

Transport 2024

Feedback on travel and transport related issues in Christchurch

Life in Christchurch

Prepared by Monitoring & Research

July 2025

Key Messages



Travel by car

Car travel remains the most common way to travel in Christchurch. Use of travel by car at least once a month remains high amongst respondents at 96%, although 19% report using it less often now compared to 12 months ago. 24% also report owning or having access to a full electric or hybrid vehicle.

Car travel rated the lowest of the modes for overall journey satisfaction, with only 51% of respondents who travel by car reporting they feel satisfied or very satisfied with journeys made by car. This is consistent with last year when 50% felt satisfied/very satisfied with their journeys made by car.



Travel by walking

63% of respondents walk more than once a month to various activities. This is an increase from 55% in 2022, and 60% in 2023. 18% report using it more often now compared to 12 months ago

81% of respondents who walk regularly report they find walking in Christchurch easy or very easy and 78% are satisfied with their journey when walking.



Travel by biking

Travel by bike has remained consistent amongst respondents over the past 3 years with 33% saying they have travelled by bike more than once a month in the past 12 months. Amongst these respondents, 41% report that they e-bike at least once a month and 31% say they bike more often now.

73% of respondents who travel by bicycle find it easy or very easy to travel by this mode and 72% are satisfied with their journey. Both the sense of ease and satisfaction has increased steadily since 2022, from 62% and 64% respectively.



Travel by public transport

30% of respondents report using public transport at least once a month, similar to results in 2023, but an increase on 25% in 2022. Amongst these respondents, 29% say they use this mode of transport more often now.

Ease of travel by public transport and satisfaction with the journey has also increased compared to 2022 and 2023. 74% of public transport users report that travel by this mode is easy or very easy and 71% are satisfied with their journey when taking public transport.



Travel by e-scooter

7% of respondents report using an e-scooter at least once a month, similar to results in 2023. 70% of e-scooter users are satisfied with their journey using this mode of travel.

About this Report

Feedback from the community about travelling in Christchurch was collected via the Council's Life in Christchurch survey programme in November/December 2024. The Life in Christchurch surveys are an ongoing initiative designed to gather feedback from residents on various aspects of life in the city. These surveys cover a wide range of topics, and the feedback collected helps inform the Council's decision-making processes. Residents can subscribe to these surveys to regularly share their opinions and contribute to the future of their city.

The survey asked a series of closed (quantitative) questions, with a number of options provided for respondents to provide open, written feedback. The closed questions used five-point likert scales with a don't know option where appropriate. Respondents could choose to not answer all questions as well. These responses are summarised in this report.

Who did we hear from

The survey was open in November and December 2024. During this time, we heard from 4710 respondents.

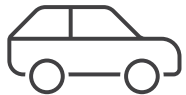
These respondents were from all walks of life. There was a range of ages, a mix of genders (51% identified as men, 48% as women and 1% as non-binary/another gender) and ethnicities. All wards and community boards were well represented and a small proportion even came from outside of Christchurch.

For more details on the demographics of those we heard from, please see "Demographics of respondents".

Respondents By Community Board and Ward								
Waihoru Spreydon-Cashmere-Heathcote	1137	24%	Waimāero Fendalton-Waimairi-Harewood	845	18%	Waipapa Papanui-Innes-Central	754	16%
Spreydon	220	5%	Fendalton	300	6%	Papanui	146	3%
Cashmere	544	12%	Waimairi	225	5%	Innes	366	8%
Heathcote	373	8%	Harewood	320	7%	Central	242	5%
Waipuna Halswell-Hornby-Riccarton	749	16%	Waitai Coastal-Burwood-Linwood	740	16%	Te Pātaka o Rākaihautū Banks Peninsula	159	3%
Halswell	388	8%	Coastal	295	6%	Banks Peninsula	159	3%
Hornby	106	2%	Burwood	245	5%	Outside of Christchurch / unknown suburb	326	7%
Riccarton	255	5%	Linwood	200	4%			

How are people travelling in Christchurch?

We asked respondents to think of their journeys to work, education, shopping, social activities, and sport and recreation over the past year and if they had travelled with the below modes of transport within Christchurch more often than once a month.



Car travel remains the most used mode of transport amongst respondents and has remained relatively consistent over time. In 2024, **96% travelled by car** more often than once a month (n=4544).

In 2024, 24% of respondents (n=1091) who regularly travel by car own or have access to a full electric or hybrid vehicle, which is an increase of 3% on 2023 usage (21%).



