

# Agenda 2022

## Transport and Urban Development Committee

Date: Thursday, 14 April 2022  
Time: 1.00 PM  
Venue: via online access

*All visitors to Environment Canterbury buildings are required to provide a current, valid My Vaccine Pass, scan in using the QR codes, and wear a mask.*



# Transport and Urban Development Committee

## Membership

**Committee Co-Chairs:**

Councillor Grant Edge  
Councillor Peter Scott

**Committee Members:**

Councillor Tane Apanui  
Councillor Phil Clearwater  
Tumu Taiao Yvette Couch-Lewis  
Tumu Taiao laean Cranwell  
Councillor Megan Hands  
Councillor Ian Mackenzie  
Councillor Nicole Marshall  
Councillor Claire McKay  
Councillor Elizabeth McKenzie  
Councillor Craig Pauling  
Councillor Lan Pham  
Councillor Vicky Southworth  
Councillor John Sunckell

**Ex-Officio:**

Chair Jenny Hughey

# TRANSPORT AND URBAN DEVELOPMENT COMMITTEE

## TERMS OF REFERENCE

Adopted by Council 29 April 2021

<b>REPORTING TO:</b>	Council
<b>MEMBERSHIP:</b>	All members of Council Ngā Tumu Taiao
<b>QUORUM:</b>	Eight (8)
<b>MEETING FREQUENCY:</b>	Six weekly
<b>CHAIR:</b>	Two Co-chairs

### A. PURPOSE

1. To oversee the development, implementation and review of Council's:
  - a. strategic direction and policies for transport and mode-shift;
  - b. set the operational direction to deliver public transport and mode-shift;
  - c. provide input into joint transport-related projects and initiatives;
  - d. development of integrated land use and regional transport; and
  - e. development of Council's position on regionally significant matters such as spatial planning.
  - f. To work in the spirit of genuine partnership and assist the Council in fulfilling its duties as a partner with Ngāi Tahu and in alignment with the principles contained within the Tuia Agreement. In particular, the committee will support effective partnerships with Papatipu Rūnanga, recognise the relevance of Te Ao Māori and affirm the importance of an enduring and collaborative relationship between Environment Canterbury and Ngāi Tahu Papatipu Rūnanga.

### B. SPECIFIC RESPONSIBILITIES

2. Approve transport strategies, policies, plans programmes and initiatives related to transport demand management and active mode promotion, including relevant aspects of the Regional Policy Statement;
3. Review and monitor performance trends related to public transport activities.
4. Advocate for the alignment of initiatives across the region with transport implications including spatial planning and land use planning including liaison with:
  - a. the Regional Transport Committee;

- b. the Greater Christchurch Partnership Committee; and
  - c. territorial authorities in relation to the urban planning aspects of their District Plans.
- 5. Ensure that the Committee's decision making:
  - a. Considers climate-change related risks; and
  - b. Is consistent with Council's plans and initiatives to give effect to Council's declaration of a climate emergency on 16 May 2019.

### **C. DELEGATIONS**

- 6. Subject to sections 7 and 8, Council delegates to the Committee all the powers, functions and duties necessary to perform the Committee's responsibilities, except those that must not be delegated.
- 7. The Committee may make decisions on matters with a financial impact only where the related costs are budgeted for within a current, adopted Long Term Plan or Annual Plan, otherwise the matter must be referred to the Council for decision.
- 8. The Committee may not make a decision that is materially inconsistent with the Council's Long-Term Plan or Annual Plan.

# Common Transport and Urban Development Acronyms

CEF	Chief Executives Forum
CPF	Canterbury Policy Forum
CREDS	Canterbury Regional Economic Development Strategy
FAR	Funding Assistance Rate
FED	Fuel Excise Duty
GPS	Government Policy Statement on Land Transport
IDMF	Investment Decision Making Framework
LTMA	Land Transport Management Act
NLTF	National Land Transport Fund
NLTP	National land Transport Programme
ONRC	One Network Road Classification
PGF	Provincial Growth Fund
REG	Road Efficiency Group
RFT	Regional Fuel Tax
RLTP	Regional Land Transport Plan
RPS	Regional Policy Statement
RPTP	Regional Public Transport Plan
RRSWG	Regional Road Safety Working Group
RTC	Regional Transport Committee
RUC	Road User Charges
SNP	Safe Network Programme
TEFAR	Targeted Enhanced Funding Assistance Rate
TSIG	Transport Special Interest Group
TOG	Transport Officers Group
TUDC	Transport and Urban Development Committee

# Transport and Urban Development Committee

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## **1. Mihi / Karakia Timatanga - Opening**

The meeting will be opened with a mihi whakatau, followed by a member of the Transport and Urban Development Committee with a karakia.

## **2. Apologies**

An apology for absence was received from Tumu Taiao Yvette Couch-Lewis.

## **3. Conflicts of Interest**

Members are reminded to be vigilant and to stand aside from decision making when a conflict arises between their role as an elected representative and any private or other external interest they might have.

## **4. Public Forum, Deputations, and Petitions**

There were no requests for public forum, deputations and petitions at the time the agenda was prepared.

## 5. Extraordinary and Urgent Business

The Chairperson will give notice of items requiring urgent attention not on the agenda as follows.

### **Matters Requiring Urgent Attention as Determined by Resolution of the Transport and Urban Development Committee:**

A meeting may deal with an item of business that is not on the agenda where the meeting resolves to deal with that item and the Chairperson provides the following information during the public part of the meeting:

1. The reason why the item is not on the agenda; and
2. The reason why discussion of the item cannot be delayed until a subsequent meeting. The item may be allowed onto the agenda by resolution of the Transport and Urban Development Committee.

### **Minor Matters relating to the General Business of the Transport and Urban Development Committee:**

A meeting may discuss an item that is not on the agenda only if it is a minor matter relating to the general business of the meeting and Chairperson explains at the beginning of the public part of the meeting that the item will be discussed. The meeting may not make a resolution, decision or recommendation about the item, except to refer it to a subsequent meeting for further discussion.

## 6. Notices of Motion

At the time the agenda closed there were no notices of motion received.



## 7. Minutes

### Transport and Urban Development Committee

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<b>Date of meeting</b>	Thursday, 14 April 2022
<b>Author</b>	Christina Eaglin, Committee Advisor
<b>Endorsed by</b>	Catherine McMillan, General Manager Governance

#### Purpose

1. The previously circulated minutes from the Transport and Urban Development Committee on 3 March 2022 are to be confirmed.

#### Recommendations

**That the Transport and Urban Development Committee:**

1. **confirms the minutes from the Transport and Urban Development Committee meeting held 3 March 2022.**

#### Attachments

1. TUDC 2022-03-03 UNCONFIRMED Minutes [7.1.1 - 4 pages]

## **Minutes of the Transport and Urban Development Committee (under COVID-19 Red Traffic Light restrictions), via online on Thursday, 03 March 2022 at 1.01pm.**

### **Present**

Co-Chairs Cr Grant Edge and Cr Peter Scott, Cr Phil Clearwater, Tumu Taiao laean Cranwell, Cr Ian Mackenzie, Cr Nicole Marshall, Cr Claire McKay, Cr Elizabeth McKenzie, Cr Craig Pauling, Cr Lan Pham, Cr Vicky Southworth, and Cr John Sunckell.

Report writers and other staff were also present.

via MS Teams

### **1. Mihi / Karakia Timatanga - Opening**

Councillor Peter Scott opened the meeting with a mihi whakatau. A karakia was provided earlier in the day at the Regulation Hearing Committee by Councillor Claire McKay.

### **2. Apologies**

That the apologies received from Councillor Tane Apanui, Tumu Taiao Yvette Couch-Lewis, Councillor Megan Hands, and Chair Jenny Hughey be accepted and Councillor Phil Clearwater for lateness be accepted.

### **3. Conflicts of Interest**

There were no conflicts of interest reported.

### **4. Public Forum, Deputations, and Petitions**

There were no requests for public forum, deputations and petitions.

### **5. Extraordinary and Urgent Business**

There was no extraordinary or urgent business.

### **6. Notices of Motion**

There were no notices of motion.

## 7. Minutes

### Resolved TUDC/2022/1

That the Transport and Urban Development Committee:

1. confirms the minutes with a minor correction to add the words '#17 and' to item 6.1 from the Transport and Urban Development Committee meeting held 2 December 2021.
  - Paragraph two of item 6.1 to now read: "Stewart Gibbon presented on the electric vehicle (EVs) update, fare review, National Ticketing, Greater Christchurch Partnership (GCP), and the service uplift for bus route #17 and #28 upgrade."

Tumu Taiao laean Cranwell/Councillor Peter Scott  
CARRIED

## 8. Report Items

### 8.1. Transport Sector Emissions Briefing

#### Resolved TUDC/2022/2

**Staff recommendation adopted without change.**

That the Transport and Urban Development Committee:

1. receives the update on current initiatives underway to reduce transport sector greenhouse gas emissions.

Councillor Peter Scott/Councillor Vicky Southworth  
CARRIED

### 8.2. Transforming Public Transport and Integrating Urban Land Use and Regional Transport Work Programmes Update

#### Resolved TUDC/2022/3

**Staff recommendation adopted without change.**

That the Transport and Urban Development Committee:

1. receives the Transforming Public Transport and the Integrating Urban Land Use and Regional Transport Work Programmes report.

Councillor Peter Scott/Councillor Vicky Southworth

CARRIED

*Councillor Phil Clearwater arrived late at 1.32pm during discussion of item 8.2.*

### **8.3. Canterbury Regional Transport Committee Forward Work Programme Update**

**Resolved TUDC/2022/4**

**Staff recommendation adopted without change.**

That the Transport and Urban Development Committee:

1. receives the update on the Canterbury Regional Transport Committee forward work programme.

