

Life in Christchurch

Feedback on travel and transport related
issues in Christchurch

April 2024

Key Messages

A third of respondents that use public transport have increased their frequency of use on last year. Respondents are appreciating the \$2 bus fare and more frequent services on some routes. The lack of comprehensive bus lanes is still a pinch point for many respondents however, as they experience long wait times and slow travel times, especially at peak hours. A more comprehensive bus priority lane network is frequently called for by public transport users, and highlighted as a factor that would contribute to their increased use and trust of the service.

A third of respondents who cycle have also increased their frequency of use compared to 2022. This increase could perhaps be driven by the reasonably significant uplift in electric bike ownership we have seen in the past year, as well as the continued expansion of the cycleway network across the city. Cycleways remain a polarising topic, with most cyclists continuing to support their installation and expansion. However, there remains a steadfast group of respondents who continue to deem them unnecessary, overkill and a waste of ratepayer money. Those living in terraced homes, duplexes, and apartment buildings don't agree their homes have sufficient secure bike storage or safe e-bike and/or e-scooter charging space.

Ease of travel increased for all three active transport modes compared to 2022 levels. 67% of public transport users, 69% of cyclists and 77% of respondents who walk regularly report they find travel by these modes easy or very easy.

We collected data on e-scooter use for this first time this year, and while only a small percentage of respondents (6%) travel by e-scooter consistently, over a third of these users have opted to replace car trips with e-scooter trips.

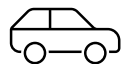
For respondents who move through our transport network by bike, scooter or walking, half have experienced a close call or have been involved in an accident in the past 12 months. Cyclists were the most likely to be involved in a close call or an accident.

Views upon the safety of our transport network was varied amongst respondents. Many respondents who bike, walk or scoot highlighted speed limits and aggressive drivers as the greatest contributors to feeling unsafe while moving through our transport network. Greater enforcement of speed limits was requested by numerous respondents to mitigate this. Further, the recent rise in antisocial behaviour publicised on the news and social media has caused some respondents to feel apprehensive about walking at night, and safety at the bus exchange continues to be a concern for respondents, especially with regards to letting their children catch the bus.

Car travel remains the most common way to travel in Christchurch. Congestion on roads, potholes, slower speeds, and lacking right turn arrows were regularly criticised by car users. Respondents who travel by car indicated they are also dissatisfied with ongoing roadworks and the cost and provision of parking in the city. The "Council is anti-car" rhetoric is still fairly prevalent amongst respondents also, who are frustrated by measures being put in place to make it safer to travel by other modes.

Cycleways were rated the highest amongst respondents for satisfaction with infrastructure, followed by footpaths infrastructure and then roading. Across all transport infrastructure, satisfaction levels increase between 9% - 11%. The Central City and New Brighton were the two most indicated areas that respondents are unsatisfied with the conditions of footpaths and roads. Overall journey satisfaction is highest amongst respondents who walk, followed by public transport users and respondents who cycle.

How are people travelling in Christchurch?



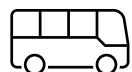
Car travel remains the most used mode of transport amongst respondents (95%, n=4205), however car use did *decrease* 1% from 2022 (96%). 21% of respondents (n=861) who regularly travel by car own or have access to a full electric or hybrid vehicle, which is an *increase* of 5% on 2022 usage (16%).



60% (n=2564) of respondents walk more than once a month to work, education, shopping, social activities, or recreation. This is an *increase* on 2022, when 55% walked to the same activities.