63% walk more than once a month to work, education, shopping, social activities, or recreation (n=2842).

This has increased since 2022.



Travel by **cycling has remained stable** since 2022.

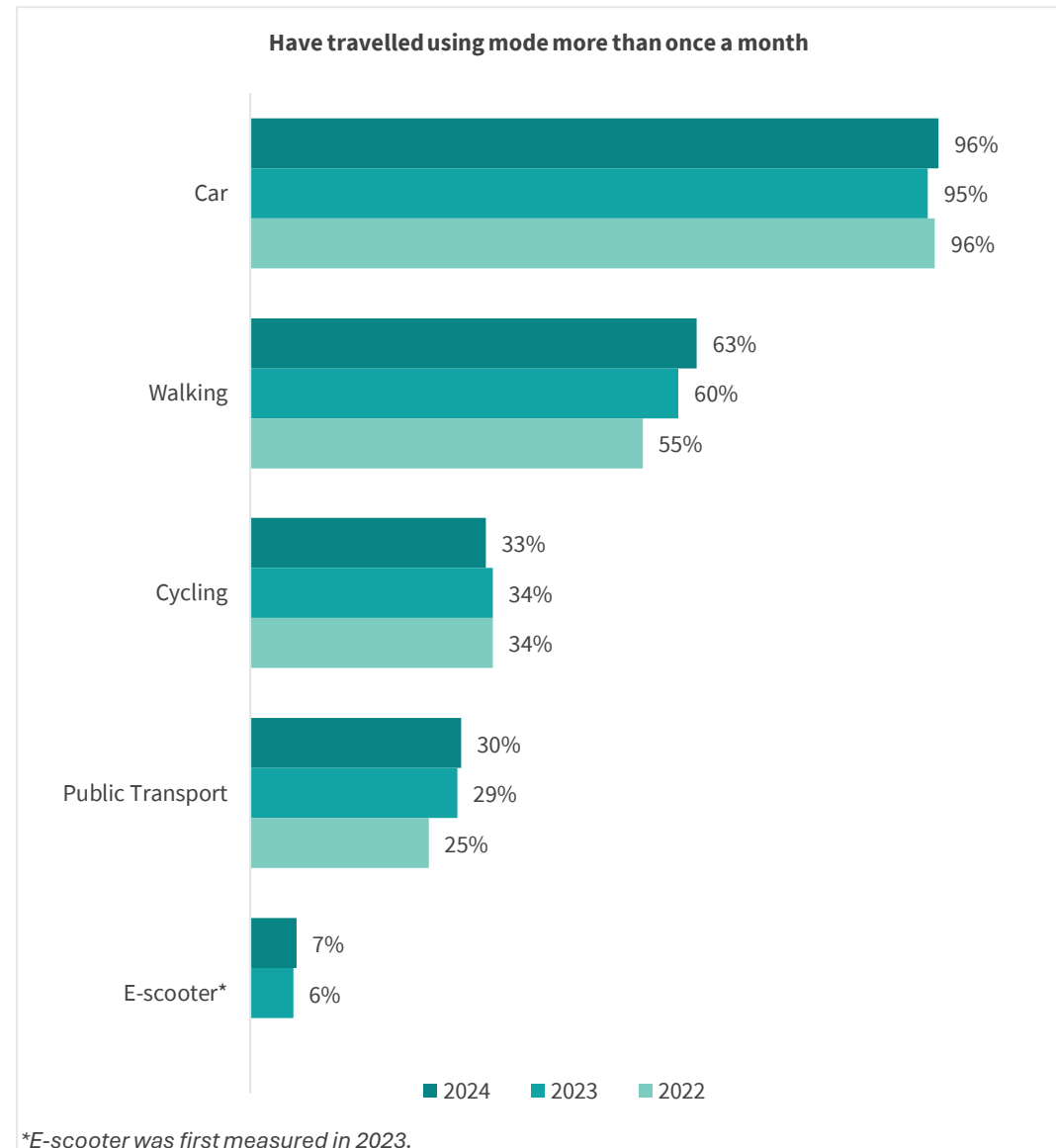
Amongst those biking, 41% (n=615) e-bike more often than once a month, similar to 2023 (40%).



Travel by **public transport** at least once a month **has increased** since 2022.



Travel by **E-scooter** at least once a month has remained relatively **consistent** since last year.



Who takes what type of mode of transport?

