

GREATER CHRISTCHURCH PUBLIC TRANSPORT JOINT COMMITTEE

TO THE CHAIRPERSON AND MEMBERS

MEMBERSHIP OF THE COMMITTEE

Independent Chairperson: Alister James

Jim Harland	NZ Transport Agency	Mayor Lianne Dalziel	Christchurch City Council
Chairman David Bedford	Canterbury Regional Council	Cr Phil Clearwater	Christchurch City Council
Cr David Caygill	Canterbury Regional Council	Cr Pauline Cotter	Christchurch City Council
Cr Steve Lowndes	Canterbury Regional Council	Cr Kevin Felstead	Waimakariri District Council (and Deputy Chair)
Cr Mark Alexander	Selwyn District Council	Dr Anna Stevenson	CDHB Observer

The 7th meeting of the Joint Committee will be held on

Wednesday 17 May 2017 commencing at 3.30pm

VENUE: Council Chamber, Ground Floor
Environment Canterbury, 200 Tuam St, Christchurch

BUSINESS: As per Order Paper attached.

Bill Bayfield
ENVIRONMENT CANTERBURY



**GREATER CHRISTCHURCH PUBLIC JOINT TRANSPORT
COMMITTEE
ORDER PAPER**

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Minutes of the 6th meeting of the Greater Christchurch Public Transport Joint Committee held in the Council Chamber, Environment Canterbury, 200 Tuam Street, Christchurch on Wednesday 15 March 2017 commencing at 3.30pm

Contents

1. Welcome, Introduction and Apologies
2. Conflicts of Interest
3. Minutes of Meeting - 15 February 2017
4. Matters Arising
5. Correspondence
6. Deputations And Petitions
7. Future Public Transport Business Case
8. Monthly Metro Monitoring Report February 2017
9. Questions / General Business
10. Closure

Present

Alister James (Chairperson), Cr Kevin Felstead (Deputy Chairperson), Cr David Bedford, Cr David Caygill (Environment Canterbury), Mayor Lianne Dalziel, Cr Pauline Cotter and Cr Phil Clearwater (Christchurch City Council), Cr Mark Alexander (Selwyn District Council) and Dr Anna Stevenson (Canterbury District Health Board)

In attendance

Tane Apanui

Ken Stevenson (Waimakariri District Council), Richard Osborne, David Falconer, and Rae-Anne Kurucz (Christchurch City Council), Andrew Mazey (Selwyn District Council), Steve Higgs (NZ Transport Agency), Stewart Gibbon, Shannon Boorer, Rachel Young, Edward Wright, Cameron Mair and Therese Davel (Environment Canterbury)

1. Welcome, introduction and apologies

The Chairperson welcomed everyone to the meeting.

An apology was received from Cr Steve Lowndes.

Alister James / Cr Phil Clearwater
CARRIED

2. Conflicts of interest

No conflicts of interest were declared.

3. Minutes of meeting – 15 February 2017 *(Refer pages 4 – 7 of the agenda)*

Resolved:

That the Greater Public Transport Joint Committee confirms as a true and correct record, and adopts the minutes of the meeting held on 15 February 2017.

Alister James / Cr Kevin Felstead
CARRIED

4. Matters arising

There were no matters arising from the minutes.

5. Correspondence

No correspondence had been received.

6. Deputations and petitions

Tane Apanui from Dash Rail requested to address the Committee on passenger rail. The Committee agreed to hear his deputation. Tane explained he had done research over the last 2 years and had discussions with other Councils. He quoted costs and other information on a passenger rail service (Refer to Attachment 1).

Points raised during the discussion included:

- Trialling the system would have more advantages than full lease.
- Buses as the only public transport option are slow whereas trains can take you closer to where you want to be.
- Tane mentioned he had a good relationship with KiwiRail, noting KiwiRail indicated passenger service would take precedence in their planning.
- There was a deadline for procuring the available carriages.
- Tane noted their aim was to use 100% waste as a source for fuel and that he had access to such a source.
- As passenger rail was not discussed as part of the original short-term solution to congestion, it was suggested that Tane meet with staff to compare research and talk about future possibilities.

Action Points:

- Staff to meet with Tane Apanui to compare his findings with the 2014 Greater Christchurch Northern Rail Study.
- Consider including passenger rail in the Future Public Transport Business Case

7. Future public transport business case

(Refer pages 8 - 62 of the agenda)

Richard Osbourne and David Falconer presented the paper, which was taken as read. The Committee indicated its vision as getting more people to use public transport more often. Staff prepared a draft Strategic Business Case which included three problem statements to reflect the key challenges in achieving the agreed public transport patronage targets now and in the future. The Business Case identified that current trends relate to stagnant or declining ridership and it will not be enough to attract people to choose public transport.

In response to a question from Cr Alexander about investment in public transport, Richard noted that the New Zealand Transport Agency would be interested in looking for a good investment story. The Strategic Business Case took into account other transport business cases in Greater Christchurch currently under development.

Resolved (as amended):

That the Greater Christchurch Public Transport Joint Committee:

- 1. Notes the Strategic Business Case states there is evidence that change is needed to the city's public transport system in order to achieve the long term goals and strategies of UDS partners, the Regional Public Transport Plan and An Accessible City.**
- 2. Endorse that the Future Public Transport Business Case proceeds to the next phase to develop options through a Programme Business Case.**
- 3. Notes that a cost-sharing agreement for the costs of a Programme Business Case will need to be developed and this will determine the timing of the Programme Business Case.**
- 4. Notes that through the process there will be regular updates to the Joint Public Transport Committee to seek direction before proceeding to the next stages.**
- 5. Receives a report at its May meeting regarding the Business Case timeframe, costs and revision of problems statements.**

Cr David Bedford / Cr Mark Alexander
CARRIED

8. Metro monitoring report to February 2017

(Refer pages 63 - 66 of the agenda)

Shannon Boorer and Cameron Mair provided an update on greater Christchurch patronage to the end of February 2017 noting that patronage in greater Christchurch decreased by 4.3% in February 2017 compared to February 2016. Patronage decreased on each of the Frequent Lines which was to be expected due to 2016 having been a leap year. Shannon also noted reliability across the network was very similar to the same time in 2016.

In response to a question from Dr Stevenson about the increase in social media interactions in February, Shannon noted that during major events such as earthquakes, fires and flooding there is an increase in activity on Twitter and Facebook. In this particular case it related to the Port Hills fires.

Resolved:

That the Greater Christchurch Public Transport Joint Committee:

- 1. Receives the report for information.**

Cr Kevin Felstead / Cr Mark Alexander
CARRIED

9. Questions / general business

The next meeting will be held on 19 April 2017

10. Closure

The meeting closed at 4.10pm.

Confirmed

Date

Chairperson

Greater Christchurch Public Transport Joint Committee

General Information

Agenda item number	7.	Date	17 May 2017
Author	Rae-Anne Kurucz	Endorsed by	Joint PT Officers Steering Group

Future Public Transport Business Case

Purpose

1. This report provides the Joint Public Transport Committee with a draft scope and timeframes for the next phase of the Future Public Transport Business Case for Greater Christchurch. This project is intended to inform the development and eventual form of a network of public transport services that will best serve the Greater Christchurch area over a 30 year horizon. It is intended that the project take full account of the Committee's recently commenced review of the current bus-based public transport services for greater Christchurch. It will explore whether there is a sound business case for the existing bus based system to evolve over the timeframe into higher patronage, rapid services including any rail based or guided track alternatives to traditional buses.
2. This report informs the Committee of the anticipated costs and key outputs of the next important stage of the project – the preparation of a Programme Business Case. It also seeks the Committee's endorsement for subsequent key stages and broad timelines of the entire project moving forward from there.

