

# Public passenger transport

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



## What we achieved this year

Within this portfolio we contribute towards achievement of three main community outcomes:

### Our contribution

- A record 17.49 million public passenger transport trips were made across the region in the year ending June 2009, an increase of 660,650 trips on the previous year. There was a 4% growth in passenger numbers in Christchurch and a 13% growth in Timaru, where bus usage exceeded 200,000 trips for the year for the first time since 2005/06.
- Public passenger transport continued to provide an effective and sustainable alternative to private motor vehicle use in the region's urban centres.
- Data from our annual user survey show that passengers throughout the region continued to be very satisfied with both the level of our services and their value for money. People were also very satisfied that public transport meets community needs and is affordable.

### Community outcome

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

In this portfolio we report on four levels of service to illustrate our achievements this year.

## Effect on the four well-beings



Provision of affordable public 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 roads, improving the well-being of other road-users and reducing emissions and fossil fuel consumption.

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

## Other key achievements this year

- We awarded a contract to company Innovations in Transportation (INIT) for a Metro ticketing system upgrade, which will go live in May 2010. The new system will allow internet top-up of Metrocards, as well as having a top-up machine in the bus exchange. The new system will also provide higher quality information on passenger boarding locations, making planning more effective in meeting community needs.
- We began a free travel scheme for SuperGold card holders across all Metro services in greater Christchurch and Timaru, as requested by the Ministry of Social Development and the Ministry of Transport. Around 9% of Metro users are now SuperGold card holders.
- Service reviews were completed for north, northwest and south routes plus southeast and west routes and we awarded contracts for Metro bus services on a gross cost basis<sup>1</sup> and the Metro ferry service on a net cost basis<sup>2</sup> in these areas. These services will commence in November 2009.
- We commenced service reviews of northeast and southwest Metro bus services. When completed and awarded, these new contracts will begin in June and November 2010.
- We completed a successful trial of bike racks on buses, with bike racks now included on new contracts for specific routes.
- Good results continued from a biodiesel trial, with Leopard Coachlines Ltd now committing to B5 biodiesel – diesel containing 5% biofuel – on all Metro services it provides.
- A survey of residents is being undertaken in the Governors Bay community and communities in Selwyn district, including Springston, Leeston, Doyleston, Southbridge, Kirwee, West Melton and Darfield, to identify residents' desire for public passenger transport services to/from their communities linking either directly, or via existing Metro services to/from Christchurch.
- We implemented Phase II improvements for Total Mobility services in Greater Christchurch, Ashburton, Timaru and Waimate, which includes additional funding from Central Government to assist in the provision of these services. The maximum Central Government Funding Assistance Rate for Total Mobility has increased from 50% to 60%, and targeted transport property rates for Total Mobility services were reduced to below that of the 2005/06 financial year.
- Preparatory work is nearing completion for introducing additional funding for Total Mobility Agencies in Canterbury. It is envisaged that full implementation will be achieved by 1 September 2009. This was not intended for implementation until the Ministry of Transport had completed its proposed Phase III improvements for Total Mobility. However, agreement has been reached between Environment Canterbury and the New Zealand Transport Agency to trial this funding process earlier.
- Environment Canterbury staff provided technical assistance and support to Christchurch City Council staff in developing Bus Priority measures for Christchurch and operational aspects of Christchurch's proposed new Transport Interchange.
- Christchurch and Timaru junior primary school children continued to enjoy the 'Billy Bus' education programme – 27 classes were visited this year. Senior primary students in three schools trialled a new programme, 'Move It', which challenges students to investigate transport to and from their school, and to create a class plan for safe and sustainable transport. A programme for students in special-needs education, 'Way To Go', was developed this year and taught in two Christchurch special schools.

<sup>1</sup> Gross cost basis is where the operators are paid an agreed contract sum that covers their total costs to provide the services, and fare revenues are passed on to Environment Canterbury.

<sup>2</sup> Net cost basis is where operators are paid an agreed contract sum as tendered, where the operator's tendered price reflects the revenue the operator expects to receive from fares paid by passengers.

# Levels of service

This section reports on performance for 2008/09 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.