	Proportion who have travelled using mode more than once a month																													
	Age					Gender			Household income						Ward															
	24 years and under	25 – 34 years	35 – 49 years	50 – 64 years	65 + years	Male	Female	Other	\$30,000 or less	\$30,001 - \$50,000	\$50,001 - \$70,000	\$70,001 - \$100,000	\$100,000-\$150,000	\$150,001 or more	Spreydon	Cashmere	Heathcote	Fendalton	Waimairi	Harewood	Papanui	Innes	Central	Halswell	Hornby	Riccarton	Coastal	Burwood	Linwood	Banks Peninsula
Car	↘			↗			↘↘	↘↘	↘				↗↗																	
Walk		↗	↗	↘														↗↗		↘↘		↗	↗↗	↘↘	↘	↗↗	↘↘	↘		↘
Bike		↗↗	↗↗	↗↗	↘↘		↘↘		↘↘	↘↘	↘		↗↗	↗↗	↗↗	↗↗	↗	↗	↘	↘↘			↗↗	↘	↘↘			↘↘		↘↘
Public Transport				↘↘	↗↗		↗↗		↗↗	↗↗				↘↘					↗↗		↘↘				↘↘					
E-scooter		↗↗	↗↗		↘↘				↘↘	↘↘	↘			↗↗		↘		↗↗	↘	↘			↗↗	↘				↗		
<div><div><div>↗</div><div>↗↗</div><div>↗↗↗</div></div><div>The value is statistically higher than if there was no relationship between the variables</div></div> <div><div><div>↘</div><div>↘↘</div><div>↘↘↘</div></div><div>The value is statistically lower than if there was no relationship between the variables</div></div>																														

Key results

There are several differences amongst respondents' ages, incomes and where they live when it comes to what mode they take at least once a month.



Respondents of certain ages tend to use different modes more.

- Respondents aged 24 years and under are more likely to use public transport or walk compared to other age groups.
- Respondents aged 25 – 49 years are significantly more likely to travel by biking or e-scooter.
- Those aged between 50 – 64 years are more likely to travel by car and are less likely to use public transport or walk compared to other age groups.
- Respondents aged 65 years and over are significantly more likely to travel by public transport. They are less likely to travel by bike or e-scooter compared to respondents aged under 65 years.



There is a relationship between income and mode(s) of transport used

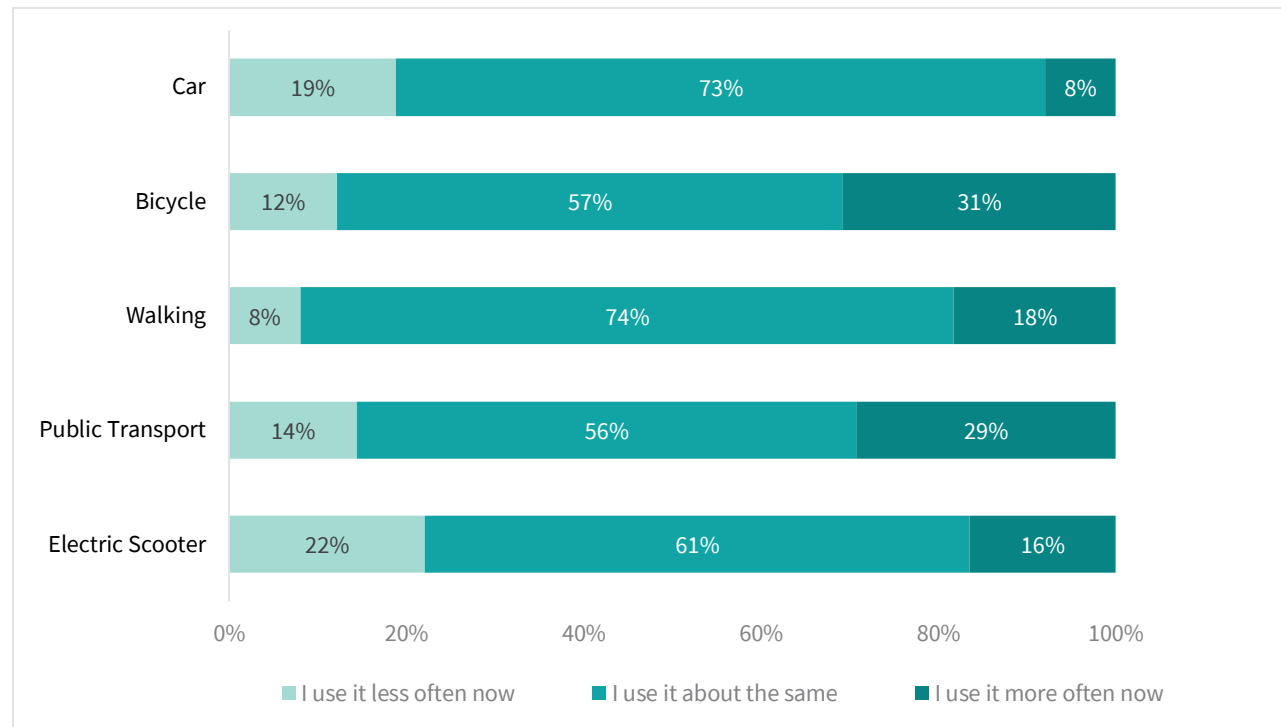
- Respondents with higher incomes are more likely to report using cars, bikes, and e-scooters more than once a month.
- Respondents with lower household incomes were significantly more likely to report using public transport more than once a month.