Councillor Peter Scott/Councillor Vicky Southworth  
CARRIED

### **8.4. Return to Weekday Schedule on Christchurch Public Transport Network**

**Resolved TUDC/2022/5**

**Staff recommendations adopted without change.**

That the Transport and Urban Development Committee:

1. notes the content of this report; and
2. supports the steps staff are taking to mitigate challenges to retain and recruit bus drivers on the Greater Christchurch Metro network.

Councillor Vicky Southworth/Councillor Lan Pham  
CARRIED

*Councillor Vicky Southworth left the meeting at 2.03 pm.*

### **8.5. Update on the Launch of Under 19-year-old Discount for Public Transport**

Thomas McNaughton tabled a late presentation that can be found on our [website](#).

**Resolved TUDC/2022/6**

**Staff recommendation adopted without change.**

That the Transport and Urban Development Committee:

1. notes the approach for the promotion of the under 19-year-old bus fare concession and the proposed reporting on uptake for this and other future concessions.

Councillor Elizabeth McKenzie/Councillor Lan Pham  
CARRIED

## 9. Resolution to go into Public Excluded

**Resolved TUDC/2022/7**

That at 2.10pm the resolution to exclude the public set out on pages 51 to 52 of the agenda be adopted.

Councillor Peter Scott/Councillor Grant Edge  
CARRIED

The public were re-admitted to the meeting at 2.14pm.

## 10. Next Meeting

The next meeting will be held on Thursday, 14 April 2022 at 1.00pm.

## 11. Mihi / Karakia Whakamutunga - Closing

A karakia was provided by Councillor Claire McKay.

The meeting closed at 2.17pm.

CONFIRMED:

\_\_\_\_\_  
Co-Chair Grant Edge  
Councillor, Environment Canterbury

\_\_\_\_\_  
Date

\_\_\_\_\_  
Co-Chair Peter Scott  
Councillor, Environment Canterbury

\_\_\_\_\_  
Date

## 8. Report Items

### 8.1. Transforming Public Transport Work Programmes Report

#### Transport and Urban Development Committee report

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<b>Date of meeting</b>	Thursday, 14 April 2022
<b>Author</b>	Stewart Gibbon, General Manager Public Transport
<b>Responsible Director</b>	Katherine Trought, Director Strategy and Planning Katherine Harbrow, Director Operations

#### Purpose

1. To update the Committee on the Transforming Public Transport work programme.

#### Recommendations

**That the Transport and Urban Development Committee:**

1. **Receives the Transforming Public Transport work programme report.**

#### Key points

2. On 17 June 2021, the Council adopted its Long-Term Plan 2021-31 (LTP).
3. The LTP created the Transforming Public Transport programme as part of the Air Quality, Transport and Urban Development portfolio. The LTP outlines that through this programme:  
  
*“We are operating, managing, and delivering innovative improvements to public transport services in Canterbury to increase patronage”*
4. The Committee has been provided updates on these work programme at its previous meetings. This work programme update builds on these previous reports

#### Key updates to the work programme

##### Zero emissions electric buses

5. During Quarter 3, negotiations were completed to facilitate the ordering of a further 16 new EV buses and 6 new Euro VI low emissions diesel buses to replace vehicles that will be retired at the end of this calendar year.
6. Council had approved the procurement of a total of 12 Euro VI low emission diesel vehicles, however through negotiations it has become apparent that sourcing EURO VI vehicles suitable for New Zealand operating parameters is becoming extremely difficult.

7. Agreement has been reached to continue to “sweat” 6 existing Euro V diesel vehicles, to create the opportunity to procure 6 new EV vehicles during Council’s Year 3 Annual Plan process, thus avoiding adding the Euro VI diesel vehicles during difficult procurement times. This is subject to funding available within the Year 3 Annual Plan process. This approach supports Council’s desire to transition the fleet to 100% zero emissions as soon as practicable.

### **Proposed changes to bus routes 17 and 28**

8. During quarter two, Environment Canterbury completed a service review of bus routes 17 and 28 and consulted with the community on proposed service uplifts to these routes. The proposed changes to these routes include increasing bus frequencies and extending the routes coverage.
9. 700 responses to the proposed changes were received from the community. Disruptions from COVID-19 and other activities has meant that this feedback was reviewed during Quarter 3 and a report will be presented to Council in April, rather than March 2022 as previously indicated. From this, a decision will be made regarding whether the proposals will be adopted or if more information is required before final decisions can be made. Any agreed changes are expected to then be implemented in 2023.
10. This work was completed as part of the Greater Christchurch Public Transport Futures investment programme, which is a ten-year programme to increase service and accessibility to public transport for the community. This programme also aims to increase the low emission fleet, improve the response to climate change, and as a result, encourage people to make a change in their choice of transport mode.

## **COVID-19 Disruptions**

11. COVID-19 continues to have a negative impact on public transport service delivery, with operators experiencing resource shortages. This has resulted in disruptions to service with a number of scheduled trips being cancelled at the last minute over multiple days. This issue is occurring throughout New Zealand, with many services being disrupted by resourcing impacts of COVID-19.
12. Staff are monitoring the level of disruptions and working closely with operators to, as much as possible, communicate these disruptions to our community. At the time of writing this report, normal timetables (except for the Orbiter) continue to be in place however should the level of disruption increase, staff will need to consider implementing a timetable change.

## Government 50% Fare reduction initiative

13. In March the government announced an initiative to reduce public transport fares by 50% for the period 1 April to 30 June, in response to escalating fuel and travel costs. Staff have responded to this and implemented this fare change.
14. The usage impact of this change will be a useful source of analysis to inform future public transport interventions as we will have a real and recent source of insight into price sensitivity of the community not just for Canterbury, but across the country.

## Tertiary Concession

15. In Quarter 3, work commenced on the design and development of the Tertiary Concession for public transport approved by Council in September 2021. We are currently recruiting for a Concessions Administrator to support the on-going management of this new process.
16. As a priority we have focused in the first instance on the three largest tertiary education providers in Canterbury to support process development and ensure good engagement and understanding of what is expected from them to support their student cohort. Good engagement has been had with all three institutions and we expect good support from them in engaging with their student cohorts to facilitate card distribution and on-going eligibility validations.
17. We are also engaging with the remaining tertiary education providers and expect to have a wide level of coverage when the initiative is launched in July.

## PT Futures Delivery

18. In December 2020 the Greater Christchurch Councils, along with Waka Kotahi endorsed the PT Futures Programme Business case. Public Transport Futures sets out a staged package of improvements to the Greater Christchurch public transport system to lift its performance over the next ten years. It broadly aims to:
  - *improve journey time and reliability of public transport services relative to private vehicles*
  - *improve public transport services to and from the highly populated/growth areas and key destinations across Greater Christchurch*
  - *reduce barriers to the uptake of public transport in Greater Christchurch*

Good progress has been made since elements of this were incorporated into Environment Canterbury's Long-Term Plan with the following initiatives either complete or in progress:



Initiative	Status
Waimakariri Express Service	Implemented
Express services from Lincoln to City	3 planned, 2 implemented to date
Route 3 service enhancements – Phase 1 is 10 Min freq 7am – 7pm weekdays	Implemented
Route 17 & 28 service enhancements	In progress
Route 7 Service enhancements	Service review planning commencing 2022
Real Time Information	Implemented  Fleet, on-street and interchange complete
Headway Management (leveraging RTI)	Under investigation
Intersection Priority	Pilot implementation project commenced
Fare Review	Complete.  Under-19 implemented  Awaiting Annual Plan outcome

## Cost, compliance and communication

### Financial implications

19. COVID-19 continues to have a severe impact on Public Transport with fare revenue being significantly less than budget. In the LTP, patronage was estimated at 20% reduction from pre-COVID-19 level (FY2018/19) in Year 1, 10% Year 2 and 5% Year 3 based on estimates pre-OMICRON. February 2022 YTD indicates 39% patronage reduction from the same pre-COVID-19 period in FY2018/19 driven by extended RED traffic light status. At this time, we are forecasting the year will conclude with patronage at 60% of pre-COVID levels.
20. Through to June 2022, Waka Kotahi and Environment Canterbury are sharing the fare revenue loss that is above the LTP budget. However, Waka Kotahi have not committed to sharing it post 30 June. There is a risk therefore that Environment Canterbury will have to carry any future revenue loss entirely post 30 June.

21. In addition, inflation is significantly higher than forecast, impacting on fuel costs and having a material impact on the NZTA Index which is applied quarterly. NZTA indexing was budgeted at 2.5%, however inflationary pressure over the last 6 months has seen the index go above this level and this is likely to rise further. This increased cost will be funded from Public Transport Reserves.

### **Risk assessment and legal compliance**

22. The key risks related to the Transforming Public Transport programme include the following:
- If COVID-19 continues to have a severe impact on public transport patronage and fare revenue then reserves will continue to be required to cover the shortfall
  - If inflationary pressures remain high for some time, resulting in increased indexation costs, then reserves will be required to offset this cost increase as well. The combination of COVID-19 impact on fare revenue with increased indexation costs could potentially drain the PT Reserve in year 2.
  - If a shortage of drivers for public transport persists either through COVID-19 or driver recruitment, then service disruptions will continue impacting on community confidence in public transport.
  - If Environment Canterbury receives insufficient funding from the National Land Transport Fund to match the local share, then we will be unable to progress all the initiatives identified in the Long-Term Plan.

