

Hearings Panel
Linwood/Eastgate Public Transport Hub
AGENDA

Notice of Meeting:

A Hearings Panel meeting will be held on:

Date: Monday 10 February 2020
Time: 9.30am
Venue: Linwood-Central-Heathcote Community Board Room
(Gate B), 180 Smith Street, Christchurch

Panel

Members
Councillor Mike Davidson
Councillor Yani Johanson
Community Board Member Alexandra Davids

3 February 2020

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Note: The reports contained within this agenda are for consideration and should not be construed as Council policy unless and until adopted. If you require further information relating to any reports, please contact the person named on the report.

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1. Apologies / Ngā Whakapāha

At the close of the agenda no apologies had been received.

2. Election of a Chairperson / Te Whakatū Poumua

At the start of the meeting a Chairperson will be elected.

3. Declarations of Interest / Ngā Whakapuaki Aronga

Members are reminded of the need 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. Linwood/Eastgate Public Transport Hub Passenger Facilities Upgrade Options Report

Reference / Te Tohutoro: 20/9221

Presenter(s) / Te kaupāhō: Jennifer Rankin - Project Manager

1. Purpose of Report / Te Pūtake Pūrongo

- 1.1 The purpose of this report is to advise the Hearings Panel on the outcome of community consultation and to request that the Hearings Panel recommend to the Waikura/Linwood-Central-Heathcote Community Board and Council to:
 - 1.1.1 Approve those parts of the attached scheme plan (**refer Attachment A**) and traffic controls for which the hearings panel has delegated authority, for the Linwood/Eastgate Public Transport Hub Passenger Facilities Upgrade.
 - 1.1.2 Recommend to the Waikura/Linwood-Central-Heathcote Community Board and Council their approval of those parts of the attached scheme plan (**refer Attachment A**) and traffic controls for which the Community Board and Council has delegated authority, for the Linwood/Eastgate Public Transport Hub Passenger Facilities Upgrade.

2. Executive Summary / Te Whakarāpopoto Matua

- 2.1 This report is staff generated following the conclusion of the consultation and engagement process.
- 2.2 The number of current bus stops is not sufficient to support the operation of the bus network on the north side of Buckleys Road. The current stops are located on either side of a property driveway, and as a result this is causing buses to stop across the property driveway. When a bus stop is conflicting with a driveway it brings risks to people waiting at the bus stop when vehicles are using the driveway.
- 2.3 The preferred option proposes to cul-de-sac Norwich Street and relocate the bus stops to reduce conflict with residential driveways, providing the additional space required for a third stop.
- 2.4 The preferred option also proposes a signalised crossing to improve the safety for pedestrians crossing Buckleys Road.

3. Staff Recommendations / Ngā Tūtohu

That the Hearings Panel recommend to the Waikura / Linwood – Central – Heathcote Community Board:

Part A resolutions

That the Waikura / Linwood – Central – Heathcote Community Board recommends that Council:

New Traffic Controls

1. Approve that the pedestrian crossing point on Buckleys Road 12 metres northeast of Norwich Street, be controlled by traffic signals in accordance with the Land Transport Rule: Traffic Control Devices Rule 2004 as detailed on **Attachment A**.

New Shared Paths

2. Approve that the pathway on the north west side of Buckleys Road commencing at a point 93 metres northeast of its intersection with Linwood Avenue and extending in a westerly direction for a distance of 78 metres, as detailed on **Attachment A**, be resolved as a bi-directional shared pedestrian / cycle pathway in accordance with Clause 21(1)(a) of the Christchurch City Council Traffic and Parking Bylaw 2017.
3. Approve that the pathway on the north east and south west sides of Norwich Street, commencing at its intersection with Buckleys Road and extending in a north westerly direction for a distance of 27 metres, as detailed on **Attachment A**, be resolved as a bi-directional shared pedestrian / cycle pathway in accordance with Clause 21(1)(a) of the Christchurch City Council Traffic and Parking Bylaw 2017.

New Bus Lane

4. Approve that a special vehicle lane for the use of southwestbound buses only, be established on the southeast side of Buckleys Road commencing at a point 182 metres northeast of its intersection with Linwood Avenue and extending in a south westerly direction for a distance of 18 metres. This special vehicle lane is authorised under Clause 18 of the Christchurch City Council Traffic and Parking Bylaw 2017, and is therefore to be added to the Council's Register of Roads or Traffic Lanes Restricted to Specific Classes of Vehicles.

Part C Resolutions

That the Waikura / Linwood – Central – Heathcote Community Board:

Road Layout changes

5. Approve the scheme design, landscaping changes, lane marking changes, central median island changes, kerb build out changes, and kerb alignment changes (including creation of a cul-de-sac on Norwich Street where Norwich Street intersects with Buckleys Road) on both sides of Buckleys Road and on Norwich Street in the vicinity of the intersection of Buckleys Road and Norwich Street as detailed on **Attachment A**.
6. Approve the removal of trees within the road reserve needed to construct the above scheme design as detailed on **Attachment A**.

New Bus Shelter locations

7. Approve the installation of bus shelters on the northwest side of Buckleys Road (Norwich Street side) as indicated on **Attachment A**.
8. Approve the installation of bus shelters on the southeast side of Buckleys Road (Eastgate Mall side) as indicated on **Attachment A**.

Northwest side of Buckleys Road

9. Approve that the stopping of vehicles be prohibited at any time on the northwest side of Buckleys Road, commencing at a point 82 metres northeast of its intersection with Linwood Avenue and extending in a northeasterly direction for a distance of 22 metres.
10. Approve that a marked bus stop be installed on the northwest side of Buckleys Road, commencing at a point 104 metres northeast of its intersection with Linwood Avenue and extending in a northeasterly direction for a distance of 45 metres.
11. Approve that the stopping of vehicles be prohibited at any time on the northwest side of Buckleys Road, commencing at a point 149 metres northeast of its intersection with Linwood Avenue and extending in a northeasterly direction for a distance of 31 metres.

12. Approve that parking be limited to a maximum time period of 10 minutes on the northwest side of Buckleys Road, commencing at a point 180 metres northeast of its intersection with Linwood Avenue and extending in a northeasterly direction for a distance of 6 metres.
13. Approve that parking be limited to a maximum time period of 10 minutes on the northwest side of Buckleys Road, commencing at a point 193 metres northeast of its intersection with Linwood Avenue and extending in a northeasterly direction for a distance of 7 metres.
14. Approve that the stopping of vehicles be prohibited at any time on the northwest side of Buckleys Road, commencing at a point 240 metres northeast of its intersection with Linwood Avenue and extending in a northeasterly direction for a distance of 16 metres to its intersection with McLean Street.

Southeast side of Buckleys Road

15. Approve that the stopping of vehicles be prohibited at any time on the southeast side of Buckleys Road, commencing at its intersection with Linwood Avenue and extending in a northeasterly direction for a distance of 63 metres.
16. Approve that a Loading Zone, restricted to a maximum period of loading / unloading of 5 minutes, be created on the southeast side of Buckleys Road, commencing at a point 63 metres northeast of its intersection with Linwood Avenue and extending in a northeasterly direction for a distance of 28 metres.
17. Approve that the parking of vehicles be restricted to a maximum time period of 30 minutes on the southeast side of Buckleys Road, commencing at a point 91 metres northeast of its intersection with Linwood Avenue and extending in a northeasterly direction for a distance of 33 metres.
18. Approve that the parking of vehicles be restricted to a maximum time period of 10 minutes on the southeast side of Buckleys Road, commencing at a point 124 metres northeast of its intersection with Linwood Avenue and extending in a northeasterly direction for a distance of 13 metres.
19. Approve that the parking of vehicles be reserved for vehicles with an approved disabled person's parking permit, prominently displayed in the vehicle, in accordance with section 6.4(1A) of the Land Transport (Road User) Rule 2004 and be located on the southeast side of Buckleys Road, commencing at a point 137 metres northeast of its intersection with Linwood Avenue and extending in a northeasterly direction for a distance of 7 metres.
20. Approve that the stopping of vehicles be prohibited at any time on the southeast side of Buckleys Road, commencing at a point 144 metres northeast of its intersection with Linwood Avenue and extending in a northeasterly direction for a distance of 38 metres.
21. Approve that a marked bus stop be installed southeast side of Buckleys Road, commencing at a point 182 metres northeast of its intersection with Linwood Avenue and extending in a northeasterly direction for a distance of 44 metres.
22. Approve that the stopping of vehicles be prohibited at any time on the southeast side of Buckleys Road, commencing at a point 226 metres northeast of its intersection with Linwood Avenue and extending in a northeasterly direction for a distance of 14 metres.
23. Approve that a Small Passenger Service Vehicle Stand (Taxi Stand) be installed on the southeast side of Buckleys Road, commencing at a point 240 metres northeast of its intersection with Linwood Avenue and extending in a northeasterly direction for a distance of 21 metres.

24. Approve that the parking of vehicles be restricted to a maximum time period of 10 minutes on the southeast side of Buckleys Road, commencing at a point 274 metres northeast of its intersection with Linwood Avenue and extending in a northeasterly direction for a distance of 12 metres.

General resolutions

25. Revoke any previous resolutions pertaining to traffic controls made pursuant to any bylaw to the extent that they are in conflict with the traffic controls described in this report.
26. Approve that these resolutions take effect when construction on infrastructure changes begins and parking signage and/or road marking that evidence the parking and stopping restrictions described in the staff report are in place (or removed in the case of revocations).

4. Context/Background / Te Horopaki

Issue or Opportunity / Ngā take, Ngā Whaihua rānei

- 4.1 This project is identified in the Linwood/Eastgate Transport Integrated Transport Study as endorsed by the Council on 4 October 2018. A key component of the proposal is to upgrade the Buckleys Road bus passenger facilities and also signalise the pedestrian crossing outside the Mall. This will provide a safer crossing facility between the two bus stops for passengers and improved accessibility in this important key activity centre. Traffic modelling undertaken as a part of the study indicates that the impact due to the signalisation of the crossing on vehicular traffic would be negligible.
- 4.2 The objectives of this project are to improve the passenger facilities at Linwood, Eastgate Mall passenger hub, as outlined below:
- Signalised pedestrian crossing on Buckleys Road; needs to accommodate the over dimension route parameters.
 - Investigation of the possibility of a southbound bus priority.
 - Improve bus facilities (shelters and stops) to make them more attractive for customers and increase patronage.
 - Renew stop furniture with site-appropriate facilities focusing on safety and accessibility.
 - Provide sufficient space and facilities to accommodate passenger and bus service demands.
 - Review stop in terms of their accessibility and ensure that any upgrade incorporates accessibility guidance so that the design complies with latest accessibility legislation.

Strategic Alignment / Te Rautaki Tīaroaro

- 4.3 This report supports the [Council's Long Term Plan \(2018 - 2028\)](#):
- 4.3.1 Activity: Public Transport Infrastructure
- Level of Service: 10.4.4 Improve user satisfaction of public transport facilities. - ≥ 7.3
 - Level of Service: 10.4.3 Improve the reliability of passenger transport journey time $\geq 85\%$

Decision Making Authority / Te Mana Whakatau

- 4.4 The Council has the decision making authority regarding the installation of traffic signals.
- 4.5 The Hearings Panel is required to recommend to Council regarding bus shelter installations where there have been objections to the installation from stakeholders, or to the Community Board regarding the installation where there are no objections.
- 4.6 Under the delegation register the community board has the decision making power over parking restrictions and other traffic control devices.
- 4.7 The installation of any signs and/or markings associated with traffic control devices must comply with the Land Transport Rule: Traffic Control Devices 2004.

Previous Decisions / Ngā Whakatau o mua

- 4.8 On 11 August 2016 the Council resolved that a workshop comprising the ITE Committee and the Hagley/Ferrymead Community Board be held to explore options for building a covered integrated bus interchange in Linwood with a report back to the Council.
- 4.9 A workshop was held on 7th September 2016, there was no consensus except that the PT Passenger facilities need improvement. A staff report was requested outlining PT Facilities Options including assessments of their advantages and disadvantages, the Mall's resource consent conditions, the purchase and/or disposal of land, safety (crash) analysis and Crime Prevention Through Environmental Design (CPTED) principles, and ECAN's views.
- 4.10 This report was heard on 3rd April 2017 by the Linwood-Central-Heathcote Community Board. The Community Board recommended to Council that staff further evaluate the preferred options for inclusion in the 2018 Long Term Plan (LTP).
- 4.11 On May 11th 2017 Council accepted this recommendation and requested staff develop an integrated transport plan for the immediate area taking into consideration all of the works that are occurring and are proposed.
- 4.12 On 3rd September 2018 the Linwood- Central –Heathcote Community Board recommended that Council notes the Linwood-Eastgate Hub Integrated Study outcomes and recommendations to shape the LTP transport programmes for this key suburban centre. It also asked Council to endorse the staff initiative to use the balance of funds from the recently completed Aldwins/Buckleys/Linwood Intersection Safety project for the Buckleys Road bus passenger facilities upgrade.
- 4.13 On 4 October 2018 the Council allocated funds to this project in the Long Term Plan following a recommendation from the Waikura/Linwood-Central-Heathcote Community Board on 3 September 2018 to support the Linwood-Eastgate Hub Integrated Transport Study.

Assessment of Significance and Engagement / Te Aromatawai Whakahirahira

- 4.14 The decisions in this report are of medium significance in relation to the Christchurch City Council's Significance and Engagement Policy.
- 4.15 The level of significance was determined by using the engagement and significance matrix. Staff assessment is that the matter is of medium significance for the following reasons:
 - 4.15.1 There is strong local community interest in this project and ongoing requests for improvements to be made at this intersection. There has also been ongoing media interest in this intersection.
 - 4.15.2 Any works will impact on bus routes servicing the wider Christchurch community.
- 4.16 The community engagement and consultation outlined in this report reflects this assessment.

5. Options Analysis / Ngā Kōwhiringa Tātari

Options Considered / Ngā Kōwhiringa Whaiwhakaaro

5.1 The following reasonably practicable options were considered and are assessed in this report:

- Option 1 – Cul-de-sac Norwich Street (preferred option)
- Option 2 – No left turn from Buckleys Road into Norwich Street
- Do Nothing/retain existing

Options Descriptions / Ngā Kōwhiringa

5.2 **Preferred Option:** Cul-de-sac Norwich Street – Option1

5.2.1 **Option Description:** This option looks to cul-de-sac Norwich Street at the Buckleys Road end. This option provides a continuous bus stop which can accommodate three buses and creates a communal waiting area. This proposal also relocates the bus stop on the Eastgate Mall side closer to the mall entrance and includes the provision for a signalised crossing.

5.2.2 Option Advantages

- Provides a good waiting space for bus patrons, making it easier to access the public transport services.
- An accessible friendly design for access on and off buses by incorporating high profile kerbs.
- Provides a signalised pedestrian crossing which reduces the likelihood of pedestrian crashes.
- Relocating the crossing to the pedestrian desire line, reduces the desire for unsafe pedestrian crossing activity.
- Moves the bus stop on the Eastgate Mall side of the road closer to the mall entrance.
- Provides sufficient bus stops to support the bus service demand, improving the reliability of passenger transport journey time.
- Moves the stops away from residential property accesses.
- Provides an opportunity to add greenspace to the residential area.
- Provides a disabled parking space close to the mall entrance.
- Prevents Norwich Street from being used as a “rat run” for traffic moving through the area.
- Provision of bus gates for southbound and northbound buses, allowing an opportunity to move into the live traffic lanes, improving bus travel times.
- Provides shared path and cycle bypass of bus stop for interested but concerned cyclists.