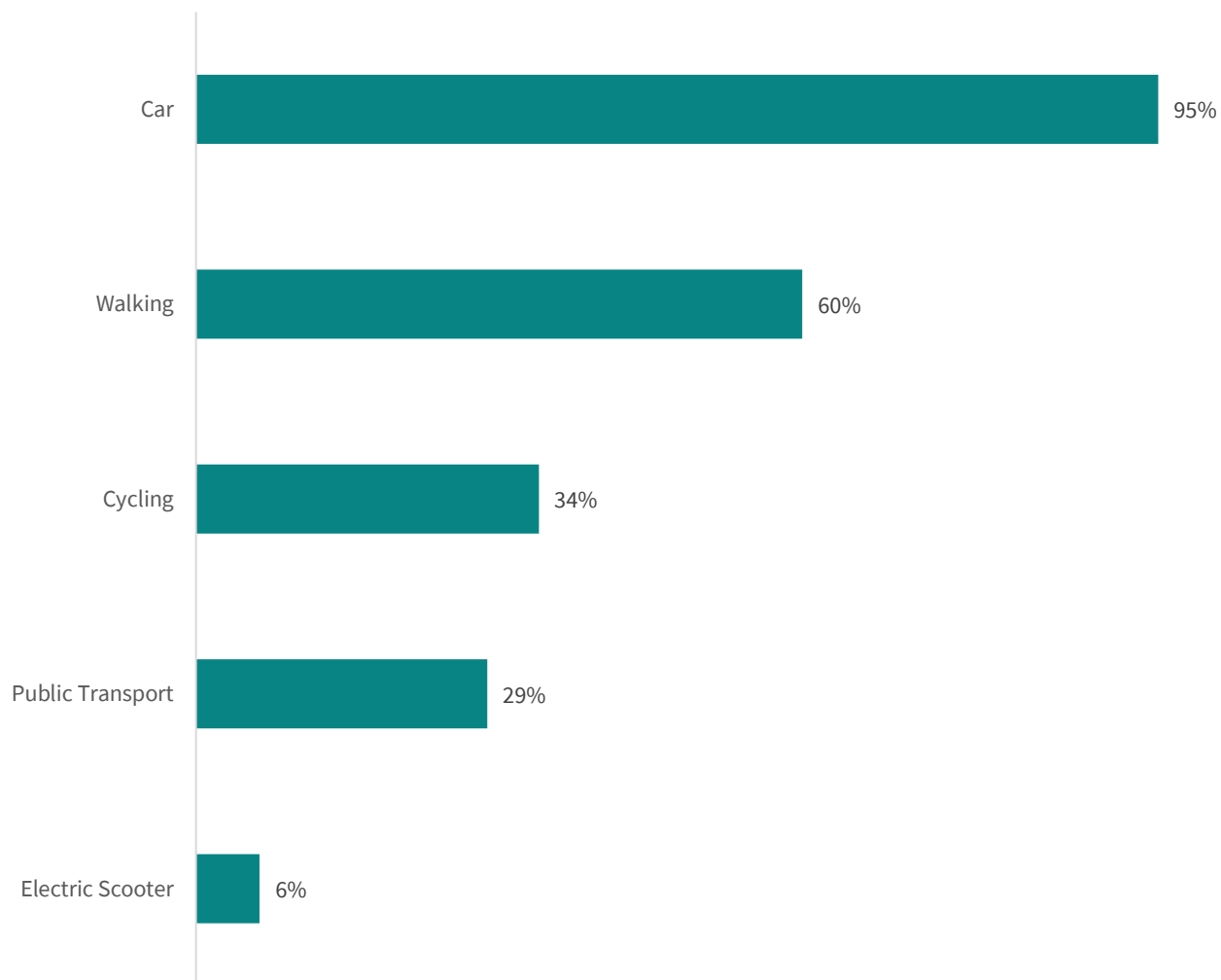
34% (n=1465) of respondents travel by bicycle at least once a month, unchanged from 2022. Of those who travel by bike, 40% (n=576) travel by e-bike at least once a month. This is an *increase* from 35% in 2022.