### **Engagement, Significance and Māori Participation**

23. Much of the work undertaken for the public transport work programme has and continues to involve engagement with the community, our partners in central and local govt, iwi and our key suppliers.

### **Climate Change Impacts**

24. A number of the public transport initiatives within the work programme have a direct alignment to Council's expectations and strategy to reduce emissions and respond to climate change. These initiatives are identified in the attached work programme summary (right hand column). Most notably the procurement and implementation of zero emissions vehicles, service enhancements to make public transport more competitive, and encourage and facilitate mode-shift, and the potential Fare Policy changes making public transport more equitable to more people, again encourage mode shift.

### **Next steps**

25. Staff will continue to deliver the two work programmes and provide the Council and/or the Committee with regular updates on progress made.

### **Attachments**

1. Public Transport Work Programme [8.1.1 - 5 pages]

## Attachment 1 - Public Transport Work Programme Jul 2021 – Jun 2024

Initiative Name	Initiative Description	Status	Milestone Q1	Milestone Q2	Milestone Q3	Milestone Q4	Milestone 2022/23	Milestone 2023/24	Support Climate Change?
<b>PT – Strategy &amp; Planning</b>									
<b>Community engagement and consultation</b>	Undertake community consultation on significant policy reviews or service changes	RESCHEDULED		Fare Policy review and Public Transport Futures consultation	Ferry consultation (RESCHEDULED)		Q1 Ferry consultation		No
<b>Fare Policy Review</b>	Complete a Fare Policy review and consult with the community via the Annual Plan process	ON TRACK	Develop consultation	Council to make decision on options	Undertake consultation and evaluate feedback through the Annual Plan process	Decision made on Fare Option through Annual Plan process by end June 2022	Implement based on Council decisions aligned to National Ticketing	Implement based on Council decisions aligned to National Ticketing	Yes
<b>Hydrogen Pilot Eco-System</b>	Investigate the feasibility of hydrogen for buses, decide suitability and order if deemed suitable	COMPLETE	Investigate feasibility (COMPLETE)	Inform and decide if feasible. Negotiate engagement - govt and suppliers.  (PROJECT STOPPED AS NOT FEASIBLE AT THIS TIME)					Yes
<b>Marketing and Customer Experience strategy</b>	Develop marketing and Customer Experience strategy	ON TRACK	Develop strategy	Develop strategy	Plan and implement	Plan and implement	Implement	Implement	No
<b>Marketing campaigns</b>	Targeted marketing campaigns to stimulate patronage	ON TRACK	Develop	Develop/Activate	Develop/Activate	Develop/Activate	Develop/Activate	Develop/Activate	No
<b>Marketing Coordinator recruitment</b>	Recruit and onboard a PT Marketing Coordinator	COMPLETE	Recruit (COMPLETE)	Onboard (COMPLETE)					No
<b>Mass Rapid Transit Business case</b>	Complete the business case for Mass Rapid Transit (MRT)	Now part of Spatial Plan	Complete MRT Indicative Business Case	Complete MRT Indicative Business Case	Complete MRT Indicative Business Case	Approvals and Review; plan next phase	Complete MRT Detailed Business Case		Yes
<b>New/changing service development, design and planning</b>	Conduct service reviews in years 2 and 3 of the Long-Term Plan 2021-31				Develop service review plan for Ilam segment of Orbiter	Route 7 catchment engagement development	Route 7 catchment engagement Commences	Potential service reviews	No
<b>PT Planner recruitment</b>	Recruit and onboard a PT Planner	COMPLETE	Recruit (IN PROGRESS)	Onboard (COMPLETE)					No
<b>PT Services Analyst &amp; Strategy Advisor recruitment</b>	Recruit and onboard a PT Services Analyst	COVID Disruption IN PROGRESS	Recruit (DELAYED)	Onboard; Onboard (DELAYED)	Recruit (IN PROGRESS)				No
<b>Public Transport Futures strategy and planning</b>	Undertake strategic activities to support the PT Futures programme of work	FOCUS CHANGE	Develop integrated GCP Partner reporting for PT Futures	Develop integrated GCP Partner reporting for PT Futures (DELAYED)	Develop integrated Partner reporting for PT Futures. (PAUSED)  Priority to develop Accelerated Investment Programme	Priority to develop Accelerated Investment Programme			Yes
<b>On-Demand Solution in Greater Christchurch</b>	Investigate feasibility of On Demand in Greater Christchurch						Q3/4 Investigate feasibility of On-Demand in Greater Christchurch and identify costs and trial scope for inclusion in LTP	Q1/2 investigate feasibility of On-Demand in Greater Christchurch and identify costs and trial scope for inclusion in LTP	Yes

Initiative Name	Initiative Description	Status	Milestone Q1	Milestone Q2	Milestone Q3	Milestone Q4	Milestone 2022/23	Milestone 2023/24	Support Climate Change?
<b>Reference Group and Customer Panel structure</b>	Develop Reference Group and Customer Panel structure	<b>DELAYED</b>	Investigate (COMPLETE)	Develop strategy (DELAYED)	Implement structure (DELAYED)	Implement structure	Review structure		No
<b>Regional Public Transport Plan</b>	Review and update the Regional Public Transport Plan	<b>My Way trial extended. Awaiting Annual Plan outcome</b>		Review RPTP Post My Way decision (DELAYED)	Commence RPTP update (DELAYED)	Review RPTP post Fare Policy decision and continue to update		Undertake Review and consultation and finalise RPTP	No
<b>Travel Demand Management (TDM) programs with partner councils</b>	Deliver TDM activities in partnership with local authorities to support mode-shift and educate the community on alternate travel options to the private car	<b>Resource priority</b>	Implement programme	Implement programme Commenced with Waimakariri CNC activities (COMPLETE)	Implement programme (DELAYED)	implementation	Implementation		Yes
<b>Zero emissions fleet replacement strategy</b>	Develop a strategy for the implementation of a low emission fleet across the Canterbury network	<b>ON TRACK</b>		Determine future investment profile and technologies	Determine future investment profile and technologies	Determine future investment profile and technologies	Approval and Implement strategy Climate Change Commission review - zero fleet emission Tranche 1 Dec 2022 and decision Dec 2023		Yes
<b>PT – Customer Delivery</b>									
<b>COVID-19 response</b>	Review the COVID-19 response to underwrite reduced fares and the provision of enhanced bus cleaning services in 2021/22 due to COVID-19	<b>ON GOING</b> <b>OMICORN impacting on Resourcing now. Service disruptions occurring</b>	Ongoing monitoring	Review enhanced cleaning and funding for COVID patronage shortfall (ahead of Annual Plan) (IN PROGRESS)	Decisions made through the Annual Plan process. Plan for service disruptions from resource shortages	Decisions made through the Annual Plan process. Plan for service disruptions from resource shortages	Review funding for COVID patronage shortfall		No
<b>Electric ferry service</b>	Investigate the feasibility of an electric ferry and place order if a decision is made to proceed	<b>EV DEFERED TO NEXT LTP</b>	Investigate options	Investigate options and agree decision by December 2021. Consider alignment with PT Futures Route 17/28 new schedule/consultation. (IN PROGRESS)	Order of diesel vessel) - note 18mth lead time so funding does not commence yet.		Implement new vessel, possibly by December 2022	Investigate EV Ferry for inclusion in LTP	Yes
<b>Fare Stimulus Package</b>	Support the Fare Review process by conducting a trial to understand community response to pricing to inform longer term fare policy considerations (subject to mandatory face mask situation)	<b>FOLDED INTO FARE REVIEW</b>	Folded into Fare Review Project	Folded into Fare Review Project	Consult via Annual Plan		Implement if directed by Council	Implement if directed by Council	Yes
<b>Metro services review</b>	Undertake a review of the Metro Agency network, Metroinfo call centre, counter and online services (Metro cards) and design systems and processes ahead of implementing the National Ticketing System	<b>IN PROGRESS</b> <b>CRM project initiated</b>	Start systems and process review ahead of National Ticketing	Undertake systems and process review ahead of National Ticketing (IN PROGRESS)	Undertake systems and process review ahead of National Ticketing (IN PROGRESS)	Complete systems and process review ahead of National Ticketing	Implement new CRM solution		No