5.2.3 Option Disadvantages

- Restricts all vehicular access to Norwich Street from Buckleys Road.
- Requires the removal of 16 trees.

5.3 **Option 2 - No left turn from Buckleys Road into Norwich Street**

5.3.1 **Option Description:** This option looks to prevent left turn access to Norwich Street from Buckleys Road. This option provides a separated bus stop across the Norwich Street left turn exit and can accommodate two buses to the south and one bus to the north of Norwich Street. This proposal requires the installation of a zebra crossing across the left turn exit from Norwich Street to allow for the movement of passengers between bus stops. This proposal also relocates the bus stop on the Eastgate Mall side closer to the mall entrance and includes the provision for a signalised crossing.

5.3.2 **Option Advantages**

- Retains a left turn exit for the residents of Norwich Street to Buckleys Road.
- Provides a signalised pedestrian crossing which reduces the likelihood of pedestrian crashes.
- Relocating the crossing to the pedestrian desire line, reduces the desire for unsafe pedestrian crossing activity.
- Moves the bus stop on the Eastgate Mall side of the road closer to the mall entrance.
- Moves the stops away from residential property accesses.
- Improves user satisfaction of public transport facilities.
- Provision of bus gates for southbound buses, allowing an opportunity to move into the live traffic lanes, improving bus travel times.
- An accessible friendly design for access on and off buses by incorporating high profile kerbs.

5.3.3 **Option Disadvantages**

- Splits the bus stops on the north side of Buckleys Road and does not cater for the current ECAN operated timetable. The stops currently operate as a timing point, the splitting of the stops would mean that if a bus was parked at the single stop to the north east of Norwich Street a following bus of the same route would not be able to stop as the passengers for the route would be located at the incorrect stop.
- Restricts some vehicular access to Norwich Street from Buckleys Road.
- Requires the removal of 16 trees.

5.4 **Option 3 – Do Nothing**

5.4.1 **Option Description:** Do nothing – the upgrade to the bus stops and shelters are not completed and the existing facility remains.

5.4.2 **Option Advantages**

- Do nothing is a low cost option.
- 16 trees will not be removed.
- No construction disruption to the community.

5.4.3 **Option Disadvantages**

- Existing problems around unsafe pedestrian crossing activity is not addressed.
- Access to properties impacted by bus services on Buckleys Road are not resolved.

- Potential for congestion as two buses cannot stop clear of vehicle lanes at the same time.
- Does not improve comfort for passengers waiting for their buses
- The potential negative impact it could have on the Council reputation given the positive feedback received during community consultation.

Analysis Criteria / Ngā Paearu Wetekina

- 5.5 The project team considered all available options and reviewed them against the feedback received from the community and the project objectives.

Options Considerations / Te Whaiwhakaarotanga

- 5.6 Option 1 meets the objectives of the Council's Long Term Plan and meet the objectives of the project.
- 5.7 Option 2 meets some of the objectives of the Council's Long Term Plan and some of the objectives of the project.

6. Community Views and Preferences / Ngā mariu ā-Hāpori

- 6.1 Consultation on the project was held between 13 November 2019 and 4 December 2019.
- 6.2 Staff hand delivered 141 consultation documents to the residents directly affected by the proposed options, specifically the residents of Norwich Street, Buckleys Road and McLean Streets. In addition to this 100 copies were distributed to the Linwood Library and Service Centre, local shops and the Mall Management at Eastgate Mall were also supplied copies of the consultation document. Copies were also distributed to key stakeholders and absentee owners.
- 6.3 In addition to the consultation leaflets, posters were also attached at nearby bus shelters and displayed at the Central Bus Interchange.
- 6.4 A two hour drop in session was held on 20 November 2019 at the Eastgate Mall. Approximately 30 people attended the session.
- 6.5 In addition to the consultation early engagement was also undertaken with the management of Accessible Properties who own and manage the site on the corner of Norwich Street, the Disability Advisory Group and the Eastgate Mall Management.
- 6.6 Staff also sought direct feedback from the emergency services on both options to ensure the designs met their needs. Both options are supported by the emergency services.
- 6.7 87 submissions from residents, businesses and groups were received, the full feedback can be viewed as **Attachment B**.
- 6.8 Of the 87 submissions received 77% of respondents supported Option 1, 8% Option 2 and 2% either option. 13% of respondents did not support the proposals. Of the submissions received from the Norwich Street residents 90% supported Option 1. The full analysis of this consultation can be found as **Attachment C**.
- 6.9 The key themes that came out from the consultation were concerns around the shelter design, impacts on cyclists, the signalised pedestrian crossing affecting travel times, loss of trees, need for lighting, lack of disabled parking outside the mall and speed issues in the area.
- 6.10 As part of the consultation process we asked for feedback on what people would like to see in the landscaped area included in Option 1. The strongest desires were for seating and trees. This feedback will be used to help formalise a landscape plan for the area during the detailed design process. A breakdown of this feedback is included in **Attachment C**.

6.11 The following changes have been made to the Option 1 as a result of the community consultation:

- The pedestrian crossing on the Mall side has been moved closer to the Mall entrance by flipping the direction of the staggered crossing. A short bus lane is installed from the bus stop to the crossing for the operation of a bus gate.
- Taxi stands have been moved away from the Mall entrance. This allows for a disabled parking space and two P10 spaces to be installed on the Mall side.
- Existing trees on the Mall side have been removed as they have created pinch points on the footpath and reduce accessibility for all users.
- The cable fence on the central median is proposed to be replaced by 1.5 m high pedestrian safety fence.

7. Legal Implications / Ngā Hīraunga ā-Ture

- 7.1 There is not a legal context, issue or implication relevant to this decision
- 7.2 This report has not been reviewed and approved by the Legal Services Unit
- 7.3 The installation of any signs and/or markings must comply with the Land Transport Rule: Traffic Control Devices 2004.

8. Risks / Ngā tūraru

- 8.1 There is a risk of service clashes with this project, we will be working with utility providers to minimise these risks during the detailed design phase.

9. Next Steps / Ngā mahinga ā-muri

- 9.1 A hearings panel will hear the views and concerns of the community who wish to speak to their submissions.
- 9.2 The recommendation of the hearings panel will be reported to the Community Board and Council for decision making.
- 9.3 If approved, the scheme is scheduled to progress to detailed design immediately with construction planned to commence in February 2021.

10. Options Matrix / Te Poukapa

Issue Specific Criteria				
Criteria		Option 1 – Cul-de-sac Norwich Street	Option 2 – No left turn from Buckleys Road into Norwich Street	Option 3 – Do nothing
Financial Implications	Cost to Implement	\$1,206,110	\$1,248,258	Nil.
	Maintenance/Ongoing	An additional \$3,600 per annum. This is due to additional street furniture, street trees, kerbs and landscaping areas. This will need to be provided for in the planning of future Long Term Plans.	An additional \$3,645 per annum. This is due to additional street furniture, street trees, kerbs and landscaping areas. This will need to be provided for in the planning of future Long Term Plans.	On-going maintenance costs will remain the same.
	Funding Source	2018-2028 Long Term Plan (ID# 52498): \$1,093,846 Additional budget will need to be allowed for, either from savings on other projects or as part of the Annual Plan/LTP process. Staff are working with NZTA to maximise subsidy opportunities.	2018-2028 Long Term Plan (ID# 52498): \$1,093,846 Additional budget will need to be allowed for, either from savings on other projects or as part of the Annual Plan/LTP process. Staff are working with NZTA to maximise subsidy opportunities.	Not applicable.
	Impact on Rates	Rates will be impacted by 0.0035% from the year of delivery.	Rates will be impacted by 0.0038% from the year of delivery.	Rates will be impacted by -0.0065% if no solution is implemented.
Criteria 1 - Climate Change Impacts		Improvement in Public Transport Infrastructure will promote mode shift away from private use vehicles with a	Some improvement in Public Transport Infrastructure will promote mode shift away from private use vehicles with a	This option does not reduce emissions from vehicles nor provide additional street planting.

	resulting reduction in emissions. Additional street planting.	resulting reduction in emissions. Some additional street planting.	
Criteria 2 - Accessibility Impacts	This option provides improved accessibility for mobility impaired and pedestrians.	This option provides improved accessibility for mobility impaired and pedestrians.	This option does not provide for improved accessibility for the mobility impaired, nor for pedestrians and cyclists.
Criteria 3 - Health & Safety Impacts	Provision of a signalised crossing will improve accessibility for the mobility impaired and general pedestrians, reducing the risk of unsafe jaywalking. The provision of bus stops away from residential property accesses will reduce the occurrence of buses hindering the access to properties and waiting in the live traffic lanes.	Provision of a signalised crossing will improve accessibility for the mobility impaired and general pedestrians, reducing the risk of unsafe jaywalking. The provision of bus stops away from residential property accesses will reduce the occurrence of buses hindering the access to properties and waiting in the live traffic lanes.	This option will not reduce the current health and safety concerns.

Statutory Criteria			
Criteria	Option 1 - Cul-de-sac Norwich Street	Option 2 - No left turn from Buckleys Road into Norwich Street	Option 3 - Do nothing
Impact on Mana Whenua	This option does not involve a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value.	This option does not involve a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value.	This option does not involve a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value.
Alignment to Council Plans & Policies	This option is consistent with Council's Plans and Policies, with the following: <ul style="list-style-type: none"> 2018-2028 LTP 	This option is consistent with Council's Plans and Policies, with the following:	This option is not consistent with Council's Plans and Policies as it does not

	<ul style="list-style-type: none">Christchurch Transport Strategic Plan 2012	<ul style="list-style-type: none">2018-2028 LTP Christchurch Transport Strategic Plan 2012	support the Councils Long Term Plan.
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Attachments / Ngā Tāpirihanga

No.	Title	Page
A ↓	Scheme Plan for Approval	18
B ↓	Consultation Submissions (redacted)	19
C ↓	Linwood PT Hub Consultation analysis	60

Confirmation of Statutory Compliance / Te Whakatūtutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

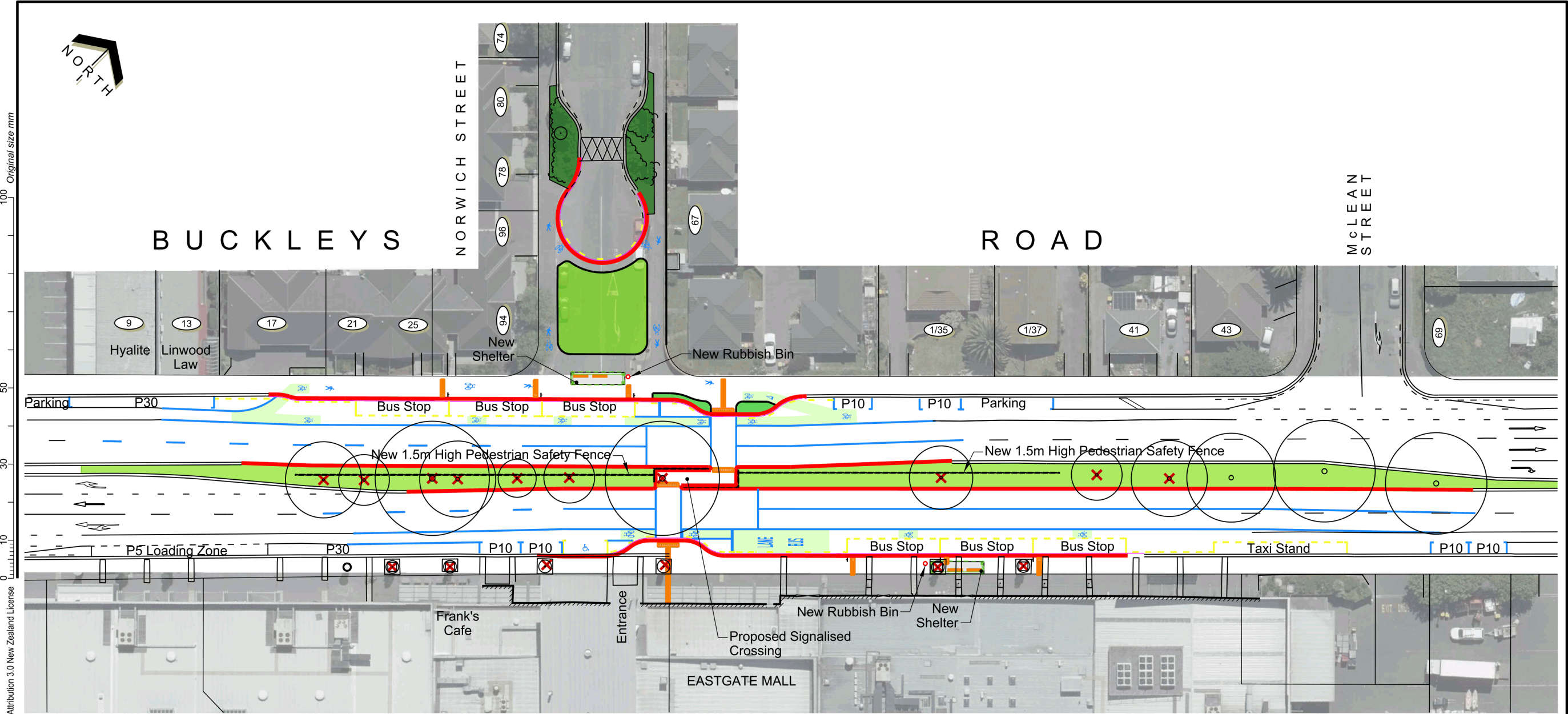
(a) This report contains:

- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories / Ngā Kaiwaitohu

Authors	Jenny Rankin - Project Manager Sharon O'Neill - Team Leader Project Management Transport
Approved By	Lynette Ellis - Manager Planning and Delivery Transport Patricia Christie - Head of Business Partnership Richard Osborne - Head of Transport David Adamson - General Manager City Services



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KEY	
	Existing Kerb
	Proposed Kerb
	No Stopping
	New Cable Fence
	Grass
	Landscape Planting
	Existing Tree
	Existing Tree to be removed