Where respondents live have an influence on travel choices

- The ward a respondent lives in does not have a significant impact on choosing to travel by car more than once a month.
- Respondents from more central locations tend to be more likely to take active modes of transport (walk or bike).
- Respondents from Waimairi are more likely to use public transport.
- Respondents from Fendalton, Central and Burwood are more likely to take e-scooter as a mode of transport.

Changes to how people are travelling in Christchurch



To **encourage uptake and travel by public transport** more often, the top 3 things respondents would like are:

- More direct routes and connections,
- A more frequent service (at least every 10 minutes), and
- More conveniently located bus stops

Of the respondents who travel by **electric scooter** (7%, n=293), 54% (n=159) used an electric scooter to **replace a trip** they ordinarily would have made by car, 55% also replaced a trip they would have made by walking, 17% by bicycle, 12% by public transport, and 11% by other methods such as uber and taxi.

Key Results



Public transport and cycling saw the greatest proportions of respondents using these transport modes more frequently than they did 12 months ago. 29% (n= 382) of public transport users increased their use of the mode, and 31% (n= 448) of cyclists increased their frequency of use.



Car travel and e-scooting were the two modes of transport that saw a greater percentage of respondents using this travel mode *less often* now than respondents using it more often. All other modes saw a greater percentage of respondents using the travel modes more often now than respondents using them less often.



Across all transport modes, the majority of respondents use each travel mode at about the same frequency as 12 months ago.

What you told us about your travel in Christchurch

We asked respondents if there was anything they would like to tell us about their travel.

Experience of travel by car

Approximately **1800 provided additional commentary** about their experience travelling by car.

The comments covered a wide variety topics with different and opposing perspectives, but a significant proportion tended to be a point of concern or complaint.

The main topics included: the design and planning of infrastructure, the condition of infrastructure, roadworks and traffic cones, traffic and traffic congestion, speed rules and calming measures, speeding, safety, parking, the central city and other areas of the city, enforcing rules, comments on other methods of travel and other people's behaviours, preferences, and more.

Experience of travel by bike

Approximately **800 provided additional commentary** about their experience travelling by bike.

The topics tended to be of mixed sentiment, with some being positive or complementary of certain initiatives while others raised various concerns and wish lists.

The main topics included: the design, location and use of cycleways and/or cycle lanes, shared roads, shared paths, safety, car/drivers, maintenance, and more.

Experience of travel by walking

Approximately **800 provided additional commentary** about their experience travelling by walking.

The topics tended to be a mix of sentiments.

The main topics included: the existence and condition of the footpaths, crossings, concerns about safety from cars, cyclists, e-scooters, and personal safety from others and/or at dark, long distances / carrying ability being a barrier, feeling it wasn't pedestrian friendly, reasons for walking, it being easy and more.

Experience of travel by public transport

Approximately **600 provided additional commentary** about their experiencing travelling by public transport.

The topics were a mix of some positive, some concerns/complaints, and suggestions for improvements.

The main topics included: mixed opinions on routes, locations of or bus stops, reliability/unreliability, frequency, drivers, the time it takes, some concerns around safety and upset around the ban against bikes on buses, and some generally positive comments around the current price, and the service in general.



"Car travel is the most convenient option."

"Parking has become very expensive and I only go to town if it's very necessary."

"The roads could be a bit better maintained."

"Car travel is becoming more and more difficult due to the road changes, road works, reduction in on street parking and cycle lanes."

"It's so easy to get around."

"Mostly people are considerate. I do have to watch out for cars in cycle lanes that are not divided from the road."

"The number of speeding bikes and scooters on footpaths is a major concern to me."

