

Draft Canterbury Regional Public Transport Plan 2018-2028

Hearing Committee Summary of
Submissions and
Recommendations

November 2018

1 Introduction

The “Draft Canterbury Regional Public Transport Plan 2018 - 2028” (RPTP or draft Plan) was published for consultation in September. The consultation period closed on 14th October 2018. Over 700 submissions were received. The submitters are listed in the index by submitter.

The Hearings Panel is heartened by the overall response to the draft Plan and the consultation process. That many people have taken the opportunity to make a formal response is encouraging as is the positive feedback on many of the proposals within the draft Plan. It is clear from the consultation that the community supports public transport and it is further clear that significant sectors of the community are pushing for further advances to make our public transport system even better.

Public transport in Canterbury covers a range of service types, from community vehicle trusts to regular scheduled services operated by professional bus contractors using large passenger service vehicles. Much of the current service is focussed on the urban areas of Greater Christchurch and in Timaru. Environment Canterbury has chosen to delegate responsibility for preparation of the Greater Christchurch elements of the RPTP to the Greater Christchurch Public Transport Joint Committee, while retaining overall responsibility for the Plan and exclusive responsibility for the area beyond Greater Christchurch (which includes South Canterbury public transport provision, total mobility provision and the growing number of communities who are developing local transport solutions through volunteers working in community vehicle schemes).

Having delegated the responsibility to the Greater Christchurch Public Transport Joint Committee to consider “urban” Christchurch submissions, the Joint Committee further selected a Hearings Panel from their membership, comprising a representative from Environment Canterbury (Chair Steve Lowndes), a representative from Christchurch City Council (Cr Mike Davidson), a representative from other territorial authorities in Greater Christchurch (Cr Mark Alexander, Selwyn District Council) and the non-voting independent chair (Alister James). The role of this Hearings Panel is to consider all the submissions received from submitters (including those supported by a verbal presentation at public hearings) and make recommendations to the full Joint Committee on the submissions and how the draft Plan could be amended as a result. This report has been produced by officers of Environment Canterbury and the Christchurch City Council to assist the Hearing Panel in their consideration of the submissions received.

The Hearings were held on consecutive Mondays in late October and early November and the Panel directly heard from more than 50 presenters who wished to add to their written submission.

As a general note, there were a wide range of suggestions and proposals from submitters on a variety of topics. Most submitters offered ideas on what they believed would improve public transport delivery in Greater Christchurch and potentially beyond. Many of these suggestions and additions to the draft Plan are laudable. If implemented however, most would require further funding. The committee have been presented with a number of potential solutions which would effectively be competing against each other for limited funding. Whether a central city shuttle is preferable to adoption of lower fares across the board, whether zero emission vehicles are preferable to higher frequency using conventional vehicle – all suggestions cannot be catered for without considerable additional expense, so applying any suggestion may involve a degree of trade-off between competing ideas. The limiting factor is clearly funding. The panel is aware of this, the Joint Committee is aware of this. We therefore continuously refer back to the principle objective of the draft Plan which is to ensure “more people, more often” use our public transport network. Greater patronage is objective of this Plan and with greater patronage we deliver improved outcomes for the community in terms of environment, health, access and return on investment from our transport infrastructure.

A breakdown of the numerical analysis of questions posed in the consultation process has been provided as part 1 of this report. This includes a graphical representation of responses received on a question by question basis.

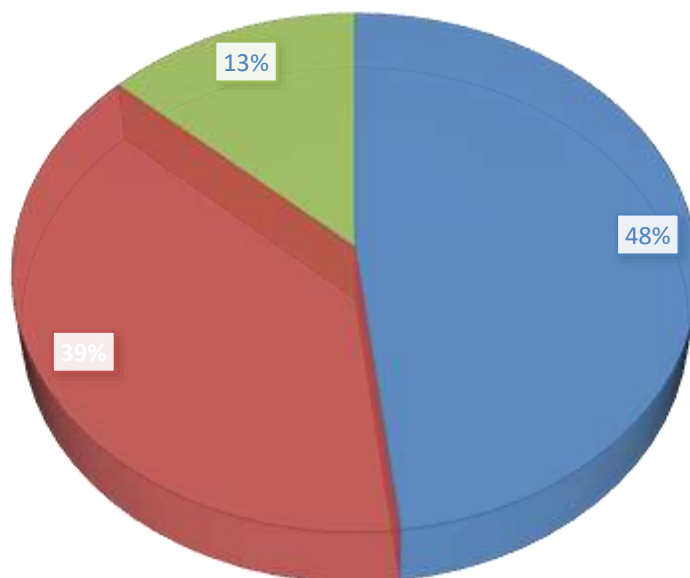
Part 2 of the report deals with Key Themes from the submission and hearing process. These comprise the major issues that were identified from both written and verbal submissions to the Hearings Panel. These will be discussed in more detail below, with the recommendation from the hearings panel to the full Joint Committee noted against each theme.

Consultation Question Analysis

A total of 726 written submissions were received with 55 submitters being heard during the course of the three days of hearings.

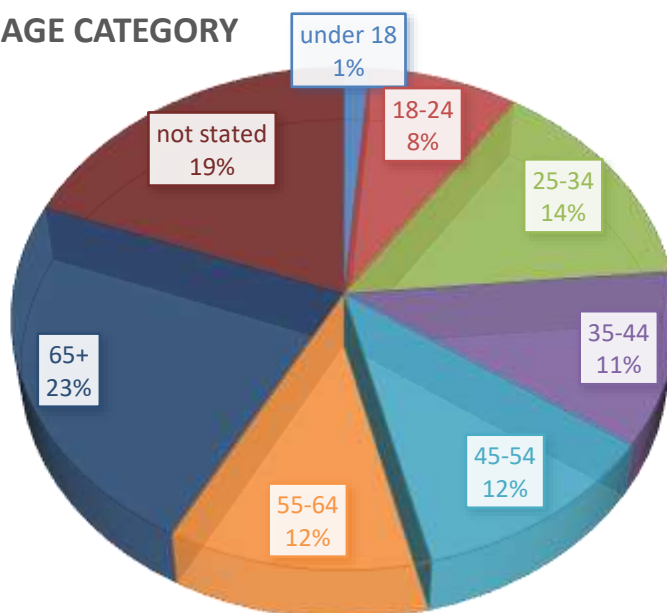
Responses were fairly evenly divided between regular users and not regular users, with slightly more users than non.

ARE YOU A REGULAR PT USER?

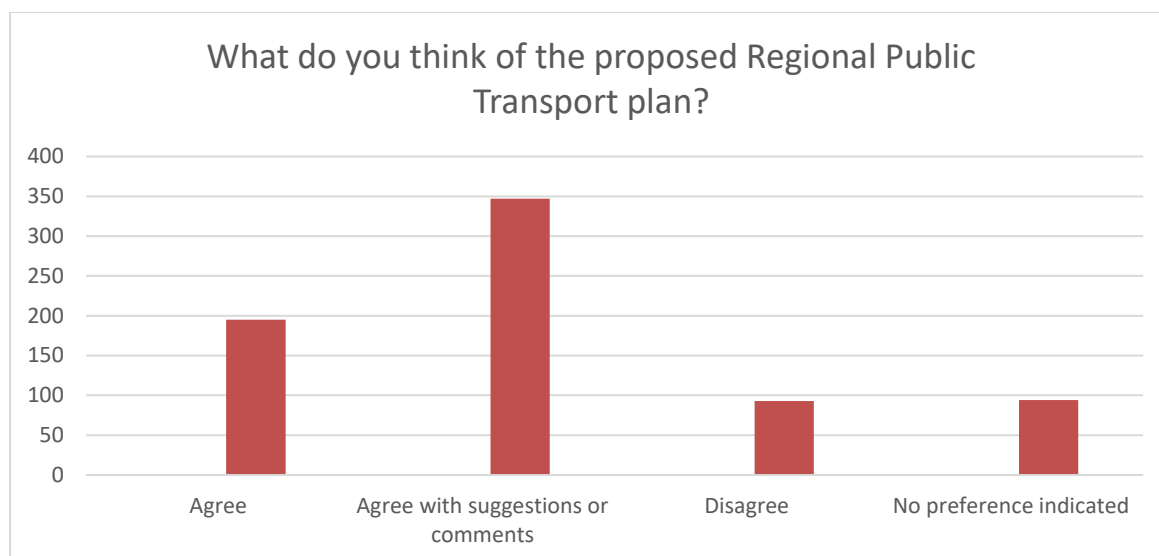


Overall responses by age indicate that under 18's are under-represented in the survey compared to general census population of the region (which shows they make up around a quarter of general population), and over 65's over represented compared to general census (15%). Other age categories are roughly comparable with census age distribution.

RESPONSES BY AGE CATEGORY



1. What do you think of the proposed Regional Public Transport Plan?



Significant themes that were expressed in the related comments included:

- a desire to see rail-based transport (existing rail, light rail or trams) expressly included in the Plan (n=72),
- comments on particular route options or service timings (n=43),
- comment suggesting the submitter supported the draft Plan but was seeking more details and/or commitment from the agencies involved that the proposals would be delivered (n=37).

Other themes were:

- Park and ride (n=14)
- Central city shuttle (n=14)
- Comments on service changes that resulted from Environment Canterbury's recent long-term plan process (n=12)
- Waimakariri service requests and concerns (n=10)
- Requests for services beyond greater Christchurch (n=9)
- Comments related specifically to extending the 130 route into the central city (n=7)

Of the responses supporting the draft Plan comments included:

Good to see you're looking to the future. The sooner our bus system gets improved the better. The future is on demand travel. Promises have been made and broken for years, please don't let us down. As well as easing congestion the buses reduce social isolation and result in a reduction in people losing their independence. Something which costs taxpayers/families a fortune.

I think this is super! Well done. I know there will be complaints and push-back from the usual quarters, but this is the reality of the transformation that we need to make for the environment and for the efficiency of our city's transport system. Basically, it's about building the city of the future, instead of continuing to do what we've done for the last 70 years. More bitumen doesn't solve the problem.

More frequent service will mean I am more likely to return to using the metro system. Infrequent service and too many missed connections have meant that I have abandoned the bus system.

Consistent messages from those offering conditional support to the draft Plan were:

Where is Rail????