Eastgate Bus Stops
Safety Improvements
Plan for Approval

Option A

Original Plan Size: A3
ISSUE.1 13/01/2020
TP356201 VMI CP503417

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
30537	Option 1 - Cul-de-sac Norwich Street	Option one is a safe and efficient design that supports the bus services in this area as well as waiting passengers. Enhanced infrastructure such as the features outlined in option one will further promote the use of Public Transport which is very positive. Step free access to the buses and suitable stop lengths will reduce the likelihood of incidents occurring which is positive.	Thank you for the opportunity to submit on the proposed options.	Ben Barlow	Go Bus Transport Ltd	Regional GM	Addington
30521	Option 1 - Cul-de-sac Norwich Street	Safer for cycles, easier for buses, and much more simple.		Leighton Thompson			Bishopdale
30548	Option 1 - Cul-de-sac Norwich Street	<p>As the organisation responsible for provision of public transport services in Canterbury, Environment Canterbury supports any proposal to improve the lot of the bus travelling public. The Eastgate public transport hub is one of the busiest in Christchurch and the boarding/alighting point for significant numbers of journeys on any given day.</p> <p>Option 1 provides a higher standard of amenity for users. Splitting services between two or more points with separate shelters and stops increases user anxiety as to whether they are at the right place to catch "their" bus and requires a higher level of information and wayfinding to direct passengers to where they need to be - this acts as a barrier to effect use. Option 1 removes this barrier to use.</p> <p>Connectivity between stops on either side of Buckleys Road is better in option 1. The crossing is better placed and will enable passengers to more easily transfer to any connecting services and to access Eastgate Mall.</p> <p>Operationally option 1, by not having an intersection which motor vehicles can use to turn across buses as they approach and leave stops, should be both easier and safer to use for bus drivers and for passengers. Passengers running across the zebra crossing as shown in option 2, will be at risk of coming into conflict with turning motor vehicles when they may be distracted by trying to get to their bus service.</p> <p>Option 1 also appears to provide more flexibility to provide a quality waiting space with suitably sized shelters and signage and space to maneuver through the area if you are a pedestrian.</p>	The Christchurch City Council has committed to provide Christchurch metro passengers with an excellent public transport experience. This includes designing high standard infrastructure that is convenient to use (see public transport customer charter, page 16 Canterbury Regional Public Transport Plan 2018-2028).	Len Fleete	Environment Canterbury	Senior Strategy Advisor Public Transport	Central city
30266	Option 1 - Cul-de-sac Norwich Street	The benefit of the wee turn is tiny compared to the cost of slowing down traffic and buses as people use it to rat-run. Cutting off street access makes the side street safer too. All bus users in the east should be considered over the few moaners about this loss of intersection.	Ideally there would be constant (enforced) bus lanes all the way to the east for the yellow line, but this is a start.	Greg V			Christchurch
30467	Option 1 - Cul-de-sac Norwich Street			Shiloh Macdonald			Christchurch

The Public Transport Customer Charter

Customers are at the heart of our public transport system. This customer charter is a commitment by all the agencies that form the public transport partnership in Greater Christchurch and Timaru to work together to provide our customers with an excellent public transport experience.

The public transport partnership includes:



For the full customer charter visit: www.metroinfo.co.nz

Under this customer charter, we will:

Provide excellent customer service and value our customers

We'll be friendly, courteous, helpful, and timely with our customer service. We consider that your journey is our responsibility and we're committed to doing what we can to ensure all your experiences of our system are successful and positive.

We appreciate that by choosing public transport, you're helping us make a better public transport system. We value this and want to acknowledge the support you give to your public transport system. To do this, we'll offer a range of rewards and incentives to encourage people to use public transport and let you know that we appreciate your support.

Provide a public transport system that encourages regular use and attracts new users

We want more people to choose public transport more often. We understand that making public transport an attractive choice for new users requires a real commitment to quality.

We'll design and deliver routes, services and infrastructure so they are as attractive and environmentally friendly as possible, so that more and more people choose public transport.

Provide reliable journeys

We know that arriving late can make or break your day, so we need to get you where you're going on time.

We'll strive to deliver reliable services with consistent journey times and provide the right infrastructure to keep your service moving. We'll also publish performance results each month so you can see how we're doing, and we can see where we need to improve.

Make public transport easily accessible

We want it to be as easy as possible for everyone to use our services so we're committed to improving the whole system, including for people with limited mobility, hearing or vision. To do this we'll strive to:

- Keep public transport fares as low as possible.
- Maintain high standards of vehicle and infrastructure accessibility, including good quality footpaths to major stops.
- Ensure all information is easy to access and understand, reducing any cultural and language barriers.
- Design routes, services, payment systems and infrastructure to enable convenient use and seamless end-to-end journeys.
- Regularly seek your feedback to help us identify ways to make our systems easier to use and to look for opportunities to make improvements.

Provide safe and comfortable journeys

We appreciate that comfort and safety are big factors in whether you choose to use public transport, so we're committed to:

- Keeping vehicles and facilities clean and in good condition.
- Providing seats for as many passengers as possible.
- Designing and managing infrastructure so it provides high personal security for passengers.
- Providing adequate shelter at key stops.
- Integrate with bike share services, where available.
- Training drivers so that your journey is safe and smooth.
- Transitioning to zero emission vehicles.

Keep you informed and listen to you

We'll provide you with the information you need so that you can confidently choose public transport. We're committed to:

- Making information available in a timely manner and in a range of formats so it's clear and easily accessible.
- Using the communication channels and information platforms that our customers expect in an ever-changing world.
- Embracing innovative and open ways of sharing information, communicating with you and enabling you to communicate with us.
- Welcoming your feedback at all times and providing regular formal opportunities for you to have your say on what we're doing. We'll consider all feedback and ideas and provide clear reasons for the decisions we make.

How you can help

As a public transport customer, you can help us achieve this by:

- Being friendly and respectful to your driver, fellow passengers and the whole public transport team.
- Respecting public transport vehicles and facilities, helping us keep them clean, tidy and in good condition.
- Letting us know when things need attending to. We want to hear from you so we can address any issues and keep making public transport better.

See the Public Transport Customer Code of Conduct for full detail:

www.metroinfo.co.nz/info/Pages/CodeOfConduct.aspx

Delivering this high quality customer experience is a big challenge. We know we won't always get it right and we'll always have more to learn. Your feedback on how we're doing and ideas on how we can improve are really important to us.

Please feel welcome to give us any feedback here: www.metroinfo.co.nz

Together we can make an excellent public transport system.

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
30645	Option 1 - Cul-de-sac Norwich Street	<p>The Canterbury DHB supports option 1 because Option 1 - the Cul-de-sac on Norwich Street:</p> <ul style="list-style-type: none">- Reduces traffic in the proximity of the bus stops, thus increasing safety, especially for children, elderly, and commuters who are vision and mobility impaired.- Enables all bus stops to be in one place, the alternative would require commuters to cross a road, again increasing risks for the above noted groups and additionally increasing navigation difficulty for this group when they have to change busses or are uncertain which stop is appropriate for them- Has a bigger shelter catering for all bus commuters and thus promotes active transport- Is the most visually appealing option <p>The Canterbury DHB does note that a separated cycle way is a preferred addition increasing safety for cyclists and pedestrians. This is not considered in either option. Both options require cyclists to pass parked cars and bus stops, thus increasing their risk to be injured by opening car doors or bus commuters stepping in their path from behind a bus.</p>	Thank you for the opportunity to comment on the proposed changes. The Canterbury DHB is strongly supportive of the proposed infrastructure upgrade, in particular of option 1. This change will promote greater active transport which contributes to public health and sustainability.	Silas Thielmann	Canterbury District Health Board	Advisor	Christchurch
30509	Option 1 - Cul-de-sac Norwich Street	<p>This give better traffic flow for buses.</p> <p>BUT, there should a bus lounge protected from the weather for the East, not some exposed stops. This is important so that people see taking the bus as an alternative to driving in a warm car!</p>		Gary Velman			Christchurch East
30555	Option 1 - Cul-de-sac Norwich Street	Its safer for those waiting for the bus. Open, connected rather than disjointed. It will be an asset for those who live in the area rather than attract non bus users who would find it easier to hide and cause problems in option 2.	It looks great, much better than what is there now. Please have wooden seats, shelter from the glare and highly visible stops where bus users can see what is arriving.. Good to see pedestrian crossings. Not sure why you mention buses waiting, they should be like the exchange - a pick up and drop off point only. I use the bus stops elsewhere but not at Eastgate at the moment. If you make these changes I'll often leave my car behind when travelling to Eastgate. Hopefully you're working with Ecan to have communication regarding local bus routes visible and hopefully one day join all the local bus routes at the mall. By the way mtf advertising to 16/17 year olds on the back of the Orbiter - Receiving rating funding and advertising against the outcomes. Local Govt Act rules - suggest ECan reads them.	Emma Jamieson			Dallington
30440	Option 1 - Cul-de-sac Norwich Street	I have biked past here several times on the way to and back from the Avon River loop. The painted bike lane on the road and along the bus stop are dangerous as is. Removing the danger from turning traffic will make this section at least somewhat safer (see additional comments below).	The routing of the bike lanes on either side of the road to the right (inside) of bus stops and parking is highly dangerous in many aspects. Given the opportunity of a complete rebuild, the cycle lane should really be routed off the roadway next to the pedestrian footpath for this busy section, in particular on the Mall side. Otherwise, cyclists will have to avoid buses by veering right into the vehicle lane and are threatened by vehicles turning into the bus/parking bays. Too many cyclist	Volker Nock			Hoon Hay

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
			have been killed lately in Christchurch by turning vehicles to not warrant a safer design.				
30269	Option 1 - Cul-de-sac Norwich Street	I would prefer no change to Norwich St because I live on the street and use the intersection every day to commute to work and back. Also, the kind of people that hang around the bus stop would not appreciate any landscaping etc and would most likely use the new green space to congregate and use drugs etc. if I had to choose an option, I would choose option 1. This is only because it would stop speeding vehicles down Norwich St and my street would be quieter and safer.		Joanna Ward			Linwood
30285	Option 1 - Cul-de-sac Norwich Street	Looks tidier and inviting which the area needs. I also use the buses but mostly the next stop down Buckley's rd, but sometimes walk down to the Eastgate stop if it's raining as no shelter on the Rhona St stop.		Tracy Va'a			Linwood
30288	Option 1 - Cul-de-sac Norwich Street	Looks like a thoughtful, considered option for the local community. Prefer how this option allows for better landscaping and facilities.		Lisa McGonigle			Linwood
30378	Option 1 - Cul-de-sac Norwich Street	I live in Norwich Street and usually enter and exit via Worcester Street which means it is okay for the other end of the street to be blocked off. I like the idea of making it easier to cross the road to the mall and improve the bus stops along this area. Thanks for your idea of doing this. I like the idea of making Linwood more attractive as well. For too long the median strip outside the mall has been neglected and I was pleased to see it improved recently. I like the idea of including green space in this plan as I think it is really important to make it more attractive.	I hope there can be lots of native species in the planting - plants that will survive the conditions in Christchurch - hot and dry more and more. Green green and more green plus some brownish grasses etc too sounds good to offset the concrete and asphalt.	Anne-Marie Rose			Linwood
30411	Option 1 - Cul-de-sac Norwich Street	It is the easiest and most direct route into Norwich Street.	Putting in an extra pedestrian crossing is over kill - there are 2 crossings already in place in either direction just a few metres away. The extra crossing will also cause more congestion on an already congested and busy intersection and will make it harder for the residents to access their driveways. I think it is also important for the waiting area to be fully wheelchair accessible	Menna Harries	Linwood Resource Centre		Linwood
30413	Option 1 - Cul-de-sac Norwich Street	I think that it would be safer to have Norwich street blocked off as it would be more controlled for pedestrian use and would mean less traffic.	I think it is important to landscape the area with trees as more shade for people waiting would be ideal. Plus more than one rubbish bin would be good to combat rubbish. Another problem is the trolleys that get dumped there from people who shop at Countdown or Warehouse and use the trolleys to take their shopping to the bus. A trolley holder would be a good way of controlling where they are left. Also, good lighting is essential for safety at night.	Lauren McDonald			Linwood
30443	Option 1 - Cul-de-sac Norwich Street	Better amenity and don't need to worry about cars	I'm not sure why Riccarton gets these flash indoor bus lounges with security and stuff and we just get a normal bus stop.	Cameron Bradley			Linwood
30451	Option 1 - Cul-de-sac Norwich Street	A left turn splits the bus stop & parked buses would block the cycle lane at times. A complete cul-de-sac seems safest. I live in Norwich Street & often catch the buses so it seems an excellent idea.	Are there any plants or colours you would like to see in the planting? Deciduous rather than ever green trees. Plenty of very sturdy support & protection posts!	Kevin Fitzgerald			Linwood

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
			The Norwich Street bus shelter will need to provide North-East wind and Southerly wind shelter. Crossing lights great!!				
30475	Option 1 - Cul-de-sac Norwich Street	That option 1 more more safer than option 2 because more protection for both side of Norwich Street.	Trees are not recommended due distraction when bus arrive.	David Maclure			Linwood
30477	Option 1 - Cul-de-sac Norwich Street	Traffic for those living on Norwich st will be impacted regardless of which plan is selected. Option one however at least softens the blow to existing residents by beautifying the end of the street and creating green space. This option also creates a safer area for children to wait for their buses		Kimberley Evans			Linwood
30487	Option 1 - Cul-de-sac Norwich Street	It gives a safer for elderly perdestrians, walk frame users and mobility & wheelchairs MANY of which lice in the housing complexes on both side of Norich St / Buckleys Rd corner - the new bus shelter at the end of Norich St I hope will be of a non glass material and so wont be broken as is the exsisting ones. Op 2 having one way entry into Norwich St would be an extreme safty issue	Good lighting both is this area and also along Buckley Rd. Yellow and red bubbish contains to attract recycling. Time and destination machines should be lower so low vision people can more easeily see them. CTV cameras looking from the area above the Mall entrance and pointing out the area opposite would be a good idea	Neale Tomlinson			Linwood
30488	Option 1 - Cul-de-sac Norwich Street	Safer then 2 - enhancement of Norwich Street behind bus shatter in favour of new predestion lights at crossing		Pearl Price			Linwood
30490	Option 1 - Cul-de-sac Norwich Street	Make Norwich Street less busy. No more boy races & fast motorbikes	It will be lovely if you do the garden & lawn like they do in Fendalton	Paul & Maree Andrews			Linwood
30492	Option 1 - Cul-de-sac Norwich Street	I like Option 1 with a small reserve with trees water fountain where people could refill their bottles (and maybe seats) we don't want the motley crew hanging around too long - I like Option 2 because the crossing is way better opposite the mall entrance	Move the crossing to the centre is better. As a resident of Norwich St I would like parking lines in our street as people often park over our drive way to go to the mall. I quite like the culdesac as it means our st will be quieter however longer to get some places. Thanks T	Tania Rogers			Linwood
30497	Option 1 - Cul-de-sac Norwich Street	I prefer the cul-de-sac option, however I am concerned at the need for both of the options proposed to cut down an extensive amount of trees in the median strip on Buckleys Road - why do any of the trees need to be removed at all? Why is the median strip being altered if the bus stops are just being moved along the road slightly and the crossing already exists (but will have lights added) - the diagrams provided in the consultation don't really show why the median strip needs to change? I am also concerned that the rather uninspired design of the grassed area created by the cul-de-sac will become another neglected area for litter and people to loiter around, as unfortunately most of Linwood is overlooked for basic maintenance and upkeep and the general areas around the intersection, bus stops and mall are not very pleasant places to be.		Steven Ward			Linwood
30501	Option 1 - Cul-de-sac Norwich Street	This will make it safer for cyclists and also pedestrians crossing the road to go to the mall. I will also stop the speeding cars who use Norwich Street as a way of avoiding lights at Linwood Avenue, it gets quite dangerous from about 4:30 pm to 6:00 pm. Hopefully it may mean new kerb and channeling along the street in the future.		Rosslyn Brewer			Linwood