Value Proposition

3. The progression of a Future Public Transport business case will provide the Joint Committee with the primary platform for exploring a wide range of future public transport options to meet the needs of Greater Christchurch over a 30 year timeframe. It will also enable the current review of the "shape" and operations of existing bus-based public transport services in Greater Christchurch to be viewed through a longer term lens. This project would therefore bring enhanced clarity to the longer term value of any forthcoming bus network operational and funding decisions the Committee may make arising from the current review. It will inform those considerations by clearly establishing what the most effective form of public transport system might be to meet the needs of the regenerated city and the greater Christchurch region into the future.
4. The business case process will be very similar to that applied to other major investment decisions being made by the partners in their long term planning. The business case for this project started by seeking to identify any clear problems with public transport services – and then exploring leading options worthy of further investigation to address those

problems. The next stage of this project (preparation of a Programme Business Case) is expected to identify a leading option or options that would be of value for further, more detailed analysis. The Strategic Business Case process completed so far for Future Public Transport in Greater Christchurch has established that the broad problems identified to date (summarised in the scope below) are sufficient to warrant those further investigations being undertaken.

5. The business case process is therefore intended to provide clear evidence for decision makers (this Committee and the partner authorities) to have a robust discussion about the future goals and role of public transport in greater Christchurch over a 30 year time horizon. Any investment decisions and operational commitments that may be required to be made by the partners to achieve those goals, which may be significant, can then be made with greater clarity and certainty of expected outcomes and anticipated risks. At this early stage of the project, it is crucial however to view any possible enhancements to the current public transport services within the context of the wider multi-modal transport system. Decisions, policies and planning for the entire transport network across greater Christchurch will impact on public transport's role - and vice versa.

Recommendations

That the Greater Christchurch Public Transport Joint Committee:

1. **Approves** the progression of the Future Public Transport Business Case project to the next phase – preparation of a Programme Business Case.
2. **Notes** that this project will bring enhanced clarity to the concurrent ongoing review of existing bus based public transport services for Greater Christchurch.
3. **Approves** that an appropriate cost share agreement be developed between the partners for the preparation of the next stage Programme Business Case.
4. **Notes** that through the entire Greater Christchurch Future Public Transport Business Case process, there will be regular progress updates to the Joint Public Transport Committee.

Business Case Scope

At the meeting of the Public Transport Joint Committee in March there was some discussion around the *problem statements* that had been identified for this project at the earlier Strategic Business Case stage. These were:

- The current public transport patronage trends risk not meeting the aspiration for a greener, compact, accessible, sustainable and innovative economically vibrant city. *Contribution to the problem: 40%*
- The current transport system leads to poor comparative travel times for public transport compared with general traffic and poor journey time reliability for public transport fails to enable effective travel choice. *Contribution to the problem: 40%*

- As Christchurch grows, unless there is a shift to increased public transport use, insufficient peak time network capacity will cause increased local congestion for all road users, which means that public transport will remain slower than alternatives and drivers are unlikely to change modes. *Contribution to the problem:20%*

The business case process enables these problem statements to be re-visited as the first step of developing the Programme Business Case. Therefore it is appropriate as a next step, to re-visit and, if necessary, re-draft these problem statements in liaison with key stakeholders, to ensure they adequately address the wider purpose of the business case.

The problem statements do critically need to ensure they fully capture the fundamental issues associated with ensuring public passenger transport services are best placed to support a multi-modal transport system for greater Christchurch over a 30 year or greater timeline. Therefore, this next step in the process will seek to further clarify the scope of the Programme Business Case, through consideration of the following key issues and questions:

1. What is the role of public transport in the context of the wider transport system and the urban form?
2. How can public transport best integrate with other elements of the transport system? (e.g. what might the role be of enhanced multi-modal journey options, such as bike-and-ride, or park-and-ride services?)
3. How might changes to technology, pricing, and policy affect the overall transport system, and what ramifications might this have for the planning and delivery of future public transport services over a 30 year horizon?
4. What is the ideal outcome for the wider transport system – short, medium and long term – in supporting the continued regeneration of Greater Christchurch? What is the role of public transport in supporting those outcomes?
5. What are the critical public transport problems that need to be addressed in the short, medium and long term, based on a shared understanding of the above issues?

Following this, the subsequent stages of the Future Public Transport Business Case process will involve developing and analysing any leading options that emerge from the Programme Business Case stage, to address the identified problems and investment criteria. Those will be subjected to a multi criteria analysis informed by their ability to address identified problems and the above issues. It is expected the outcome of this next stage would therefore be a recommended option or options that can be taken to the following phase of the business case process (which is the preparation of a more detailed indicative business case for those leading option/s).

Process Timeline

The main stages of the full business case process for this project from here are summarised in Appendix A to this report.

Programme Business Case – Anticipated Stage Costs

The estimated cost of developing the next Programme Business Case stage of this project is estimated at \$215,000 +/- 10%. This is broadly made up of the following deliverables and estimated values:

- Project planning & scoping \$ 15,000

- Desired outcomes \$ 15,000
- Programme development \$ 90,000
- Programme assessment \$ 60,000
- Report writing \$ 35,000

Funding arrangements for the apportionment of these costs will be determined through a cost sharing arrangement between the stakeholder partners, and individual funding allocations need to be provided for within the partners' 2017/18 operational budgets. The Committee will be advised of the recommended apportionment of project costs at the next meeting.

Project Interdependencies and Upcoming Officer Work Programme

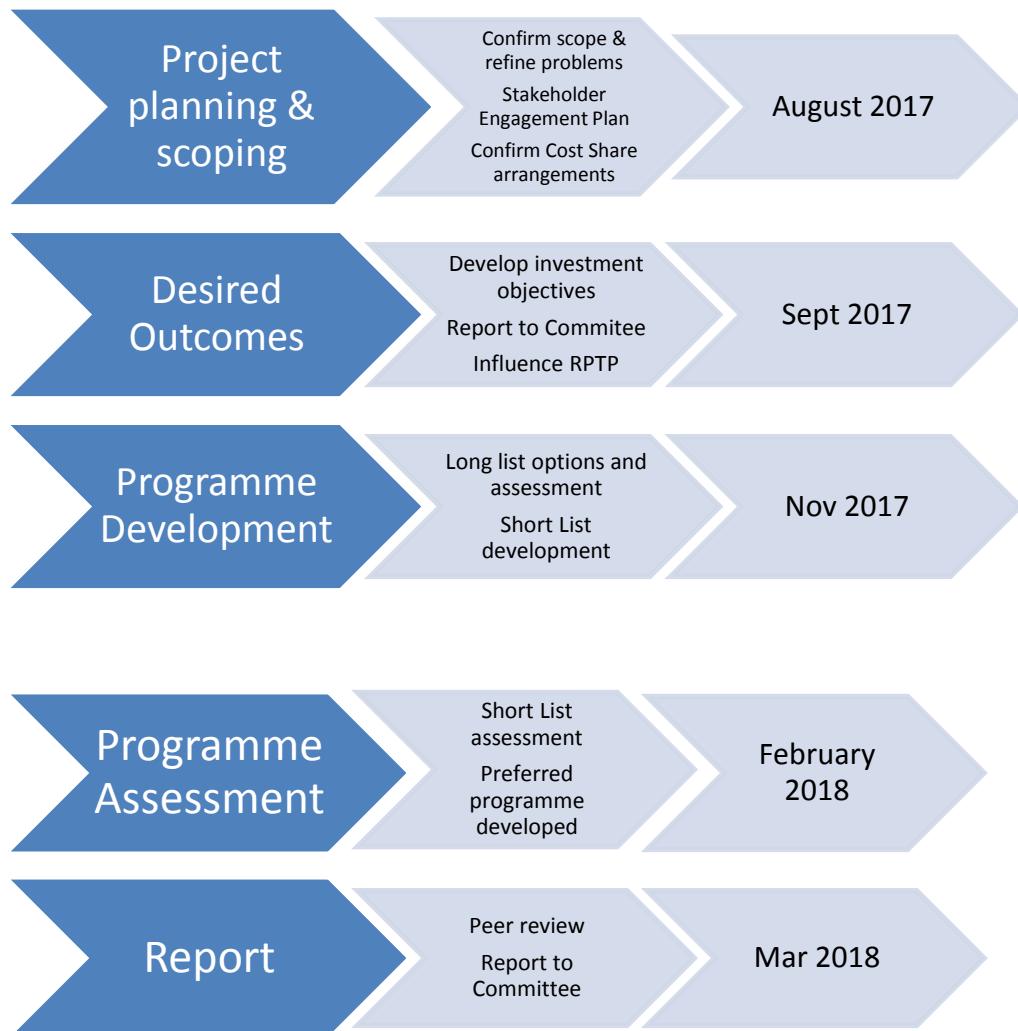
The key resource and workload commitments associated with taking this project forward through the Programme Business Case stage are expected to be principally as follows:

- Development of a cost share agreement (Officer Steering Group) – briefing to subsequent Committee
- Funding application to NZTA (likely to be led by Environment Canterbury)
- Procurement of any necessary consultancy support (Steering Group)
- Regular progress updates to the Committee (Steering Group)

APPENDIX A

Process Timeline

The timeline for the key steps in the business case process from here would be as follows:



Greater Christchurch Public Transport Joint Committee

General Information

Agenda item number	8.	Date	17 May 2017
Author	Len Fleete,	Endorsed by	Public Transport Joint Committee Officers Steering Group

DASH Rail

Purpose

1. Members will recall that, at the March 2017 Joint Committee meeting, Tane Apanui introduced DASH Rail's commuter rail concept using the existing Christchurch rail corridor and available rolling stock from Auckland.
2. Following the deputation from Mr Apanui, the committee asked that staff meet with him to compare the findings of his proposal with the 2014 Aurecon report *Rapid Assessment of the Northern Corridor*. This report was commissioned as part of a joint response from partners to the Northern Christchurch congestion and access problems being experienced post-earthquake.

Recommendations

That the Greater Christchurch Public Transport Joint Committee:

1. Notes that the limitations in terms of infrastructure and accessibility, and the costs of overcoming these limitations, preclude the immediate introduction of rail on the existing Christchurch corridor
2. Acknowledges that rail may play a role in future public transport for Christchurch
3. Agrees that the public transport discussion currently facing greater Christchurch should focus on meeting customer and potential customer needs to ensure network outcomes are met
4. Agrees that the Future Public Transport Business Case will include consideration of all modal solutions including rail.

Background

3. DASH rail presented a proposal to purchase retired rolling stock from Auckland Transport and utilise it on the existing Christchurch rail network to provide limited peak commuter services from Rolleston to Waipara.

4. A number of previous studies of the feasibility of using commuter rail on the existing network in greater Christchurch have been undertaken by UDS partners as part of work on establishing improvements to public transport services. These studies include:
 - *Christchurch Rolleston and Environs Transportation Study* (Connell Wagner, 2007) which identified future transportation in the southwest and south of Christchurch to 2021. The study addressed the potential for commuter rail services in the study area based on probable patronage.
 - The *Public Transport Futures Study* (Parsons and Brinckerhoff, 2008) indicated that there is no ideal, single rapid transport mode and discussions on public transport systems should focus on the “function”. Selecting the most appropriate mode should be based on identifying the function and characteristics of the public transport ‘task’.
 - The *Rapid Assessment of the Northern Corridor* (Aurecon, 2014) considered the feasibility and indicative costs of providing a short-term passenger rail service between Christchurch and Rangiora to ease the immediate peak congestion issues on the northern corridor. The report was a high level assessment based on a desktop study of land holdings and basic infrastructure requirements
5. The conclusions from these studies is that rail can be a viable future mode choice option for Christchurch, but rather than identifying a specific type of mode to carry customers the immediate discussion should focus on selecting the most appropriate service types to meet the need of customers and potential customers.
6. Using the rolling stock suggested in the DASH Rail concept is feasible on the Christchurch rail corridor, however a number of issues remain, notably:
 - Limited line infrastructure (single track north of Belfast with signalling limitations, no direct access through Tower Junction to central city, lack of marshalling capacity at the Middleton yards)
 - Limited accessibility to the lines – platforms and stations would need building or re-instating at a number of key locations
 - Proposed equipment is old and access to spares is limited – 50 year old rolling stock may create reliability issues when breakdowns occur, which would have an impact on customers and the operation of pre-existing freight services on the rail corridor
 - Traffic modelling shows that destinations within Christchurch are varied. Feeder bus services would be required to support travel to key destinations, involving multiple mode-shifts to complete a journey
7. Significant investment would be required in new infrastructure to support a commuter rail service on the existing lines.

8. In addition to this, the Greater Christchurch UDSIC has recently voted to support investment for a third south bound lane on the Waimakariri bridge. This will be a HOV (high occupancy vehicle) lane suitable for rapid public transport services. This investment, along with improved public transport services combining frequency and rapid/express services, is seen as a more viable investment in the short to medium term.
9. The long-term future of public transport may include rail. This should be a modern and comfortable service built upon proven demand. The limitations of the DASH Rail proposal and the need for significant investment preclude this from being a feasible current alternative for greater Christchurch.
10. The Joint Committee is currently considering a proposal to complete a *Future Christchurch Public Transport Business Case*. This process will provide the opportunity to fully consider modal development, including if rail options can play their part.

Attachments

- No Attachments

File reference	
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Greater Christchurch Public Transport Joint Committee

General Information

Agenda item number	9.	Date	17 May 2017
Author	Cameron Mair	Endorsed by	Edward Wright

METRO MONITORING REPORT

Purpose

1. This paper provides members with an update on greater Christchurch patronage for the year to date, as summarised in the attached monitoring dashboard.

Value proposition

2. The monthly monitoring dashboard and report provides an overview of key performance indicators for the greater Christchurch Metro network to enable effective monitoring of the services provided.

Recommendations

That the Greater Christchurch Public Transport Joint Committee:

3. Receives this report for information.

Key monitoring results

4. Overall patronage is down 2.19% for the financial year to date. This is consistent with the ongoing trend for the past two years.
5. In March 2017 the highest monthly patronage was recorded since the February 2017 earthquake (a total of 1,352,258 trips, which was an increase of nearly 6% over March 2016). This increase was in part due to the timing of the Easter break, which was in March in 2016, and April in 2017.
6. Patronage in Greater Christchurch for April 2017 was 984,269 trips. This is a decrease of 10.49% compared to April 2016 figures.
7. April Patronage decreased on all of the frequent lines in comparison to 2016 figures. The Yellow and Blue Lines both experienced decreases of 14% (although part of the Blue Line decrease may be due to a converse increase on the route 95, given the changes to both routes in Kaiapoi which began in the last week of April). The Orbiter patronage decreased 11%, and the Purple Line 9%. The Orange Line decreased 5%, and this is an encouraging result and this route continues to show consistent year-on-year growth.

8. There has been a substantial decrease in patronage (14%) across both Selwyn and Waimakariri showing the profound effect school holidays can have on public transport usage from these areas.
9. May should provide us with a more accurate picture of how the network is performing, as it is a more consistent month with no school or public holidays.