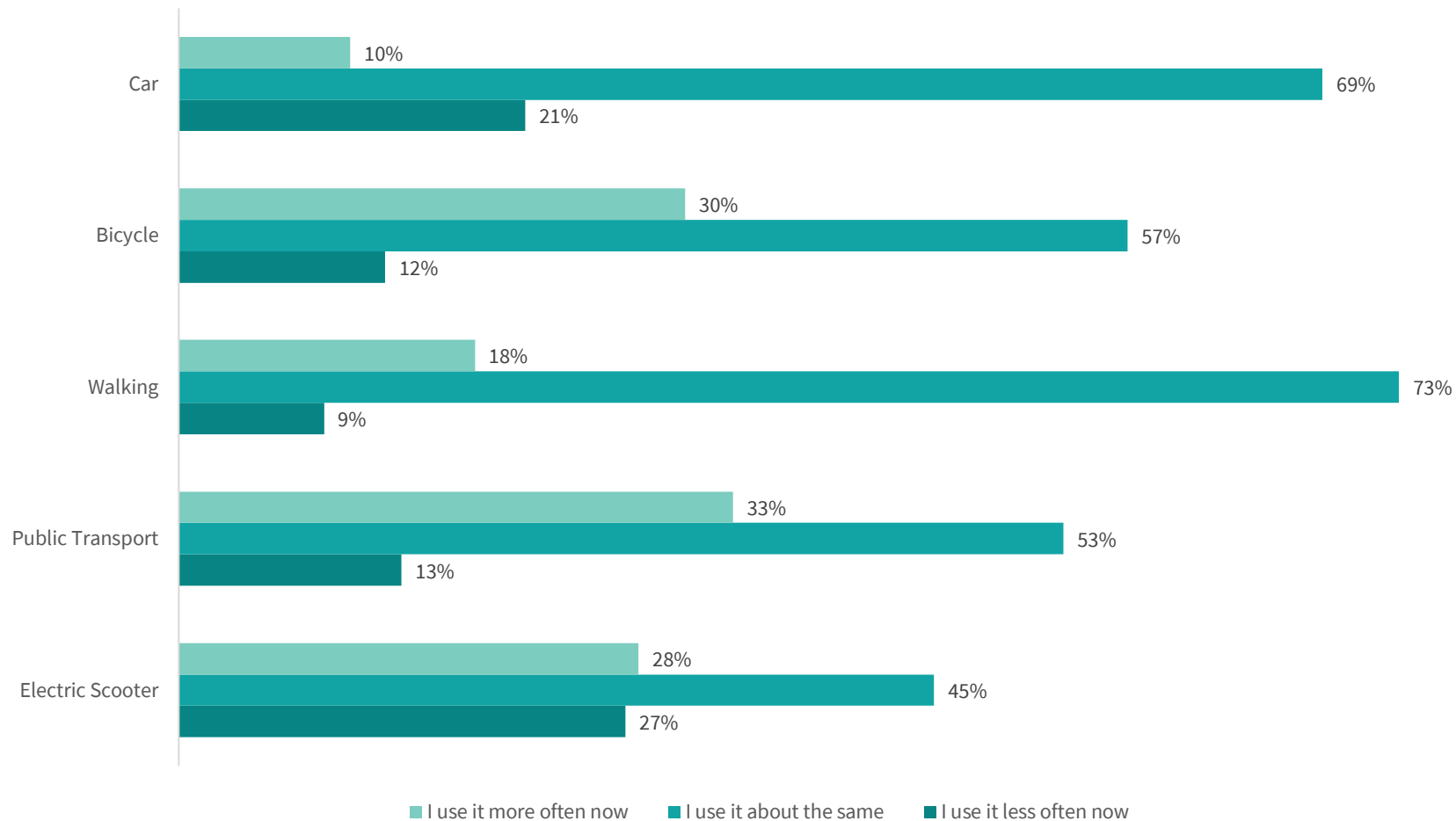
Respondents who have travelled by public transport more than once a month in the past 12 months *increased* from 25% in 2022 to 29% (n=1222) in 2023.



Electric scooter use was collected for the first time in 2023, with 6% (n=264) of respondents travelling by electric scooter more than once a month in the past 12 months. Of the respondents who travel by electric scooter, 38% (n=101) used an electric scooter to *replace* a trip they ordinarily would have made by car.



Changes to how people are travelling in Christchurch



Key results

Public transport and cycling saw the greatest proportions of respondents using these transport modes *more frequently* than they did 12 months ago. 33% of public transport users *increased* their use of the mode, and 30% of cyclists *increased* their frequency of use.

Car travel is the only mode 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 except e-scooting, the majority of respondents use each travel mode at *about the same* frequency as 12 months ago. Amongst respondents who travel by electric scooter, the majority indicated they either use it *more often* (28%) or *less often* (27%) compared to 12 months ago.

Does age have an impact on transport mode preference

	24 years and under	25 – 34 years	35 – 49 years	50 – 64 years	65+ years
Car	∨	∨		∧∧∧	∨∨
Bike		∧∧∧	∧∧∧		∨∨∨
Public Transport	∧∧∧	∧	∨	∨∨∨	∧∧∧
Walk			∧		∨
E-scooter	∧∧	∧∧∧	∧∧∧		∨∨∨

Key

- ∧ ∧∧ ∧∧∧ The value is statistically higher than if there was no relationship between the variables.
- ∨ ∨∨ ∨∨∨ The value is statistically lower than if there was no relationship between the variables.