We should be setting aside funds now for rapid transit not waiting until costs rise to unaffordable levels

I agree with the broader stated outcomes of a smarter, faster and greener public transport system as this is key to making Christchurch a sustainable, low-carbon city but I would like to see more concrete commitments towards achieving this.

Of those opposed to the draft Plan comments included:

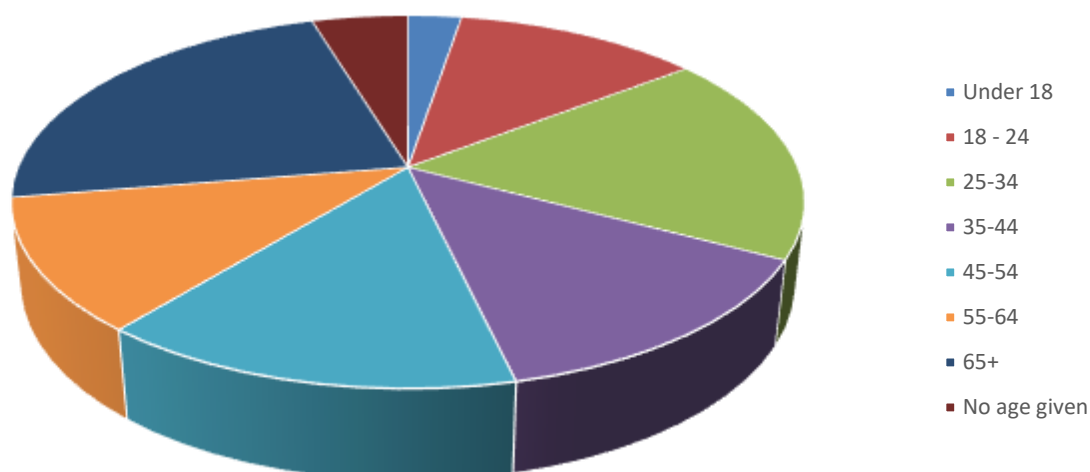
I am opposed to increasing frequency on the main routes at the expense of having good citywide coverage across all areas and the plan fails to give confidence that routes servicing lower socio-economic areas will not be cut even further.

I think it is totally ridiculous to increase the frequency of the buses to every 10 minutes. At off peak times all i see is empty buses driving around, I am on a bus route big buses are going both ways - with only 2 or 3 people on them.

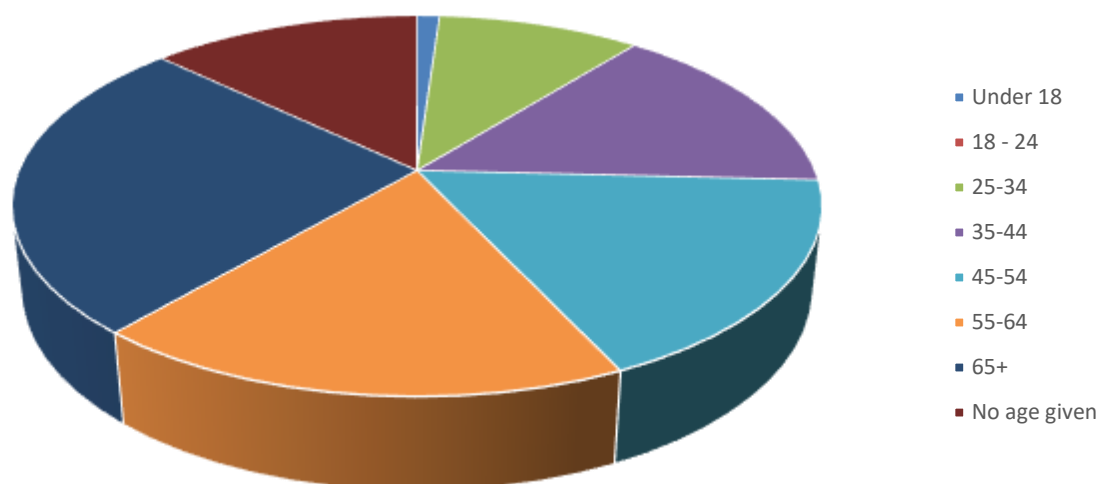
An extra \$20m per year is too much when other costs like CCC rates are increasing so much at the same time.

Bus routes have changed in the last few years to leave me 15min walk to work from #125 route. This plan doesn't appear to improve that. I used to use bus when it rained but have started driving when it rains now.

Those that agree with the draft RPTP by age group



Those that disagree with the draft RPTP by age group

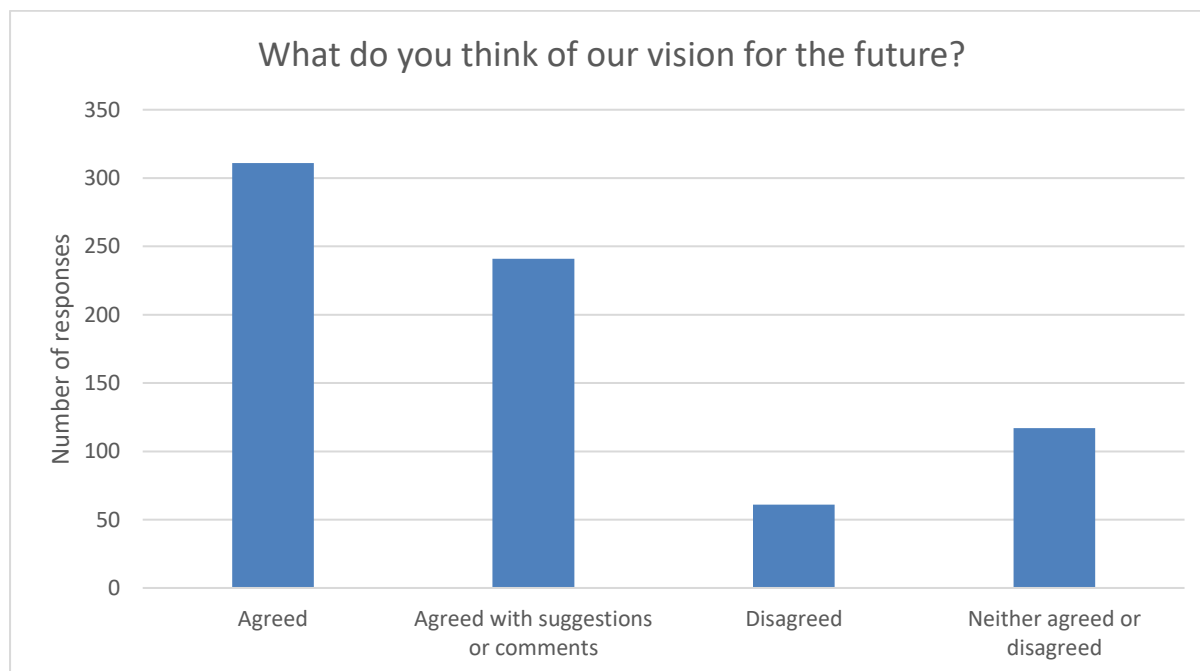


One third of those who agreed with the draft Plan were under 34 years of age but only 10% of those that disagreed with the plan were under 34 years of age. Of those that disagreed 44% were aged 55 years or older.

55% of those who agreed with the draft Plan were current bus users compared to 48% of those who disagreed with the draft Plan being current users.

Analysis of the open-ended question 12 "Have we missed anything, or do you have any other suggestions that could be included in the plan?" suggests a similar range of suggestions or themes to question 1. Rail/light rail/trams received 37 mentions, Waimakariri services 24 mentions and reinstatement of the former St Albans service received 32 mentions, almost all from residents of the Ngaio Marsh rest home.

2. What do you think of our vision for the future?



Significant themes that were expressed in the related comments included:

- the vision was not ambitious enough and could go further (n=56)
- greater emphasis on rail (n=26)

Many themes were suggested for additional emphasis or inclusion, including: PT/cycling incentives, rail (both light rail and commuter), cleaner transport technologies, and greater commitments to vulnerable groups such as the elderly and those with disabilities.

Of the 213 responses that had suggestions or concerns, a majority focused on the need for the vision to establish greater incentives for transport modes other than the private vehicle, such as PT and cycling. Examples include:

- *"The vision could go further still, by incentivising public transport in Canterbury and making it a more viable option compared to driving a private vehicle."*
- *"I would like to see more ways in which people are encouraged to use public transport in Canterbury."*
- *"Great vision but need to really persuade people that there are excellent alternatives to driving cars before they will cut down their use. Need to incentivise public transport use."*
- *"Greater emphasis on provision for cycling, and multi-modal cycling (i.e. with the use of buses / rail) please."*

Many of the rail comments were put in the context of how there is too much emphasis on bus as a transport mode. Examples include:

- *"I think the long-term plan should include commuter rail to serve the areas further than Rolleston and Rangiora, and reduce road congestion from users of this service who would otherwise be commuting by car."*
- *"I think the transport focus needs to look wider at light rail and train options"*
- *"The inclusion of rail is very lukewarm."*
- *"I think the transport focus needs to look wider at light rail and train options - we have existing rail that could be accommodated more."*

Some respondents focused on the visions environmental commitments, with many of them referring to the need for greater emphasis to be placed on cleaner/zero emission transport technologies. Examples include:

- *“Make zero emission vehicles the top priority.”*
- *“Faster transition to low/no emission vehicles is practically required”*

A large number also referred to concerns over specific route changes on services that would directly impact them. These mostly revolved around the proposed removal of services, their frequency, and their operating schedule. Examples include:

- *“the routes do not serve the area I live in and work in (Bromley)”*
- *“commend a number of initiatives but am concerned about there not being sufficient / robust enough evidence base for them (route changes)”*

Other suggestions or comments also focused on how the outlined vision does not effectively cater for vulnerable groups in society, such as the elderly and those disabilities. Examples include:

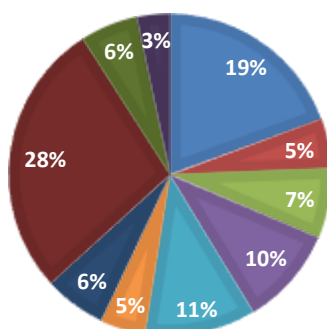
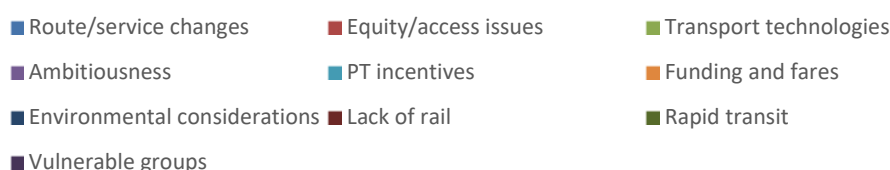
- *“Most people without cars need these services as well as elderly and parents with children as it is too hard to hop on and off buses just to get to hospitals for tests, patient visiting, etc”*
- *“The vision needs include disabled people”*

The issue of funding and fares for public transport was also raised by many responders. This was viewed negatively by some, who did not like the idea that ratepayers would have to pick up the bill for a revised PT network. In contrast, others raised the issue of fares in the context of patronage, viewing lower fares as an important mechanism for incentivising PT usage. Examples include:

- *“To beat the car, bus fares have to be less than the MARGINAL cost (i.e., petrol) of using a car.”*

The below graph breaks down the proportion of responses which had suggestions or comments and highlights those which were most pertinent.

