

# **Minutes of the Transport and Urban Development Committee (under COVID-19 Orange Traffic Light restrictions), held online on Thursday, 14 April 2022 at 1.00pm.**

## **Present**

Co-Chairs Cr Grant Edge and Cr Peter Scott, Cr Tane Apanui, Cr Phil Clearwater, Tumu Taiao Iaeon Cranwell, Cr Megan Hands, 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.

Ex-Officio: Chair Jenny Hughey

Report writers and other staff were also present.

via MS Teams

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

Cr Peter Scott opened the meeting with a mihi whakatau, followed by a karakia.

Cr Peter Scott noted that yesterday Council adopted the changes for the Air Quality portfolio to be transferred from the Natural Environment Committee to the Transport and Urban Development Committee.

## **2. Apologies**

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

## **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/2022/10**

Staff recommendations adopted without change.

That the Transport and Urban Development Committee:

1. Confirms the minutes from the Transport and Urban Development Committee meeting held on 3 March 2022.

Cr Grant Edge/Cr Lan Pham  
CARRIED

## **8. Report Items**

### **8.1. Transforming Public Transport Work Programmes Report**

Staff provided updates to the Committee on the Transforming Public Transport work programme.

#### **Resolved TUDC/2022/11**

Staff recommendations adopted without change.

That the Transport and Urban Development Committee:

1. Receives the Transforming Public Transport work programme report.

Cr Phil Clearwater/Tumu Taiao laean Cranwell  
CARRIED

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

Staff provided updates to the Committee on the progress of the work programme for the Integrating Urban Land Use and Regional Transport programme.

*Chair Jenny Hughey left the meeting at 1.43pm during the discussion of this item.*

#### **Resolved TUDC/2022/12**

Staff recommendations adopted without change.

That the Transport and Urban Development Committee:

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

Cr Grant Edge/Cr Vicky Southworth  
CARRIED

### 8.3. Metro User Survey Results

Staff outlined the key customer experience results of the annual public transport user surveys for FY22, noting relevant activity over the period in a tabled PowerPoint presentation (item 8.3.1).

*Chair Jenny Hughey returned to the meeting at 2.00pm.*

#### **Resolved TUDC/2022/13**

Staff recommendations adopted without change.

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.

Cr Vicky Southworth/Cr Grant Edge  
CARRIED

## 9. Next Meeting

The next meeting will be held on Thursday, 2 June 2022 at 1.00pm.

## 10. Mihi / Karakia Whakamutunga - Closing

A karakia was provided by Cr Peter Scott.

Meeting concluded at 2.15pm.

CONFIRMED:

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

\_\_\_\_\_  
Date

## Attachment item 8.3.1

## Metro customer survey results

Insights from 2021 Metro and Total Mobility User Surveys and key actions for the year ahead.

**metro**

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## Levels of service

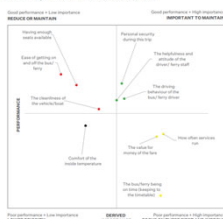
- ✓ **96%** of Greater Christchurch Metro customers are satisfied with service.
- ✓ **97%** of Timaru customers are satisfied.
- ✓ **96%** of Total Mobility customers are satisfied.

**All of these results meet Environment Canterbury's Levels of Service commitments.**

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## Key themes from Greater Christchurch customers

Derived importance matrix: Christchurch 2021

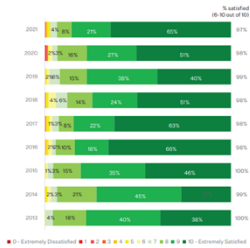


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## Key themes from Timaru customers

Overall satisfaction, over time:



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## Key themes from Total Mobility customers

Customers' main purposes for using Total Mobility

	2020	2021
1 Hospital/Doctors	52%	40%
2 Shopping	25%	38%
3 Social outings	11%	10%
4 Other	11%	11%
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%
5 Don't know/not sure	1%	2%

Total Mobility  
CHRISTCHURCH

5

## Key actions planned to continue to improve customer experience



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