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
30511	Option 1 - Cul-de-sac Norwich Street	Option one moves the buses right away from the driveway and leaves little chance for them to be re-established there. We have been subject to buses blocking the driveway for years. It has been getting worse as time goes by. It is also very dangerous trying to enter and exit the driveway. I have had an accident there about three years ago. A departing bus didn't look and drove into my car as I was entering the driveway. I will be glad to see them gone.		Kimberley Black			Linwood
30531	Option 1 - Cul-de-sac Norwich Street	Would be safer for all using buses & pedestrians & motor vehicles		Gay McLean			Linwood
30533	Option 1 - Cul-de-sac Norwich Street		<p>Your written pamphlet on how to make submissions offered for people to come and talk to you at Eastgate Wed 20th Nov. I did. Lovely people but no one wrote down anything I said, all directed me to do either a written or on-line submission. So, the drop in session is not really an effective opportunity to feed back at all. We are forced back onto an often frustrating on-line feedback form or written feedback entrusted to the not so capable NZ Post!</p> <p>Concerns</p> <p>No left turn into Norwich St</p> <p>I live at [REDACTED] Linwood AVE. To exit my property I have to go left because of the median strip in Linwood Ave. When I want to go West, along Linwood Ave I either have to do a hard right turn at the Buckleys/Aldwins:Linwood Ave intersection or go left into Buckleys Road and then left again at Norwich Street, then I am going in the direction I want. Anyone leaving properties on this North side of Linwood Ave have the same problem. These include the very busy blood testing facility, Piki Te Ora Doctors, 2 Dentists, Mosque worshippers and anyone shopping in the small complex East of the Mosque. Similarly coming home after 4pm, from the East side of the Buckleys/Aldwins:Linwood Ave intersection, it is easier to do a right turn at the lights then left into Norwich St, left at Worcester St and left back onto Linwood Ave on the correct side to turn into my drive. Your proposal will force extra traffic into McLean Street.</p> <p>New Shelter?!</p> <p>Your proposed new singe bus shelter appears no bigger than the 2 that you declare are not adequate at the moment.</p> <p>I don't know what part of CHCH the originator of the new bus shelter lives but in the East, we have bitterly cold Easterlies, they are the prevailing winds in this part of town. Your new shelter is badly situated facing NE, right into the wind, it wouldn't shelter from anything other than a NW which is a warm wind. This is nonsense and not practically thought out. An open shelter only protects from rain that falls directly down, not blown by the wind. To be a shelter it needs to have sides that wrap around as well as a roof. Could the shelters be</p>	Barbara Clark			Linwood

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
			<p>curved, the open part facing North, with windows to the south to enable a line of sight to incoming buses. They won't stop unless you wave them down, you can't wave them down if you can't see them coming. Could the shelters (plural) be staggered or nested, on the site?</p> <p>Please consider two bus shelters rather than one large one. This gives the quieter citizens a better chance of a pleasant wait away from the rowdies – teens and otherwise – who often monopolise bus shelters.</p> <p>I note the buses would now be stopping and idling outside the sheltered housing at 17-25 Buckleys Road. They were built before this proposed change and I for one would not find it calming to have such noise, nor bus patrons loitering about my open frontage, especially if I lived at No.17. So No.s 35, 37, 41 Buckleys Road gain from this proposal and 17 loses?</p> <p>Trees cut down</p> <p>This hurts the most. Linwood outside Eastgate Mall is not a salubrious street scape. The mature trees in the median strip give us our only bit of soul. You have managed your underground services for this long with the trees there, please find a way to save the healthy mature specimens that give soul to our area. I note one tree has already been cut down recently, are they all going to disappear one by one?</p> <p>I can only see 3 proposed new trees on your plans and that's on the end of Norwich Street on option 2 – that you don't favour. Otherwise, here are only nebulous thoughts of new plantings (we will look at planting options) – nothing definite, no timeline. You say you need to upgrade services on that stretch of road. I can see the replanting of trees getting lost in an unscheduled time frame.</p> <p>I n the meanwhile, the whole area is dragged down into a soulless waste of scruffy tiny trees in the footpath – towered oved by soulless concrete buildings: and scruffy litter strewn footpaths than no-one cares about. There is no balancing scale that the mature sized existing trees presently provide.</p> <p>So, we lose 10 trees from Buckleys Road for option one, and 12 trees from Buckleys Road with option two. On these grounds only, I would prefer option one. And would suggest you move the crossing to the place shown on option 2 as people will always take the most direct route between where they get off the bus and the mall entrance, despite new (or old) cable fencing.</p> <p>Thank you for the proposed pedestrian traffic lights, they would be welcomed.</p>				

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
30544	Option 1 - Cul-de-sac Norwich Street	Safer for children. Prevents buses coming down Norwich Street to get to bus stop. Will reduce thru fare traffic	No bushes or shrubs as these don't look nice i.e. like the current low shrubbery at the end of Norwich Street as there currently is where cul-de-sac proposed. Crossing lights a good idea as make it safer to cross the road to get to Eastgate Mall.	Cass & Brian Mills			Linwood
30551	Option 1 - Cul-de-sac Norwich Street	Having the bus stops all in one location would make it a lot easier for passengers to ensure that they are waiting at the correct location for the bus they are after. Splitting the stop, with a road between could make for passengers having to quickly change to a new location to catch their bus. Additionally, having the traffic lights between the set of bus stops in Option 2, could mean a bus departs the first stops, and gets stuck on the crossing lights and then having people that had missed it expecting it to pull into the stop after the lights. This could cause an issue for both bus drivers and passengers, and could get hazardous with people trying to board a bus that is stopped at a red light.		Jeff Mercer			Linwood
30583	Option 1 - Cul-de-sac Norwich Street	(will enlarge up on when given opportunity to speak to this) Option 1 Will make full use of bus lane space Option 2 Would reduce bus space; reduce seating and landscape options; exacerbate existing pedestrian safety concerns with left turn.	Trees: max height 2-3 metres evergreen so as not to cause shade @ leaf nuisance to adjacent residents. Concerned about adequate turning circle for rubbish trucks, fire, ambulance vehicles. Adequate sheltered seating. Lighting to keep area well lit at night without nuisance to residents. Parking on Norwich St needs addressing re: people parking all day preventing residents use.	Christine Bennetts			Linwood
30586	Option 1 - Cul-de-sac Norwich Street	Spoke to the Council about it, got no response please help settle this matter		Roselyn Mani			Linwood
30587	Option 1 - Cul-de-sac Norwich Street	It's really hard to get in our driveways, cars coming from all direction, I find it difficult to come into my driveway when buses blocks our blind spot. So that causes accident every time.		Prasheel Ram			Linwood
30588	Option 1 - Cul-de-sac Norwich Street	Dangerous, Driving can't see blind spots, bus drivers don't communicate / help.		Pravin Ram			Linwood
30589	Option 1 - Cul-de-sac Norwich Street	- Accidents - Blind spots - Confusion with traffic		Ashvil Ram			Linwood
30603	Option 1 - Cul-de-sac Norwich Street	Reduce danger when turning into Norwich Street amongst buses, cars and pedestrians. Difficult at times now as it is close to Linwood Ave lights	Please provide rubbish bins. Paved area not a favorite as people gathering together (apart for bus stop) in this area could be a physical and social (security) obstacle for the pedestrians many of whom are elderly and disabled.	Glenice Giles			Linwood
30615	Option 1 - Cul-de-sac Norwich Street	It's really hard to get out of my driveway when buses parked it caused so many accidents but no one helps and can't see blindspots of on coming v cars it's really frustrating noone understand what someone goes through who lives right in front of the bustop drviway option 1 Norwich Street bus stop would be so beneficial for all the community's here who resides near buckleys Road I emailed alot to the nz land transport authority I also mentioned it caused a accident but no response what so ever I hope my message gets seen and hope I get a reply from someone	No	Ashvil Ram			Linwood

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
		Thank you for reading Ash					
30633	Option 1 - Cul-de-sac Norwich Street	<p>There is more space to implement a bus passenger waiting lounge on the north-eastern lane of Buckleys Road, as well as other things such as seating, trees and a drinking fountain.</p> <p>The lack of a right hand turn will increase safety for people walking and make it easier for people taking the bus to board/disembark from buses.</p> <p>There are less trees being cut down compared to option two.</p>	<p>Generation Zero supports in principle upgrades to public transport infrastructure, but wishes to express concern that the proposed changes to Buckleys Road bus stops outside Eastgate do not go far enough. Generation Zero supports the first option for the bus stops which would make Norwich Street a cul-de-sac. These changes present an opportunity to improve the bus stop infrastructure for better weather protection and greater comfort and safety for people using public transportation. Generation Zero believes the people using these bus stops deserve bus passenger waiting lounges instead of normal bus stops. These bus stops are the third busiest in Christchurch and serve as an important bus transfer stop for public and school buses. The increased safety, weather protection and comfort that would come from these lounges would encourage more people to use public transport. This would help in decreasing carbon emissions, as well as future-proof the bus stops for future passenger increases.</p> <p>The supporting submission letter attached outlines our view on the proposed changes.</p>	Roman Shmakov	Generation Zero Christchurch	President	Linwood
30634	Option 1 - Cul-de-sac Norwich Street	<p>As a resident of Norwich Street we have found It being used with increasing frequency as a speed by pass. A road to race down at high speed and then turn onto Buckleys. A Cul-de-sac would help reduce this nuisance and dangerous traffic flow of traffic down Norwich. It is the preferred option. As a resident it would be no hardship not to be able to get to or from Buckleys from that end of Norwich. A Cul-de-sac also offers the opportunity for better landscaping and to improve the street asthetic.</p>	<p>Meticulous attention needs to be placed on landscaping if this roading change bus stop hub proceeds. With rezoning in Linwood which has increased housing density there has been a degradation in the physical aesthetics of the area with the loss of old established trees and shrubbery from sections as subdivision and building occurs. No thought or attention is being put Into the environment and houses are just being slapped up. Greenery, plants and the softening and feel this provides is a well-recognised as important to aspect to the wellbeing of a neighbourhood and its inhabitants? If attention is not carefully paid to landscaping by the council it will cause further erosion of the environment. We need trees and green to soften our neighbourhood and redress the loss that is currently occurring and stop the further erosion of an old neighbourhood that was historically botanically very resplendent but being stripped out.</p>	Gina Beecroft			Linwood
30635	Option 1 - Cul-de-sac Norwich Street	<p>Having no left turn on to Norwich Street seems pointless, the street is quiet enough to become a cul-de-sac. Just like the street that leads to the back of the old intermediate school.</p>		Christina Graham			Linwood

Submission ID 30633



Submission on the Linwood Public Transport Hub

Generation Zero supports in principle upgrades to public transport infrastructure, but wishes to express concern that the proposed changes to Buckleys Road bus stops outside Eastgate do not go far enough. Generation Zero supports the first option for the bus stops which would make Norwich Street a cul-de-sac. These changes present an opportunity to improve the bus stop infrastructure for better weather protection and greater comfort and safety for people using public transportation.

The New Zealand Government has recently passed the Zero Carbon Bill, and will soon be enacted. The goal of the act is to drive action to reduce New Zealand's carbon emissions to net zero by 2050. The Christchurch City Council has set a goal of net zero greenhouse gases emissions (excluding methane) for Christchurch by 2045 as well. Christchurch's carbon emissions come mostly from transport due to private cars being the core mode of transport for >80% of trips. A significant factor in this mode share is due to the poor quality of public transport infrastructure in Christchurch.

Generation Zero believes the people using these bus stops deserve bus passenger waiting lounges instead of normal bus stops. These bus stops are the third busiest in Christchurch and serve as an important bus transfer stop for public and school buses. The increased safety, weather protection and comfort that would come from these lounges would encourage more people to use public transport. This would help in decreasing carbon emissions, as well as future-proof the bus stops for future passenger increases.

Generation Zero supports the first option to cul-de-sac Norwich Street over the second option. The reasons for this is because:

- There is more space to implement a bus passenger waiting lounge on the north-eastern lane of Buckleys Road, as well as other things such as seating, trees and a drinking fountain.
- The lack of a right hand turn will increase safety for people walking and make it easier for people taking the bus to board/disembark from buses.
- There are less trees being cut down compared to option two.

Generation Zero also believes that as little trees on the median as possible should be cut down, and trees should be planted in the surrounding area to replace those that were cut down. Trees serve as a carbon sink, as well as protection from the weather.

As stated before, Generation Zero supports this project and specifically would like to see option one being implemented, but believe that bus passenger waiting lounges are essential to serving the people who use and encouraging new people to use public transport in Christchurch, aiding in the fight against climate change.