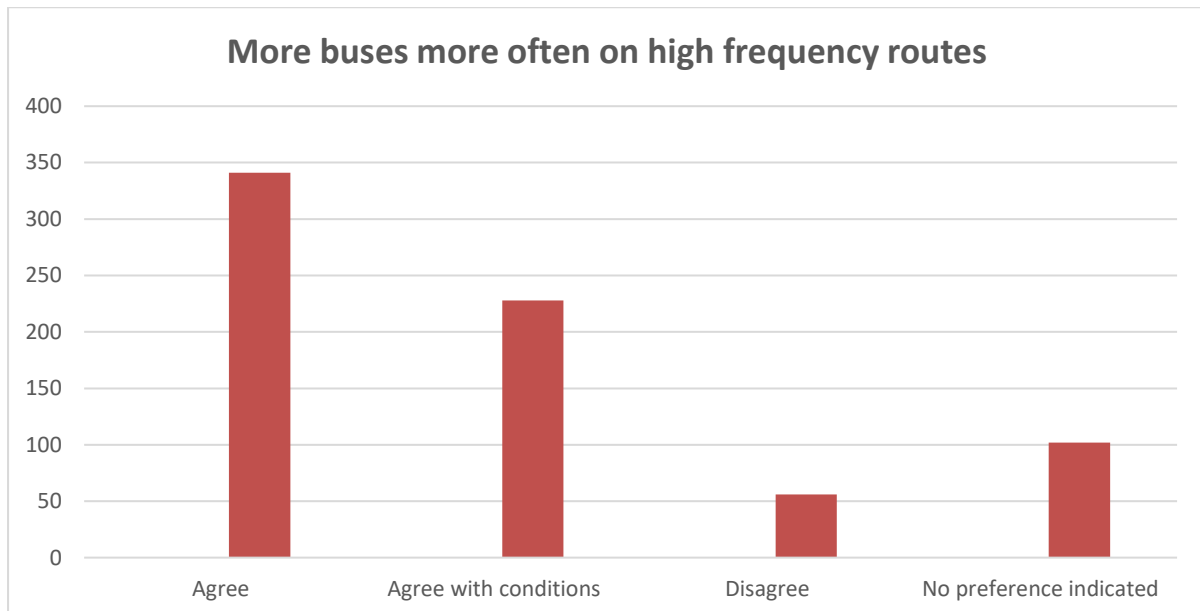
COMMON SUGGESTIONS/CONCERNS



Submitters who disagreed with the outlined vision cited very similar reasons for disagreeing as those who had agreed but provided additional suggestions or comments. Some of the major issues raised were around how the vision wasn't ambitious enough (12), how there was an over emphasis on buses as a transport mode and a lack of rail (9), concerns over fares and funding (6), concerns over bus route/service changes (8), lack of environmental emphasis (4), and comments on particular transport technologies (6).

Reason for disagreeing with vision	Count	Examples
Lack of ambitiousness	7	<ul style="list-style-type: none"> - <i>the vision is missing changes to the bones of the city (through zoning) and real disincentives for taking the car (fuel taxes, congestion charges) that will make the real difference.</i> - <i>It is not radical enough</i>
Accessibility/equity issues	9	<ul style="list-style-type: none"> - <i>"The vision should be to provide public transport for all residents not just for those more able"</i> - <i>Providing a service for the more affluent areas and leaving the areas populated by great numbers of OAP.</i> - <i>Looking after the well to do, the elderly are being forgotten again we have contributed for all our working lives and still given little or no consideration.</i>
Bus route changes	10	<ul style="list-style-type: none"> - <i>You are looking after certain areas only and neglecting other areas, e.g. removing the 535 and 145 bus services from the east side of Christchurch.</i>
Transport technologies	6	<ul style="list-style-type: none"> - <i>Further and most important block-chain technology gets no mention in potential solutions and future design options.</i> - <i>There is too much focus on old technology i.e. polluting buses.</i>
Funding and fares	7	<ul style="list-style-type: none"> - <i>Who is going to pay for the charging stations that will be needed all over the city?</i>
Lack of rail	13	<ul style="list-style-type: none"> - <i>There needs to be wider/greater use of light rail</i> - <i>You did not include any initiative for Commuter Rail in Canterbury</i> - <i>Too much bus emphasis - they obviously have their place, but I do not think more people will use public transport if their options are either as really good bus network or car- we need rail.</i>
Lack of environmental commitments	5	<ul style="list-style-type: none"> - <i>Lacks serious Climate Change investment</i>

3. What do you think of the idea in Greater Christchurch to provide more buses more often on the current high frequency lines and to create new high frequency lines?



Significant themes that were expressed in the related comments included:

- the need for bus priority to ensure services were reliable (n=53)
- a desire to ensure that coverage was not compromised by investing just in high frequency routes (n=34).
- comment suggesting the submitter supported the draft Plan but was seeking more details and/or commitment from the agencies involved that the proposals would be delivered (n=37).

Other themes were:

- Rail based transport (existing rail, light rail or trams) (n=25)
- Park and ride (n=28)
- Increased hours of operation (n=14)
- Comments on particular route options or service timings (n=12)
- Smaller buses (n=11)

Of the responses supporting the draft Plan comments included:

Long overdue.

Buses need on high frequency routes to run at a frequency that allows for little or no reliance on timetables, ie. 10-minute intervals.

Frequency is really important to people. Waiting less than 15 minutes for a bus is usually accepted. Waiting half an hour can be a real barrier to using PT. Barriers to PT need to be reduced, because once someone does engage with Public Transport, their experience will shape future use.

- Consistent messages from those offering conditional support to the draft Plan were:

Maybe limiting high frequency routes to commuter rush hour.

This needs more funding. Do not want less used routes to have to have nothing to implement this.

I believe the frequency is fine. Just need to be more consistent and punctual.

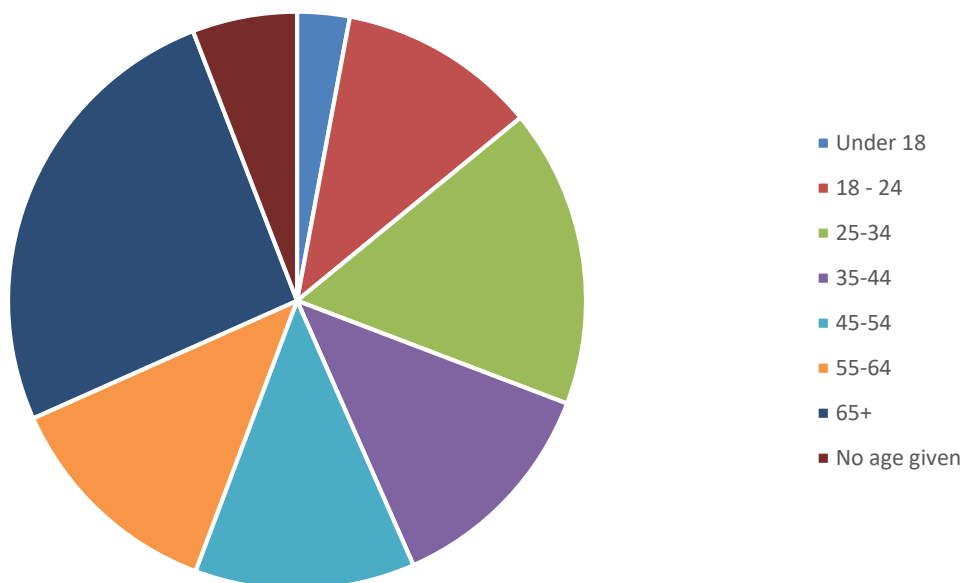
Of those opposed to the draft Plan comments included:

I am happy with the 15-minute intervals it is more the feeder lines that are the nuisance. I can get to work quickly but getting home relying on less frequent feeder services is horrible

Buses are terrible. Need trams and trains

I would rather see more parts of the city covered than more frequency

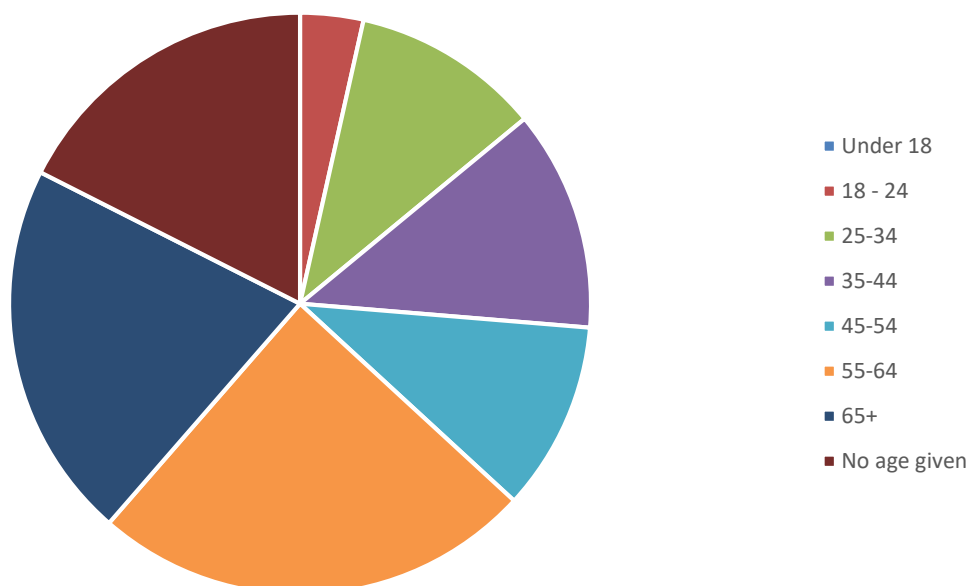
Agree by Age



30% of those who agreed with the draft Plan were under 34 years of age and 38% of those that agreed with the plan were aged 55 years or older.