Initiative Name	Initiative Description	Status	Milestone Q1	Milestone Q2	Milestone Q3	Milestone Q4	Milestone 2022/23	Milestone 2023/24	Support Climate Change?
<b>Provision of bus services for Greater Christchurch</b>	Provide bus services and enhancements for Christchurch, Waimakariri and Selwyn districts	<b>Resource capacity - defer targeted express</b>	Plan service and order vehicle for targeted express. (DEFERED)  Implement Leeston changes. (COMPLETE)  Embed new contract partnership model with Operators including business plans and reporting on delivery (IN PROGRESS)	Review Waimakariri express service after 6 months  (COMPLETE)	Review Waimakariri express service (after operating for 1 year) (COMPLETE)	Implement targeted express (DEFERED in AP)	Review Waimakariri express service (after operating for 2 years)  Identify and implement next targeted express service		Yes
<b>Provision of bus services for South Canterbury (Including My Way)</b>	Provide bus services and enhancements for Timaru and Temuka, including My Way on-demand bus services in Timaru	<b>NLTF funding confirmed to extend trial to 2024</b>	Confirm NZTA funding support  (IN PROGRESS)	Tender My Way contracts for service and technology  (ON HOLD)	Finalise new contracts and commence as BAU March 2022 (TRIAL EXTENDED)	Implement new contracts (TRIAL EXTENDED)		Review Trial to inform LTP and NLTF	Yes
<b>Public Transport Futures implementation</b>	Implement progressive service improvement initiatives identified in the Public Transport business case, supported and co-ordinated across multiple partners	<b>Service Review complete. Finalising business case and funding</b>	Complete detailed route plans for 17&28. Develop Service Review  (COMPLETE)	Complete Service Review for Routes 17 & 28 (COMPLETE)	Confirm funding support for EVs or low emission diesel. Complete Single Stage Business Case for 17&28. Order vehicles. (IN PROGRESS)	Develop customer collateral	Communicate service improvements and implement route improvements	Implement route improvements	Yes
<b>Public transport support for large-scale community events</b>	Provide event support for the Matariki celebrations, and the SailGP event to be held in Lyttleton in January 2022		Implement Matariki support and plan Sail GP event support  (COMPLETE)	Sparks in the Park; Vaccination support (COMPLETE)				Planning for SailGP	No
<b>U19 Child Fares</b>	Implement a child fare rate for under 19s in Canterbury as agreed in the Long-Term Plan 2021-31	<b>COMPLETE</b>	Council approvals post NLTF outcome  (COMPLETE)	Implement new fare structure by February 2022 ready for the school year  (COMPLETE)	(IMPLEMENTED)				Yes
<b>Vehicle Trust Expansion</b>	Provide support to community groups to establish new Community Vehicle Trusts (CVTs)		Support the Ashburton trial service and proposed Hanmer Springs CVT	Support the Ashburton trial service and proposed Hanmer Springs CVT	Support the Ashburton trial service and proposed Hanmer Springs CVT	Support the Ashburton trial service and proposed Hanmer Springs CVT			No
<b>Zero emissions fleet replacement</b>	Order and implement new zero emissions vehicles for the fleet to reduce the emissions profile	<b>IN PROGRESS – potential supply chain impacts on delivery dates</b>	Confirm Government funding support and vehicle mix - EV/hydrogen/low-emission diesel	Confirm fleet approach direction from Council. Finalise route assignments.  (COMPLETE)  25 new vehicles in operation	Order Vehicles. Build charging infrastructure  16 Vehicles ordered (IN PROGRESS)	Order Vehicles. Build charging infrastructure  Communicate fleet improvements	Order Vehicles. Build charging infrastructure  Implement. Order vehicles.	Implement	Yes
<b>Tertiary Concession</b>	Develop and delivery Fare Concession for Tertiary Students	<b>IN PROGRESS</b>			Develop systems, processes and delivery. Recruit Resources  (IN PROGRESS)	Develop systems, processes and delivery. Recruit Resources	Implement Tertiary Concession		Yes
<b>CANDO Cards</b>	Facilitate creation of new CANDO cards for 2022 school year	<b>IN PROGRESS</b>  Potential issue with distribution to students by schools due to COVID absence	School student registrations  (COMPLETE)	Schools order cards from Supplier  (COMPLETE)	Cards Delivered to Schools by supplier and imported into Ticketing System by ECAN (IN PROGRESS)				No

Initiative Name	Initiative Description	Status	Milestone Q1	Milestone Q2	Milestone Q3	Milestone Q4	Milestone 2022/23	Milestone 2023/24	Support Climate Change?
<b>PT – Business Support</b>									
<b>Business Intelligence and reporting review</b>	Further refine and develop the Public Transport reporting suite including RTI, Project NEXT and service analysis capabilities	<b>IN PROGRESS</b>	Plan for National Ticketing; Integrate new RTI; use Balanced Scorecard	Plan for National Ticketing; Integrate new RTI; use for Balanced Scorecard (IN PROGRESS)	Plan for National Ticketing; Integrate new RTI; use for Balanced Scorecard (IN PROGRESS)	Plan for National Ticketing; Integrate new RTI; use for Balanced Scorecard	Integrate with National Ticketing		No
<b>Total Mobility RideWise 2</b>	Investigate a ticketing solution with industry for future Total Mobility services	<b>PAUSED Solution under review</b>	Explore ticketing solution for future TM services with industry (IN PROGRESS)	Explore ticketing solution for future TM services with industry (IN PROGRESS)	Explore ticketing solution for future TM services with industry (PAUSED)	Evaluate investment options	Implement new system by December 2022	Implement	No
<b>Total Mobility Services and review</b>	Review the Total Mobility contracts and framework for delivery and provision of Total Mobility services	<b>Resource capacity. DELAYED</b>		Commence review of contracts framework and delivery (DELAYED)	Contract review and engagement (DELAYED)	Implementation of review	Implementation of review		No
<b>Operator partnership agreements</b>	Partner with the Operators to identify service delivery enhancements	<b>COVID has disrupted the pace of progress of activities COMPLETE</b>	Undertake Operator Health and Safety audit; Schedule Operator forums; investigate current driver training (IN PROGRESS)	Develop annual business plans with the Operators; identify opportunities to improve driver training (COMPLETE)	Identify and implement further service enhancements	Identify and implement further service enhancements	Identify and implement further service enhancements	Identify and implement further service enhancements	No
<b>Living Wage Response</b>	Investigate options for applying a living wage for bus drivers with Operators and implement agreed changes	<b>LIVING WAGE COMPLETE. FURTHER REVIEW IN PROGRESS</b>	Investigate options, obtain Council decision and begin Operator discussions (COMPLETE)	Complete Operator discussions and implement changes (COMPLETE)	Continue to review potential further changes regarding wage inflation adjustments and implementation. (IN PROGRESS)	Continue to review potential further changes regarding wage inflation adjustments and implementation.			No
<b>Advertising</b>	Increase advertising opportunities to generate revenue	<b>ON TRACK</b>	Pursue advertising opportunities to generate revenue	Pursue advertising opportunities to generate revenue	Pursue advertising opportunities to generate revenue	Pursue advertising opportunities to generate revenue			No
<b>Customer feedback database and responses review</b>	Develop new customer feedback database and processes	<b>IN PROGRESS</b> <b>New CRM solution initiative commenced</b>		Review current systems and processes (linked to National Ticketing) (IN PROGRESS)	Review current systems and processes (linked to National Ticketing) (IN PROGRESS)	Design new solution	Implement in the first half of the year		No
<b>Driver Shortages</b>	Develop and Manage response to Driver Shortages	<b>Normal timetables resumed for all services except the Orbiter; OMICRON impacting driver availability</b>		Develop short term mitigation with Operator and work on medium/long term solutions ( IN PROGRESS)	Develop short term mitigation with Operator and work on medium/long term solutions ( IN PROGRESS)				No
<b>Customer research and surveys</b>	Undertake annual surveys to determine passenger/customer satisfaction ratings and other customer research to understand the customer perspective as an input to strategy and service design development	<b>Surveys completed. Results analysis underway.</b>	Tender contracts for Metro Users Survey, Total Mobility Survey and Mystery Shopper	Undertake surveys and research (SURVEYS COMPLETE)	Receive final reports from surveys and research and analyse (IN PROGRESS)	Report to Council			No

Initiative Name	Initiative Description	Status	Milestone Q1	Milestone Q2	Milestone Q3	Milestone Q4	Milestone 2022/23	Milestone 2023/24	Support Climate Change?
<b>National Ticketing System (Project NEXT)</b>	Implement the National Ticketing System (Project NEXT) and Dynamics 365 as part of this project	<b>COVID disruption to procurement process</b>	Procure and plan project; complete detailed transition planning including scheduling system	Procure and plan project; complete detailed transition planning including scheduling system (IN PROGRESS)	Procure and plan project; complete detailed transition planning including scheduling system (IN PROGRESS)	Procure and plan project; complete detailed transition planning including scheduling system	Develop and plan for Implementation of national ticketing	Implement National Ticketing System	Yes
<b>Real Time Information (RTI) System</b>	RTI Phase 1: Implement on street devices RTI Phase 2: Implement bus interchange and new RTI backend management system RTI Phase 3: Implement in-bus driver display units RTI Phase 4: Implement intersection priority RTI Phase 5: Implement in-vehicle displays and next stop announcements	<b>PHASES 1 - 2 COMPLETE</b> <b>IN PROGRESS</b> <b>COVID disruptions</b>	Test and implement Phases 1 and 2.  (COMPLETE)	Settle in Phase 1 & 2 new service and develop Phases 3  (COMPLETE)	Implement phases 3 Develop Intersection Priority with CCC and new Metro app (IN PROGRESS)	Develop Intersection Priority with CCC and new Metro app	Develop Intersection Priority with CCC and new Metro app	Implement intersection priority progressively.	No
<b>Government 50% Fare reduction initiative</b>	Develop and implement Govt 50% fare reduction initiative	<b>IN PROGRESS</b>			Confirm scope and funding arrangements with Govt. Develop Solution (IN PROGRESS)	Implement 1 April – 30 June			Yes

## 8.2. Integrating Urban Land Use and Regional Transport Work Programmes Report

### Transport and Urban Development Committee report

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Date of meeting	Thursday, 14 April 2022
Author	Jesse Burgess, Senior Strategy Manager
Responsible Director	Katherine Trought, Director Strategy and Planning

#### Purpose

1. To update the Committee on the progress of the work programme for the Integrating Urban Land Use and Regional Transport programme.

#### Recommendations

That the Transport and Urban Development Committee:

1. **Receives the Integrating Urban Land Use and Regional Transport work programme report.**

#### Background

2. On 17 June 2021, the Council adopted its Long-Term Plan 2021-31 (LTP).
3. The LTP establishes the Integrating Urban Land Use and Regional Transport programme as part of the Air Quality, Transport and Urban Development portfolio. The LTP outlines that through this programme *“we are integrating land use, regional transport and hazards planning; and facilitating prioritised and integrated investment in Canterbury’s regional transport network”*.
4. A significant amount of the work undertaken through this programme involves a collaborative approach to developing and delivering work programmes that contribute to improved transport and urban development outcomes across Canterbury. This includes work through the Canterbury Regional Transport Committee, the South Island Regional Transport Committee Chairs Group and the Greater Christchurch Partnership.
5. The Committee has been provided updates on this work programme at its previous meetings. This work programme update builds on these previous reports.