"I only walk around my neighbourhood as everything else is too spread out."

"I want to do more [with buses] but the frequency and reliability of timing is just not enough to do it more often. Instead I find the flexibility of cycling more convenient mostly."

"[Taking the bus] generally cheaper than driving, but takes much, much longer"

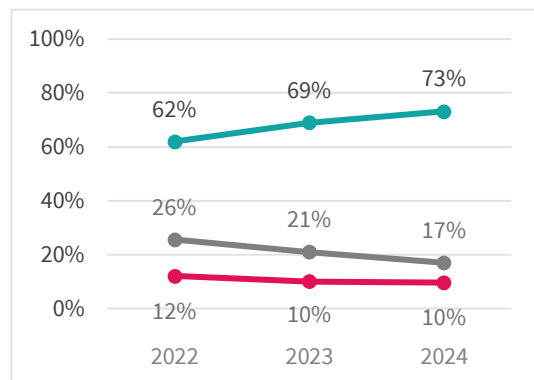


Ease of travel

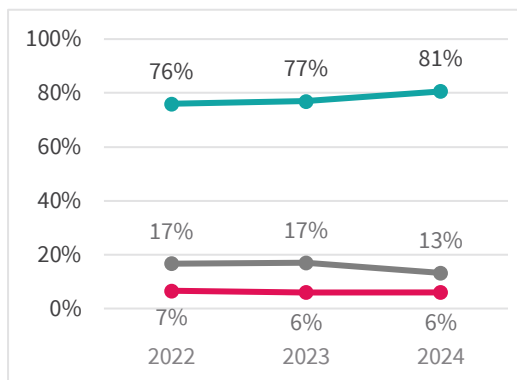
Key result: It has been getting easier to travel by active modes of transport in Christchurch since 2021



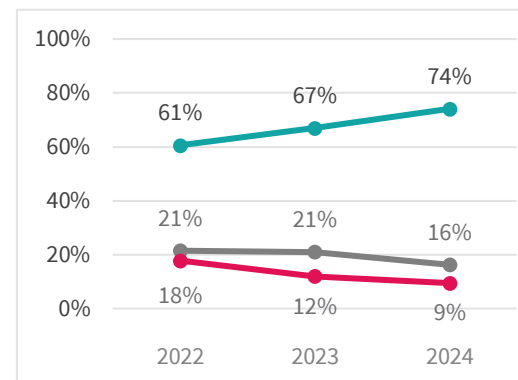
73% (n=1103) of respondents who travel by **bicycle** find it **easy or very easy** to travel by this mode.



81% (n=2269) of respondents who **walk** regularly report they find walking in Christchurch **easy or very easy**.



74% (n=982) of **public transport** users report that travel by this mode is **easy or very easy**.



— Easy/Very easy — Neither — Difficult/Very difficult

What makes cycling difficult for respondents (top 7 reasons)

- Inconsiderate and dangerous behaviour from other road users
- Sharing the roads with cars
- Sharing the roads with buses and heavy vehicles
- Not enough separated cycleways
- Not enough cycle lanes (a designated strip on the road)
- Narrowed lanes are making it difficult to use some roads and streets
- Cycleways are not in the right locations

What makes walking difficult for respondents (top 6 reasons)

- The quality of footpaths
- Electric scooters on the footpaths
- People on bikes using the footpaths
- Construction activity encroaching on footpaths
- The location and quality of pedestrian crossings
- Roadworks and road closures

What makes using public transport difficult for respondents (top 6 reasons)