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
30647	Option 1 - Cul-de-sac Norwich Street	<p>Option 1 is preferred as option 2 would facilitate non residential traffic.</p> <p>I understand there will be a bus shelter with seating. Needs to well lit, clean and safe.</p> <p>Please ensure that residents with walkers, wheelchairs and/or mobility scooters have unimpeded safe access on pavements as many people who are elderly or have disabilities live in the Street.</p> <p>I am not happy to have a play area at this bus stop as encouraging unsupervised children is unsafe near the busy road.</p> <p>Good rubbish bins required and regular cleaning in the area.</p> <p>I would expect the area to be landscaped and planted to enhance the shelter.</p> <p>The adjoining houses need to have adequate sound and light protection from buses, traffic and pedestrian crossings.</p> <p>Buckleys road planting - some trees ie gum need to be removed as they are dangerous and dying. but please dont hand us a concrete jungle. It is pleasant and friendly to see some trees and plants in the centre of the road.</p> <p>However trees around the bus shelter area should not encourage those who are partying or sleeping out.</p>		Kay Lloyd			Linwood
30669	Option 1 - Cul-de-sac Norwich Street			Margaret Fraser			Linwood
30672	Option 1 - Cul-de-sac Norwich Street	I think it is best for elderly folk crossing the road etc.		Finlay Pickering			Linwood
30673	Option 1 - Cul-de-sac Norwich Street	Sounds like a great idea to me, good on you guys for thinking of it.	<p>Not lots of areas that are bare & can look messy with rubbish. Maybe a community group of neighbourhood folks could take responsibility for the area & picking up rubbish & checking area is ok & reporting any broken things.</p> <p>Can you keep some of the existing big trees in the middle of the road please - don't cut them all down</p>	Anne Marie Rose			Linwood
30685	Option 1 - Cul-de-sac Norwich Street	Safety for bus passengers and other's with no vehicles crossing footpath	More rubbish bins, room for more buses at peak times when up to 5 buses arriving at once.	Peter Kerr			Linwood
30686	Option 1 - Cul-de-sac Norwich Street	I can see there is much congestion in this area. Makes sense to "tidy up" and make safer.	<p>Both options seem to "stagger" the pedestrianised crossing. if the taxi stand was moved down slightly outside Eastgate Mall it could be straight across. Would this not be more efficient?</p> <p>Happy to comment further / clarify if helpful!</p>	Tony Gallagher			Linwood

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
30688	Option 1 - Cul-de-sac Norwich Street		Proposed options will be very expensive: Norwich Street closure and landscaping; new traffic lights; median strip moved; 10-12 of our beautiful trees removed. And neither option will improve "connectivity to Eastgate Mall" because the same number of bus passengers will still be crossing busy Buckley's Road. Why can't the buses that currently stop opposite Eastgate instead stop at the back of Eastgate, in Cranley St (where the pre-EQ library was - now an empty section). Was this option considered by Council? If not, why not? I am requesting information (OIA/LGOIMA) re: the evidence gathered by Council and it's analysis of the issues.	Elizabeth Graham			Linwood
30655	Option 1 - Cul-de-sac Norwich Street	<p>This submission supports option 1.</p> <p>Very Brief Recent Background.</p> <p>In 2016 I advocated for a group of residents and property owners who were adversely affected by the current location of the eastbound bus hub/interchange at Eastgate Mall. We submitted a proposal to the community board to have it shifted to the Eastgate Mall. A bus hub could have easily and could still easily be established there near and on the former Linwood Library site.</p> <p>Council staff submitted that the present location was the favoured site, citing Independent studies from (Beca)2005, (Abley)2008 and (Abley)2011 that were all in agreement. It was also favoured by Ecan.</p> <p>Our proposal was eventually rejected in favour of the current location.</p> <p>By 2018 the situation for residents in Buckleys Rd had become intolerable, buses now unlawfully “parked” across the driveway of 35 Buckleys Rd for lengthy periods. They also frequently partially blocked 37 and 41 Buckleys Rd. There had been no improvements in the other adverse affects cited in my groups 2016 proposal. The situation had become extremely dangerous for all user groups yet city council staff were still promoting this as the optimal and most desirable location for a bus interchange. Their intention was to entrench this inappropriate location by spending a considerable amount of ratepayer money on bus shelters with no regard for safety and other undesirable effects.</p> <p>In October 2018 after extensively researching the situation I submitted a report to the CCC and followed it up with a deputation. I submitted that: the Independent studies cited by staff had been used deceptively and had misled the community board and the council into believing the current location was the optimal site when this was not so and had never been the case.</p> <p>The favoured site of the 2005 and 2008 studies was outside the petrol station which is now occupied by social housing. This is located on the Linwood Ave side of Norwich St. It provided the perfect location for a three-bay bus interchange that closely met best practise guidelines for interchanges stipulated by the NZTA. It also provided</p>		Peter Jasper			Linwood

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
		<p>space for expansion as the network grew and additional services were needed. It yielded none of the safety hazards present in the current location.</p> <p>Only the 2011 study recommended the current location. It also recommends three bus bays. It meets none of the NZTA best practise guidelines and bore no resemblance to the other site recommended and endorsed in the previous studies. Somehow transportation staff managed to construe that all three studies said the same thing and used variations on this theme in various reports to the community board and city councillors to promote the current location as well researched and independently verified. I was completely perplexed as to how this was possible as even a cursory examination of the evidence suggested no similarity in the sites apart from being on the same side of the road. Some months later by way of an OIA request, I discovered a document from Abley Transportation stipulating that the recommendations in the 2011 study were to keep the bus services moving in the post Earthquake environment and were only ever intended as an interim solution. Let's repeat that Interim solution.</p> <p>The CCC accepted the findings in my report and deputation, a resolution to find temporary and permanent solutions was passed. It also granted my request to be involved in this process.</p> <p>The Current Situation - Why Change is desperately needed.</p> <p>Generally: The Linwood transportation hub has desperately needed decent facilities for many years yet the CCC seems reluctant to spend money on improved amenities on the eastern side of the city. Instead funds set aside for this project were transferred to projects benefiting the central city. No expense has been spared in the central city and no item considered an unaffordable luxury. In contrast, much needed public transportation infrastructure and the incidental consequence of enhancing local amenities has been denied to Linwood residents. This may have happened for a multitude of reasons, residents in this locality are perhaps less likely to understand council processes and more likely to feel intimidated by them. They may also be less able or likely to strongly advocate for community facilities that enhance their environments and meet their needs.</p> <p>Specifically: Officially there are two bus stops on the eastbound residential side of Buckleys Rd opposite Eastgate Mall. One long stop each side of the driveway to 35 Buckleys Rd. The gap between these bus stops; the driveway of 35 Buckleys Road, completes the needed length for a three-bay bus interchange. The middle stop is an unofficial, unacknowledged "ghost" bus bay.</p> <p>Read this paragraph carefully: The Linwood area Integrated Transport Study – prepared and presented by staff to the council in Oct 2018 states (page 71) that only two bus stops exist. It states: these two stops have the theoretical capacity for existing services</p>					

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
		<p>and there may be times when due to traffic congestion several buses arrive at once blocking access. The fact is it is being operated as a three-bay interchange. The 6 meter “void” of our driveway is crucial to the smooth operation of bus services in this area not at times, but most of the time. The Linwood Area Integrated study also mentions the independent 2011 Abley study without giving any indication of the detail. Scrutiny of the Abley study (relevant pages attached) reveals all the detail. It reveals the deception. How is it possible that staff did not know about this when it is used to support their own report to council and justify the current location?</p> <p>In January of this year Council staff acknowledged at an on-site meeting that the Linwood bus hub (interchange) would not function properly without the third officially unacknowledged “ghost” bus bay that is across our driveway and clearly shown in the 2011 Abley study.</p> <p>To further complicate matters Ecan also use this location as a timing point and driver change location point. Buses stop here for lengthy periods. Bus company driver changeover cars also unlawfully park there creating further congestion.</p> <p>Many accidents go unreported as only minor injuries have resulted or those involved have only been shaken by their experience and carry on after resting for a while.</p> <p>To date the CCC has struggled to implement any effective temporary solutions. Moving the timing point of the orbiter in particular and driver change over location to another part of the route would have provided immediate and substantial relief to all of the adversely affected parties at minimal cost. Ecan for whatever reason have been unwilling or unable to do this. So the situation remains as intolerable and dangerous now as it was when the resolution was passed in October 2018.</p> <p>Option 1</p> <p>To their credit the City Council Transport Planners have finally recognised the current situation is dangerous, doesn't work effectively as an interchange, is not in a desirable location and does not encourage growth in bus use as there is no attractive easy to use infrastructure.</p> <p>Option 1 either eliminates or minimises all the adverse affects endured by residents for many years by moving the stops away from all residential housing and having open space around it.</p> <p>It removes or minimises the dangers outlined above for all user groups however further consideration could be given to the better implementation of CCC guidelines for cyclists.</p> <p>It incorporates a continuous unbroken three bay interchange recommended in all independent studies – (no ghost stops) and</p>					

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
		<p>presents no obstructions for bus users and drivers to navigate.</p> <p>It appears to largely comply with the NZTA guidelines. In particular the following:</p> <p>Key consideration 6: Environmental impact - By its very nature the facilities supporting a public transport network should be designed to enhance and improve the local community. One of the enhancements should be reduced negative environmental impact...</p> <p>Key consideration 9: Public transport operational requirements - Operational aspects to consider in order to provide a fail-proof environment with room for growth/change in vehicle specification include: vehicle conflict areas should be avoided or engineering controls put in place...</p> <p>Table 12: Recommended bus stop features for premium bus stops</p> <p>Locational attributes: A stop of this size should be designed to be sympathetic to and inclusive of local land-use.</p> <p>Source: Guidelines for public transport infrastructure and facilities: Interim consultation draft, April 2014</p> <p>https://www.nzta.govt.nz/assets/About-us/docs/Consultations/2014/guidelines-pt-infrastructure-draft.pdf</p> <p>The waiting area is much wider than the narrow footpath in the current location. Facilities for shopping trolleys and scooter parking could be easily incorporated.</p> <p>It enhances the amenity value of the local area. It may not be perfect but will be a monumental improvement on the present location</p> <p>The anecdotal evidence we have suggests that converting a residential street to a cul de sac enhances the liveability of a street. They are quieter. No through traffic means no speeding hoons. Of course the downside is no vehicular access from Norwich St. to Buckleys Road which seems quite minor considering the major problems that are currently caused by bus services.</p> <p>We understand that some of the residents on Norwich St. may be upset with the councils proposal. Unfortunately the site recommended in the studies cited above is no longer available. It is now occupied by social housing. Other possibilities we suggested have been rejected.</p> <p>Option 2</p> <p>We unequivocally reject option 2. The public document contains a Ghost bus bay (we have had enough of ghost bus bays)</p> <p>Ecan want two stops on either side of the Norwich Street exit for this</p>					

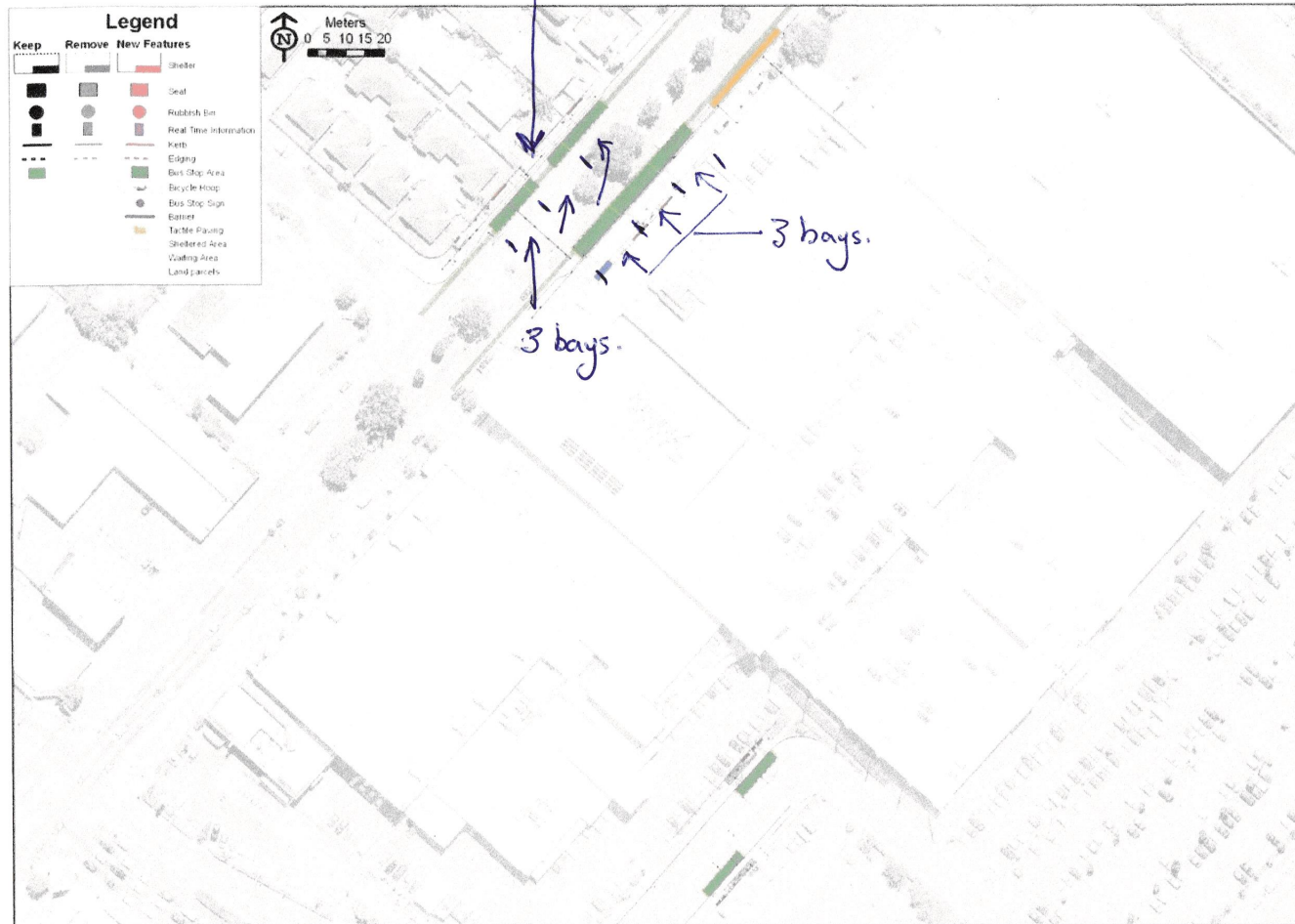
ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
		<p>option. We strongly objected to this as it facilitates an easy path toward recreating the current intolerable situation as the number of services increase. The fourth stop – a key design element - was removed – “for the purposes of this public consultation” .We believe Ecan will apply pressure for the fourth stop to be reinstated in the final plan. It's then a small step for another stop to be reintroduced at a later stage on the other side of our drive completely recreating the intolerable situation we now have. We can't accept this! This is another deception. Option 2 is not presented in good faith as it fails to make full disclosure. I suggest this makes option 2 invalid.</p> <p>This option also has compliance issues with key considerations in the NZTA guidelines (eg. key consideration 9 specified above.)</p> <p>Final Comments</p> <p>This proposal is put forward by the CCC yet it is clear that Ecan has considerable influence on the final outcome. It is also clear Ecan have had considerable influence in contributing to the implementation and continuance of the current location as desirable and permanent when it was only ever intended as an interim outcome. Also noted is that Ecan could have contributed to immediate and significant temporary solutions but chose not to. Option 2 having a key design element removed for public consultation signals that Ecan still finds the current location desirable in spite of the many adverse consequences to residents and the wider community that are now well documented and accepted by CCC staff.</p> <p>Description of attachments</p> <p>Extract 1 from Abley 2011 study</p> <p>Extract 2 from Abley 2011 study</p> <p>2 stops or a 3 bay interchange?</p> <p>Unlawfully “parked” bus.</p> <p>Unlawfully parked “Gobus car”</p>					
30319	Option 1 - Cul-de-sac Norwich Street	This would look better.	We have buses driving up Wyon st. Especially noticed at 6:50am each day. If they go faster than 50km they rattle windows and its not pleasant.	evan chadwick			Linwood
30325	Option 1 - Cul-de-sac Norwich Street	More green pedestrian areas make for nicer urban developments.	The more we can promote alternatives to driving cars and using public transport the better.	Nisha Duncan			Linwood
30585	Option 1 - Cul-de-sac Norwich Street	1 choice option 1 because for me this is the permanent long term solution for the problem about the bus stop. And to prevent some potential problem because it has been dangerous getting in and out of the driveway.	<p>I prefer option 1 is the right choice due for the following:</p> <ul style="list-style-type: none"> - It is safe for the commuters - There's enough space to build a waiting shade, toilet, drinking fountain and seating area 	Abelardo Martin			Linwood

Submission ID 30655

unshading this is deceptive as at first glance
it looks like a gap - but isn't really is it.

ENVIRONMENTAL COMMITTEE 26. 8. 2014
ATTACHMENT 3 TO CLAUSE 5 170

Figure 8.6 Proposed Linwood Suburban Interchange Design



From 2011 Abley Study.

Environment Canterbury
Suburban Interchanges and Super Stops

abley
transportation consultants

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Submission ID 30655

From 2011 Abley Study.