#### Key updates to the work programme

6. The following sections highlight some of the key initiatives being progressed through the programme. The full work programme report is summarised in Attachment A.



## **Canterbury Regional Transport Committee work programme**

7. The Canterbury Regional Transport Committee's work programme is currently focused on delivering two key projects: undertaking research to better understand Cantabrians' views on a range of approaches to reducing transport emissions; and updating the regional transport webpages of the Environment Canterbury website to reflect the Canterbury Regional Land Transport Plan 2021-31, the work programme themes, and to report on new indicators. These two projects are progressing well.
8. The Committee will be provided a further update of the progress of the Canterbury Regional Transport Committee's full work programme at its next meeting in June 2022.
9. The Canterbury Regional Transport Committee is also providing a submission on the Road User Charges (RUC) consultation being held by the Ministry of Transport. The key issue being considered in the discussion document is the transition to a low emissions future, which will result in reduced funding from fossil fuel powered vehicles and a need for funding to transition to a low emissions future for transport. The Ministry of Transport is seeking feedback on how RUC should be set, collected and distributed to address this key issue. The consultation period closes on 22 April 2022.
10. At its last meeting, the Canterbury Regional Transport Committee received a Notice of Motion requesting a report on the progress of passenger rail in Canterbury, and that this report includes matters such as costs, capacity to deliver, funding mechanisms, alignment with similar projects and to be conducted in consultation with territorial authority staff. Staff are progressing work to respond to this Notice of Motion, including seeking input from experts on passenger rail in New Zealand. This will be presented to the Canterbury Regional Transport Committee at its next meeting on 26 May 2022.

## **South Island Freight Summit**

11. The South Island Regional Transport Committee Chairs Group hosted a South Island Freight Summit on 28 March 2022. The Summit was attended by the Chairs and Deputy Chairs of the South Island regional transport committees, the Chairs and Chief Executives of the South Island regional councils, and representatives from Waka Kotahi. The attendees heard from a range of key stakeholders on key freight issues and opportunities related to seaports, roads, rail, coastal shipping, freight and supply chain efficiency, freight mode shift, and freight decarbonisation.

## **Greater Christchurch Spatial Plan**

12. The work on the Greater Christchurch Spatial Plan continues to deliver to the high-level work programme agreed by the Committee in July 2021. The initial phases of work have focused on developing the evidence base and strategic context that will underpin and guide the development of the Spatial Plan. These phases of work are now largely complete. The focus of the work is now on developing and evaluating the potential future urban form options for Greater Christchurch. This phase of work is expected to be completed by middle of this year.

## **Greater Christchurch Transport Plan and Transport Investment Programme**

13. On 11 March 2022, the Greater Christchurch Partnership Committee agreed to scope the development of a single transport plan and related transport investment programme for Greater Christchurch. The opportunity exists to develop a Greater Christchurch Transport Plan and Transport Investment Programme concurrently with the Greater Christchurch Spatial Plan to clearly articulate a 'one plan' approach and to give effect to the strategic direction for transport from the Spatial Plan.
14. Partner staff have started scoping the development of a Greater Christchurch Transport Plan and Transport Investment Programme, including considering how it could build on the significant amount of transport planning and investment that has already been undertaken for Greater Christchurch, and the additional resource and budget that would be required to accommodate this work. The scope will be brought back to the Greater Christchurch Partnership Committee on 8 April 2022 and to this Committee in June 2022.

## **Cost, compliance and communication**

### **Financial implications**

15. The funding required to deliver the work programme for the Integrating Urban Land Use and Regional Transport programme was incorporated into the LTP. Any significant changes to the funding required to deliver the work programme will be the consideration of Council through annual plan processes.

### **Risk assessment and legal compliance**

16. Environment Canterbury's Portfolio performance report: Second quarter report (1 July to 31 December 2021) identifies the critical risks and their mitigation for the Air Quality, Transport and Urban Development portfolio. The risks relating to the Integrating Urban Land Use and Regional Transport programme include the following:
  - If Environment Canterbury receives insufficient funding from the National Land Transport Fund to match the local share then we will be unable to progress all the initiatives identified in the LTP.
  - If the high rate of legislative reviews and changes continues then this will have a significant impact on the ability to deliver the work programme, funding sources and service delivery. This includes initiatives around national ticketing, national fleet management and a national decarbonisation strategy.

### **Engagement, Significance and Māori Participation**

17. The majority of the work undertaken in the Integrating Urban Land Use and Regional Transport programme is through partnership arrangements. This includes through the

work of the Canterbury Regional Transport Committee<sup>1</sup>, the South Island Regional Transport Committee Chairs Group<sup>2</sup> and the Greater Christchurch Partnership<sup>3</sup>, and a Memorandum of Understanding with almost all territorial authorities in Canterbury to deliver Healthier Homes Canterbury<sup>4</sup>.

## Climate Change Impacts

18. A number of the initiatives being undertaken as part of the programme will consider how Canterbury should respond to and address the effects of climate change, both in terms of adaptation and mitigation. This includes, for example, a theme of the Canterbury Regional Transport Committee's work programme relating to emissions reduction from transport; and the spatial planning work being undertaken by the Greater Christchurch Partnership that will consider options for future proofing Greater Christchurch's urban form in the context of climate change.
19. The full work programme report provided as Attachment A highlights those initiatives that contribute to the response to climate change.

## Next steps

20. Staff will continue to deliver the work programme and provide the Council and/or the Committee with regular updates on the progress made.

## Attachments

1. Integrating Urban Land Use and Regional Transport Work Programme Report [8.2.1 - 1 page]

<b>File reference</b>	[SharePoint link for this paper]
<b>Legal review</b>	
<b>Peer reviewers</b>	Sam Bellamy, Principal Strategy Advisor Luke Carey, Senior Advisor – Transport

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<sup>1</sup> The territorial authorities with membership on the Canterbury Regional Transport Committee include Ashburton District Council, Christchurch City Council, Hurunui District Council, Kaikoura District Council, Mackenzie District Council, Selwyn District Council, Timaru District Council, Waimakariri District Council and Waimate District Council.

<sup>2</sup> The South Island Regional Transport Committee Chairs Group includes the Committee Chairs from Canterbury, Otago, Southland, Tasman, Nelson, Marlborough and the West Coast.

<sup>3</sup> The partners of the Greater Christchurch Partnership include Environment Canterbury, Christchurch City Council, Selwyn District Council, Waimakariri District Council, Te Rūnanga o Ngāi Tahu (Te Ngāi Tūāhuriri and Ngāti Wheke), the Canterbury District Health Board and Waka Kotahi.

<sup>4</sup> Waitaki District Council is not participating in the scheme as the cost to implement outweighed the local benefit. Mackenzie District Council has not signed the Memorandum of Understanding but are collecting rates for applications.

Integrating Urban Land Use and Regional Transport Work Programme, July 2021 - June 2024