Attachments

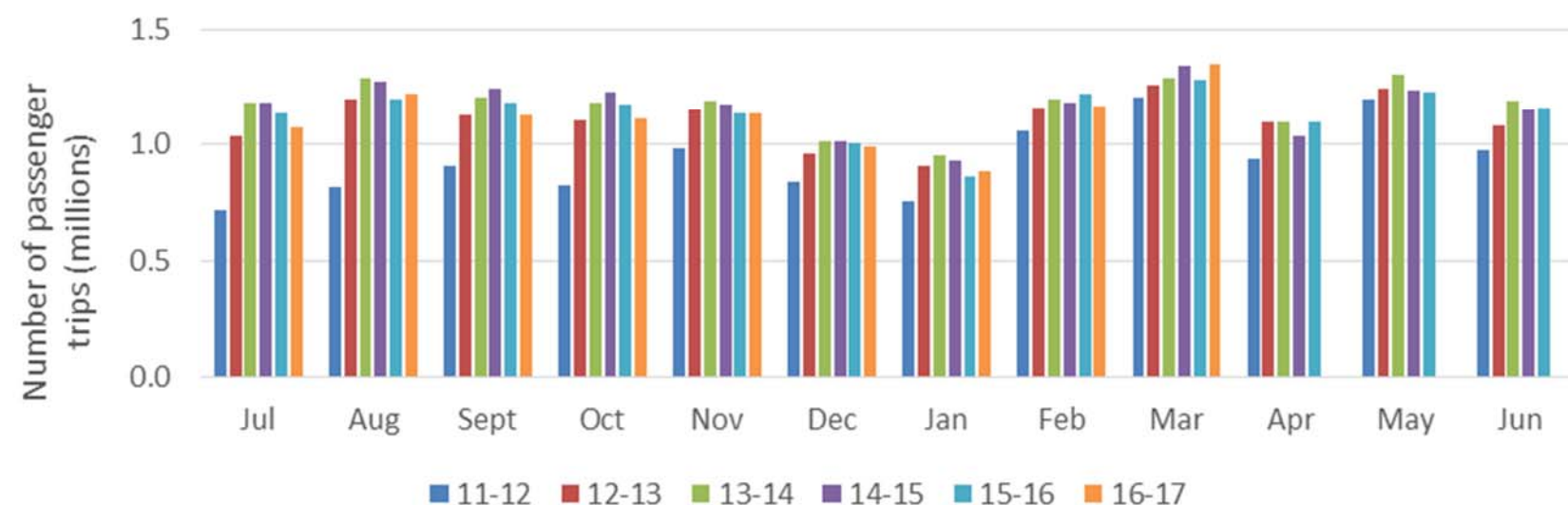
1. Greater Christchurch Public Transport Monitoring Dashboard March 2017
2. Greater Christchurch Public Transport Monitoring Dashboard April 2017

Greater Christchurch Public Transport Monitoring Dashboard March 2017

2020 Target: Increase patronage in Greater Christchurch and Timaru to 20 million passenger trips per year and achieve 50% cost recovery

Metro Performance

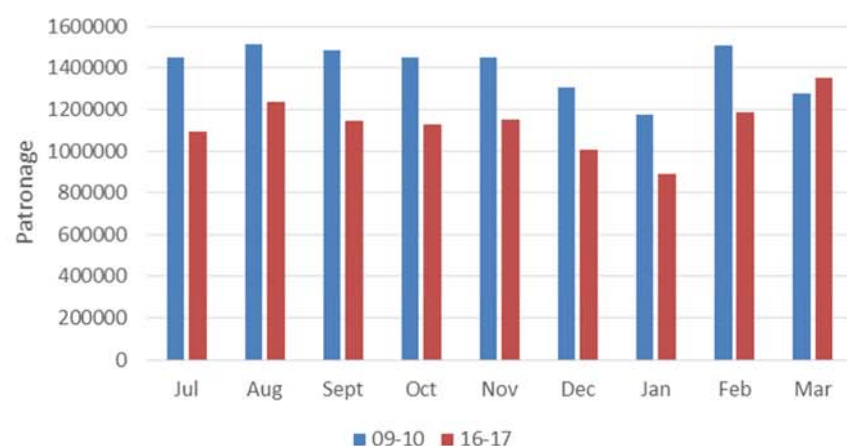
Greater Christchurch Monthly Patronage



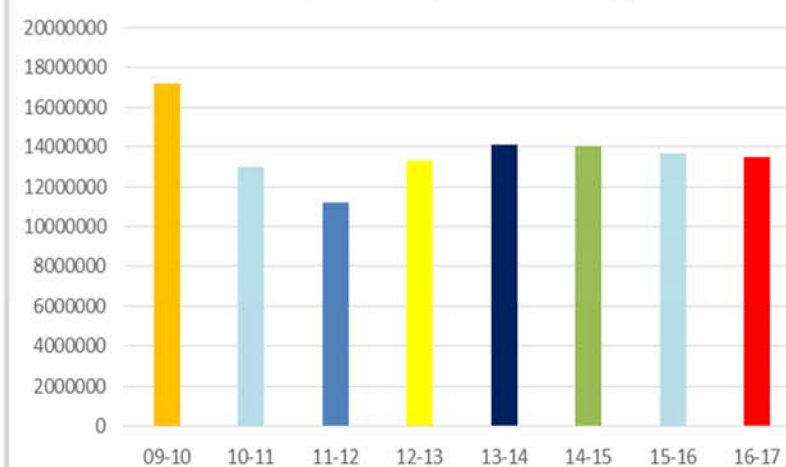
GREATER CHRISTCHURCH	MONTH	QUARTER		YEAR	
	Mar 2017	Jan-Mar 2017	Jan-Mar 17 vs Jan-Mar 16	Year to date	16/17 vs 15/16
Patronage	1,352,258	3,402,919	↑1.2%	10,064,154	↓1.3%
Commerciality	45.73%	41.90%	↑0.8%	41.03%	↑0.6%
Average passenger trips per weekday	48,718	45,863	↓0.01%	45,805	↓3.0%
Ave passenger trips per weekend day	22,890	20,521	↑9.2%	19,980	↑2.4%

FINANCIALS Mar 2017	Average fare exc GST	Mar 2016	Subsidy per passenger	Mar 2016
Greater Christchurch	\$1.59	\$1.54	\$2.32	\$2.05
PAYMENT TYPE Mar 2017	Unique Metrocards	Metrocard	Cash	SuperGold card
Greater Christchurch	48,573	74%	17%	9%

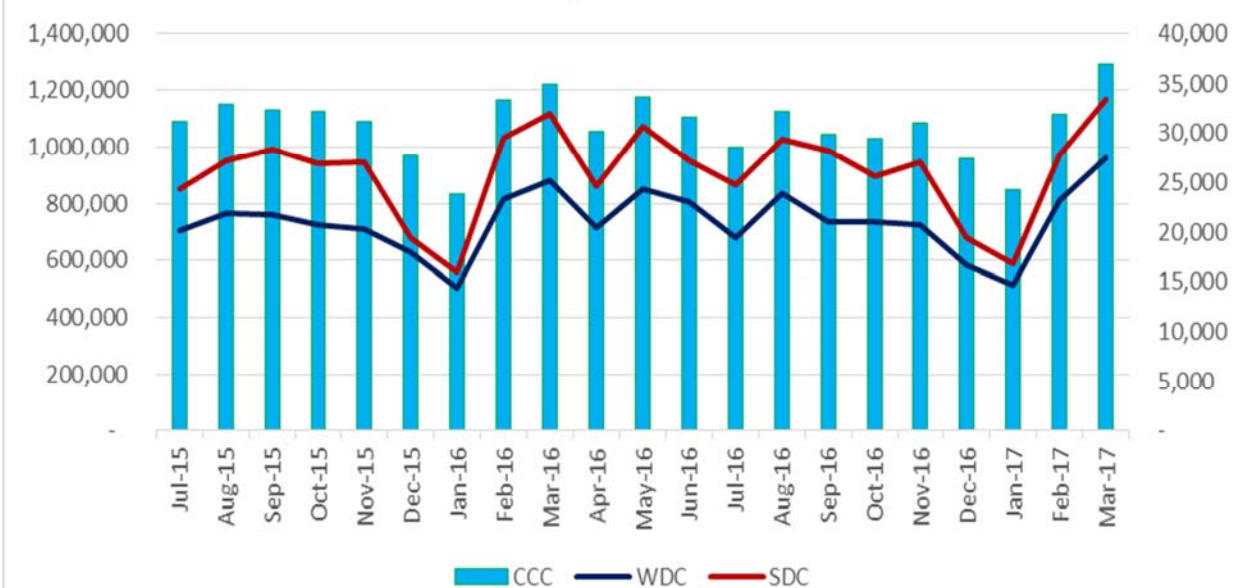
Patronage 09-10 vs 16-17



Patronage 09-16 (16-17 Forecast)



