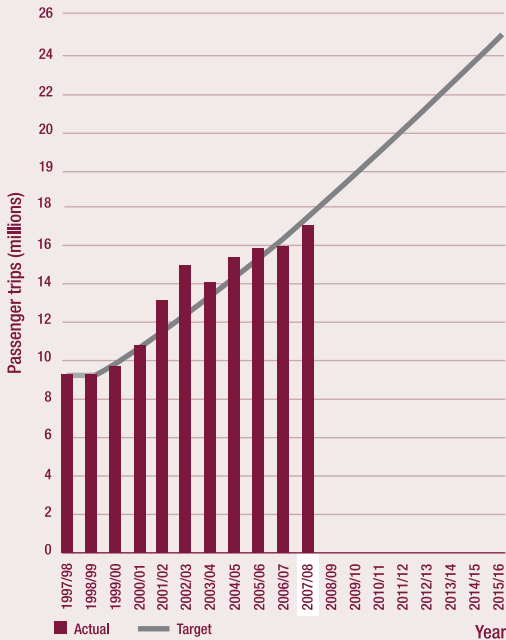
1. Providing public passenger transport and encouraging people to use it to reduce the growth in traffic congestion

Measure 1
Annual total passenger trips for Canterbury.

Target 2007/08
16.87 million.

Despite significant increases in bus patronage, total passenger trips were 16.84 million, which was slightly below target. *Not achieved.*

Total passenger trips for Canterbury



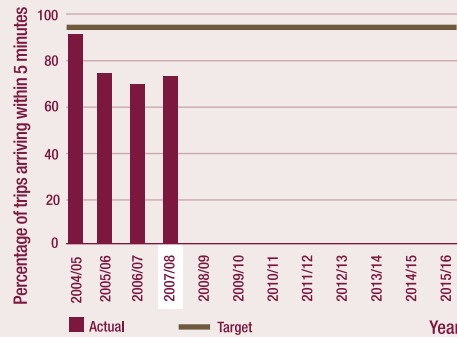
Source: Environment Canterbury's patronage data.

Measure 2
Reliability of passenger transport in Christchurch.

Target 2007/08
95% of trips arrive within five minutes of scheduled arrival times at timetable timing points¹.

Traffic congestion on most routes has caused significant unavoidable delays on many services. Environment Canterbury is working with territorial authorities to address this issue with various bus priority measures being investigated. *Not achieved.*

Passenger transport reliability in Christchurch



Source: Environment Canterbury's patronage data.

What's changed since the 2006-16 LTCCP?
In measure 1 the target has been extended to 2015/16 (from the revised Greater Christchurch Public Passenger Transport Strategy). Measure 2 was proposed in the 2006-16 LTCCP.

2. Satisfying customers to ensure continued patronage

Measure
Passenger rating of value for money and level of service.

Target 2007/08
95% of passengers rate the service as good or better. (2007/08 6 point scale of dreadful - excellent. Prior to this year, the scale was a five-point scale of very poor - excellent.)

Achieved. 96% of passengers in Timaru rated the value for money as good or better.

94% of Christchurch passengers rated the value for money as good or better. *Not achieved.*

Passenger rating of level of service

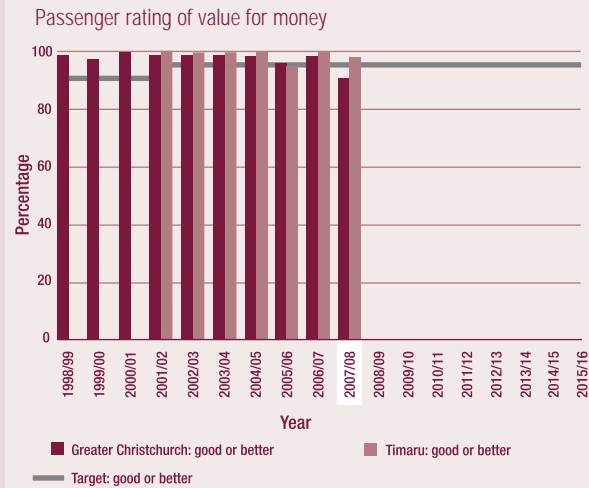


¹ Points are identified on individual route timetables.

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Achieved. 97% of passengers in Timaru rated the level of service as good or better.

90% of passengers in Christchurch rated the level of service as good or better. *Not achieved.*



Source: Environment Canterbury's annual user survey¹.

¹ The annual user survey involves face-to-face interviews with a representative sample of bus users aged 15+ (2000 in Christchurch and 200 in Timaru).

² The annual residents' survey of community satisfaction with the public transport system involves telephone interviews among a representative sample of residents aged 15+ (700 in greater Christchurch and 100 in Timaru).