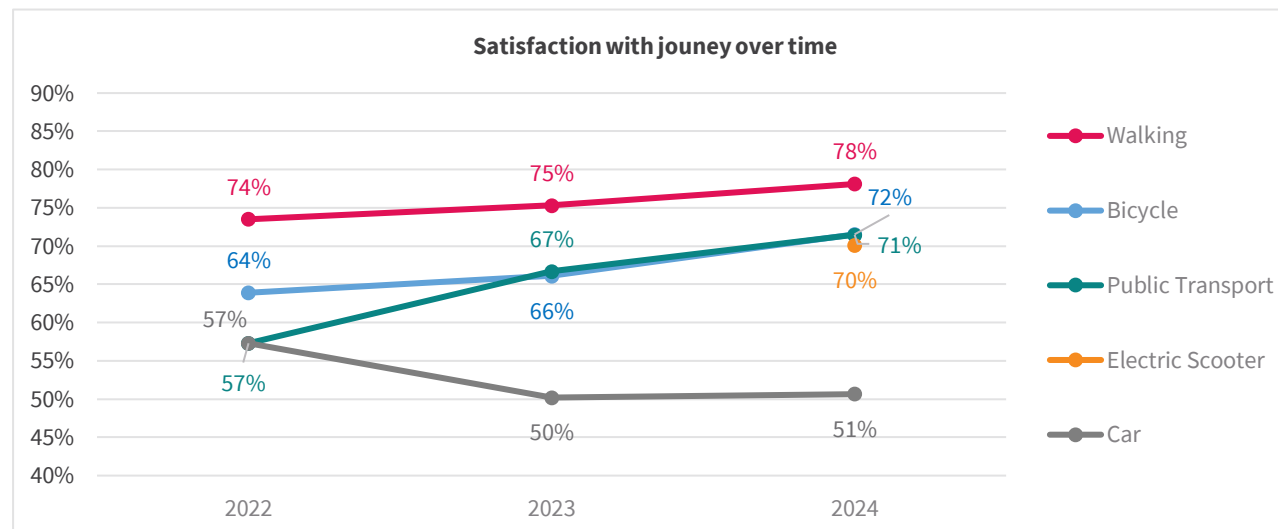
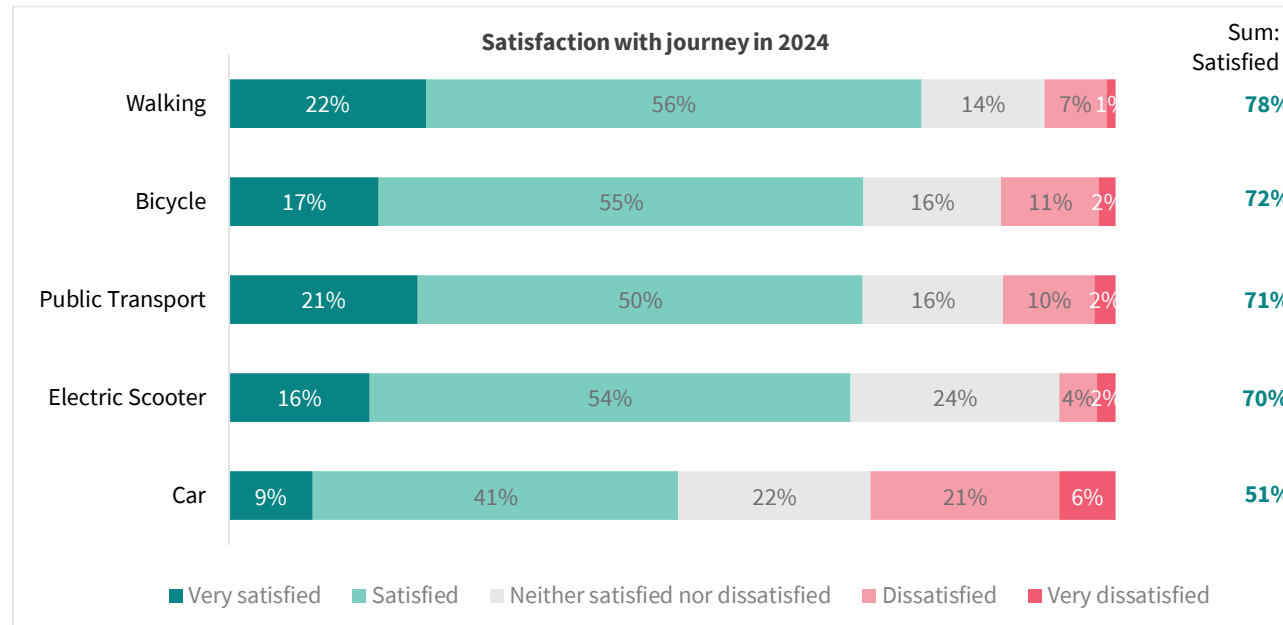
- The routes and connections are not direct enough
- The service is not frequent enough
- It doesn't always turn up on time
- Road congestion and journey time
- Bus stops are not conveniently located
- The service is unreliable

A note on trips not taken:

32% (n=1361) of respondents reported there were trips they decided not to take or couldn't make. This is a decrease from 2023 (34%). The most reported reason for deciding not to make those trips was due to traffic being too busy (56%, n=756). Not being able to find a park at their destination (39%, n=524) and there being no convenient bus (21%, n=290) were the next most common reasons.