Patronage by Council



Customer Interaction

Website Mar 2017

Total web page views	Accessed by mobile	Accessed by tablet	Accessed by computer
1,151,399	73%	3%	24%

Social Media Interactions Mar 2017

Channel	Views	Interactions	Previous month
Facebook	50,358	295	↓49%
Twitter	5,597	90	↓15%

Mystery Shopper performance results for all bus services Mar 2017

Current month	Current quarter	Previous quarter
85.4	85.6	82.8

Types of customer feedback in Mar 2017

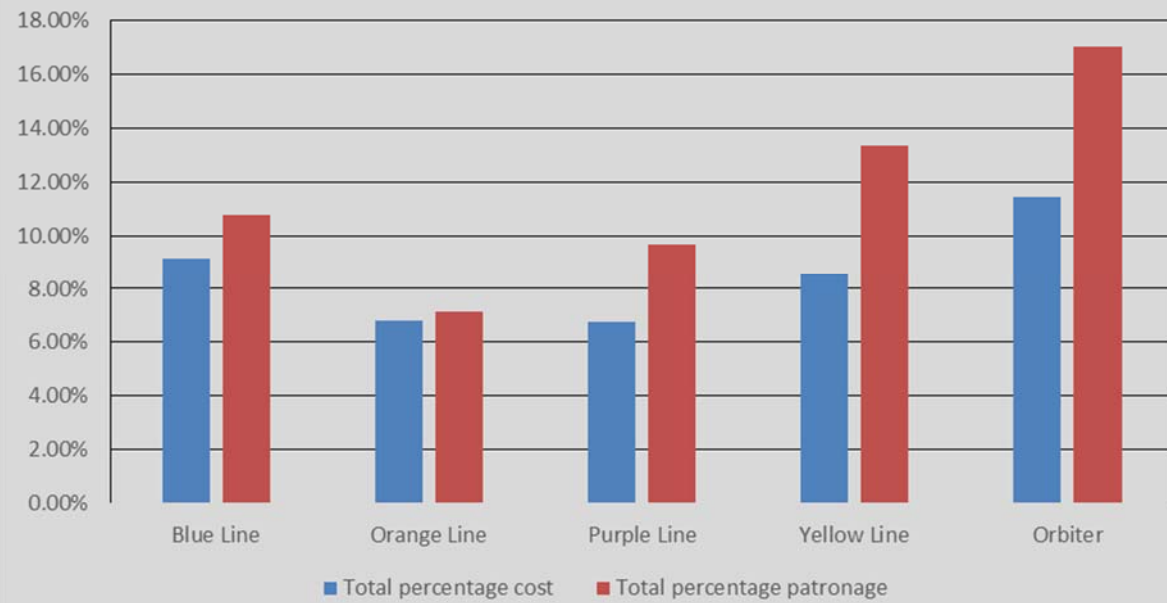
Feedback Type	Count	% of total
Complaints	208	0.015%
Compliments	42	0.003%
General Feedback	66	0.004%

PATRONAGE BY COUNCIL

	Mar 2017	Mar 2016
Christchurch City Council (CCC)	1,291,409	↑4.7%
Selwyn District Council (SDC)	33,417	↑4.5%
Waimakariri District Council (WDC)	27,432	↑8.9%

Route Performance

Metro Lines Cost vs Pax



Route definitions:

Frequent = high patronage

Connector = patronage and coverage

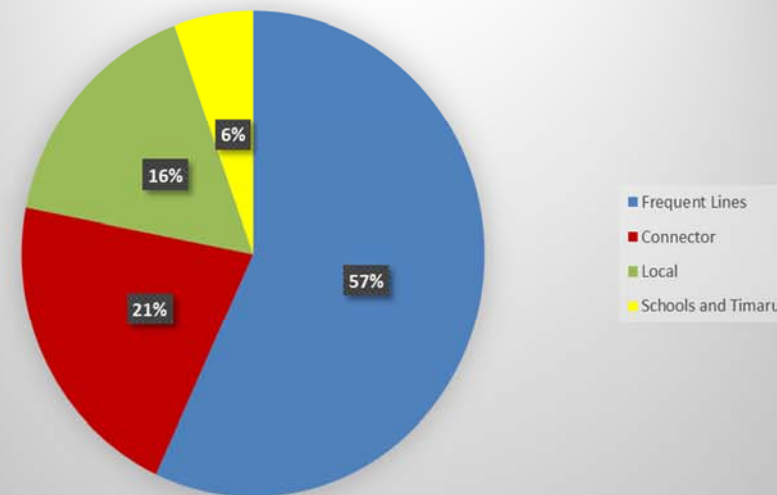
Local = coverage and accessibility

Other = serve specific target markets
e.g. schools

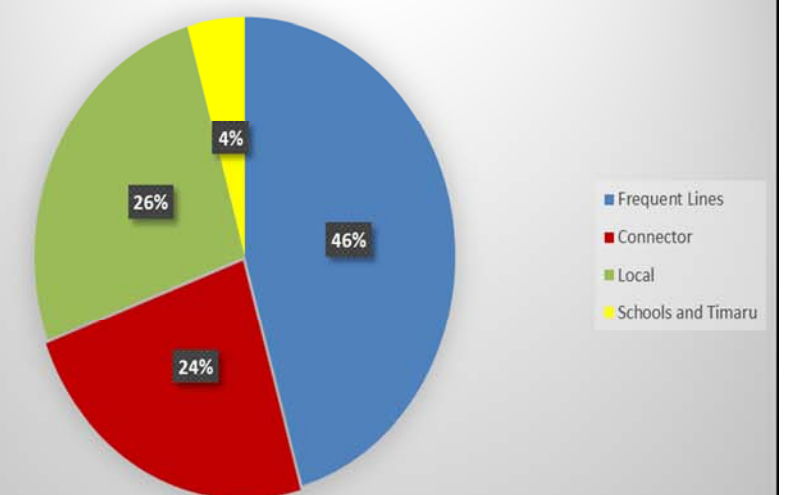
PATRONAGE BY TYPE

	Frequent	Connector	Local	Schools
Mar 2017 patronage	775,012	288,209	232,987	75,171
% of total patronage	56.5%	21%	17%	5.5%
Mar 2017 vs Mar 2016	↑4%	↑5%	↓1%	↑16%