Key results

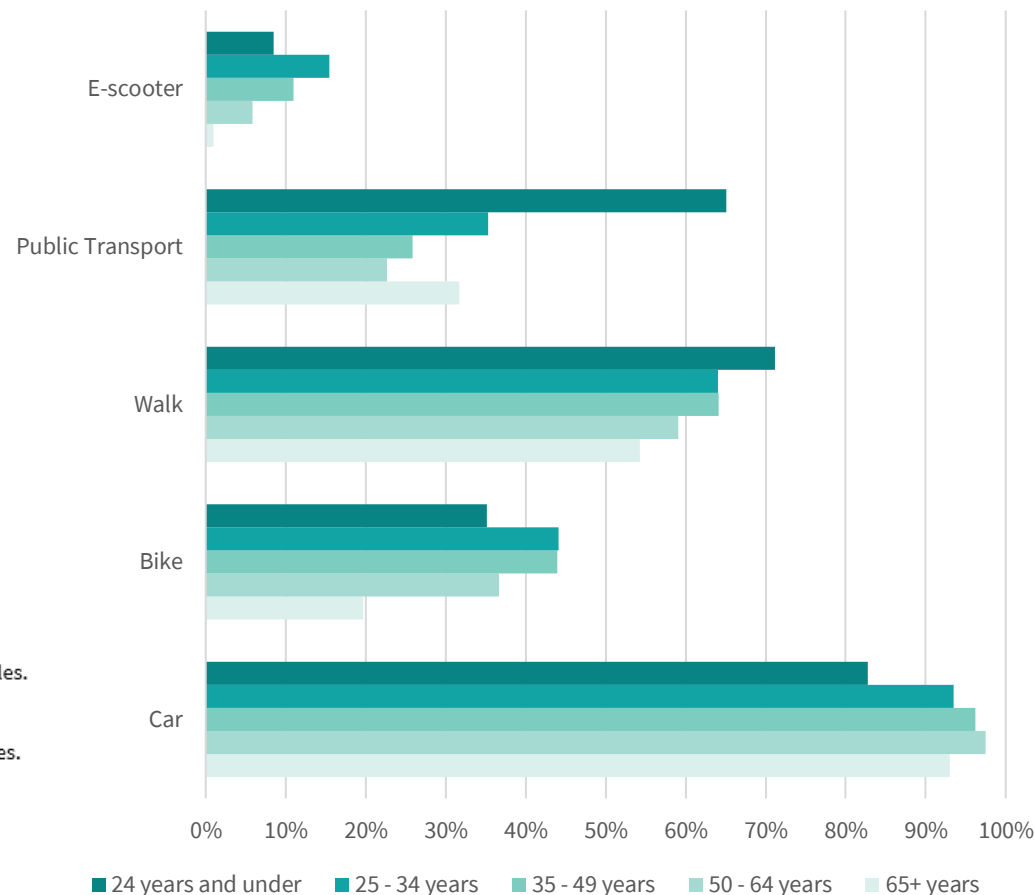
A respondent's age has an impact on mode(s) of transport they use.

Respondents aged 65 years and over are *significantly more likely* to travel by public transport. They are *less likely* to travel by car, bike, walking or e-scooter compared to respondents aged under 65 years. This age group is also *significantly more likely* to be *dissatisfied* with the condition of footpaths and pedestrian areas.

Those aged between 50 – 64 years are *significantly more likely* to travel by car compared to other age groups and are *significantly less likely* to use public transport. This group is also *more likely* to be *very dissatisfied* with the condition of Christchurch's roads.

Respondents aged 24 years and under are *significantly more likely* to use public transport compared to other age groups and are *moderately more likely* to travel by e-scooter.

Biking and e-scooting are both *significantly more likely* to be used as a transport mode for respondents aged 25 – 49 years. This age group is also *more likely* to be *satisfied* with the condition of Christchurch's footpaths and pedestrian areas.



