

## Activity 10.4: Public Transport Infrastructure

Accountable Manager: John Mackie

### What services are provided?

Planning, building, maintaining and/or providing Public Transport Infrastructure, including:

- Public Transport Infrastructure (stops, shelters (CCC, Adshel), travel information systems, priority systems)
- Transport Interchanges (provision and maintenance of the building, passenger facilities, public display information etc.)
- Tram Infrastructure

(Note: Environment Canterbury (ECan) contract with bus providers within Christchurch to supply and operate 240 buses on Metro routes. ECan plan and operate the route network within Christchurch. ECan consult with public when changing, deleting or adding routes to the network.) (excluding State Highways; the responsibility of the New Zealand Transport Agency)

### Why do we provide these services?

To encourage the public transport system to operate in a safe, attractive, convenient and easy to use, in line with NZ Transport Strategy 2008.

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
<ul style="list-style-type: none"> <li>There are a range of travel options that meet the needs of the community.</li> </ul>	<p><i>Providing public transport infrastructure supports public transport as an option for people to access goods and services, work and leisure activities</i></p>
<ul style="list-style-type: none"> <li>The transport system provides people with access to economic, social and cultural activities.</li> </ul>	<p><i>Providing a network of public transport infrastructure, roads, pedestrian and cycle routes helps people access the people, places and activities they need and want to reach.</i></p>
<p>An increased proportion of journeys is made by active travel and public transport.</p>	<p><i>Providing safe and convenient bus stops and bus shelters, and bus priority systems, helps to encourage people to make more journeys by public transport</i></p>
<ul style="list-style-type: none"> <li>Christchurch's infrastructure supports sustainable economic growth.</li> </ul>	<p><i>Providing public transport infrastructure enables people to access goods and services and places of employment.</i></p> <p><i>Locating transport interchanges near shops and services helps to support economic activity in the city.</i></p>

### Which group or section of the community will benefit from this activity?:

The customer is the wider community and public transport users of the Greater Christchurch area, more specifically: people who choose to use public transport, those without access to a motor vehicle, commuters, visitors to the city, the elderly, people with visual or physical impairments and school children. Other customers are Environment Canterbury and bus operators.

### Key legislation and Council Strategies:

Local Government Act, Regional Land Transport Strategy, Greater Christchurch Transport Statement, Christchurch Transport Plan, Christchurch City Plan, Safer Journeys Strategy, NZ Transport Strategy 2008, Land Transport Management Act 2003, Metro Strategy 2006-2012.

## Customer

*What business results must we deliver to our customers, to deliver on the outcomes?*

### Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
<b>Transport Interchanges</b>					
10.4.5 Amenity:  Ensure user satisfaction with the appearance and safety and ease of use of the Central Transport Interchange (Bus Exchange)	2012/13 per draft AP  Re-establish baseline  Council actuals: Combined results  09/10 - 75% 10/11 - 72% 11/12 - N/A		10.4.5.1 Appearance 2013/14 Baseline Y1 2014/15 Increase by 5%  10.4.5.2 Safety 2013/14 Baseline Y1 2014/15 Increase by 5%  10.4.5.3 Ease of Use 2013/14 Baseline Y1 2014/15 Increase by 5%	Measures passenger satisfaction with the quality of major public transport facilities.  By achieving the targets regarding appearance, safety and ease of use this will encourage further improvements in Public Transport modal share.	

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### Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
<b>Public Transport Infrastructure</b>					
<p>10.4.3 Congestion:</p> <p>Manage peak travel times (7:30am to 9:30am and 4:00pm to 6:00pm) over 10km of the public transport network travelled by buses</p>	<p>2012/13 per draft AP</p> <p>25:50</p> <p>Peak Travel Time</p> <p>Council actuals:</p> <p>March 2010 – 23minutes 30 seconds</p> <p>March 2011 – no data</p> <p>March 2012 – 25minutes 04 seconds</p> <p>(Over 10km)</p>		<p>Peak Travel Time no more than 26 minutes 4 seconds</p>	<p>Measures the average time taken for a bus to travel 10km over the public transport network, at peak times. Target is to set greater than March 2012 levels giving account to the SCIRT work programme. This is likely to remain static while the rebuild is undertaken. However, simultaneously, progress is being made towards optimising the efficiency of the network in alignment with the road user hierarchy contained in the Christchurch Transport Plan. This is likely to result in improved travel times along strategic routes where public transport is a high priority.</p> <p><i>Source: Ecan bus monitoring system.</i></p> <p>Note that results are not easily comparable with other cities due to different road networks and bus routes.</p>	
<p>10.4.4 Amenity:</p> <p>Ensure user satisfaction with the number, quality of, and personal safety at, bus shelters</p>	<p>2012/13 per draft AP</p> <p>60%</p> <p>Is currently a combined target</p> <p>Council Results:</p> <p>08/09 - 70%</p> <p>09/10 - 66%</p> <p>10/11 – N/A</p> <p>11/12 – 67%</p>	<p>Current combined target for “Overall satisfaction with bus stops and bus shelters”</p>	<p>10.4.4.1 Number: 2013/14 Baseline Y1 2014/15 Increase by 5%</p> <p>10.4.4.2 Quality: 2013/14 Baseline Y1 2014/15 Increase by 5%</p> <p>10.4.4.3 Personal Safety: 2013/14 Baseline Y1 2014/15 Increase by 5%</p>	<p>Measures resident satisfaction with quality of public transport infrastructure.</p> <p>Once baseline is established, a gradual increase in the LOS for satisfaction will be recommended over time because expectations will change as bus stop quality improves. No data is available from other cities for benchmark purposes.</p>	

*Public Transport Infrastructure 10.4. Final version for TYP 2013-16.*

## Customer

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### Non-LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
<b>Transport Interchanges (cont'd)</b>					
10.4.7 Ensure appropriate capacity of Central Transport Interchange	2012/13 per draft AP Current capacity 180 Buses, 2,700 Passengers during peak hours		Not greater than 95% of bus and passenger capacity during peak time	Ensures that the infrastructure provided meets operational and safety requirements agreed between Council, ECan and bus operators. Once above the target indicates that the existing facilities is nearing the end of its usefulness and allows time to plan and construct its replacement.	
<b>Tram Infrastructure</b>					
10.4.9 Tram Infrastructure	2012/13 per draft AP  New LOS	This is a new LOS and there is no comparable operation in NZ	Usable Tram Infrastructure is operable at least 95% of the time	Ensures that maintenance requirements are implemented such that the commercial tram arrangements continue to operate.	