Pax per route type



Cost per route type



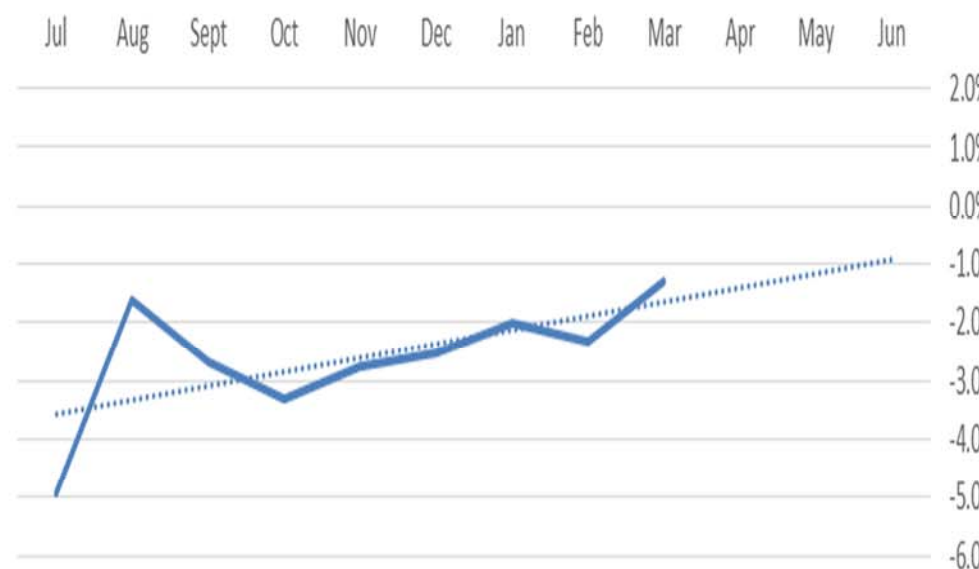
FREQUENT LINES	Purple	Yellow	Orbiter	Orange	Blue
Mar 2017 vs Mar 2010	↓3.8%	↑11.7%	↑5.7%	n/a	n/a
Mar 2017 vs Mar 2016	↑4.0%	↑1.0%	↑2.7%	↑11.4%	↑7.9%

Patronage and Commerciality Trends

YTD Commerciality Comparison FY16 to FY17

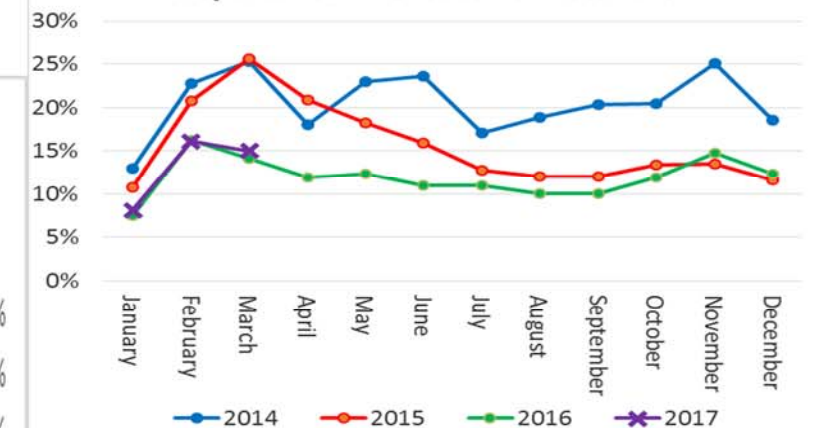


YTD Patronage Difference FY16 to FY17

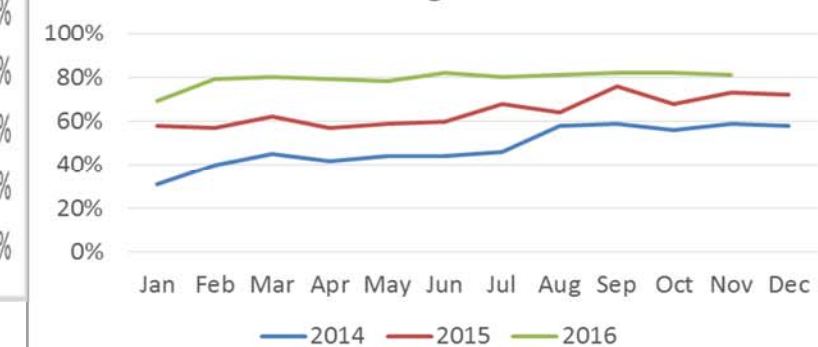


Network Performance

Reliability - Percentage of late timepoint departures in Greater Christchurch



Christchurch Public Transport affected by Traffic Management Plans

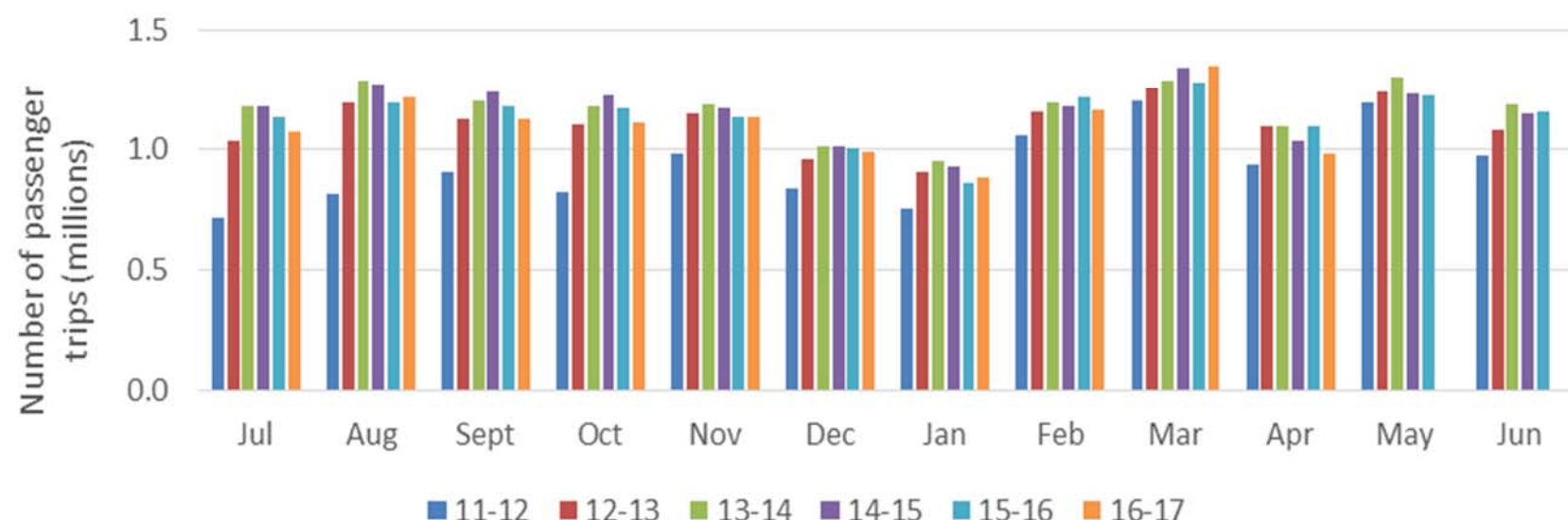


Greater Christchurch Public Transport Monitoring Dashboard April 2017

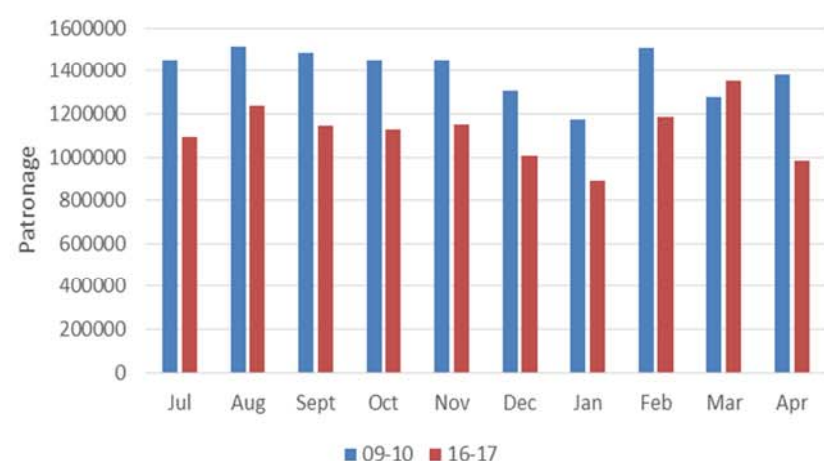
2020 Target: Increase patronage in Greater Christchurch and Timaru to 20 million passenger trips per year and achieve 50% cost recovery