Very Gracious of them not to continue a shelter across the drive.

8.12

Proposed Design

The proposed design of the Linwood Suburban Bus Interchange is shown in **Figure 8.6**. Larger representations of the proposed design are provided in **Appendix A**. The key features of the design include:

- Space for three continuous bus stops on either side. On the residential side the middle bus stop will cross a driveway, the shelter will discontinue in this as well as the painted bus stop to minimise the impact on the driveway's owner.
- Rerouting of bus routes behind Eastgate Shopping Centre so all go through suburban interchange
- Alternative stop behind Eastgate Shopping Centre on new diverted route,
- Cycle parking on both sides and cycle lanes that travel through the interchange on both sides.

how does this work ??

Submission ID 30655





Submission ID 30655



ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
			<div>- To minimized traffic build</div> <div>- There's enough room for supermarket trolley & scooters park</div>				
30611	Option 1 - Cul-de-sac Norwich Street	<div>Submission</div> <div>I unequivocally oppose option 2 due to the risk of a fourth bus stop being potentially added back in front of 35 and 37 Buckleys Road, which would continue the hazardous and dangerous situation currently faced by residents of the four homes here.</div> <div>I choose Option 1 because:</div> <div>I bought ██████ Buckleys Road in 1997 and I recall that the bus stop facility was serviced by one bus route through the city to New Brighton and although at times it was noisy and a nuisance it wasn't too bad.</div> <div>In 1998 I supported the owner of unit 1, Vera Bailey, who was petitioning the City Council for a change in bus stop facility location. But nothing was ever changed and as Vera was elderly and unwell and I was a single parent and working full time we didn't have the time or energy to pursue this. Option one will address issues faced by residents of these two homes and the two homes at 37 Buckleys Road, which have become dangerous and hazardous to them with the increase in bus routes stopping at this facility.</div> <div>I choose Option 1 because:</div> <div>Since 1997 the number of routes and the number of buses using this bus stop facility has increased exponentially until the current situation where the stop is being used as a defacto bus hub with up to three buses stopping there every five minutes along with the Orbiter which stops every 15 minutes and waits there until it is time to move again. Many of these buses stop over the driveway to 35 Buckeys Road, parking (illegally) there for 5 minutes or more thereby blocking access into and out of the two homes there. Buses are also stopping over the driveway to 37 Buckleys Road making it difficult for the residents of these two homes to enter and exit their property as well. By 2011 access to and from 35 Buckleys Road became so difficult and hazardous that I decided it was not safe for me to use the driveway again when I visit the property to talk to the residents.</div> <div>I choose Option 1 because:</div> <div>This bus stop facility should have been relocated many years ago when the number of routes increased and when the City Council had a chance to purchase land on the corner of Buckleys Road and Norwich Street and could have built facilities there for buses and a bus lounge for patrons. Alternatively in 2016 we suggested to the Community Board that the buses could be relocated behind the Mall</div>		Ruth Carson			Mairehau

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
		<p>where the former City Council Library site (still vacant) could have been used as a bus lounge. Neither of these options were seriously considered by the City Council or ECAN.</p> <p>In 2016 City Council staff were requested by the Community Board to provide a report on the potential for shifting the bus stops from 35 Buckleys Road into Cranley Street as part of an integrated suburban bus exchange. Staff were also requested to advise on short term measures for addressing litter and anti-social behaviour at the bus stops by 35 Buckleys Road. Neither of these requests brought much, if any action. This bus stop facility has just continued to be used as a defacto bus hub and it is a completely unsuitable and unsafe site for this.</p> <p>I choose Option 1 because:</p> <p>In 2018 when the residents of these homes brought to our attention many issues with the bus stop facility, we did a lot of research, found some interesting omissions by Council Staff, spoke to City Councillors, the local community board and to members of parliament. We have had to push hard to get any traction on this matter and at the moment even though there is a proposal in place for a long term solution to relocate the bus stop facility, in the four years that we have been actively working on this, no short-term solutions were implemented to address the issues we raised. A couple of months ago a Keep Clear sign was painted on the road in front of the driveway, which most bus drivers ignore.</p> <p>I choose Option 1 because my concerns include:</p> <p>Safety – the bus stop facility is currently a hazard for motorists, pedestrians, bus patrons and in particular the occupants of the homes adjacent to the bus stops. It has become increasingly difficult and dangerous for residents to enter and exit their driveway which they have to do on a daily basis.</p> <p>a) To enter the driveway - residents have to pull up next to a bus parked at the stop, check that the driver has seen them, check that the bus is not stopped over the driveway, check that there are no patrons waiting in the driveway before pulling into the driveway, meanwhile sitting in the lane of traffic and hoping the bus driver doesn't pull out at the same time as they pull in. Also bus patrons wait for buses standing in the driveway – which can't be seen behind the bus therefore is very dangerous for bus patrons.</p> <p>b) To exit the driveway – residents have to stop on the footpath to wait for the bus parked (illegally) over the driveway to move and/or to watch the traffic coming behind the bus to calculate when it is safe to pull out and then they don't know if the bus driver is going to pull out or wait for them to go first. It is so very dangerous both going in and out of the driveway.</p> <p>We have also noted to all the above organisations a variety of</p>					

Submission ID 30611



ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
		<p>adverse environmental and social behaviour effecting the residents including excessive noise, litter, broken glass, vandalism, people urinating and defecating on their driveway which continues today.</p> <p>I choose Option 1 because:</p> <p>Now after four years of constant and repeated discussions with the Christchurch City Council, the Community Board and ECAN this proposal goes some way to address our (and our neighbours) concerns and offers a more appropriate site for the number of buses using this route and will ensure the safety of motorists, bus patrons, pedestrians and the residents of the four households of 35 and 37 Buckleys Road.</p> <p>Option 1 appears to be realistic for the relocation of the bus stop facility. It allows space for the number of routes and services that use the stops. The buses will have space to pull in and wait without blocking driveways. Bus patrons will not be waiting in driveways and run the risk of being hit by drivers blindly entering or exiting the driveways in their vehicles. It is visually pleasing and closing Norwich Street would make a pleasant culdesac for residents of the Street.</p> <p>Completing option 1 is a good solution and the culmination of the four plus years we have spent petitioning the City Council, the Community Board and ECAN for a safe and user friendly bus stop facility for the people of Linwood and for the people of 35-37 Buckleys Road.</p> <p>Thank you for your serious consideration of this proposal and choosing option 1 going forward.</p>					
30291	Option 1 - Cul-de-sac Norwich Street	Keeping bus stops together and away from residential driveways		Rick Houghton			Parklands
30406	Option 1 - Cul-de-sac Norwich Street			Hayley Stewart			Richmond
30491	Option 1 - Cul-de-sac Norwich Street	<p>I am a regular user through this area as a motor vehicle user.</p> <p>It gives clear road access through Buckleys Rd from the city end. (No access to Norwich St.) Signalised crossing gives the necessary protection to pedestrians.</p>	To reduce the 'J' walking problem (which may not be reduced by the adding of a cable fence), I would suggest flipping the proposed Crossing so that the entrance to the crossing is more in line with the Entrance/Exit from the Mall. This will be seen as a more convenient and direct layout to access the bus stops across Buckleys Rd. The crossing exit (Norwich St side) remains the same. Move the taxi stand (Mall side of Buckleys Rd) to where the proposed Crossing entrance is on option 1.	Arthur Turner			Richmond
30590	Option 1 - Cul-de-sac Norwich Street	We use this bus stop often and this seems the more family-friendly and logical		Michelle Frisby			Richmond
30520	Option 1 - Cul-de-sac Norwich Street		<p>there need's to be seat's what are not to low for people who have a disability</p> <p>hope you are to some rubbish bins at the bus stop and something to stop rubbish getting stuck in the drain as they all-way's block up with rubbish at the busy bus stop's</p>	Shane McInroe			Shirley

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
30318	Option 1 - Cul-de-sac Norwich Street	I believe vehicles will have difficulty turning out of Norwich Street in option 2 as their view will be blocked by parked buses, therefore I support option 1.	I don't think a play area should be encouraged adjacent the main road. Keep it simple.	Nathan Punton			Silverstream
30671	Option 1 - Cul-de-sac Norwich Street	Accidents less likely to happen, less disruptions for occupiers where current bus shelter sited (rubbish, graffiti, foul language)	Whilst I do not reside in Norwich Street, I own 3 properties in the street.	Daryl Jones			Somerfield
30340	Option 1 - Cul-de-sac Norwich Street	Creates a nice area for pedestrians to wait. Groups bus stations together.		Liam Speechlay			St Albans
30594	Option 1 - Cul-de-sac Norwich Street	If it is the best possible option to improve our public transport system, I would be in favour of this one.	This area is disgraceful in terms of access and safety for those who ride bicycles. It is extremely disappointing that the changes proposed do nothing to rectify this.	Robert Fleming			St Albans
30602	Option 1 - Cul-de-sac Norwich Street			Acucentre Ltd			St Albans
30516	Option 1 - Cul-de-sac Norwich Street		I don't think the proposal caters at all well for cyclists. Cycle lanes appear to be too narrow and squeezed between the bus stops and traffic lanes. Not safe at all.	Bruce James			St Martins
30463	Option 1 - Cul-de-sac Norwich Street	We need more cycling and pedestrian areas. so a cul-de-sac would be great. Having more lighting, and bright areas for people with a vision impairment, and/or wheelchair access is important	I'm afraid that a drinking fountain would be broken by idiots!	Natalie Perzylo			Wainoni
30614	Option 1 - Cul-de-sac Norwich Street	More room for users, beautification (which is needed in Linwood), buses, and more weather proof bus stops and seating for people of all walks of life including those with disabilities		Jane Robertson			Woolston
30584	Option 1 - Cul-de-sac Norwich Street	I choose option 1, we understand that Ecan might put bus stops back where they are now in the years to come as bus services increase, we put up with them being here for years along with all the bad behavior of bus users, therefore we completely reject options 2, also it has dangerous getting in and out of the driveway, we don't want this to be possible again. This is many years overdue.	- It is safe for the commuters - To minimize traffic build up - There's enough room for supermarket trolleys and scooters park - Build enough space to build waiting shades, toilet, drinking fountain & seating area.	Marichu Martin			Linwood
30777	Option 1 - Cul-de-sac Norwich Street	I was wanting to say that the bus stops where they are currently located are not just a nuisance but a huge safety risk, they completely block vision of all oncoming cars and cyclists when trying to leave the driveway. Over the years we have had too many near misses as a result of this. These busses and bus service vehicles don't simply drop off passengers and leave but at times sit for 10/15 minutes at a time blocking access to our properties. Today I arrive home and find a notice from the council stating that this bus stop is going to further extend as an "interim stop" to directly outside my house, I am very angry at this. I do not want busses parked blocking my driveway at all, especially not for a prolonged period of time. If I find any busses or bus service vehicles blocking access to or from the property I am going to be very upset. Best solution is to go with option 1 in the proposal and block off Norwich Street. These busses are going to get somebody killed where they are. I am also not happy that I wasn't consulted about the bus stop moving to directly outside my house. The amount of trouble this is going to cause us is upsetting already.		Dean Holster			Linwood

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
30543	Option 2 - No left turn from Buckleys Road into Norwich Street	<p>- It significantly changes Norwich Street, I don't like it</p> <p>- Cars will be driving down & turn around go back all the time</p> <p>- Option 1 looks odd & I think it will encourage more bad behavior youths drinking gathering in large groups</p>		Paul Mateer			Central City
30268	Option 2 - No left turn from Buckleys Road into Norwich Street	Think of emergency services trying to access the area.	I would like to put in for some disabled parking out the front of the mall on the street where the new taxi stand is if your popping in to pick up medication from unicham you have to try find a park this would make it more accessible for disabled people.	Brodie Williams			Christchurch
30315	Option 2 - No left turn from Buckleys Road into Norwich Street	It aligns better with the mall entrance.	<p>Seems like 70% or more of the cost is going into road changes with either option. If this is such a busy bus stop then why is there not more bus shelter. I think adding a drinking fountain and other things miss the point. Just make it nicer to wait for the bus, don't make it into a park or playground. Shelter for sun and rain is what is needed.</p> <p>More shelter that what is there already. It seems that you are just moving the shelter and not increasing the size. More trees will help decrease the temp of this exposed area, double the tree count! Streets are only getting hotter and this village on the whole is not very nice for shelter and exposure.</p>	Caleb Martin			Linwood
30401	Option 2 - No left turn from Buckleys Road into Norwich Street	<p>I am submitting on my opposition to adding traffic lights onto Buckleys Road. I notice with some disdain that the option to have traffic lights is not mentioned on this form and is forgone conclusion. True consultation would give options to consult re the traffic lights and also to give a third option for Norwich Street - don't do a thing.</p> <p>This type of ram rodding of options to mess with traffic, and add yet more traffic lights to an over burdened city roading infrastructure, is typical. This form is a politically correct waste of time and money without true consultation options in it.</p> <p>Let me be clear - NO traffic lights. The only reason for adding them is to cater to laziness and spending hundreds of thousands of dollars to mess up traffic because of laziness is not an option and reasonable council would take.</p> <p>I also invalidate my options choices above as it is not really a choice is it without no being an option.</p>		shane Hollis			Linwood
30572	Option 2 - No left turn from Buckleys Road into Norwich Street	Option 2 seems less disruption for the residents in Norwich Street		Gabrielle Brooke			Linwood
30684	Option 2 - No left turn from Buckleys Road into Norwich Street	<p>Option 2 - exit from Norwich.</p> <p>We want exit from Norwich St. Many drivers of large vehicles use this street e.g. rubbish trucks, "not in service" buses, delivery vans, to turn onto Buckleys Road</p>		Colin & Ruth Wilson			Linwood
30465	Option 2 - No left turn from Buckleys Road into Norwich Street	I think this would be the best option because it would be a bit safer for people crossing the road. As it is now it is quite dangerous to cross there. Perhaps more signage and road markings for the crossings would be good too.	More signage for crossing the road.	Hazel and Jennifer Baker			Woolston