46% of those who disagreed with the draft Plan were aged 55 years or older.

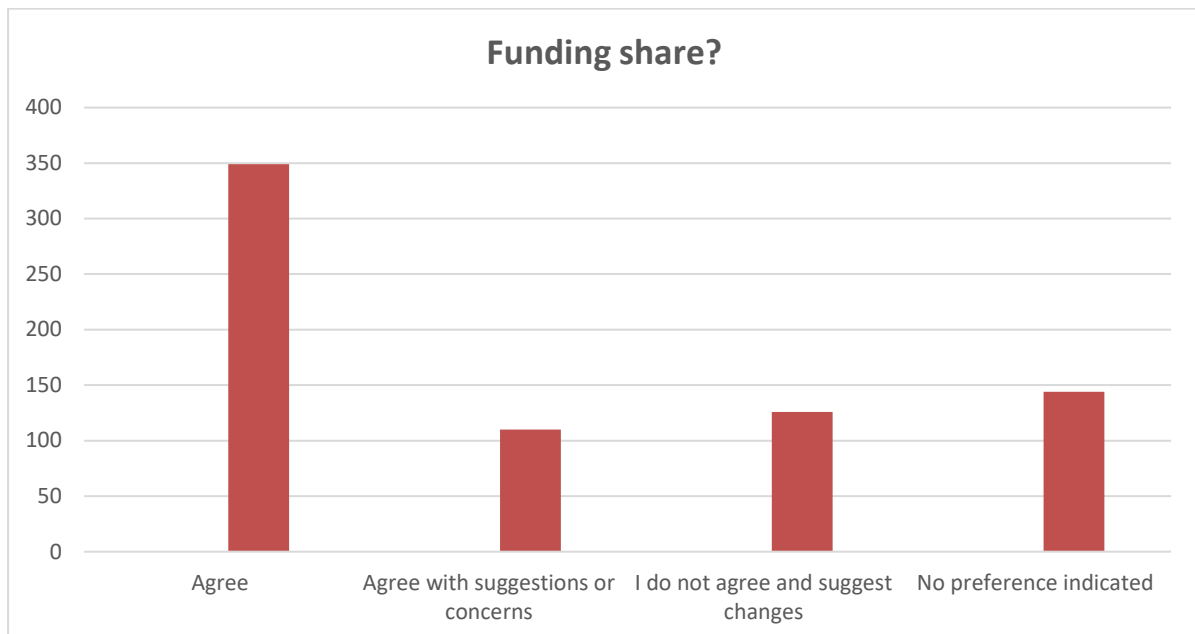
Disagree by Age



191 submitters who agreed with the proposal in the draft Plan responded that they were regular bus users (compared to 136 who indicated they were non-users).

Of those that disagreed with the proposal in the draft Plan 33 were non-users and 20 users.

4. What do you think of the funding share to deliver the service improvements, between central government, ratepayers, and service users?



Significant themes that were expressed in the related comments included:

- central government should contribute more to the funding share (n=50),
- fares should be kept low to encourage usage (n=45)
- rates should not be increased (n=21)

Other themes were:

- Opposition to 50% farebox recovery (n=16)
- Fareset suggestions (n=13)

Of the responses supporting the draft Plan comments included:

It's too much for ChCh ratepayers to pay all themselves and it's the way the whole country needs to move so we need some Central govt support.

We're already sharing the funding through our taxes and rates... why is it that with buses you ask us whereas with expanding facilities to encourage car dependance you just do it.

Everyone benefits from an effective bus system, even those who do not bus. It reduces congestion, reduces the pressure on parking, and helps the environment.

- Comments from those offering conditional support to the draft Plan were:

I think people would take the bus if the fares were cheaper. Could we get more central government funding? Would this be possible with EVs once the start up costs were paid for? Could central govt fund EVs for public transport?

Probably need more central input to grow

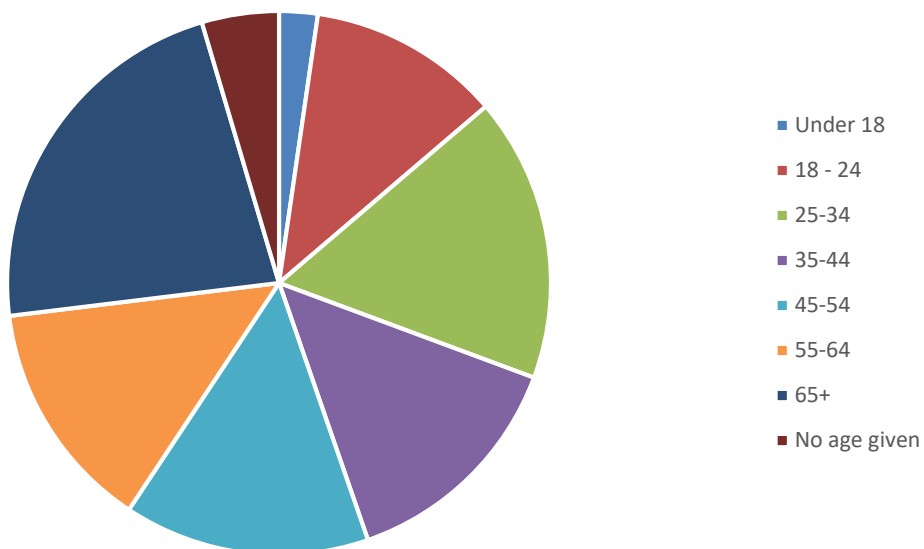
Many overseas public transport markets (Europe in particular) have much lower user pay recovery targets.

Of those opposed to the draft Plan comments included:

Live within your means

*It would be good to know how much money goes as profit to the private bus company operators
So taxpayers get stung multiple times? If a bus service was really viable it would be self-funding.*

Funding Share Agree by Age



30% of those who agreed with the funding share were under 34 years of age and 36% of those that agreed were aged 55 years or older.

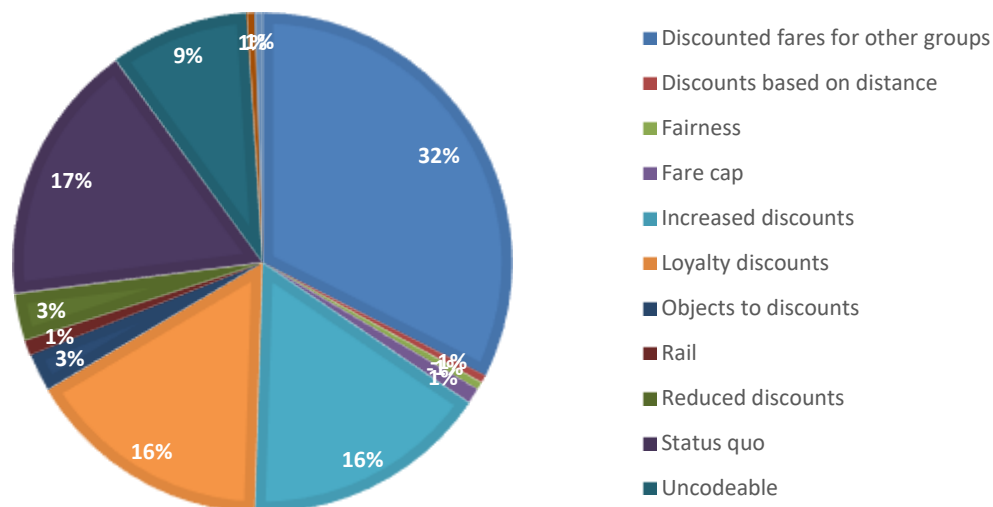
5. How should discounted fares be applied?

6. If additional discounted fares were provided how do you think these should be funded?



The largest proportion of respondents (n=185) thought that discounted fares should be provided for tertiary students. Discounted fares for everyone under 25 and proposals to extend the child fare eligibility from 18 to 21 received similar levels of support at 93 and 85 submissions respectively. 231 submitters provided additional open-ended comments to further elaborate and support their view points. Officers have generated the major themes from these comments and summarised these below.

MAJOR THEMES FROM ADDITIONAL SUGGESTIONS/COMMENTS ON DISCOUNTED FARES



A significant number of submitters (n=65) who provided additional comments thought that discounted fares should be extended to other demographics. Some of these comments focused on the need to extend some of the existing discount structure to other groups (extending child fares to older ages for instance) whilst other submitters wanted to see discounts for an entirely new set or group. The most frequently cited groups were:

students and school children,
those with disabilities or mobility impairments,
pensioners and the elderly,
families, and
those from lower socio-economic groups.