Initiative	Level of Service Target	Status (Green = On track, Orange = At risk)	Milestones						Does it contribute to our climate change response?
			Year 1: Q1 Jul – Sep 2021	Year 1: Q2 Oct – Dec 2021	Year 1: Q3 Jan – Mar 2022	Year 1: Q4 Apr – Jun 2022	Year 2: Jul 2022 – Jun 2023	Year 3: Jul 2023 – Jun 2024	
Healthier Homes Canterbury									
Healthier Homes Canterbury administration	30.4	Administration has been put on hold pending the results of the Healthier Homes Canterbury review.	Scheme on hold pending the Healthier Homes Canterbury review.						No
Healthier Homes Canterbury review		While the review has taken longer than anticipated - putting processing of applications on hold longer than expected - the work is progressing in line with the Audit, Finance and Risk Committee decision making.	Undertake the review.			Complete the review.	Decision from the Audit, Finance and Risk Committee on outcome of the review.		No
Preparation of a new product to be introduced in Year 4 of the Long-Term Plan		Not started.	Await outcome of the Healthier Homes Canterbury review.				Investigate potential objectives and options. Develop business case and pre-project planning.	Implement the new product - tenders, process development. Year 4. Go live.	Yes
Canterbury Urban Development and Regional Transport									
Regional spatial planning	30.3		Consider the potential strategic approach to regional spatial planning in Canterbury.				Consider the implications of the Strategic Planning Act and investigate the preparation of a regional spatial strategy.	Consider issues and options, and commence initial engagement on a regional spatial strategy.	Yes
Canterbury Regional Transport Committee									
Canterbury Regional Transport Committee secretariat	30.1a		Secretariat support for 19 August RTC meeting.	Secretariat support for 18 November RTC meeting.	Secretariat support for 17 February RTC meeting.	Secretariat support for 26 May RTC meeting.	Four meetings annually.		Yes
Canterbury Regional Transport Committee work programme	30.1b	The forward work programme of the Canterbury RTC is now well underway. An update will be reported to the RTC at their May meeting.	Develop forward work programme.	Agree and scope the work programme actions, and contracting of services.	Undertake work. Provide advice on work programme items.				Yes
Canterbury Regional Land Transport Plan	30.1c	The Canterbury RTC agreed on 17 February to amend the frequency of the reporting on the RLTP monitoring indicator framework from quarterly to annually. The RTC also agreed to a broader scope for the RLTP mid-term review.	Lessons learned for RLTP Review. Close off with stakeholders.	Variations to the RLTP.			Project planning for RLTP Review.	Start RLTP Review.	Yes
Canterbury Transport Officers Group secretariat	30.1a		Secretariat support for 22 July meeting.	Secretariat support for 21 October meeting.	Secretariat support for 20 January meeting.	Secretariat support for April meeting.	Four meetings annually.		Yes
Regional Road Safety Working Group secretariat	30.1a		Secretariat support for 22 July meeting.	Secretariat support for 21 October meeting.	Secretariat support for 20 January meeting.	Secretariat support for April meeting.	Four meetings annually.		No
Investigate regional transport opportunities (e.g. regional rail and decarbonising transport in Canterbury).		The Canterbury RTC received a Notice of Motion on 17 February requesting a staff report for the next RTC meeting on the progress of passenger rail in Canterbury.					Initiate investigations.	Initiate investigations into regional rail.	Yes
South Island Regional Transport Committee Chairs Group									
South Island Regional Transport Committee Chairs Group secretariat		An online meeting of the SI RTC Chairs Group was held on 21 February. The South Island Freight Summit was held online on 28 March.		Convene six-monthly meeting of the SI RTC Chairs Group.			Ongoing secretariat support (twice yearly).	Ongoing secretariat support (twice yearly).	Yes
South Island Regional Transport Committee Chairs Group work programme		The SI RTC Chairs Group agreed to scope a strategic network model for the South Island. This scope will be reported to the Chairs Group after the National Freight and Supply Chain Issues Paper is released, as this paper is expected to inform the scope.	Develop forward work programme.			Support better multi-modal freight options for the Canterbury RTC, the SI RTC Chairs Group and the Canterbury Mayoral Forum.			Yes
Greater Christchurch Partnership									
Greater Christchurch 2050	30.2	The strategic framework and plan are being refined and finalised.	Develop the draft strategic framework and plan.		Refine and finalise the strategic framework and plan.	Approval of the plan by Greater Christchurch Partners.	Implement the plan.		Yes
Greater Christchurch Spatial Plan	30.2	The work on the evidence base and strategic context is largely completed. The focus is now on developing and evaluating future urban form options for Greater Christchurch.	Develop the evidence base and strategic context.		Analyse potential urban form options and other strategic planning responses.	Direction on preferred urban form option(s) from Greater Christchurch Partners.	Develop the spatial plan (including public consultation).	Implement the spatial plan.	Yes
Greater Christchurch Transport Plan and Transport Investment Programme	30.2	The GCP Committee agreed on 11 March to scope the development of a single transport plan and transport investment programme for Greater Christchurch. Partner staff have commenced this scoping work.	The programme of work for this initiative will be subject to scoping and the approval of the GCP Committee and Partner Councils.						Yes
Greater Christchurch Urban Growth Partnership	30.2	Greater Christchurch Partners have agreed to the terms of the partnership. Cabinet is now due to consider these terms.	Develop the terms of the partnership.	Approval of the terms of the partnership by Partners.			Develop and implement a joint work programme (which will include developing the Greater Christchurch Spatial Plan).		Yes
Greater Christchurch transport models	30.2		Maintain and update the Greater Christchurch transport models (as required).						No
Travel demand management programme	30.2	Delivery of the programme has been highly constrained due to the impacts of the COVID-19 pandemic, especially in terms of the disruptions to workplaces and the shift towards more people working from home.	Meet with Programme Leads from ECan and CCC. Delivery Plan drafted.	Attend coordination group meeting.	Oversight of delivery.				Yes

## 8.3. Metro User Survey Results

### Transport and Urban Development Committee report

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<b>Date of meeting</b>	Thursday, 14 April 2022
<b>Author</b>	Jeremy Dickson, Manager, Business Services and Improvement Thomas McNaughton, Manager Customer Experience and Marketing
<b>Responsible Director</b>	Katherine Harbrow, Director of Operations

#### Purpose

1. To outline the key customer experience results of the annual public transport user surveys for FY22, noting relevant activity over the period.
2. To highlight related activity that is delivered and planned to improve customer experience.

#### Recommendations

**That the Transport and Urban Development Committee:**

1. **Notes the results of the three surveys.**
2. **Notes that the two levels of service associated with these surveys have been achieved.**
3. **Notes the customer experience focus areas for the coming year.**

#### Key points

3. Each year the Public Transport team runs three user surveys as required by Waka Kotahi as part of our administration of public transport in Canterbury:
  - A Christchurch Metro User Survey
  - A Total Mobility User Survey
  - A Timaru Metro User Survey

These surveys are used to measure performance against customer satisfaction Levels of Service and are one of the key sources of insights to inform ongoing improvements to customer experience.

4. The key results are:
  - 96% of Greater Christchurch Metro customers are satisfied the service and 97% of Timaru customers. These meet the Level of Service target of 95%.
  - 96% of Total Mobility customers are satisfied with service. This exceeds the Level of Service target of 95%.
  - Overall, the results are similar to the previous year, however notably more Timaru customers have given satisfaction ratings of 10/10.

5. The detailed reports are available on request and will also be available on our web site.

## **Background**

6. The annual user surveys are carried out to obtain feedback relating to the performance of the Council and its contractors. It is a key part of the public transport team's customer insight to inform future activity.
7. The surveys are undertaken independently by Research First, with information collected from customers onboard the Metro network, or over the phone for Total Mobility customers. The surveys were completed over August, October and November 2021, with the break being due to COVID-19 challenges with field work. As with the 2020 survey, the research provider has indicated that the complications of timing may have had some influence on satisfaction levels.
8. Passengers were interviewed whilst travelling on the buses, with 2,060 interviews being completed in Christchurch and 136 in Timaru. Quotas were set up to match passenger numbers, routes, and times of day based on adult patronage figures as interviewing was conducted with those aged 16 years and over. In view of the ongoing impact of the COVID-19 pandemic on bus use, the survey used 2020 patronage statistics to determine the sample profile for routes and times.
9. The Metro surveys coverage includes Greater Christchurch Metro services (excluding express/direct and school services), with MyWay by Metro and the Link services covered in the Timaru survey.
10. In addition to customer experience metrics, the survey provides some insights into the demographics and behaviours of our customer base, and other topics that is topical at the time. For example, the 2021 survey provided an opportunity for customers to provide thoughts on the new designs for Metro buses' interior and exterior.
11. The survey is used by the Public Transport team to ensure informed decision making. The four key perspectives that the team focuses on in community engagement are as follows:
  - Public transport customers
  - Wider community, including non-customers
  - Ngāi Tahu, Papatipu Rūnanga and ngā taura here
  - Communities that are key target groups for increasing patronage and/ or have specific needs that require more focus for service design.

The Metro User Surveys inform the insight on public transport customers, alongside other information such as engagement-specific insights, inbound customer feedback, patronage data and other research.

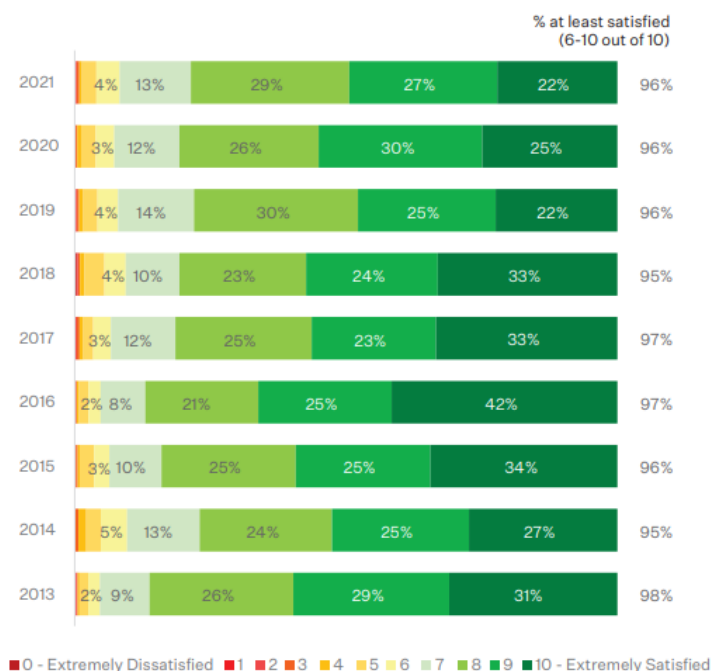
## **Key findings from 2021 survey**

### **Greater Christchurch User Survey**

## Overall satisfaction

12. The Greater Christchurch Metro User Survey's headline result was 96% overall satisfaction from customers. It is on target for the Environment Canterbury level of service, and within one percentage point of the previous seven years' results. The satisfaction rate includes those that state their satisfaction as 6 or more from a scale of 0-10. As the following chart shows, overall satisfaction is similar to previous years, including 'Pre-COVID' times.

### Overall satisfaction for Greater Christchurch customers, over time:



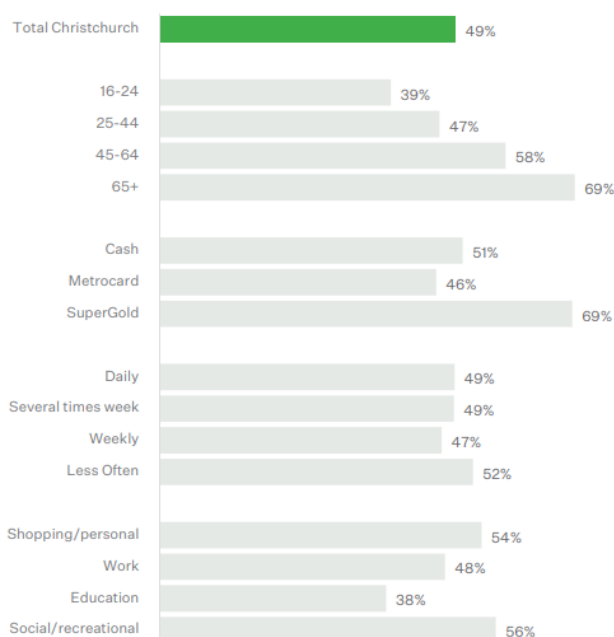
13. The bus driver was a common theme of the comments associated with a positive or negative customer experience.