Ease of travel



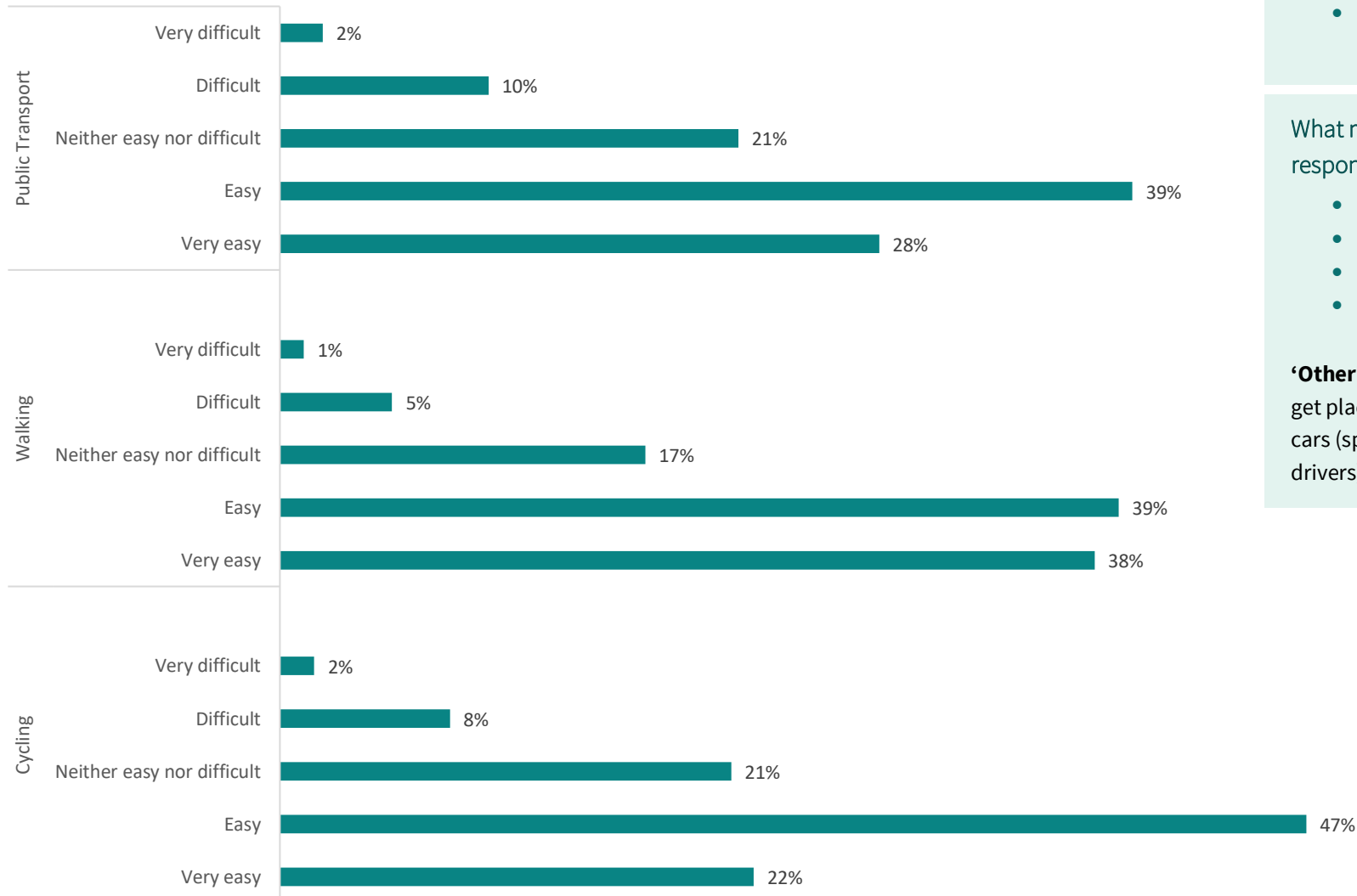
69% (n=1007) of respondents who travel by bicycle find it easy or very easy to travel by this mode. This is an increase on 62% in 2022.



67% (n= 814) of public transport users report that travel by this mode is easy or very easy. This is an increase from 61% in 2022.



77% (n=1932) of respondents who walk regularly report they find walking in Christchurch easy or very easy. This is a 1% increase on 2022.



What makes using public transport difficult for respondents:

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

What makes walking difficult for respondents:

- The quality of footpaths
- 'Other'
- People on bikes using the footpaths
- Electric scooters on the footpath and in shared public spaces

'Other' includes: Distance or time taken to get places; health issues and/or disabilities; cars (speeds, parking, fumes, dangerous drivers)

What makes cycling difficult for respondents:

- Inconsiderate and dangerous behaviour from other road users
- Sharing the road with cars
- Sharing the road with buses and heavy vehicles
- Cycleways are not in the right locations

Travel Safety & Journey Satisfaction

The safety of our transport network received mixed reviews from respondents.