Metro Performance

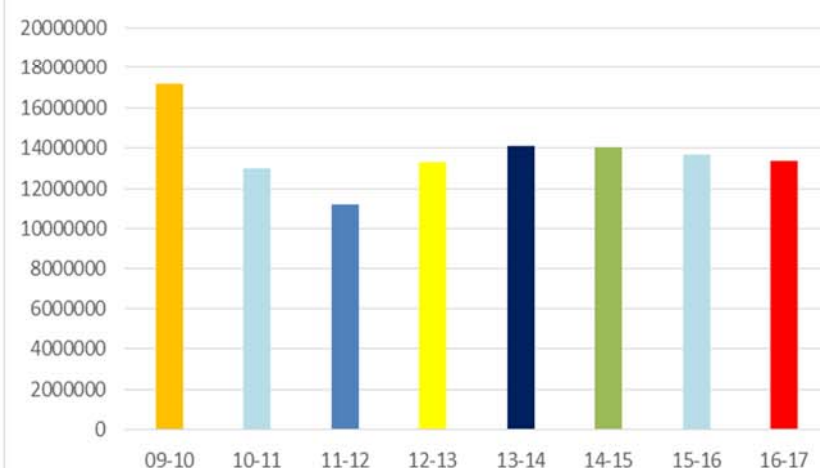
Greater Christchurch Monthly Patronage



Patronage 09-10 vs 16-17



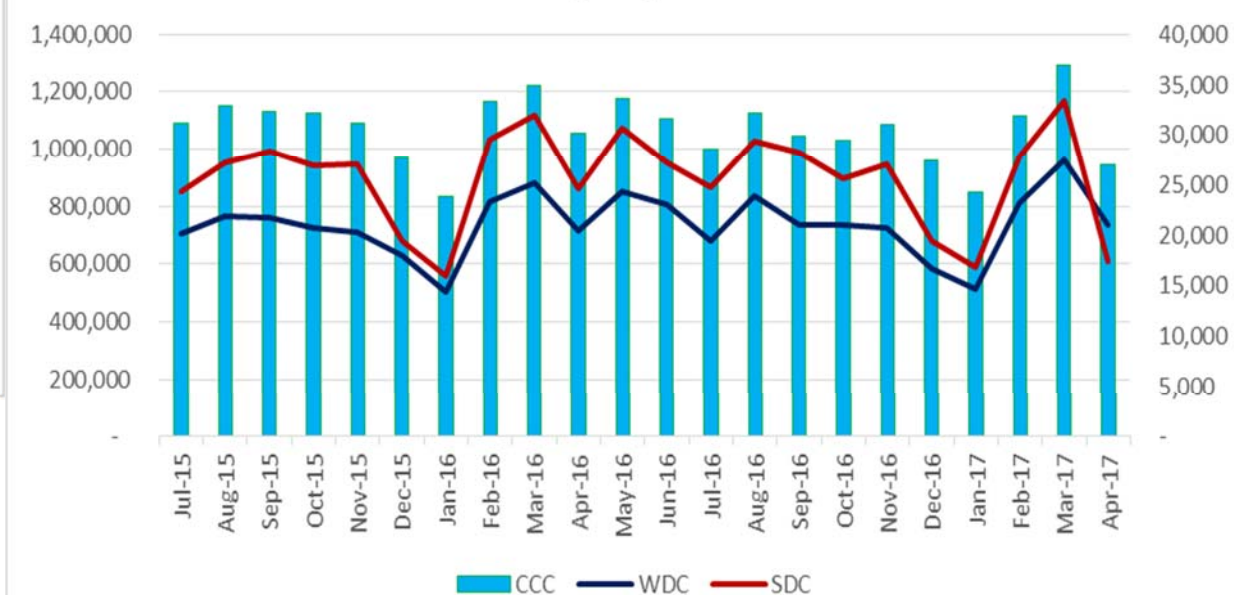
Patronage 09-16 (16-17 Forecast)



GREATER CHRISTCHURCH	MONTH	QUARTER		YEAR	
	Apr 2017	Feb-Apr 2017	Feb-Apr 17 vs Feb-Apr 16	Year to date	16/17 vs 15/16
Patronage	984,269	3,505,199	↓2.6%	11,048,281	↓2.9%
Commerciality	36.50%	41.94%	↑0.8%	40.58%	↓0.8%
Average passenger trips per weekday	45,177	49,094	↑0.02%	44,263	↓3.0%
Ave passenger trips per weekend day	16,354	20,239	↑0.2%	19771	↑1.5%

FINANCIALS Apr 2017	Average fare exc GST	Apr 2016	Subsidy per passenger	Apr 2016
Greater Christchurch	\$1.64	\$1.55	\$2.82	\$2.40
PAYMENT TYPE Apr 2017	Unique Metrocards	Metrocard	Cash	SuperGold card
Greater Christchurch	47,306	70%	19%	11%

Patronage by Council



Customer Interaction

Website Apr 2017

Total web page views	Accessed by mobile	Accessed by tablet	Accessed by computer
978,696	74%	4%	23%

Social Media Interactions Apr 2017

Channel	Views	Interactions	Previous month
Facebook	125,306	588	↑49%
Twitter	3,023	74	↓45%

Mystery Shopper performance results for all bus services Apr 2017

Current month	Current quarter	Previous quarter
86.2	86.2	82.7

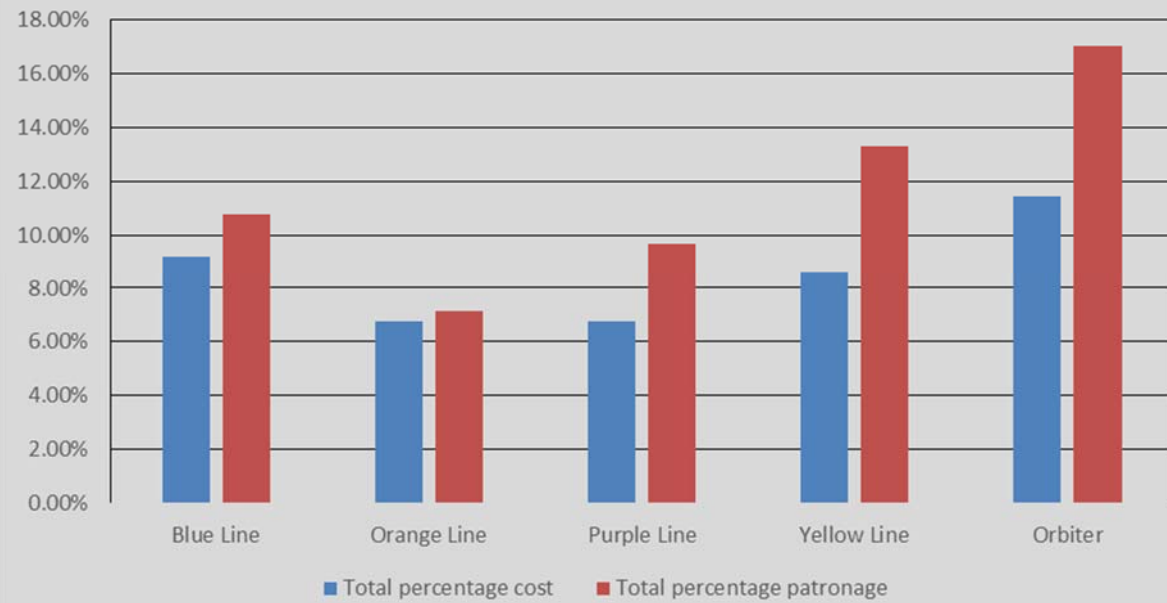
Types of customer feedback in Apr 2017

Feedback Type	Count	% of total
Complaints	170	0.017%
Compliments	28	0.003%
General Feedback	39	0.004%