Examples of comments include:

- *"Discounted for any school or tertiary student"*
- *"provide discounted fares for disabled and low income"*
- *"Think it is most important to keep fares lower for lower income users, particularly families"*
- *"Extend child fares up to the age of 20."*

Another large grouping of themes focused on the nature of the existing discounts and how they could be potentially improved. Some submitters viewed the existing discount structure as not going far enough (n=32), whilst others saw the potential for a type of loyalty discount system to be introduced which would reward frequent users of the public transport system (n=32). Examples include:

- *"Weekly/ monthly/yearly fares that make it cheaper for the user and gives security of income for the council or who ever provides the service"*
- *"Reduce fares across the board to encourage more use"*
- *"Would also like to see more reward for regular bus use for all age groups, as current weekly fare cap is too high and poorly advertised."*
- *"I advocate for increased reward for regular bus users of all age groups, e.g. free rides after a certain number of trips per week."*

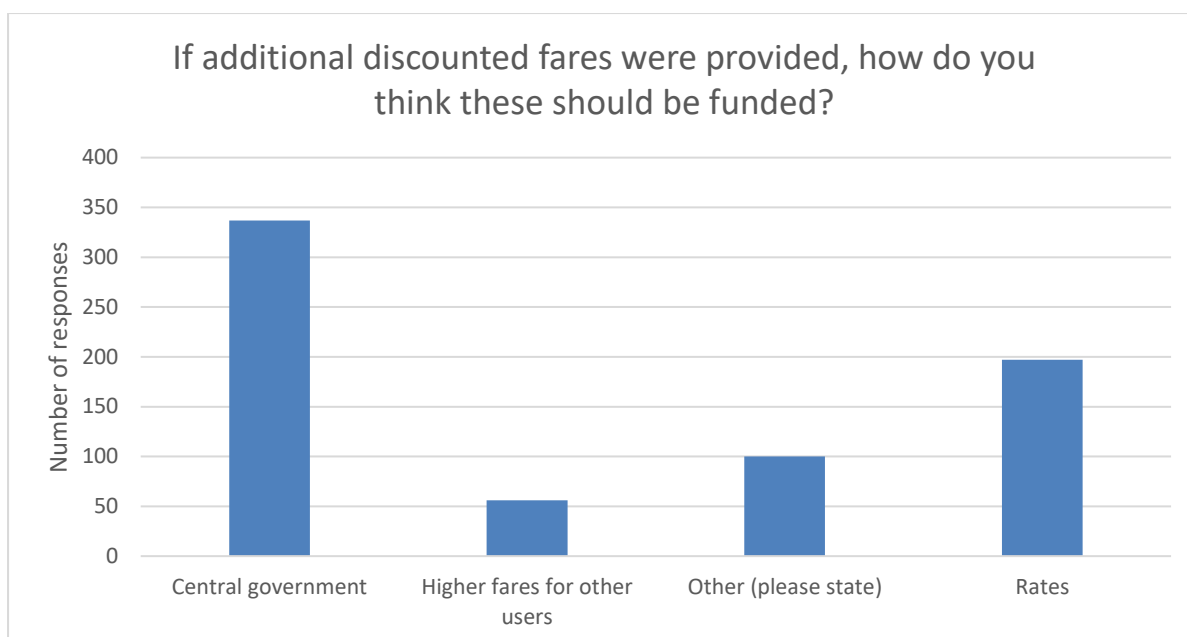
However, a significant number of submitters (n=34) believed that the current discount structure was acceptable and did not want to see additional discounts provided. There were some who did not agree with the principle of discounted fares for any particular group (n=5). Examples include:

- *"Leave it as it is now."*
- *"Keep the status quo, which is more than reasonable."*
- *"Don't provide concession fares, if people want to use the service they should be prepared to pay for it and not expect the rate payer to subsidise them."*

A further theme was how the existing fare cap could be more effectively advertised to encourage greater public transport use.

18 submitters responses were uncodeable and did not have an identifiable theme.

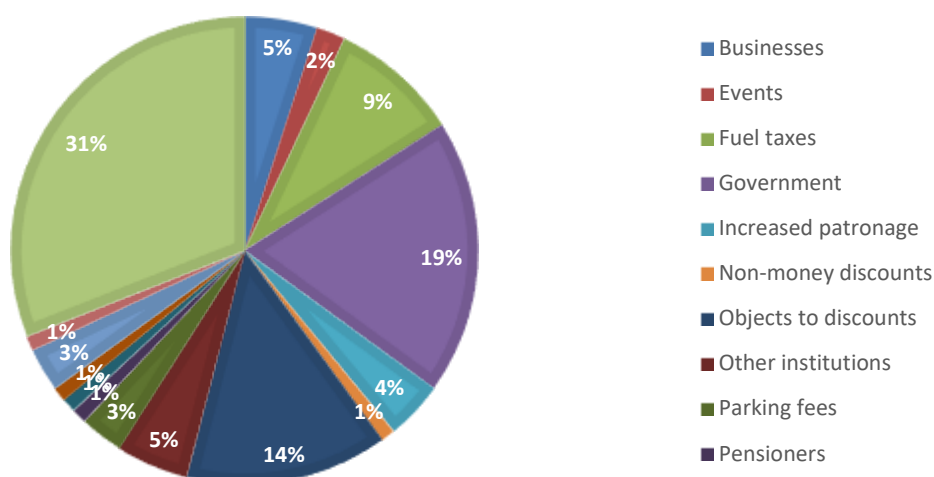
An additional question was asked concerning how additional discounts could be funded. 343 submitters provided individual responses to this question, as opposed to selecting multiple options. A summary of single responses is outlined below.



A majority of respondents (m=337) thought that additional discounted fares should be funded from central government. A smaller number (n=197) thought that this should be accounted for by rate payer subsidies. The least popular option (n=56) was to fund additional discounted fares through higher fares for other user groups.

100 submitters selected “Other” as an option and provided additional open-ended comments to elaborate. These are summarised below.

MAJOR THEMES FROM OPEN-ENDED COMMENTS



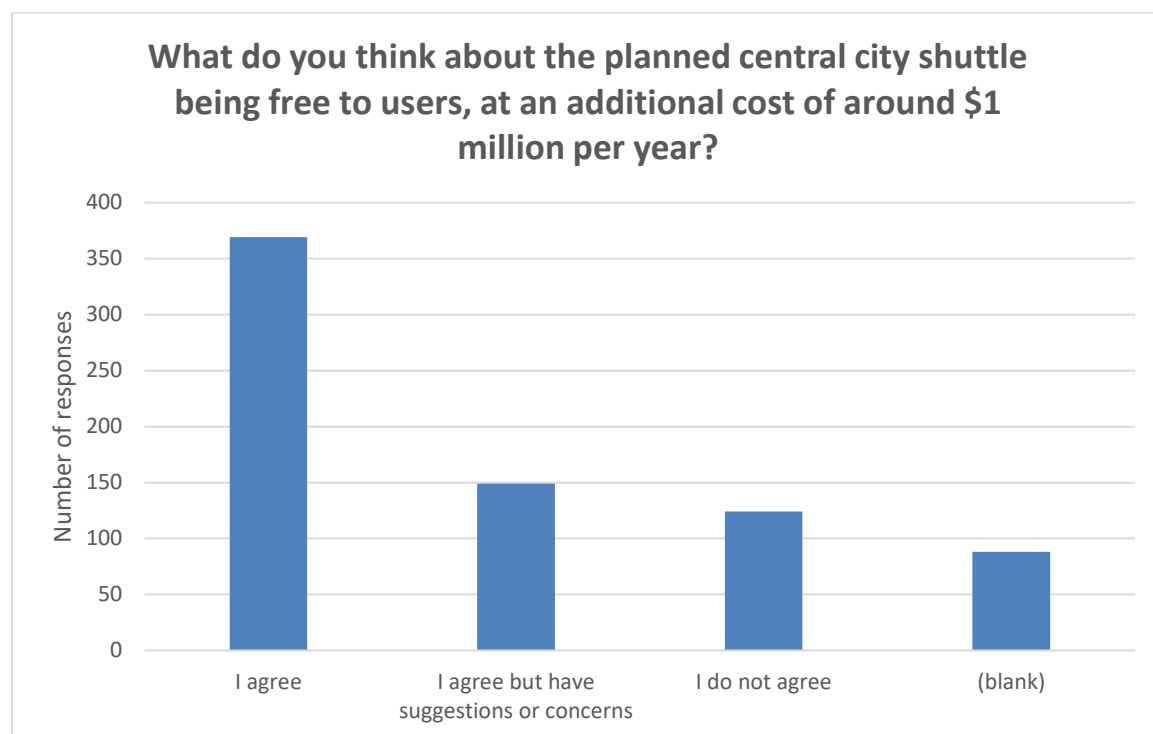
Of these responses, some (n=19) thought that funding for any additional discounts should come from a mixture of local government and central government sources. Often, it was argued this should be combined with rate payer subsidies. Others objected to the principle of additional discounts (n=14). Other sources of funding referenced were using a fuel tax levy, road pricing, parking fees, and levies on businesses that benefit from public transport close by.

Of the responses that selected multiple options, 3 options were particularly common. These are outlined in the table below.

Option	Count
Rates, Central government	112
Central government, Other (please state)	15
Rates, Higher fares for other users, Central government	12

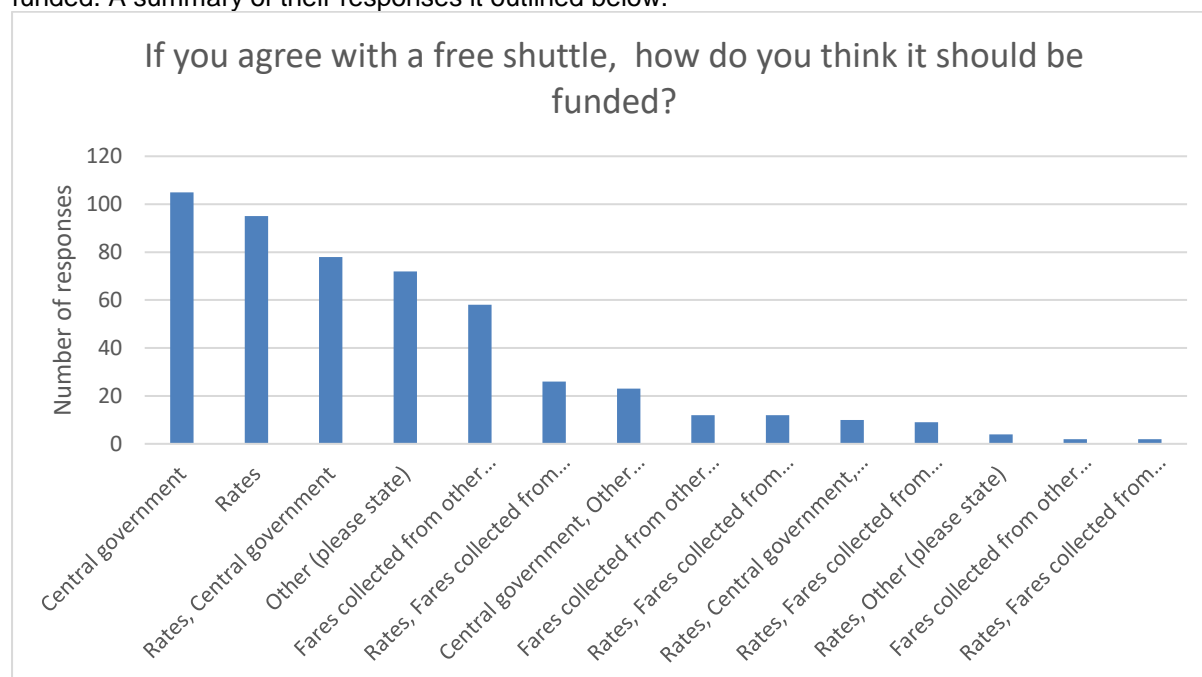
7. What do you think about the planned central city shuttle being free to users, at an additional cost of around \$1 million per year?