40% (n=1135) 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.

35% (n=994) of respondents *disagree* or *strongly disagree* with this statement.

26% (n=736) of respondents *neither agree nor disagree* that our transport network is safe for all users.

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.

Inversely, respondents who have not had a close call or accident are significantly more likely to *agree* or *strongly agree* that Christchurch's transport network is safe for all users.

Journey satisfaction by mode.

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

Walking journeys received the highest levels of journey satisfaction, with 75% (n=1821) of respondents who walk as a mode of transport indicating they are *satisfied* or *very satisfied* with their walking journeys.

Satisfaction levels for public transport and cycling journeys were evenly matched, with 67% (n=778) and 66% (n=913) of respondents who travel by those modes indicating they are *satisfied* or *very satisfied* by their journeys, respectively.

Car journeys left respondents feeling the least satisfied. Amongst respondents who travel by car, half (50%, n=1957) report they feel *satisfied* or *very satisfied* with journeys they make by car.

Untaken trips.

34% (n=1346) of respondents reported there were trips they decided not to or make or couldn't make.

The most reported reason for deciding not to make those trips was due to traffic being too busy (51%, n=686). Not being able to find a park at their destination (40%, n=534) and there being no convenient bus (25%, n=335) were the next most common reason causing respondents to not make trips.

Accidents and close calls

Of respondents who cycle, walk, or scooter, half (50%, n=1447) have had an accident or close call in the past 12 months when travelling by those modes.

- 6% (n=165) were involved in accidents
- 44% (n=1282) experienced close calls
- The majority of both accidents and close calls were experienced by cyclists (67%, n=113 and 59%, n=820, respectively).

Only 10% (n=17) of accidents were reported to the Police by respondents.

Infrastructure to support cycling

We asked respondents what kind of home they live in, where they usually store their bikes and if they agree or disagree that their homes have enough space to securely store their households' bikes.

	Stand-alone detached single storey	Stand-alone detached two or three storey	Single storey duplex	Two or three storey terraced home	A "low-rise" apartment building (three or four stories)	An apartment building (more than four stories)	*Other
In a garage		⤴		⤵	⤵	⤵	⤵
In another area of home (e.g. wall mounted, in another room)	⤵			⤴	⤴	⤴	
Outside in a secure shed or shelter					⤴		
In another secure area (e.g. bike storage in an apartment complex)	⤵			⤴	⤴	⤴	
Unsecured out in the open		⤵				⤴	
**Other		⤵					⤴

*'Other' types of homes respondents live in

Tiny home
Housebus
Two-storey duplex
Over 60's unit
Flat
Caravan
Unit
Retirement village unit or villa



**'Other' places respondents store bikes

Porch
Carport
Basement
Secured with bike lock in open or in backyard

Key results

84% (n=3474) of respondents live in a stand-alone detached home with either one, two or three stories. Respondents living in two or three storey homes are *moderately more likely* to store their bikes in a garage. Respondents living in single storey homes are *moderately less likely* to store bikes in rooms other than a garage in their homes.

Key

 The value is statistically higher than if there was no relationship between the variables.
 The value is statistically lower than if there was no relationship between the variables.



Respondents living in two or three storey terraced homes, low rise apartment buildings and apartment buildings are *significantly more likely* to store their bikes in secure outside sheds, secure storage areas or in rooms other than a garage in their homes. These respondents are also *significantly less likely* to store bikes in a garage compared to respondents living in other types of homes.

Respondents living in apartment buildings are also *moderately more likely* to store bikes unsecured in the open.

Do homes have sufficient bike storage

	Stand-alone detached single storey home	Stand-alone detached two or three storey home	Single storey duplex	Two or three storey terraced home	A “low-rise” apartment building (three or four stories)	An apartment building (more than four stories)	*Other
Strongly agree		⋈	⋇	∨	∨		
Agree							∨
Neither agree nor disagree							
Disagree			⋈	⋈			
Strongly disagree		∨	∧	⋈			∧

Key

-  The value is statistically higher than if there was no relationship between the variables.
-  The value is statistically lower than if there was no relationship between the variables.

Key Results

If a respondent is living in single storey duplex or a two or three storey terraced home, they are *significantly more likely* to disagree that they have sufficient secure bike storage at their home.

Respondents living in single storey duplex homes are also *significantly less likely* to strongly agree that they have sufficient secure bike storage at their home.