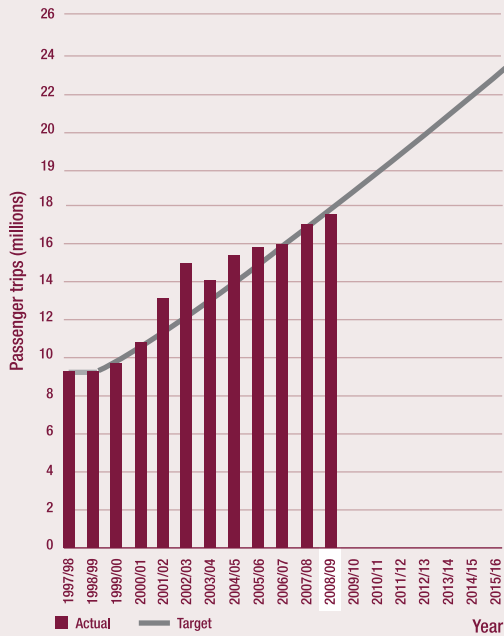
#### Target 2008/09

17.75 million.

Despite significant increases in bus patronage, total passenger trips were 17.49 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.

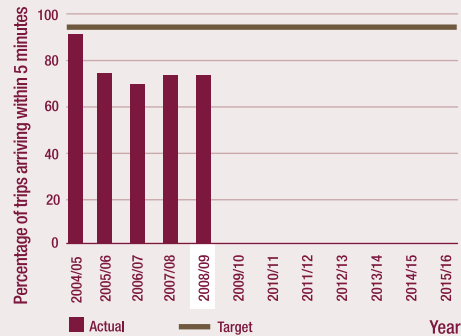
#### Target 2008/09

95% of trips arrive within five minutes of scheduled arrival times at timetable timing points<sup>1</sup>.

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 (71%).*

Passenger transport reliability in Christchurch



Source: Environment Canterbury's patronage data.

<sup>1</sup> Points are identified on individual route timetables.

<sup>2</sup> 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. Satisfying customers to ensure continued patronage

### Measure 1

Passenger rating of value for money.

#### Target 2008/09

95% of passengers rate the value for money of service as good or better.  
(2008/09 six-point scale of dreadful - excellent. Prior to this year, the scale was a five-point scale of very poor - excellent.)

*Achieved.* 97% of passengers in Timaru and 97% of Christchurch passengers rated the value for money as good or better.

Passenger rating of value for money

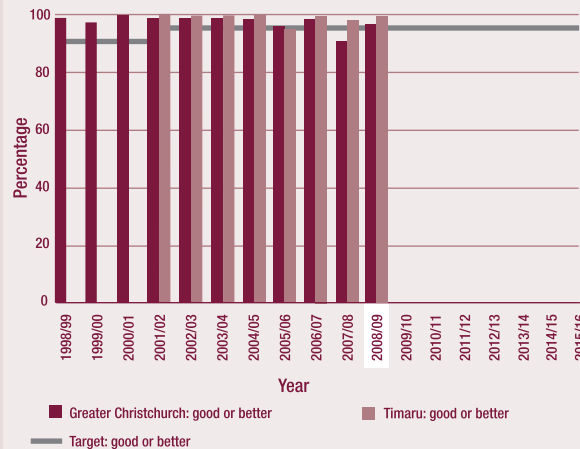


### Measure 2

Passenger rating of level of service.

*Achieved.* 99% of passengers in Timaru and 96% of passengers in Christchurch rated the level of service as good or better.

Passenger rating of level of service



Source: Environment Canterbury's annual user survey<sup>2</sup>.

### 3. Satisfying the community to ensure continued support

#### Measure

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

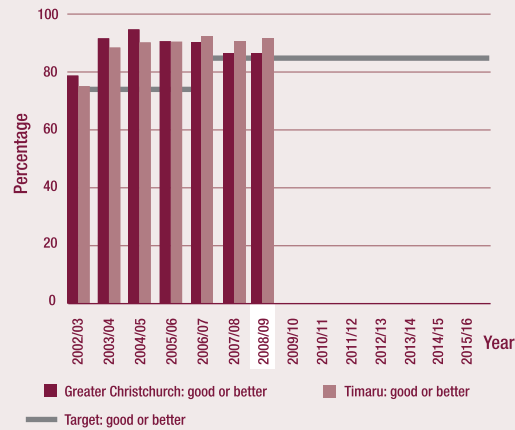
#### Target 2008/09

85% of residents say they are satisfied or very satisfied with the service.