8. If you agree with Q7, how do you think it should be funded?



Submitters who supported this idea but also had suggestions or concerns cited many reasons for doing so. The most commonly cited suggestions or concerns were around its environmental impact (with respondents expressing a desire to have the shuttle fully electric) and how it is funded (with some wanting it to be funded through car parking fees and others wanting local businesses to pay for it).

An additional question asked submitters: if a central city shuttle was to be introduced, how it would be funded. A summary of their responses is outlined below.

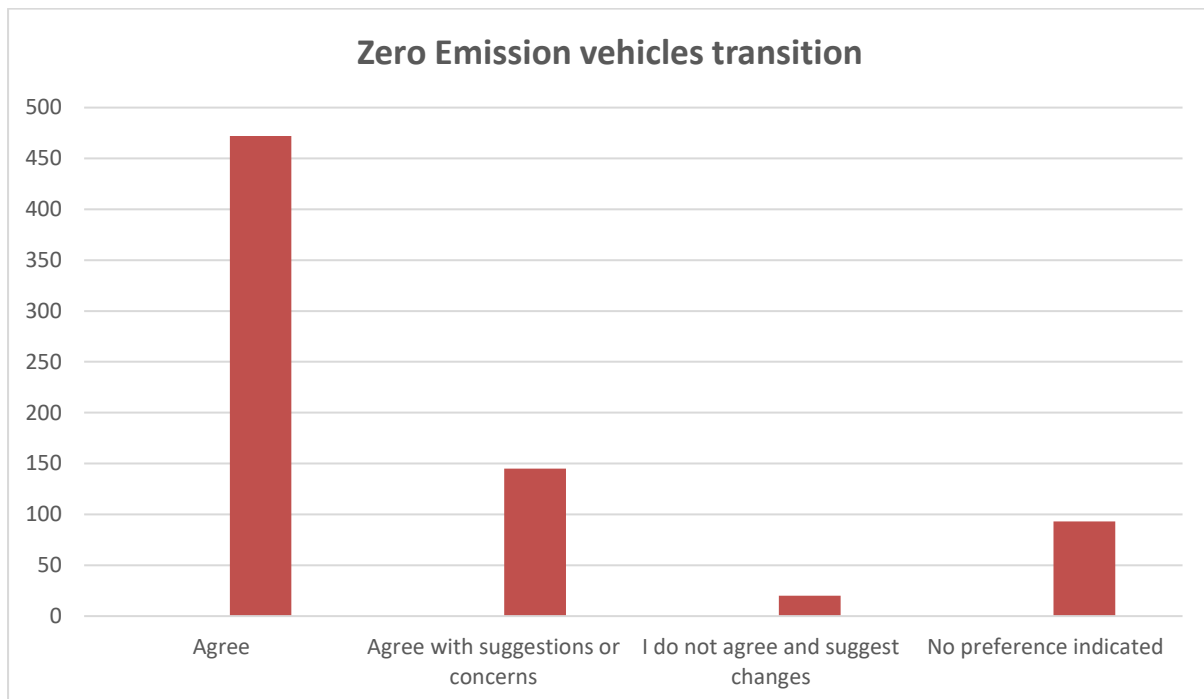


Choice	Count
Central government	105
Rates	95
Rates, Central government	78
Other (please state)	72
Fares collected from other services	58
Rates, Fares collected from other services, Central government	26
Central government, Other (please state)	23
Fares collected from other services, Central government	12
Rates, Fares collected from other services, Central government, Other (please state)	12
Rates, Central government, Other (please state)	10
Rates, Fares collected from other services	9
Rates, Other (please state)	4
Fares collected from other services, Other (please state)	2
Rates, Fares collected from other services, Other (please state)	2

The most common responses thought that central government, rates, or a mixture of both should fund a free central city shuttle.

125 submitters provided an open-ended comment of expand or elaborate on their response. There were a wide range of viewpoints but the most commonly cited alternative suggestions for sources of funding were from: fuel taxes, road pricing (congestion fees), parking fees, potential sponsorship from large businesses, and local businesses in the central city who would benefit from such a service.

9. What do you think about the public transport fleet transitioning to use zero emission vehicles?



Significant themes that were expressed in the related comments included:

- A desire for an earlier transition than proposed (n=43)

Other themes were:

- Not at the expense of other service proposals (n=18)
- Not at the expense of other higher fares (n=4)
- A phased transition as the fleet is replaced (n=14)
- Concerns as to costs (n=13)
- Smaller vehicles (n=6)
- Rail (n=11)

Of the responses supporting the draft Plan comments included:

This is very, very important, and I think worth any additional costs.

The sooner the better!

This is where we should be heading although it won't increase patronage

- Consistent messages from those offering conditional support to the draft Plan were:

The important word is 'transitioning'. I'm not a 'greenie' but recognise that we have to head in this direction - just not all at once.

If its cost effective it sounds great! But since buses reduce emissions compared to cars funds should be focused on improving service for riders first

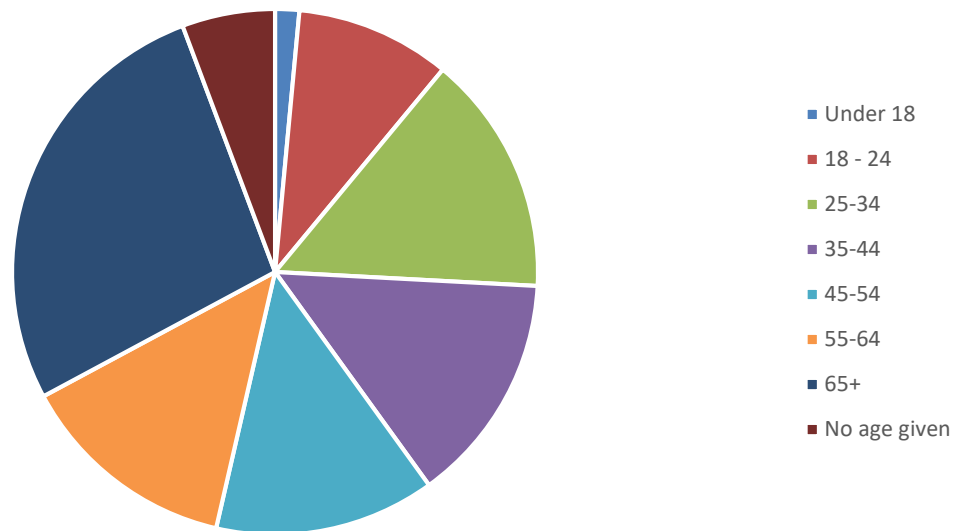
Maybe in the future, but I feel this can be done slowly (Not replacing all the buses with zero emission immediately

Of those opposed to the draft Plan comments included:

To expensive

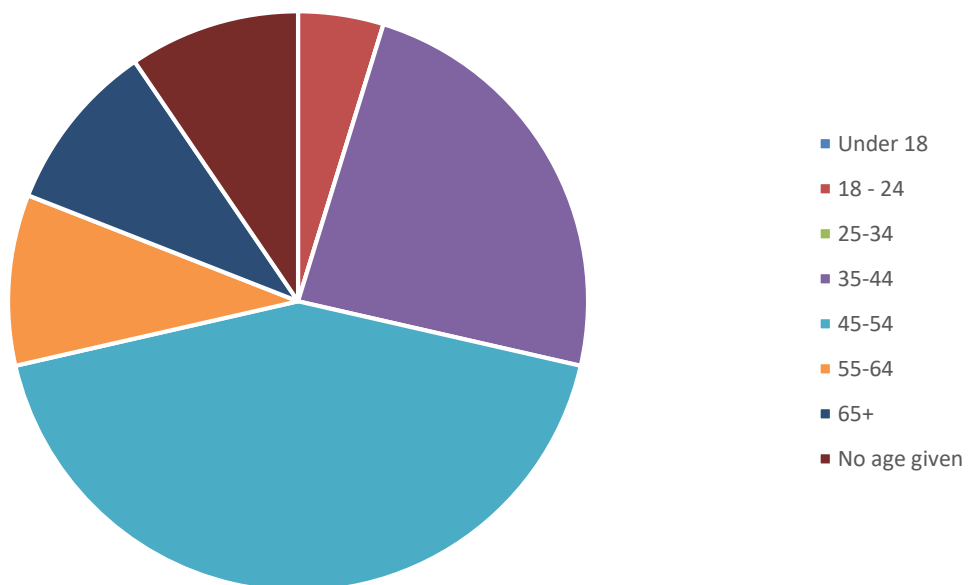
I agree it should happen long term, but getting more people using the existing buses would have a bigger impact by getting more cars off the road. Get patronage up first by delivering a service people want and easy to use. Low emission buses aren't going to make catching the bus any more palatable for the elderly living in Hornby to get to the hospital for an appointment when they still have to catch 2 buses