Respondents living in stand-alone detached two or three storey homes are *moderately more likely* to strongly agree that their homes have sufficient secure bike storage compared to other house types.

Those living in “low-rise” apartment buildings and two or three storey terraced homes are *less likely* to consider the amount of secure bike storage at their home sufficient.

What respondents say about bike storage:

Comments received by respondents living in single storey duplex homes, or two or three storey terraced homes highlight that if they do not have adequate bike storage, they tend to store bikes either outside, or in their garage (if they have one), which often requires them to park their car on the street.

Similarly, some respondents living in stand-alone homes also opt to park at least one car in their driveway to make room for bikes in their garage.

E-bike and e-scooter charging

- Respondents living in two or three storey terraced homes are *significantly more likely* to disagree that their homes have sufficient space to safely charge e-bikes and/or e-scooters.
- Those living in apartment buildings are also *more likely* to disagree with this statement.
- Single storey duplex dwellers are *more likely* to strongly disagree compared to other home types.
- Conversely, respondents living in stand-alone two or three storey homes are *moderately more likely* to strongly agree their homes have sufficient safe charge space.

Bike ownership in Christchurch

		Stand-alone detached single storey home (Av pax: 2.5)	Stand-alone detached two or three storey home (Av pax: 2.7)	Single storey duplex (Av pax: 1.7)	Two or three storey terraced home (Av pax: 2.3)	A “low-rise” apartment building (three or four stories) (Av pax: 2.2)	An apartment building (more than four stories) (Av pax: 1.9)
Adult bikes (excluding e-bikes)	Average bikes per household	1.6	1.8	0.9	1.2	1.2	0.8
	Average bikes per household for homes with bikes	2.1	2.3	1.6	1.6	1.9	1.5
Children's bikes (excluding e-bikes)	Average bikes per household	0.4	0.4	0.1	0.2	0.1	0.0
	Average bikes per household for homes with bikes	0.5	0.4	0.1	0.3	0.1	0.0
E-bikes	Average bikes per household	0.3	0.4	0.1	0.2	0.3	0.3
	Average bikes per household for homes with bikes	0.4	0.5	0.3	0.3	0.3	0.4

Key Results

Respondents living in terraced homes, duplexes, and apartments, on average own a similar number of bikes as those living in stand-alone detached homes. We know from the results on the two previous pages that respondents living in these types of homes are *less likely* to agree that their homes have sufficient secure bike storage and are more likely to store bikes either secured or unsecured outside of their homes, or in other rooms of their homes.

Respondents are concerned with the rise of home being built with insufficient space to store and charge e-bikes and/or e-scooters, as well as electric vehicles.

“When we’ve looked at the new apartment and terrace houses in the cbd as there is often no garage, this also means nowhere to store and charge e-bikes”

“We have a garage, where we store and charge our 1 x electric car, and 1 x electric bike, and provides storage for the other 4 x cycles we own and regularly use. I would not live in a house if there was not adequate storage for these essential items for our life and lifestyle. A garage for our family is essential, there would be no other place to store bikes and/or our electric car. We still need to have choices and options with regard to this.”

“You need a garage onsite to charge EV's and E-Bikes. I have no idea how the council reconciles that with allowing developers to have apartments without car parks.”

Who did we hear from?

Age	Count	%
Under 24 years	57	1.5%
25–34 years	324	8.4%
35–49 years	816	21.1%
50–64 years	1323	34.1%
65 years and over	1357	35.0%
Total	3877	
Not specified	639	

Gender	Count	%
Male	2017	52.3%
Female	1817	47.1%
Non-binary/Another gender	24	0.6%
Total	3858	
Not specified	658	

Ethnicity	Count	%
European	3653	94.8%
Māori	204	5.3%
Pacific Peoples	66	1.7%
Asian	129	3.3%
MELAA	54	1.4%
Other	369	9.6%
Not specified	661	

We heard from **4516** residents in total

Community board	Count	%
Waihoru Spreydon-Cashmere-Heathcote	863	25.2%
Waipapa Papanui-Innes-Central	586	17.1%
Waimāero Fendalton-Waimari-Harewood	571	16.7%
Waitai Coastal-Burwood-Linwood	512	15.0%
Waipuna Halswell-Hornby-Riccarton	504	14.7%
Te Pātaka o Rākaihautū Banks Peninsula	119	3.5%
Total	3420	
Not specified	480	