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
30530	Either	I'm not bothered about A or B either way is good		Janet Parratt			Bromley
30542	Either	Both options look good	New Rubbish Bins Bus stops enclosed Recycling bins And a good clean up	Louise Ramm			Woolston
30416	Neither	I AM SORRY BUT BOTH OPTIONS SEEM TO IGNORE THE FACT THAT THE MAJORITY OF THE PEOPLE WHO TRAVEL BY BUS ARE: ELDERLY, SENIORS, PENSIONERS, DISABLED OF ALL TYPES, THE VERY POOR, STUDENTS WITHOUT MUCH MONEY, THOSE USING WHEELCHAIRS AND WALKERS BECAUSE OF DISABILITY, THOSE WITH LIMITED MOBILITY. BOTH OPTIONS WOULD SEEM TO HAVE THE CLIENTELLE LISTED ABOVE BE FORCED TO WALK MUCH FURTHER TO THE BUS STOPS. THE ORBITOR IN PARTICULAR PROVIDES TRANSPORT FOR MANY OF THE ABOVE GROUPS OF PEOPLE AND INCREASES THEIR INDEPENDENCE. BOTH OF YOUR PLANS SEEM TO LIMIT INDEPENDENCE. I SUGGEST LEAVING THE ORBITOR ROUE/BUS STOPS THE SAME WITH IMMEDIATE PRIORITY GOING TO THE IMMEDIATE INSTALLATION OF THE TRAFFIC LIGHTS BEOFRE SOMEONE GETS KILLED.	THE ABOVE ISSUES ARE OF NO CONCERN TO THE ELDERLY AND DISABLED WHO MAKE UP MOST OF BUS TAKERS.	Margaret Jardine	Margaret Jardine	SELF - CONCERNED CITIZEN	Redwood
30577	Neither	<p>Council has again designed a “Kill Zone” for people on bicycles. Buckleys Road by the Eastgate Mall to feature deadly design. Council needs to prioritize completing safe local cycle networks to support the Major Cycle Routes and to give all who would like to cycle the chance to do so and live.</p> <p>Please Council, people who ride bikes lives matter.</p> <p>I do NOT support. This is dangerous infrastructure. Council’s own Cycle Design Guidelines do not support this project.</p> <p>Section “3.2. Local cycleways through urban commercial centres</p> <p>Local cycleways through commercial centres ideally will be separated cycle paths to provide a comfortable and safe environment for cyclists. ...</p> <p>Where there is limited street space available other options such as wide cycle lanes or a slow street environment can be considered.”</p> <p>Section 3.2.3 “The cycle lane ideally needs to be ... (...1.8 to 2m). A wider lane also gives cyclists more protection from</p> <p>traffic movement and car doors opening into the cycle lane.”</p> <p>Neither option offers speed limit reduction. Option A has people on bicycles given a 1.5m wide lane hard up against bus stops. Average handle bar widths for upright cycles are at least 0.60m wide. A cyclist would have about 0.45m of buffer between buses parked hard up on the kerb and moving vehicles on the carriageway. The bus stops are 2.7m wide. Buses are between 2.4m and 2.7m wide.</p>		Michele Laing			Redcliffs

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
		<p>The NZ Road Code recommends a safe distance when passing bicycles of between 1-and 1.5m for moving vehicles. This is the third busiest PT hub in Christchurch. Buses will be moving in and out of stops regularly. Vehicles on the carriageway may or may not practice safe passing.</p> <p>Buses have well known blind spots, drivers can be distracted and traffic congestion lead to quickly taking to the carriageway when a break appears. People on bicycles would be wise to forgo the bike lane and take the vehicle lane, if drivers put up with it, or notice them.</p> <p>People on bikes get a bit of a reprieve once past the bus stops as the cycle lanes widen to 1.8m when hard up against 2m wide on street parking. SUV's the leading seller in NZ, range between 1.725m and 1.985m wide. On street parking is limited to between 10 and 30 minutes, thus insuring frequent crossing of the cycle lanes.</p> <p>There is simply no excuse for this. It is homicidal design. The 4 traffic lanes for cars are each 3.2m. The centre median is 3.5m wide at its narrow point by the pedestrian refuge.</p> <p>Reducing the carriageway lanes and median widths to 3m frees up 1.3 meters. As the median is wider than 3.5m alongside the bus stops, even more space is available.</p> <p>Option B is infinitesimally better, but also fails to provide safe infrastructure.</p> <p>Spokes would be happy to sit down with staff to redesign this project. Staff sat down with those opposed to cycling on Ferry Road, High Street, Victoria Street and other projects. It is long past time for fair treatment for people on bikes, both in Council planning and on the road.</p> <p>Buckleys Road offers the most direct route to New Brighton and surrounding areas. Buckley's Road offers on again off again cycle lanes which fade out at many intersections. There are no direct or contiguous cycle friendly alternatives.</p> <p>The two alternatives to Buckleys Road offer on again off again on road cycle lanes which add 3-4.5k's to an otherwise 6k trip from Eastgate to the New Brighton Mall. The 8-80 year old cyclists Council wishes to encourage are abandoned and discouraged.</p> <p>A young woman, Fyfa Dawson, was recently killed by a truck crossing her lane. It was a needless, horrific and tragic death. People who cycle had repeatedly alerted officials to the risk. These were ignored.</p> <p>Reviewing this project and too many others it seems that Council policy outside of the Major Cycle routes is one of neglect for people who cycle. The local cycle networks are under developed with</p>					

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		<p>broken connections where they exist at all. The transport needs and choice for interested but concerned cyclists and even many experienced cyclists continue to be unmet. In what way is this equitable? In what way is it even moral?</p> <p>Some at Council may argue that cycling has received more than its share of funding. To assert this ignores decades of cycling receiving 0.05%-1% or less of the transport budget. At least 7% of commuters are on bicycles in Christchurch. Even at the historical low point 2%+ continued to cycle.</p> <p>Uptake of the new cycling infrastructure has been unprecedented. The need and demand for safe cycling infrastructure is clear. It also reduces congestion, lowers capital and maintenance costs, reduced greenhouse gas emissions and improves public health. None of those are benefits of motorized transport.</p> <p>The uptake of public transport in Christchurch has not improved. Most measures find it in decline. Public transport is important. Central government still applying the Fare Box Recovery requirement of 50% of expense to be met via fares and ECan's broken "Hub and Spokes" routes are unlikely to lead to an increase.</p>					
30641	Neither	<p>I choose neither! however in order to progress and to make this submission I must choose one. So I have only ticked one to proceed with the submission, NOT because I choose it. Despite two consultations with me at the Centre my comments with regard to parking, taxi stands and buses outside the shopping Centre were not listened to.</p>	<p>Bus Stops: I object strongly with both plans shifting the bus stop to the entrance of the Shopping Centre.</p> <p>Eastgate Shopping Centre is an important part of the community. It's well-being is also important.</p> <p>That includes its commercial well-being including giving our customers entrances that are open, light, clean, safe and accessible. This is of primary importance.</p> <p>The council has reneged on creating a bus lounge and I was advised by one of your project managers that the security and costs associated with that are a deterrent.</p> <p>We do not wish to take on those security costs by default by having the bus stops at our front door.</p> <p>We do not want to have urine, vomit graffiti, both paint and glass etched at or on our front doors or windows. We do not want the to have to bear the cost of having to provide extra security at out door way to keep customers safe.</p> <p>We have tenancies at those entrances and do not want them to be affected with idling buses, diesel fumes, shading and lines of people cluttering the front. Although, at one of our meetings, one of your team made comment something like, well the shop is empty. Yes one is but we do not need to create any more reasons why someone will not take on the tenancy. We are always striving to improve the Centre.</p> <p>Shifting the bus stops also has them in front of the entrance to</p>	Louise Ledger	Eastgate Shopping Centre	Centre Manager	Linwood

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
			<p>the methadone clinic at the rear of the pharmacy. Anonymity and privacy would become an issue for vulnerable people using that entrance.</p> <p>Taxi Stands: As also commented at the meeting we had with the council the short term parks are critical to one of our tenancies in particular but are used frequently including courier /supplies delivery into the stores. Taking parking from the front door where customers can park and drop in quickly for coffee and food and go again would be detrimental to this business and create issues with delivery into the stores at the Buckleys Rd end off the Centre.</p> <p>We have an area allocated at our main entrance in the carpark for taxi pick-ups. It is not necessary for the taxis to be right at the front door. But it is necessary to allow access to the tenancies who's successful operation is critical to the Centre, you are wanting to pick up and drop off people to.</p> <p>In closing I wish to register my complete disgust at the wasting of my and my team's time, to consult with us on two occasions, at least two hours and absolutely nothing we said made any difference. We were not listened to and our comments and requests were ignored. That is totally unacceptable considering you are using the Centre as a point of needing bus stops. If the Centre being a successful and important part of the community is not a consideration then why are you putting bus stops here anyway.</p> <p>I note that one of you project team made a comment that although there are two plans there really is only one plan the council will run with but you had to do the consultation thing so the community felt involved.</p> <p>I fear that nothing we say will make any difference to the outcome and you are set on a path to ruin the entrances of the Centre, cause commercial damage to a business and force extra operating costs onto the Shopping Centres budget, ultimately paid for by the tenants.</p>				
30642	Neither	This option is not selected. However in order to make a submission I am required to choose one. I consider a "neither" option would be appropriate in the public consultation process.	<p>I represent the owners of the Shopping Centre.</p> <p>I reiterate the comments made by the submission from The Centre Manager of Eastgate copied in below.</p> <p>The commercial viability of this Centre is complex and is a balance between the community needs and commercial viability to have the Centre be a success for the owners investment and for the community.</p> <p>We spent sometime discussing options of having a bus lounge here at Eastgate facing Buckleys Rd. Your project manager advised the Center manager that, that would not be</p>	Gavin Fiddes	Augusta Funds Management Limited	Asset Manager	Central City

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
			<p>progressing as there is no budget and the cost including security was an issue.</p> <p>The cost to us with the relocation of the bus stops to right out side the Centre will bring the security issues you are talking about to the door of the Centre. That pushes security, maintenance and cleaning costs on to the Centre and ultimately to the owners.</p> <p>I am disappointed to learn that the Council consulted twice with my Centre management team but were not prepared to consider the points brought up. And when asked about taking them into consideration were told to make a submission through the website. That is unacceptable consultation with one of the largest assets in Linwood that serves the community.</p> <p>I am also alarmed to learn that your project manager advised the Centre Manager that there really was only one plan the council wanted, option 1, but had to provide two for the consultation process.</p> <p>Centre Managers submitted comments:</p> <p>Bus Stops: I object strongly with both plans shifting the bus stop to the entrance of the Shopping Centre.</p> <p>Eastgate Shopping Centre is an important part of the community. It's well-being is also important.</p> <p>That includes its commercial well-being including giving our customers entrances that are open, light, clean, safe and accessible. This is of primary importance.</p> <p>The council has reneged on creating a bus lounge and I was advised by one of your project managers that the security and costs associated with that are a deterrent.</p> <p>We do not wish to take on those security costs by default by having the bus stops at our front door.</p> <p>We do not want to have urine, vomit graffiti, both paint and glass etched at or on our front doors or windows. We do not want the to have to bear the cost of having to provide extra security at out door way to keep customers safe.</p> <p>We have tenancies at those entrances and do not want them to be affected with idling buses, diesel fumes, shading and lines of people cluttering the front. Although, at one of our meetings, one of your team made comment something like, well the shop is empty. Yes one is but we do not need to create any more reasons why someone will not take on the tenancy. We are always striving to improve the Centre.</p>				

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			<p>Shifting the bus stops also has them in front of the entrance to the methadone clinic at the rear of the pharmacy. Anonymity and privacy would become an issue for vulnerable people using that entrance.</p> <p>Taxi Stands: As also commented at the meeting we had with the council the short term parks are critical to one of our tenancies in particular but are used frequently including courier /supplies delivery into the stores. Taking parking from the front door where customers can park and drop in quickly for coffee and food and go again would be detrimental to this business and create issues with delivery into the stores at the Buckleys Rd end off the Centre.</p> <p>We have an area allocated at our main entrance in the carpark for taxi pick-ups. It is not necessary for the taxis to be right at the front door. But it is necessary to allow access to the tenancies who's successful operation is critical to the Centre, you are wanting to pick up and drop off people to.</p> <p>In closing I wish to register my complete disgust at the wasting of my and my team's time, to consult with us on two occasions, at least two hours and absolutely nothing we said made any difference. We were not listened to and our comments and requests were ignored. That is totally unacceptable considering you are using the Centre as a point of needing bus stops. If the Centre being a successful and important part of the community is not a consideration then why are you putting bus stops here anyway.</p> <p>I note that one of you project team made a comment that although there are two plans there really is only one plan the council will run with but you had to do the consultation thing so the community felt involved.</p> <p>I fear that nothing we say will make any difference to the outcome and you are set on a path to ruin the entrances of the Centre, cause commercial damage to a business and force extra operating costs onto the Shopping Centres budget, ultimately paid for by the tenants.</p>				

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30518	Neither	<p>I do not support either option. Option 2 marginally safer due to the closing of Norwich St. However, both options put cyclists in serious danger.</p> <p>The short term nature of all parking/stopping areas means that there will be very high numbers of cars, buses and taxis constantly crossing the cycle lanes. This will inevitably result in more avoidable collisions, leading to more incidents like the fate that befell Fyfa Dawson just a few weeks ago.</p> <p>Council's own design guidelines state: Section "3.2. Local cycleways through urban commercial centres</p> <p>Local cycleways through commercial centres ideally will be separated cycle paths to provide a comfortable and safe environment for cyclists. Where there is limited street space available other options such as wide cycle lanes or a slow street environment can be considered." I would add that that last comment really should read "...MUST be considered".</p> <p>This is an extremely busy intersection. It is also a commercial centre for the Linwood/Phillipstown/Woolston Area. People who choose to cycle to Eastgate should not be put in mortal danger, trying to navigate 1.5m wide cycle lanes between buses and cars travelling at 50km/h. The arrangement of end to end bus stops means that buses will rarely pull all of the way in to the kerb, and will frequently straddle the bike lane. I see this all of the time.</p> <p>There is a wide median (somewhere in the region of 3.5m) and 4 relatively wide traffic lanes on this road, all of which could donate 200-300mm to provide wider on-road cycle lanes at the very least, or preferably protected cycle lanes.</p> <p>The speed limit should also be reduced to 30km/h due to the likelihood of interactions between vehicles and cycles.</p>	<p>This is another case of council focusing only on providing safe cycle routes on the MCRs, and making cycling a total afterthought in every other scenario. By continuing to make proposals such as these, CCC is basically stating that the lives of the most vulnerable road users are only a concern in some very specific areas. In all other areas, it's survival of whoever has the biggest hunk of metal.</p> <p>There needs to be an overall masterplan for cycling facilities in this city that is non-negotiable. One that states that foremost the minimum requirements for protected or extra wide cycle lanes in areas where different road users come into conflict. It needs to be one that is not chipped away one consultation at a time by car supremacists who see the provision of bike lanes to mean "They're coming for our cars".</p>	Patrick Kennedy			Addington
30601	Neither	Daphne does not favour either option neither do I and I fell the same way she does.	Drinking fountain 1. Would almost certainly be vandalised, 2. Most people carry water bottles now.	Daphne Irvine			Bromley
30656	Neither	<p>Introduction</p> <p>Spokes does not support either option.</p> <p>This is dangerous infrastructure for people who drive, cycle, walk, bus and for residents. There is simply no excuse for this. It is homicidal design. Neither option offers speed limit reduction. Considering resident's access and safety concerns, safe pedestrian crossing and cyclist safety and the need to encourage motorist to drive to the conditions speed reduction is clearly needed. For years residents have complained of buses and cars blocking driveways, blocking vision when entering or exiting driveways, close calls and accidents due to the congestion of vehicles and pedestrians. With the need to increase bus patronage problems will only intensify with the need for more stops and more buses. Currently serving 3-4 buses the need will grow to 4-5 buses. The proposal fails to address road</p>		Dirk De Lu	Spokes	Submissions Convenor	Cracroft