Agree zero emission vehicles by age



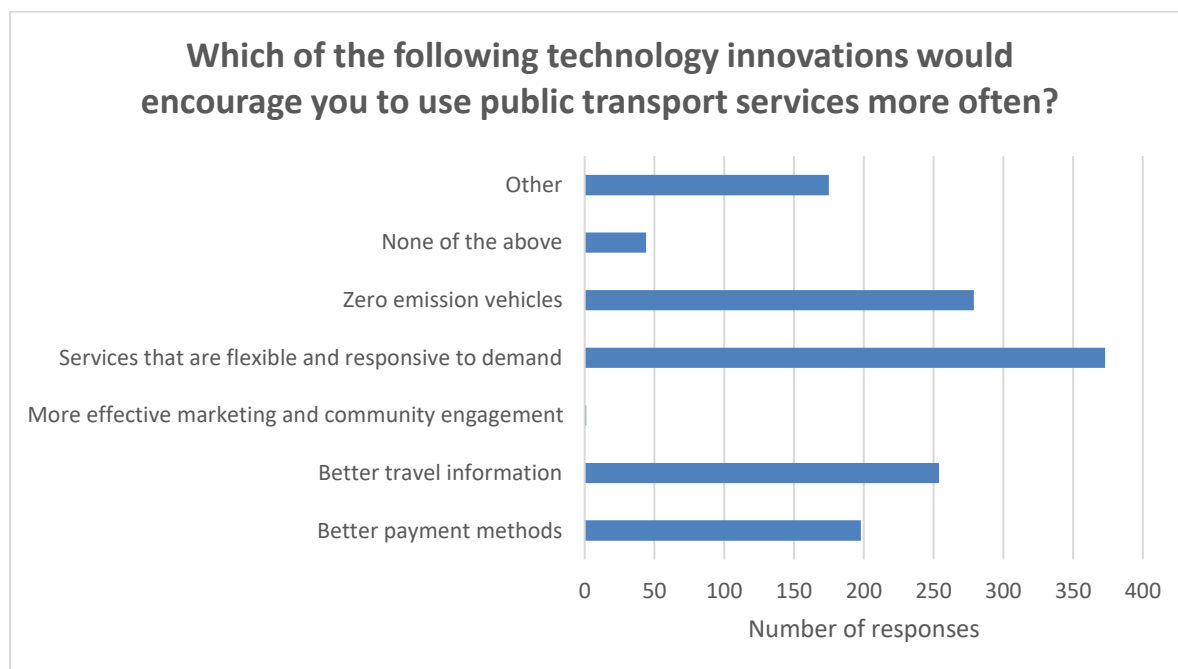
There was a broad balance of age groups represented amongst those who agreed with zero emission vehicle proposals in the draft Plan.

Disagree with zero emission vehicles by Age



Almost all submitters who disagreed with proposals for zero emission vehicles were over 35.

10. Which of the following technology innovations would encourage you to use public transport services more often?

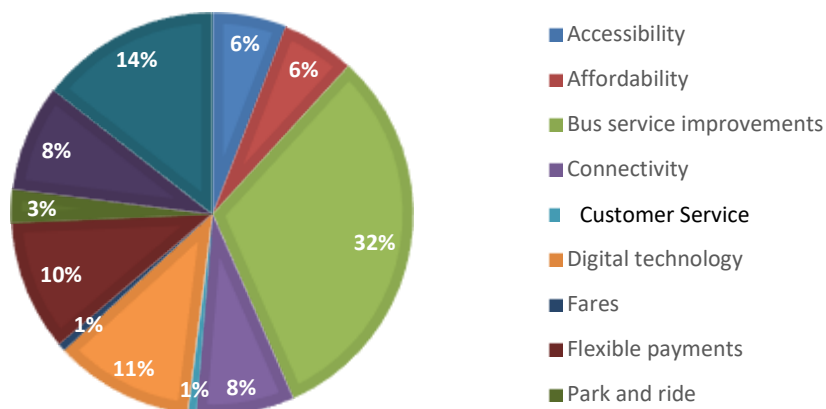


The most popular technological innovations selected were as follows:

1. Services that are flexible and responsive to demand
2. Zero emission vehicles
3. Better travel planning information
4. Better payment methods
5. Other
6. None of the above
7. More effective marketing and community engagement

175 submitters selected 'Other' as a choice and provided additional comments to expand on this. Officers have generated the major themes from these comments and summarised these below.

MAJOR THEMES FROM OPEN-ENDED COMMENTS



A large proportion of the open-ended comments (n=48) didn't focus on specific technological innovations but referred generally to improvements that could be made to the bus service/network that would provide a better user-end experience. These ranged from bus priority measures, increased frequencies and operating schedules, larger capacity buses, extension of routes to serve poorly served communities, and measures to improve journey time. Examples include:

- *"More frequent buses and faster buses - ie buses in their own lanes."*
- *"Providing a connected service across the network which is closely competitive with private transport in terms of travel time."*
- *"More buses more often"*
- *"longer hours of operation and more frequent services."*
- *"Buses that bloody go where I want them to!"*
- *"Quicker travel times"*
- *"Honestly, just closer services that actually turn up on time with a decent frequency."*

Another large section of comments (n=17) focused on the ways in which digital technology could be harnessed to improve accessibility, ease of use, flexibility, and convenience of public transport. Many of these responses referenced how mobile apps could be used in more innovative ways to improve journey planning, provide real-time information, and provide the capability for digital payments. Examples include:

- *"A simple app that shows all transport options with maps and real-time arrival times, including the ability to check your card balance and make top-ups"*
- *"Linking public transport to other transport services via "Mobility as a Service" systems/apps would help to show people the range of travel options for a particular trip."*
- *"A well-designed Metro app would be great."*
- *"A usable, do-it-all transport app!"*
- *"Bus tracker so you know exactly where your bus is and how long until will reach your pick up bus stop"*

The use of flexible payments was also cited by many submitters (n=16) which, for many, viewed this as barrier to using public transport more frequently. These submissions tended to focus either on the use of flexible payments as making public transport easier and more convenient to use or how flexible payments can be used to reduce the cost for the end-user. Examples include:

- *"Accessible ticketing systems"*
- *"Extending the use of gold cards to peak hours."*
- *"One card to Uses in all Canterbury without Buy a New card"*
- *"card pays every public transportation e.g. debit card, credit card, eftpos card"*
- *"Smart card for multiple transport modalities"*
- *"Using smartphone to pay for bus fares"*

Other prominent themes were on rail (n=13) and connectivity, particularly wifi connectivity. Examples include:

- *"More appealing transport type - trams/trains."*
- *"Rapid transit - any rail based solution"*
- *"On-board services such as wi-fi, advertisements, music, etc."*
- *"Free wifi on the bus"*

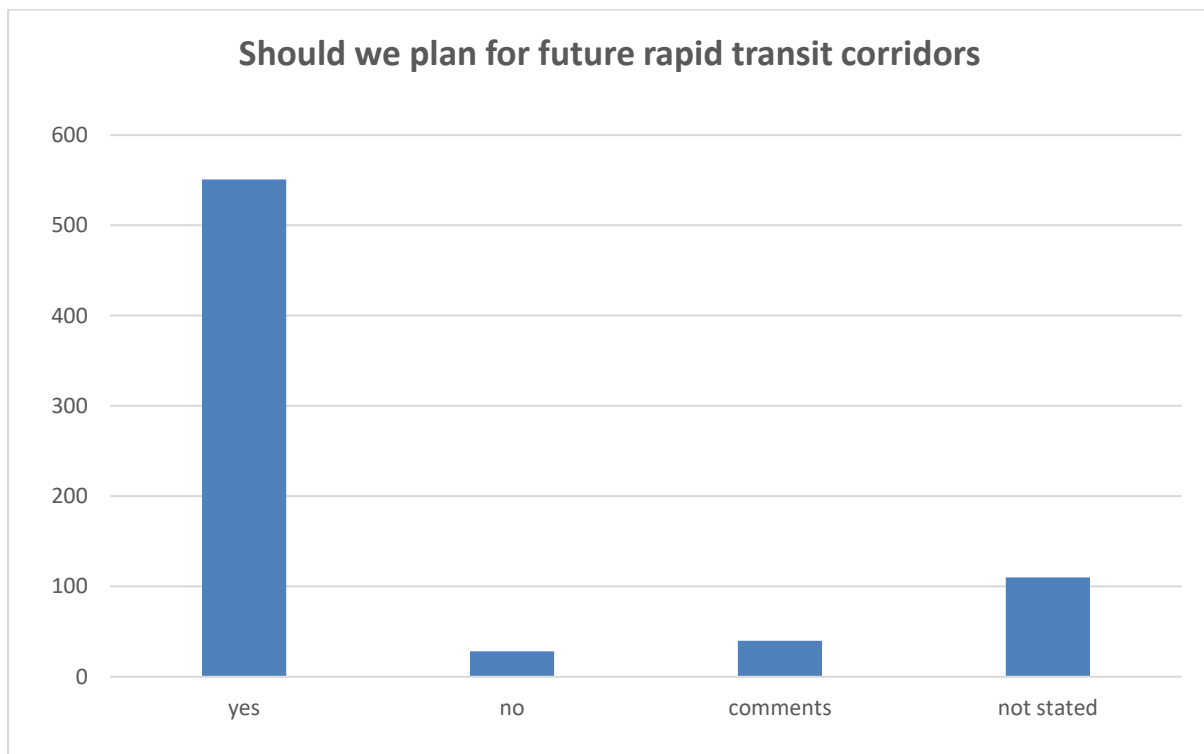
22 submitter's responses were not codable.

Out of those respondents who made multiple choices, the most popular groupings were those which covered payments, travel information, zero emission vehicles, and flexible services. The table below outlines the four most popular technological groupings.

Grouping	Count
Better payment methods, Better travel planning information, Zero emission vehicles, Services that are flexible and responsive to demand	60
Zero emission vehicles, Services that are flexible and responsive to demand	41

Better payment methods, Better travel planning information, Services that are flexible and responsive to demand	22
Better payment methods, Better travel planning information, Zero emission vehicles, Services that are flexible and responsive to demand, None of the above, Other (please state)	18

11. Should we take into account future rapid transit corridors now in our planning?



The overwhelming comments in support suggested:

- This should be a given
- Consideration of rail
- Integration with land use
- Suggested routing

Comments not in support were limited in number and varied, but some expressed a belief that the future transport options may change and that might not involve rapid transit corridors.

Key themes from submissions and panel recommendations

Rail

A large number of submitters throughout the submission process enquired about the role of rail-based solutions in the draft Plan and what many saw as a disappointing failure to consider rail-based modes (whether they be light-rail, heavy rail or tram based rail systems).

While the draft Plan included rapid transit in the vision section and outlined that a process for developing future rapid transit options for Christchurch is currently under way, the draft Plan took a modal-agnostic approach and did not specify a particular mode that any rapid transit solution could take. This approach has subsequently led to many submitters expressing concern that rail has not been considered in the RPTP.