PATRONAGE BY COUNCIL	Apr 2017	Apr 2016
Christchurch City Council (CCC)	945,863	↓10.3%
Selwyn District Council (SDC)	20,981	↓14.6%
Waimakariri District Council (WDC)	17,425	↓14.6%

Route Performance

Metro Lines Cost vs Pax



Route definitions:

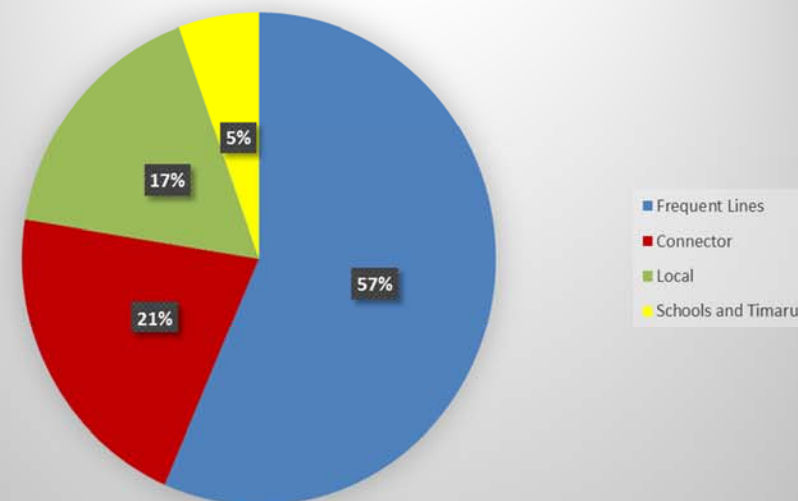
Frequent = high patronage

Connector = patronage and coverage

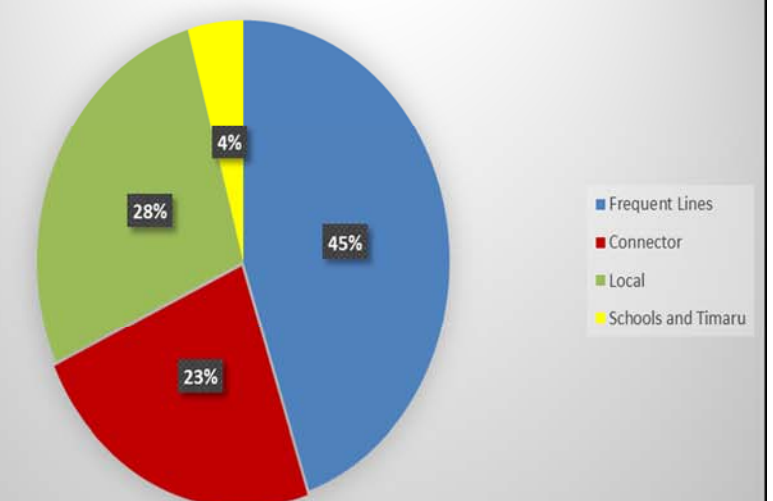
Local = coverage and accessibility

PATRONAGE BY TYPE	Frequent	Connector	Local	Schools
Apr 2017 patronage	577,016	213,440	171,470	33,480
% of total patronage	57.97%	21.44%	17.23%	3.36%
Apr 2017 vs Apr 2016	↓11%	↓10%	↓9%	↓17%

Pax per route type



Cost per route type



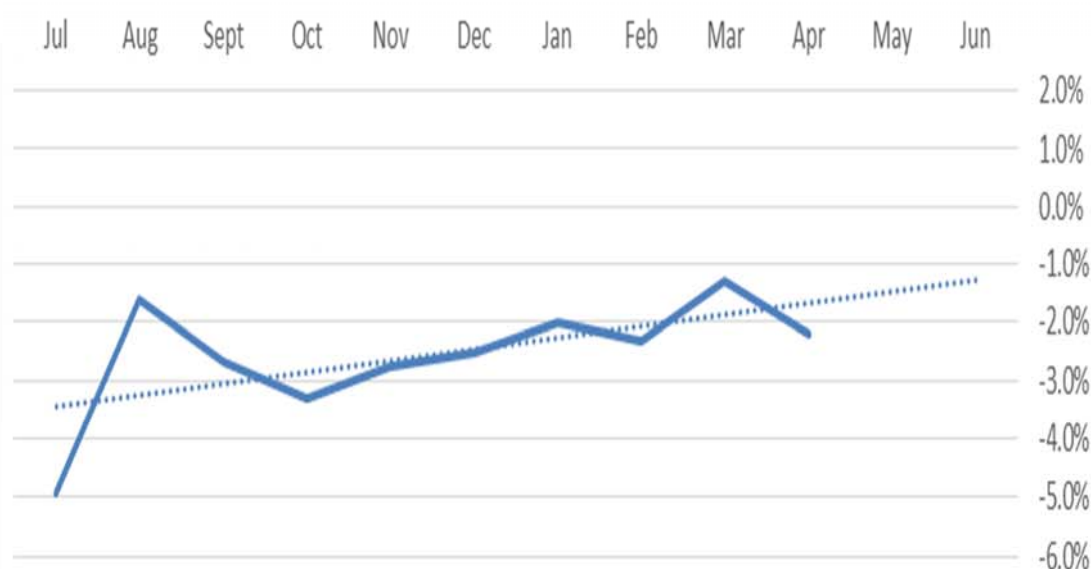
FREQUENT LINES	Purple	Yellow	Orbiter	Orange	Blue
Apr 2017 vs Apr 2010	↓10%	↓0.3%	↓3.6%	n/a	n/a
Apr 2017 vs Apr 2016	↓9.5%	↓14.1%	↓11.7%	↓4.8%	↓14%

Patronage and Commerciality Trends

YTD Commerciality Comparison FY16 to FY17

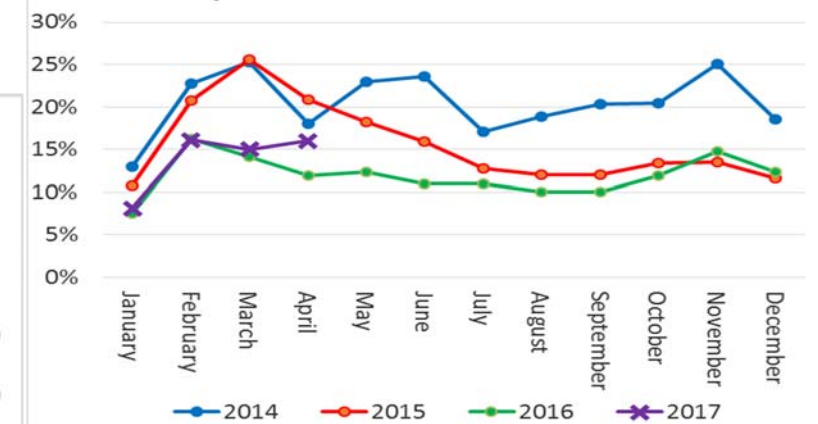


YTD Patronage Difference FY16 to FY17



Network Performance

Reliability - Percentage of late timepoint departures in Greater Christchurch



Christchurch Public Transport affected by Traffic Management Plans