### Reasons for overall satisfaction or dissatisfaction:

Positive Comments	%
Excellent/good service	9%
Good driver behaviour/performance	9%
Positive (general)	6%
On time	5%
Convenience/easy	5%
Meets my needs	3%
Fast/Efficient/Reliable	2%
Cost	2%
Negative Comments	
Unreliable timing/delays	3%
Poor driver behaviour/performance	3%
Improve frequency/weekend service	2%

14. While the Level of Service is based on a rating of 6+, the team puts additional focus on what can be done to have more customers rating their experience at the top of the scale. The following chart breaks down the proportion of customers that rated their satisfaction at the top of the range (9+/ 10). The chart below highlights that younger passengers and those travelling for education purposes tend to be less 'highly satisfied'.

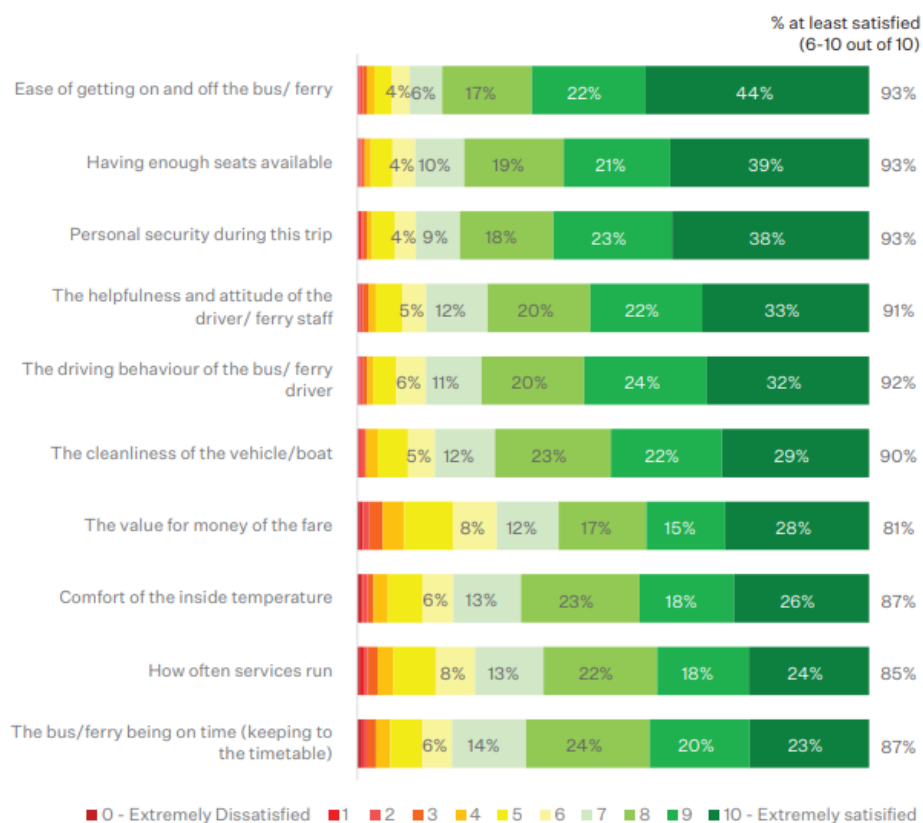
### Trip satisfaction by user groups, scores of 9 or 10





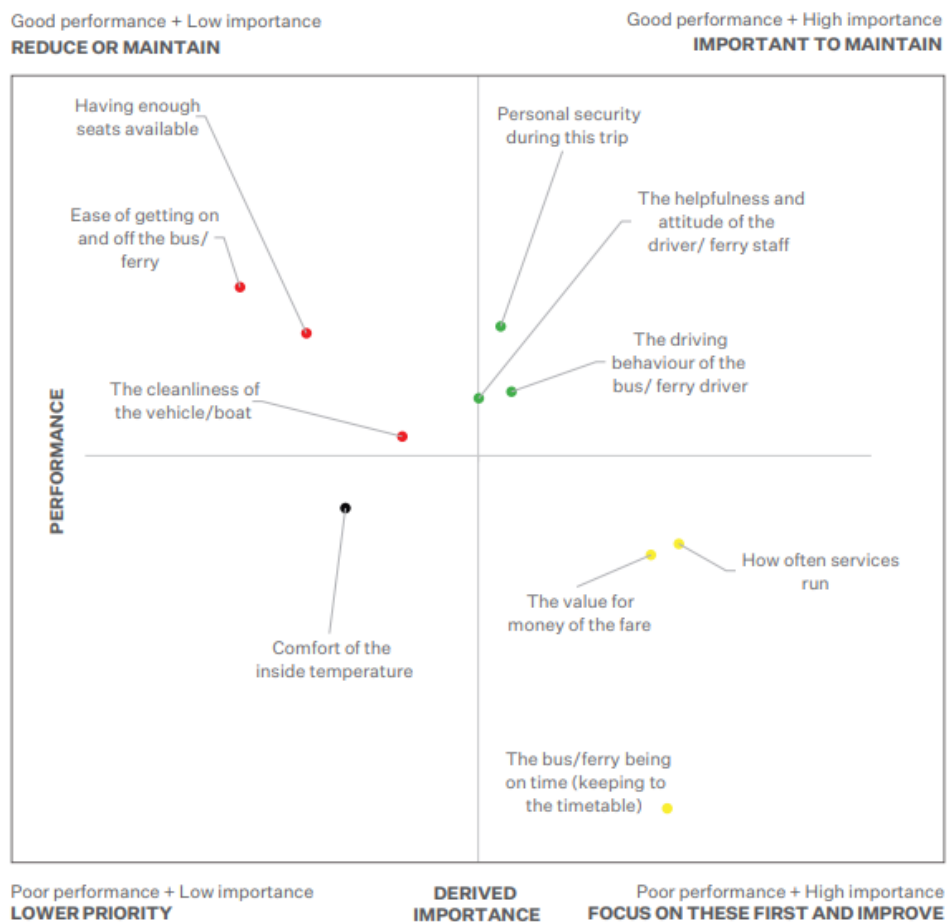
15. Considering the specific elements of a customer's experience, most aspects had reasonable levels of overall satisfaction. The areas where improvements could be made that were identified were value for money and the frequency of the service.

### Satisfaction with specific aspects of service



16. The research provider provided the following view of aspects of customer experience, to help inform priorities.

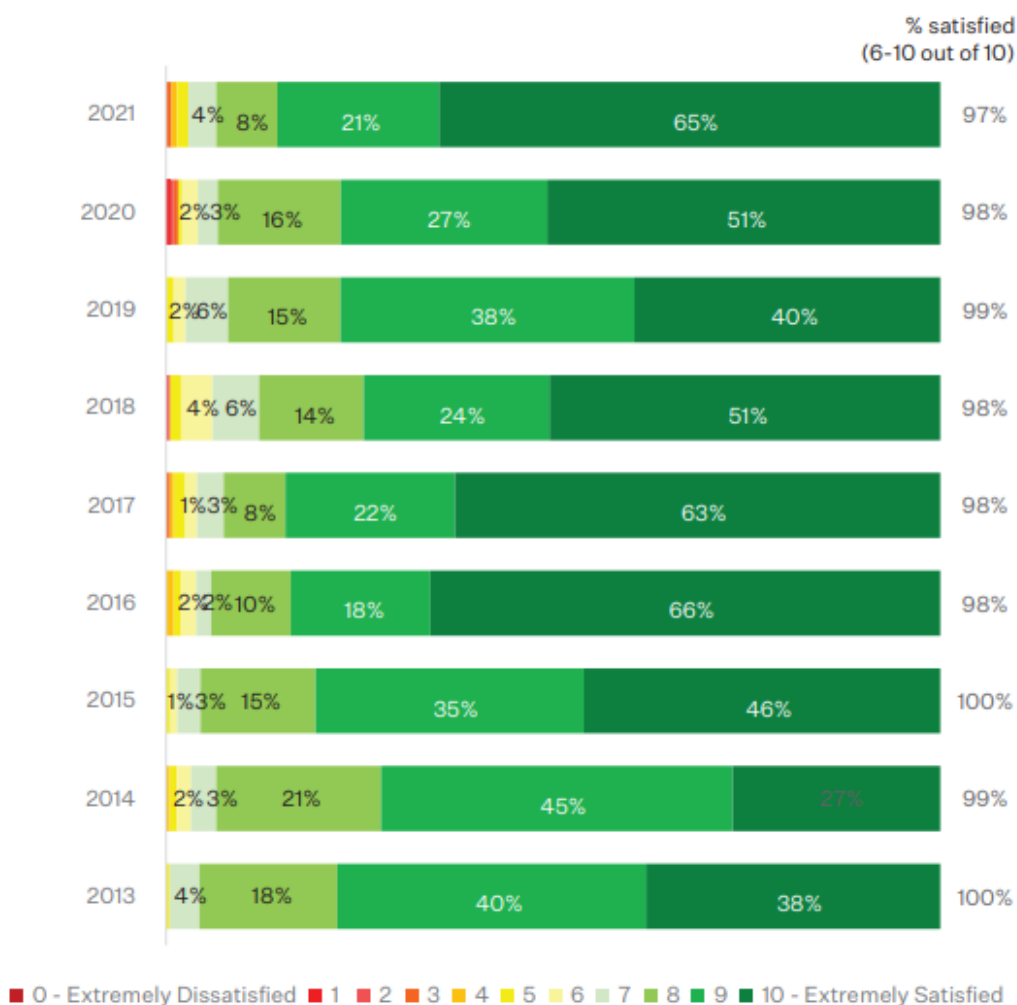
## Derived importance matrix: Christchurch 2021