PANEL RECOMMENDATION 1:

The hearing panel acknowledges the support of submitters for rail-based solutions and would note that, at this time, no single mode is preferred or ruled out. The New Zealand Transport Agency, Christchurch City Council, Environment Canterbury, Selwyn District Council and Waimakariri District Council are currently working closely to investigate advanced rapid transit technologies which could include rail, through the Future Public Transport Business Case process. This business case will identify a preferred mode or modes for rapid transit and provide a platform for future development.

The business case process, and the Future Development Strategy (Our Space 2018-2048) which involves land-use planning for Greater Christchurch, will be complete within the next 3 years.

Service improvements

As with any submission process relating to public transport, there are a number of submission points that deal with requests for service improvements through additional routes, route changes or scheduling amendments. These have been noted by the Hearings Panel and have been referred to the Environment Canterbury to be specifically considered as part of the forthcoming review of routes and services that is due to begin early in 2019. This process (service reviews) will be undertaken by Environment Canterbury staff through consultation with the public and concerned agencies and is the appropriate channel for consideration of detail on bus route and timetable decisions. The specific nature of these requests precludes them from direct consideration in the RPTP process.

Many submitters requested that the hours of service for public transport should be extended, especially in the evenings at the weekend. The Panel notes that the service times noted in Policy 1.0 provide for the minimum service and services can be provided to run outside these times.

PANEL RECOMMENDATION 2:

The Panel recognises the diversity of users of public transport and recommends that the opportunity to extend individual services hours be investigated by Environment Canterbury as part of the service review process.

Inclusiveness

A small number of suggestions or comments focused on how the outlined vision does not effectively cater for vulnerable groups in society, such as the elderly and those with disabilities. The Hearings Panel considers this to be an important requirement of the Plan. This reflects the “public” nature of Catering for the transport needs of vulnerable groups in the community through public transport should be a goal, within the confines of pragmatic solutions to catering for accessibility needs and increasing patronage.

As a general response, and as noted by at least one submitter, providing for the more vulnerable members of the community has benefits to all users.

PANEL RECOMMENDATION 3:

The Hearings Panel recommends that the vision be amended to reflect the need for public transport to be inclusive of all members of the community.

Bus priority

Submitters expressed concern that increasing bus frequency may not deliver a better public transport services if the vehicles being used on those services are caught in the same congested traffic stream. Submitters sought a greater commitment from agencies on the delivery of bus priority.

The Greater Christchurch Partners all play a role in delivering public transport infrastructure. An example is from Christchurch City Council who will play an integral part in delivering bus priority in the City, and the Hearings Panel notes the Christchurch City Council's resolution of 11 October 2018 to "Request staff to prepare a prioritised programme of public transport infrastructure, noting that this will follow adoption of the Regional Public Transport Plan". The Hearings Panel feels that this expressed commitment from partners has been included in the Plan and this should allay concerns regarding commitment to public transport bus priority.

PANEL RECOMMENDATION 4:

The Hearings Panel notes that supporting infrastructure and bus priority have been included in the draft Plan (and Action Plan), and that partner agencies have expressed their commitment to providing bus priority to ensure that public transport functions effectively as the system grows.

Central City Shuttle

The draft Plan included a commitment to restoring a central city shuttle route within the CBD. This received considerable support in submissions.

The exact nature of the shuttle and the costs were items for considerable comment during the consultation. Many submissions stressed the need for this service to be "free" to users. A number also sought more detail on routes and types of vehicles to be used – particularly expressing a preference for electric or zero emission vehicles.

The Hearings Panel has noted these ideas and is aware that each additional suggestion or detail places additional potential cost to this project, and the additional cost would require additional funding.

The Hearings Panel notes its support for the return of a central city shuttle.

PANEL RECOMMENDATION 5:

We recommend that the Central City Shuttle Business Case be referred back to the Greater Christchurch Public Transport Joint Committee for further investigation, which will include further analysis on funding and route.

Zero emission vehicles

The Hearing Panel has noted submitters desire to introduce zero emission vehicles to the public transport fleet. Many submissions suggested that the speed of transition to zero-emission vehicles indicated in the draft Plan was not soon enough.

Again, the Hearing Panel notes that this is a laudable desire, limited by available funding and competing considerations.

The draft Plan concentrates on achieving higher patronage. Environmental outcomes (reducing carbon emissions) would be best achieved if more people used public transport more often – regardless of the motive power used. Many cities around the world – including in Europe where carbon reduction and climate change is a very pressing concern – are still purchasing new low emission diesel vehicles.

Technology is evolving in the field of electric bus technology and other types of zero emission propulsion. Submissions from industry representatives expressed a concern that a faster roll-out of zero-emission vehicles may “trap” Canterbury into a type or style of vehicle that rapidly dates and does not deliver the benefits of technological evolution. A more measured roll out would allow new advances in technology to progress – including greater range for electric vehicles – and may produce better long term outcomes.

During hearings it was suggested that Environment Canterbury may be in a stronger position to purchase new vehicles than bus operators. This may be something that Environment Canterbury wishes to pursue.

Encouraging more people out of single occupancy vehicles and into alternatives such as public transport will reduce carbon emissions and will significantly contribute to environmental outcomes over and above any resolutions to change motive power of public transport vehicles. The Panel therefore endorses the “as fast as practicable” approach to the roll out of zero emission vehicles and urges Environment Canterbury to investigate and incentivise the roll out of zero emission vehicles in its procurement process.

PANEL RECOMMENDATION 6:

The Panel recommends that the wording of Policy 4.3 be amended to “move to zero emission vehicles” rather than “encourage”. We also recommend that the graph in Figure B4.1 “Transition to zero emissions” (pg65) and the associated explanation be updated to reflect the actions.

Fares

The consultation process identified a number of mechanisms for delivery of fare discounts. The Hearings Panel notes that, for every submission there is an opinion as to which group or groups are most deserving of cheaper fares.

There is a concern around fares levels for those who are at school and over 18, or who have recently left school. A number of year 13 students who are still having to attend high school are having to pay adult public transport charges. It has been suggested that this is a disincentive to continued public transport use for this particular age cohort and that many leave public transport because of the increase in relative cost they incur once they turn 18. A proposal was tabled to increase the age qualification for concession fares by one year to include any customer under 19. Estimates suggest that this proposal would result in a revenue reduction of around 2.5%, or roughly \$550,000 per annum.

During the submission process the Panel has also heard from a variety of sectors of the community who have suggested lower fares for particular groups, including people with disabilities, lower-income groups and families.

Trials of fare variations (such as \$2 fares) may produce valuable information that can be used to assess the value of fare concession proposals. The Hearings Panel endorses this approach of running short-term fare concession trials as a means to collecting information on what may work and may not work in terms of potential fare changes. This approach will enable an assessment of the financial expense of providing different fare choices and particularly their impact on improving overall patronage across the network.

Clearly, maintaining fares at the lowest possible rate across the board is a key goal. A review of fares and the range of fare types has been singled in the draft Plan and is due to be undertaken within 12 months of the adoption of the Plan.

PANEL RECOMMENDATION 7:

- (i) **The Panel recommends that the signalled fare review in the draft Plan is the mechanism to enable a considered approach to fare rates and potential fare concessions for particular groups.**
- (ii) **The Panel recommends increasing the age for child concession to under 19 to resolve the current anomaly facing secondary students over 18.**
- (iii) **Acknowledging the response from and support of the community for public transport services to deliver a step change in mode share, the Panel recommends further discussion be held with central government on funding opportunities to improve the economic and community outcomes of public transport in Greater Christchurch**

Funding

The Hearings Panel acknowledges the number of submitters that expressed concern surrounding the application of the 50% farebox recovery target. We also note the submission from the New Zealand Transport Agency which specifies that its farebox recovery policy targets 50% farebox recovery across the nation as a whole. The NZTA have signalled that they are now more confident that the farebox recovery ratio will be met nationally and the current 40% level from Environment Canterbury is not going to unduly affect achievement of the national target.

Farebox recovery is just one tool and measure in the delivery of effective public transport services. The Hearings Panel takes into consideration the New Zealand Transport Agency's submission on farebox recovery. Ensuring we are able to target improving patronage performance is the principle outcome in the draft Plan.

Funding impacts on the delivery of all the proposals in the draft Plan. The Panel again reiterates that funding will determine the ability to deliver on outcomes and improve our network. We are conscious that the relationship with central government is important to deliver this. We are also conscious that the local ratepayer contribution is vital to provide an improved and better used public transport system.

PANEL RECOMMENDATION 8:

The Hearings Panel recommends that policy3.1 in the draft Plan be amended to reflect the desire to maintain or improve the current 40% farebox recovery by 2024.

Other issues

Submission points were also raised covering the following topics:

- **Park and ride** – locations of park and ride sites will be determined together with the future rapid transit through the business case process.
- **WIFI on buses** – Environment Canterbury has been trialling free WIFI on two bus routes, these trials have already shown an increase in patronage, the WIFI trials are planned to be incrementally extended onto other route, with the Rangiora services next. The panel notes that information on the trials will need to be assessed at the end of each trial to see if it significantly contributes to patronage and warrants further roll out of WIFI on other routes.
- **Coverage** – some submitters raised concerns that the proposed network reduced coverage in certain areas of the city. The proposed network improves accessibility across the city. Accessibility isochrones will be added to the draft Plan to more fully show the level of improved accessibility resulting from the proposals outlined in the draft Plan.

There were also a number of submissions from retirement village residents that considered the matter of coverage from their perspective. This highlights the need for a mechanism to identify land use and transport inter-relationships for this type of facility. Consent processes should enable high use facilities to be built near to transport corridors. Partner territorial local authorities should consider retirement village location relative to public transport when district plan reviews are undertaken.

The Panel also notes that this is not an issue exclusive to retirement village development, and that the location of other facilities such as schools and major employment activities should be considered against public transport location.

PANEL RECOMMENDATION 9:

The Panel recommends that Environment Canterbury should submit on the matter of retirement village location as part of the appropriate district plan reviews and consent processes.

- Payment options – many submitters requested simpler payment options. The panel notes that the planned national ticketing system will cover this and introduce better payment options.
- Journey planning mobile apps – Many submitters recommended better journey planning tools. The panel notes that Environment Canterbury currently supports four journey planning apps and these apps should be promoted to metro users.