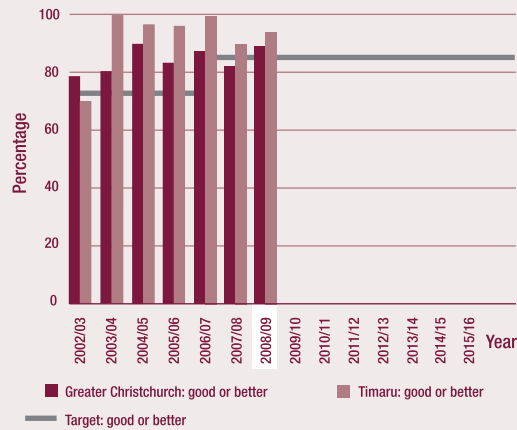
*Achieved.* 92% of Timaru residents and 86% in Christchurch say they are satisfied or very satisfied that public passenger transport is meeting community needs.

*Achieved.* 94% of Timaru residents and 88% in Christchurch are satisfied or very satisfied with the affordability of public passenger transport.

Residents' rating of whether public transport is meeting community needs



Residents' rating of affordability of public transport



Source: Environment Canterbury's residents' survey<sup>3</sup>.

<sup>3</sup> 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).

# Financial summary

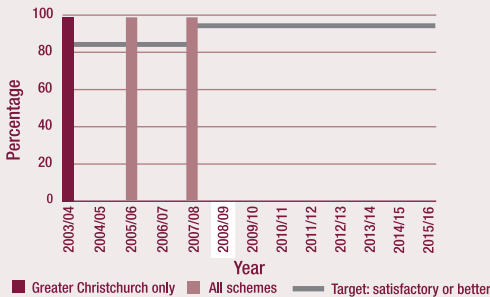
## 4. Managing Total Mobility schemes for transport-disadvantaged people to enable them to have mobility

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

**Target 2008/09**  
 95% of users are satisfied with the service.  
 (On a scale of very poor, poor, satisfactory, very good and excellent).

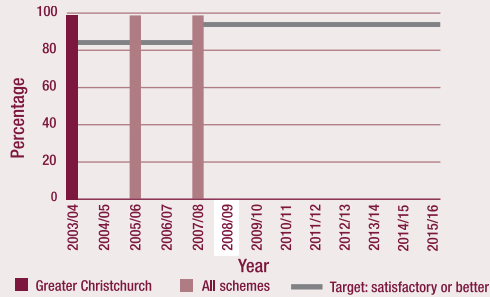
*This measure is recorded biennially. A new survey is programmed for 2009/10.*

Rating of level of service



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

Rating of value for money



Source: Environment Canterbury's survey.<sup>2</sup>

\$000	Actual 2008/09	Budget 2008/09	Actual 2007/08
<b>Total Expenditure</b>	40,420	38,753	35,823
<b>Funded by:</b>			
<b>General rates</b>	48	48	46
<b>Targeted rates</b>	18,199	18,044	16,895
<b>Grants</b>	22,281	19,862	18,088
<b>User pays and other</b>	441	327	488
<b>Total Funding</b>	40,969	38,281	35,517
<b>Reserves Increase/(Decrease)</b>	549	(472)	(306)

Grants from the New Zealand Transport Agency have increased to fund higher expenditure to provide free access for SuperGold cardholders, implementation of the new bus ticketing system and higher payments to bus companies. Demand for the Total Mobility programme is lower this year both in voucher use and uptake of hoists by taxi companies. Sundry revenue at the Bus Exchange for Metrocard sales, maps and other miscellaneous items slightly increased.

### Capital expenditure

Refer to Appendix 1, page 96, 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.