Journey Satisfaction

We asked respondents to consider journey satisfaction when considering aspects such as time taken to get to their destination, the quality of roads, footpaths and cycleways, safety, and ease of travel.



Key results:

78% (n=2158) of respondents are **satisfied** with their journey when **walking**. This has trended upwards since 2022.

72% (n=1045) of respondents are **satisfied** with their journey when **biking**. This has trended upwards since 2022.

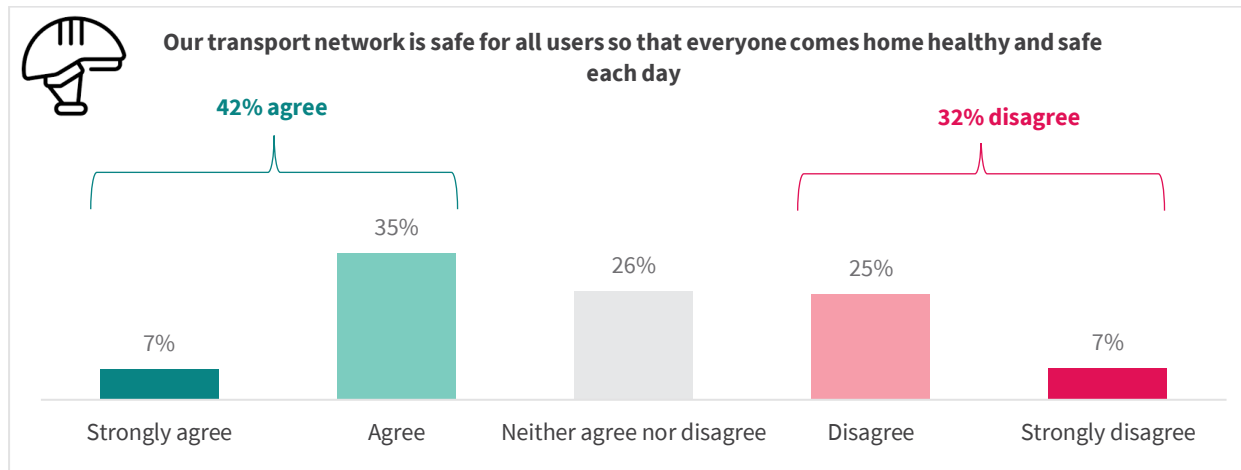
71% (n=935) of respondents are **satisfied** with their journey when taking **public transport**. This has trended upwards since 2022.

70% (n=199) of respondents are **satisfied** with their journey when using an **e-scooter**. This is a new measure in 2024.

51% (n=2176) of respondents are **satisfied** with their journey when using a **car**. This has been stable since last year but is at a low compared to 2022.

Transport Safety

Key result: The safety of our transport network receives mixed reviews from respondents.



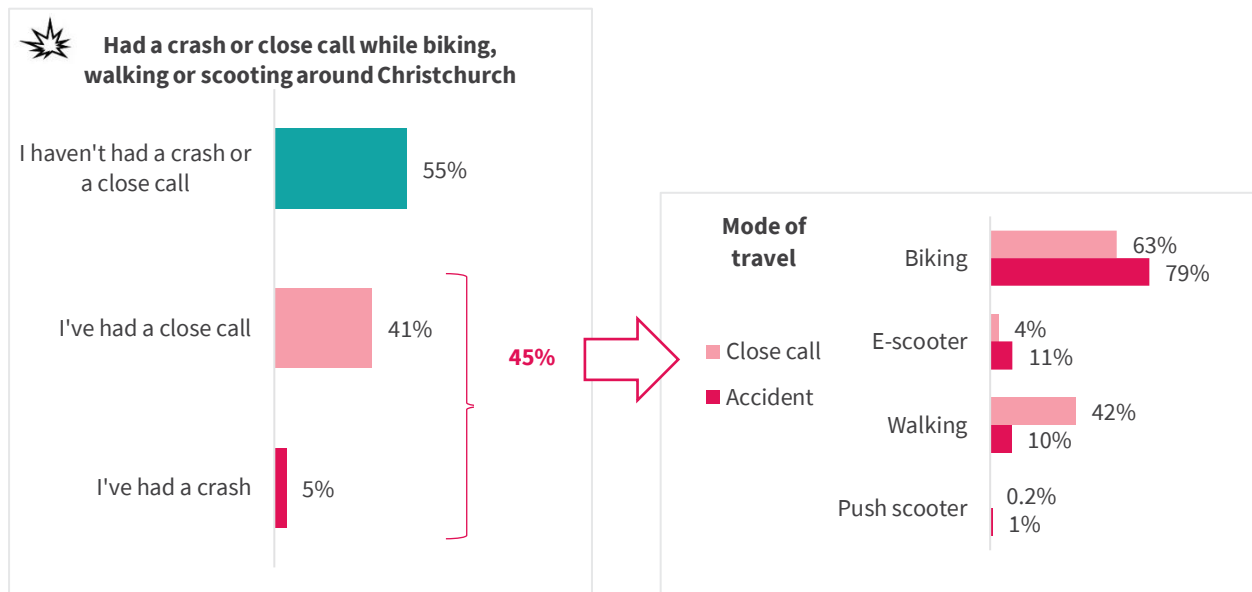
42% (n=1820) of respondents agree or strongly agree that our transport network is safe for all users so that everyone comes home healthy and safe each day. This is a 2% increase from 2024.