## Timaru User Survey

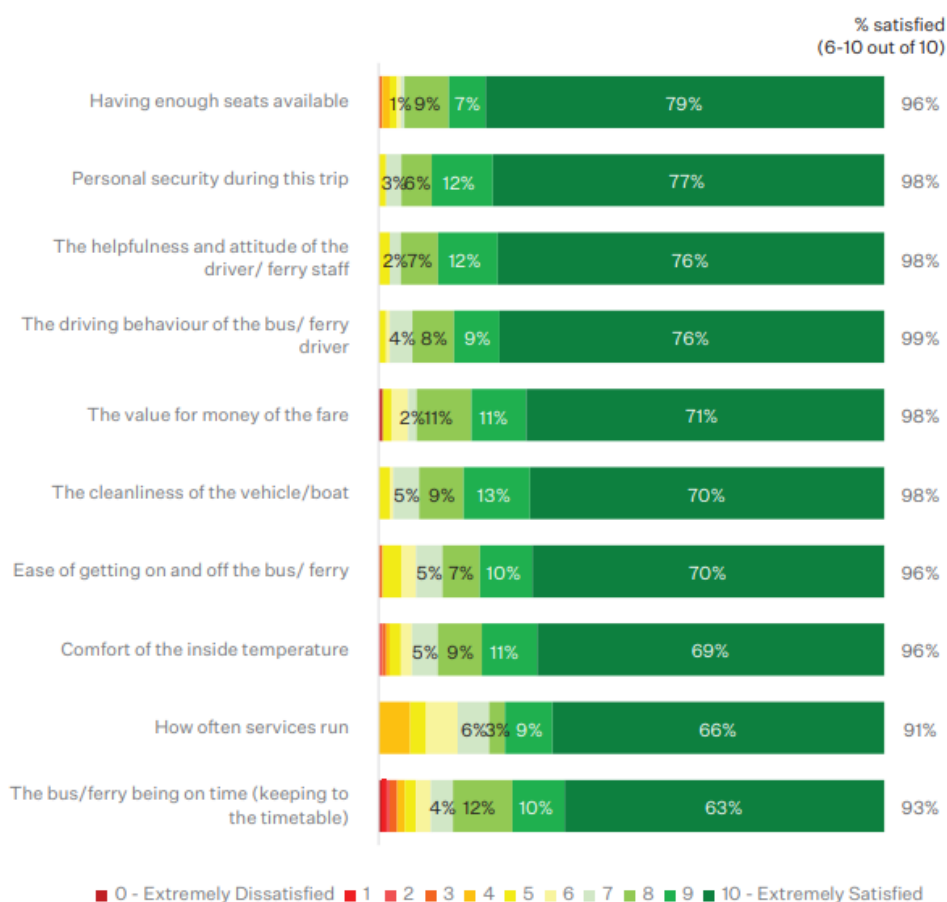
17. The Timaru Metro User Survey's headline result, was 97% overall satisfaction from customers using MyWay by Metro and the Timaru Link services, exceeding the 95% target. The satisfaction rate includes those that state their satisfaction as 6 or more from a scale of 0-10.
18. 86% of customers gave a rating of 9 or 10, notably higher than in recent years.

## Overall satisfaction, over time:



19. Of the few customers that expressed dissatisfaction, price and frequency were the main comments for MyWay. On Timaru Link customer noted that ECan could do more to work with drivers on improving experience.
20. Of the aspects of service measured, most received high levels of satisfaction. 'How often services run' was the lowest ranked aspect of the service yet the proportion of customers highly satisfied by this had risen by around 14% from 2020. The report identified driver behaviour, ease of getting on and off the bus, cleanliness and comfort of temperature as the key areas that are rated highly and are of priority to maintain.

## Satisfaction with specific aspects of service



21. 89% of MyWay users feel that the service is better than traditional forms of public transport and that it has made it easier for them to use public transport.

## Total Mobility User Survey

22. The Total Mobility User Survey's headline result, was 96% overall satisfaction from customers using the services, exceeding the 95% target. The satisfaction rate includes those that state their satisfaction as 6 or more from a scale of 0-10.

## Reasons for using the service

23. The only material change from 2020 in purpose of use of the service was a significant shift from medical visits to shopping. This reflects the move from the height of the pandemic in 2020 to what was alert level 1 for the majority of last year.

**Table 2: Main purpose for using Total Mobility (n=381)**

		<b>2020</b>	<b>2021</b>
<b>1</b>	Hospital/doctors	<b>52%</b>	<b>40%</b>
<b>2</b>	Shopping	<b>25%</b>	<b>38%</b>
<b>3</b>	Social outings	<b>11%</b>	<b>10%</b>
<b>4</b>	Other	<b>11%</b>	<b>11%</b>
	Paid work	2%	2%
	Day care programmes	2%	2%
	Voluntary work	1%	1%
	Everything	1%	2%
	Sport/exercise	1%	1%
	Educational facilities	1%	1%
	Other	4%	2%
<b>5</b>	Don't know/not sure	<b>1%</b>	<b>2%</b>

## Key actions to enhance customer experience

### Progress over FY22

24. The public transport team has put significant focus on improving customer experience in the last year, with a focus on aspects of service that are of most importance for customers:
- a. Launching the new cellular-based real time information system, which has provided more reliable live information to support customers on their journeys. This enables additional improvements to services in the future, such as bus priority at intersections. Note the RTI system was in the midst of deployment when the survey was conducted.
  - b. The extension of the child fare to include 18-year-olds was launched in December 2021.
  - c. Upgrading the Metro bus fleet with electric and low emission vehicles in 2022, including 25 new electric buses added in 2021. All new buses align to new specifications, including:
    - i. Three bike racks on all vehicles
    - ii. Air conditioning and USB ports on all new vehicles
    - iii. Bigger vehicles on busy core routes providing extra capacity
  - d. In response to COVID, buses were thoroughly cleaned on a daily basis for all of 2021.
  - e. The Environment Canterbury team are now more involved in operator training activity and are strengthening connections and processes with operators on customer feedback.
  - f. The team has engaged on service improvements for routes 17 and 28 and the 87 Southbridge service.
  - g. The team has advanced the fare policy project, with the resulting fare options being consulted on as part of the 2022/23 Annual Plan.
  - h. The team put substantial focus on pro-active, clear communications throughout the COVID-19 pandemic and related challenges, such as the driver shortage. This included the 'Travel safe' campaign that promoted the key information that customers need to know when travelling at the time. The team has worked closely with CDHB on various ways to support community and staff travel over the pandemic, including the free travel offered for vaccinations.

- i. The team launched a customer rewards programme 'Ride to Win', with the first instalment completed over Summer. The promotion offered one months' free travel to a customer on each of the 29 Metro Greater Christchurch services each month.

## **Plans for FY23**

- a. The successful implementation of a new ticketing system for public transport is of paramount importance for the public transport team. The coming year will involve key decisions on implementation in Canterbury.
- b. Future enhancements to the real time information system will be investigated, developed and deployed to further improve the customer experience. These include a proof of concept for traffic signal prioritisation, the ability to better manage bus bunching and turn by turn driver instructions.
- c. As part of an updated Customer Experience and Marketing Strategy, the team is exploring piloting additional mechanisms to seek and respond to more feedback from a wider range of customers. This will include lapsed customers, where appropriate.
- d. The team has developed new collateral to address information gaps amongst current and potential customers, which have been identified in customer research over the year. This will be rolled out on a large scale over the coming year, with the goal to make sure that the community are making the most of public transport and the benefits available to them.

## **Cost, compliance and communication**

### **Financial implications**

- 25. The cost of these actions to enhance customer experiences (including the cost of the survey's) have been budgeted for in the transforming public transport programme.

### **Risk assessment and legal compliance**

- 26. Not applicable

### **Engagement, Significance and Māori Participation**

- 27. As noted earlier, the surveys covered within this paper are only part of our insight.

### **Consistency with council policy**

- 28. In accordance with the Council 2021-31 Long-Term Plan.

### **Climate Change Impacts**

- 29. Not applicable

## Communication

30. We will update the Environment Canterbury website with copies of the reports and the level of service achievements and circulate the reports as appropriate to our partners.

## Next steps

31. The team will be undertaking additional analysis on the survey results and continue advancing the planned actions outlined for the coming year.

## Attachments

Nil

<b>File reference</b>	[SharePoint link for this paper]
<b>Legal review</b>	
<b>Peer reviewers</b>	[Names of two peer reviewers who have reviewed this paper]



## **9. Next Meeting**

The next meeting of the Transport and Urban Development Committee is scheduled to be held on Thursday, 2 June 2022 at 1.00pm. Any changes to this time will be publicly advertised and updated on the Environment Canterbury website.

## **10. Mihi / Karakia Whakamutunga - Closing**

The meeting will conclude with a karakia by a member of the Transport and Urban Development Committee.