3. Satisfying the community to ensure continued support

Measure

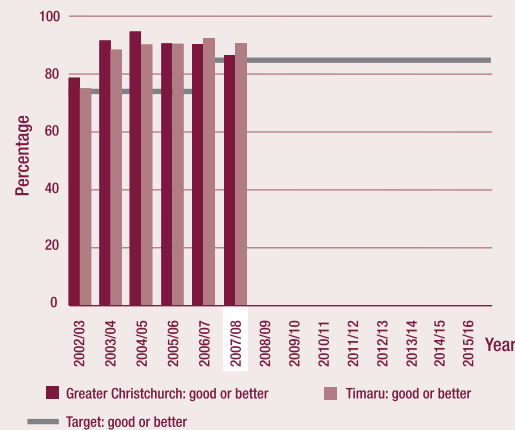
Residents' views of whether public transport is meeting community needs and is affordable.

Target 2007/08

85% of residents say they are satisfied or very satisfied with the service (note – target increased from 75% last year).

Achieved. 91% of Timaru residents and 86% of Christchurch residents say they are satisfied or very satisfied that public passenger transport is meeting community needs.

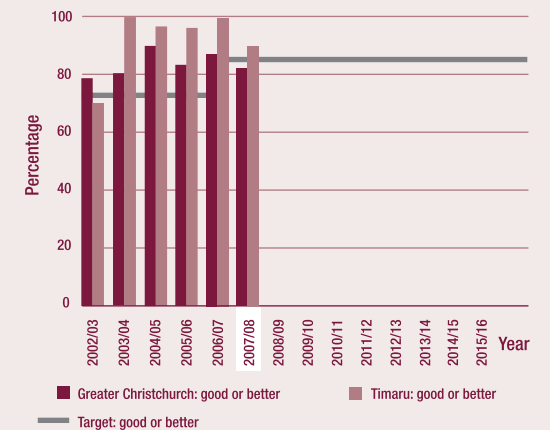
Residents' rating of whether public transport is meeting community needs



Achieved. 90% of Timaru residents are satisfied or very satisfied with the affordability of public passenger transport.

82% of Christchurch residents are satisfied or very satisfied with the affordability of public passenger transport. *Not achieved.*

Residents' rating of affordability of public transport



Source: Environment Canterbury's residents' survey².

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

Measure

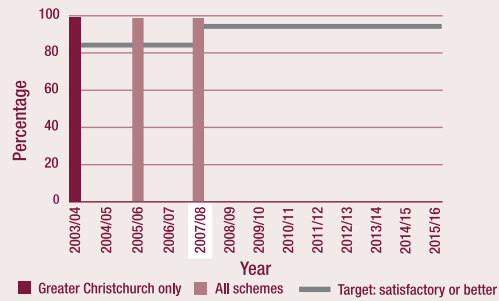
Transport-disadvantaged people's rating of the level of service and value for money for services in Christchurch, Ashburton, Waimate and Timaru.

Target 2007/08

95% of users rate the service as good or better. (2007/08 6 point scale of dreadful - excellent. Prior to this year, the scale was a five-point scale of very poor - excellent.)

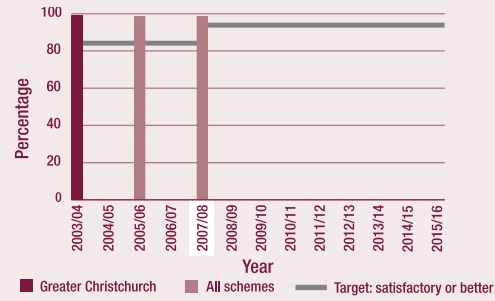
Achieved (99%)

Rating of level of service



Achieved (99%)

Rating of value for money



Source: Environment Canterbury's survey³.

³ The two-yearly Total Mobility users' survey involves all users.





>> Financial summary

\$000	Actual 2007/08	Budget 2007/08	Actual 2006/07
Total Expenditure	35,823	34,783	32,954
<i>Funded by:</i>			
General rates	46	46	57
Targeted rates	16,895	16,686	13,543
Grants	18,088	17,159	16,741
User pays and other	488	442	498
Total Funding	35,517	34,333	30,839
Reserves Increase/(Decrease)	(306)	(450)	(2,115)

A more favourable result than budgeted due to increased revenue at the Bus Exchange and decreased expenditure on contract management as the planned scheduling system and ticketing upgrade have been delayed.

Capital Expenditure

■ Refer to Appendix 1, page 118, for more information on capital expenditure associated with this activity. Capital expenditure associated with this group of activities was funded from general funds and included as depreciation expense.