32% (n=1409) of respondents disagree or strongly disagree with this statement. This is a 3% decrease from 2024.

Of respondents who cycle, walk, or scooter, almost half (45%, n=1445) have had an accident or close call (5% and 41% respectively) in the past 12 months when travelling by those modes. This is a decrease from 50% in 2023.

The majority of both accidents and close calls were experienced by cyclists (79%, n=128 and 63%, n=810 respectively). Notably, a large proportion of pedestrians (42%, n=547) had also experienced a close call.

Of those involved in a crash, 38% (n=61) have been more reluctant to travel using that mode.



Respondents who have experienced a close call or an accident in the past 12 months while cycling, walking or scooting are significantly more likely to disagree or strongly disagree that our transport network is safe.

Demographics of respondents

Age	n=	%
Under 18 years	2	0.1%
18 - 24 years	25	1%
25 - 34 years	268	6%
35 - 49 years	716	17%
50 - 64 years	1406	34%
65 - 79 years	1518	36%
80 years and over	243	6%
Total stated	4178	

Gender	n=	%
As a man	2139	52%
As a woman	1989	48%
Non-binary / another gender	23	1%
Total stated	4151	

Ethnicity	n=	%
European	4019	86%
Māori	178	4%
Pacific Peoples	47	1%
Asian	146	3%
MELAA	38	1%
Other	188	4%
<i>New Zealander/Kiwi/Pākehā</i>	169	4%
<i>Other</i>	29	1%
Total stated	4650	

Difficulties with seeing, hearing, walking or climbing stairs, self care, communication	n=	%
No difficulty with any of these	3120	75%
Some difficulty with one or more of these	904	22%
A lot of difficulty with or more of these	90	2%
Cannot do one or more of these at all	27	1%
Total stated	4141	

Household Composition	n=	%
Living alone	766	18%
Couple - no children	1820	44%
Family with mainly pre-school age children	140	3%
Family with mainly school-age children	451	11%
Family with mainly independent children	691	17%
Living at home with my parents	44	1%
Living with friends / flatmates	117	3%
Other	137	3%
Total stated	4166	

Household Income	n=	%
\$20,000 or less	55	2%
\$20,001 - \$30,000	243	7%
\$30,001 - \$50,000	384	12%
\$50,001 - \$70,000	399	12%
\$70,001 - \$100,000	531	16%
\$100,001 - \$150,000	673	20%
\$150,001 or more	1000	30%
Total stated	3285	

Current City	n=	%
I live in Christchurch (including Banks Peninsula)	4384	93%
I live elsewhere in Canterbury (e.g. Rolleston, Lincoln, Rangiora, Kaiapoi)	260	5%
I don't live in Christchurch or Canterbury	60	3%
Total stated	4710	

Community Board & Ward	n=	%
Banks Peninsula	159	4%
- Banks Peninsula	159	4%
Waipuna Halswell – Hornby - Riccarton	749	17%
- Halswell	388	9%
- Hornby	106	2%
- Riccarton	255	6%
Waimāero Fendalton – Waimairi - Harewood	845	19%
- Fendalton	300	7%
- Waimairi	225	5%
- Harewood	320	7%
Waitai Coastal – Burwood - Linwood	740	17%
- Coastal	295	7%
- Burwood	245	6%
- Linwood	200	5%
Waipapa Papanui - Innes - Central	754	17%
- Papanui	146	3%
- Innes	366	8%
- Central	242	6%
Waihoru Spreydon – Cashmere - Heathcote	1137	26%
- Spreydon	220	5%
- Cashmere	544	12%
- Heathcote	373	9%
Total stated	4384	