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
		<p>safety or patronage currently, let alone design for future increases.</p> <p>The Impacts on People Who Cycle</p> <p>As designed the project does not abide by Council’s own Cycle Design Guidelines. Section “3.2. Local cycleways through urban commercial centres Local cycleways through commercial centres ideally will be separated cycle paths to provide a comfortable and safe environment for cyclists. ... Where there is limited street space available other options such as wide cycle lanes or a slow street environment can be considered.” Section 3.2.3 “The cycle lane ideally needs to be ... (1.8 to 2m). A wider lane also gives cyclists more protection from traffic movement and car doors opening into the cycle lane.” Option A has people on bicycles given a 1.5m wide lane hard up against stopped buses. Average handle bar widths for upright cycles are at least 0.60m wide. A cyclist would have about 0.45m of buffer between buses</p> <p>parked hard up on the kerb and moving vehicles on the carriageway. The bus stops are 2.7m wide. Buses are between 2.4m and 2.7m wide. The NZ Road Code recommends a safe distance when passing bicycles of 1.5m for moving vehicles. This is the third busiest PT hub in Christchurch. Buses will be moving in and out of stops regularly. Vehicles on the carriageway may or may not practice safe passing. Buses have well known blind spots, drivers can be distracted and traffic congestion lead to quickly taking to the carriageway when a break appears. Buckleys at Eastgate is both a timing point and bus driver change stop, increasing bus congestion and support vehicle parking. People on bicycles would be wise to forgo the bike lane and take the vehicle lane, if drivers put up with it, or notice them.</p> <p>The proposed designs do not reflect NZTA’s draft guidelines for bus stops. “Key consideration 9: Public transport operational requirements Operational aspects to consider in order to provide a fail-proof</p> <p>environment with room for growth/change in vehicle specification include: vehicle conflict areas should be avoided or engineering controls put in place, and reasonable allowance for growth in bus numbers and type using the interchange in the future.” Spokes would be happy to sit down with residents and Council staff to redesign this project. Staff sat down with those opposed to cycling on Ferry Road, High Street, Victoria Street and other projects. It is long past</p> <p>time for fair treatment for people on bikes and for non-commercial rate payers both in Council planning and on the road.</p> <p>Options</p> <p>1. This is the responsible option. The bus stops need to be taken off of Buckleys Road. Options need to be explored. S/W bound buses could turn into Eastgate at Russel Street using the loading and parking area in front of The Warehouse. Council could purchase 61</p>					

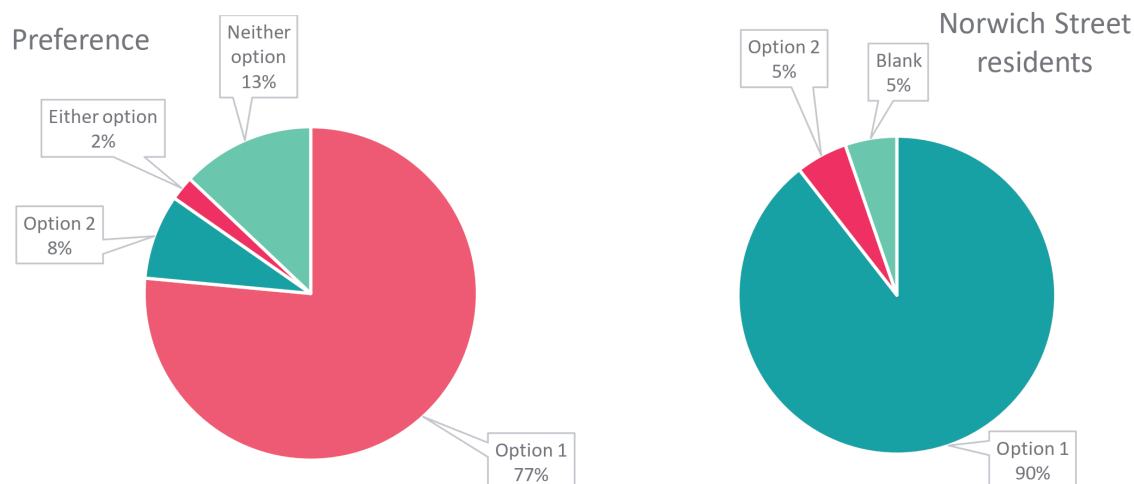
ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
		<p>Buckleys Road to provide N/E bound buses with off street stops and an easy return via Rhona St. Pedestrians using the signal at Russel St would also stop traffic allowing buses safe easy return to the carriageway. Alternatively McLean Street could become a cul de sac for providing a wide traffic free entry into 69 Buckleys Road being bought for stops and easy return. In either instance the existing signalized crossing at Russel Street provides pedestrians a safe crossing point. A big improvement over the non-signalized crossing now provided and proposed.</p> <p>2. The 4 traffic lanes are each 3.2m. The centre median is 3.5m wide at its narrow point by the pedestrian refuge. Reducing the carriageway lanes to 3m and median widths to 2.5m frees up 1.8 meters. As the median is wider than 3.5m alongside the bus stops, even more space is available. Council needs to sit down with the wider community to get this done right both to deal with current issues and to future proof. Doing things once and well is more economical of money and lives. Alternatives to Buckleys Road for people on Bikes Buckleys Road offers the most direct route to New Brighton and surrounding areas. Buckley's Road offers on again off again cycle lanes. There are no direct or contiguous cycle friendly alternatives. It desperately needs improvement. The two alternatives to Buckleys Road offer on again off again on road cycle lanes which add 3-4.5k's to an otherwise 6k trip from Eastgate to the New Brighton Mall. The 8-80 year old cyclists Council wishes to encourage are abandoned and discouraged. A young woman, Fyfa Dawson, was recently killed by a truck crossing her lane. It was a needless, horrific and tragic death. People who cycle had repeatedly alerted officials to the risk. They were ignored. NZTA has responded that all adopted practices and safety audits had been applied. The status quo of transport design is not fit for purpose. Let us learn from our mistakes.</p> <p>Reviewing this project and too many others it seems that outside of the Major Cycle routes Council is not addressing the needs of people who cycle. The local cycle networks are under developed with broken</p> <p>connections where they exist at all. The transport needs and choice for interested but concerned cyclists and even many experienced cyclists continue to be unmet. In what way is this equitable? In what way is it</p> <p>even moral? Numbers at counters outside the MCRs are falling, Buckleys Rd has seen a 3.0% decrease in average ridership in the last year, even though there is no MCR alternative that could explain the decrease. If the Council wants to be serious about reducing car traffic (increasing safety, reducing</p> <p>emissions), we need more separated infrastructure. This will also lead to further increases of people cycling both on MCR's and the local networks.</p>					

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		Some at Council may argue that cycling has received more than its share of funding. To assert this ignores decades of cycling receiving 0.05%-1% or less of the transport budget. At least 7% of commuters are on bicycles in Christchurch. Even at the historical low point 2%+ continued to cycle. With hundred plus million dollar projects in the central city some local residents feel that their need for simply safe infrastructure is being neglected. Their rates benefit others, not themselves. Uptake of the new cycling infrastructure has been unprecedented. The need and demand for safe cycling infrastructure is clear. It also reduces congestion, lowers capital and maintenance costs, reduced greenhouse gas emissions and improves public health. None of those are benefits of motorized transport. The uptake of public transport in Christchurch has not improved. Most measures find it in decline. Public transport is important. Central government still applying the Fare Box Recovery requirement of 50% of expense to be met via fares and ECan's broken "Hub and Spokes" routes are unlikely to lead to an increase. People want the freedom and better health which cycling provides. People who ride or would like to ride bicycles have been neglected and endangered for far too long. It is time to focus on completing the networks which allow us all to safely choose to cycle when it meets our transport needs.					
30687	Neither		Spoke to one neighbour in McLean Street and he bus drivers pea (urinate) on their hedge and front grass. Have you thought about where they can go or would health & safety be better on this point. Michael Browne as over page. Noise from the buses stopping was another point raised by neighbours.	Michael Browne			Linwood
30683	Neither	None if not broken no muck up with ratepayer money. Eastgate have had enough of road fixtures over the last few years.	Yes only pretend for input from public when the so called honest CCC have already started marking roads etc to public input don't matter just like broken footpaths east never fixed since earthquake but hey our Mayor doesn't care people & ratepayers rights don't exist. Bitterly disapointed as I was like others were big fans of Lianne but CCC is policilty motive labour far right	Taylor			Wainoni

ID	Which option do you prefer?	Why this option?	Any other comments	Name	Organisation	Role with organisation	Suburb
30597	Neither		<p>My friend, Mars Daphne Irvine of Hay Street, wishes me to write down and send to you, her feedback regarding the bus stop changes at Eastgate Mall. As a regular bus user at this bus stop for over 20 years, she has never had any problems crossing over Buckleys Road to or from the stop the lights at Linwood Avenue / Buckleys Road intersection and the lights at the Buckleys Rd/Russell Street intersection stop the traffic long enough for people to cross safely. Ay busy times, with people wanting to cross constantly, if there is an extra set of traffic lights installed, the traffic will become backed up. Through traffic from Aldwins Road and also Linwood Avenue traffic turning into Buckleys Road will cause massive congestion. She is explaining this to you, as a longtime observer of the movements of both bus passengers and traffic in this area. Having never been a car driving person, Daphne sees this from the perspective of a pedestrian / bus passenger and also the safety of the above. She also question the need for drinking fountain and child's play area in such a busy place. She would also like to see the trees either kept, or replaced at least. Daphne doesn't actually see that any change is necessary and feels that it functions perfectly well as it is. Further to this - has the person planning the child's play area understood that it will be a virtual impossibility for the parent of children playing in said area for both watch the children and watch for the arrival of the bus in order to wave it down? This part of the new plan is totally lacking in sound commonsense! Neither Daphne not I have computers.</p>	Caroline Murray			Woolston
30643	Niether		<p>I do not support either option, although option 1 appears to be marginally better.</p> <p>In a recent debate, the point was made by Cr Johanson that one of the reasons infrastructure ends up being so expensive in this city is the uncoordinated approach taken by council in planning infrastructure works. The current proposals are a great example of this uncoordinated and wasteful approach as they completely ignore the cycling goals the Council has set for the city. This appears to be the result of a lack of systemic integration of cycling as a co-ordinate form of transport in the planning aspect. This approach needs to be changed. Transport planning always must be planning that at least recognizes individual motorized transport, public transport, and active transport as co-ordinate forms of transport. Current transport planning in Christchurch outside the major cycleways is only focused on the first dimension form of transport, although it is the form of transport with the highest external cost and societal detriment.</p> <p>With relative little use of road space compared to motorized traffic, cycling can contribute to a reduction in traffic as well as a reduction of carbon emissions. Christchurch needs to take its cycling ambitions seriously if it wants to act on the declaration of a climate emergency. Furthermore, a higher uptake of cycling will also benefit the local economy. Money</p>	Jan Jakob Bornheim			Christchurch

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			<p>spent on fuel is money removed from the Christchurch economy, as it eventually goes to overseas petrol companies and oil-exporting nations. Money saved on fuel is money left over for Christchurch citizens to spend at local businesses.</p> <p>The particular problems with the current plans are as follows: The Ensons Road/Aldwyn Road/Buckleys Road/Pages Road corridor is identified as part of the local cycling network in the Christchurch Strategy Transport Plan 2012. The Christchurch Cycle Design Guidelines state that on arterial roads separated cycle paths should be considered first, because they provide the highest level of cycle comfort and safety. Buckleys Road is designated as a major arterial in Appendix 7.5.12 District Plan. Nearby traffic counters count 20,000 to 30,000 vehicles a day. In such an environment, anything less than fully separated cycling infrastructure is inappropriate. The importance of fully separated infrastructure can be seen by looking at the cycling count data. Unlike the major cycleways, which have resulted in an immense increase in cycling, Buckleys Road sees a declining number of cyclists. The Smartview data shows the following decrease of monthly users for the past six months:</p> <p>Nov-19 -6.8% Oct-19 -10.8% Sep-19 -12.6% Aug-19 -7.8% Jul-19 -2.7% Jun-19 -4.4%</p> <p>Keep in mind that this route is the main connection to the east and there is no major cycleway that could have soaked up the number of people riding bikes. This decrease is a function of the hostile road environment that forces people to not cycle.</p> <p>The numbers show that the current infrastructure of paint-only cycle lanes is not enough to see the kind of modal shift that separated infrastructure in high-traffic areas can create. If Christchurch wants to build future-proof and beneficial transport infrastructure now that accords with its strategic transport plan and which recognizes that a modal shift is necessary to really tackle the climate emergency, the plans for the redesign of the bus stops should take this into account and provide for safe, attractive, separated cycling infrastructure that can later be extended along the entire Ensons Road/Aldwyn Road/Buckleys Road/Pages Road and which can reverse the decline in cycling in that area.</p>				

Linwood Public Transport hub analysis



We received 87 submissions from residents, businesses and groups.

From these 87 Submissions 19 people from Norwich Street made comments and 17 of these prefer option 1, the Cul-du-sac.

We had a lot of questions and suggestions from this consultation. I have taken the most common themes and as a project team we have analysed and answered them.

Enclosed bus stops

30614: More room for users, beautification (which is needed in Linwood), buses, and more weather proof bus stops and seating for people of all walks of life including those with disabilities

We are currently looking into what shelter designs will ensure adequate space, comfort and shelter.

Recycle and rubbish bins

30487: Yellow and red rubbish contains to attract recycling.

30673: Not lots of areas that are bare & can look messy with rubbish. Maybe a community group of neighbourhood folks could take responsibility for the area & picking up rubbish & checking area is ok & reporting any broken things.

We will include bins at this location, we will look in to what design best suits this location.

Separated cycleway

30594: This area is disgraceful in terms of access and safety for those who ride bicycles. It is extremely disappointing that the changes proposed do nothing to rectify this.

The current situation is an on road cycle facility, this is remaining with slightly improved widths. We are adding a shared path for pedestrians as well as cyclists who are not confident cycling on the road. There is limited to no space available along this corridor for a separated cycleway.

Bus lounge

30509: *BUT, there should a bus lounge protected from the weather for the East, not some exposed stops. This is important so that people see taking the bus as an alternative to driving in a warm car!*

There is currently no budget for a lounge as part of this project.

No pedestrian crossing – fazing with other lights in the area

30411: *Putting in an extra pedestrian crossing is over kill - there are 2 crossings already in place in either direction just a few metres away. The extra crossing will also cause more congestion on an already congested and busy intersection and will make it harder for the residents to access their driveways.*

30544: *Crossing lights a good idea as make it safer to cross the road to get to Eastgate Mall.*

The crossing signals will be linked with Buckleys Road/Aldwins Road/Linwood Avenue intersection. This will minimise any delays and will be monitored.

Why are we removing the trees in the centre median?

30533: *The mature trees in the median strip give us our only bit of soul. You have managed your underground services for this long with the trees there, please find a way to save the healthy mature specimens that give soul to our area.*

We need to remove the trees as we need to narrow the centre median. We will be replacing the concrete kerbs and the trees would not last long with this new layout. It is our intention to replace these trees with new species.

As well as the bus stop relocation work, we would like to also replace the 120 year old storm water pipe which runs underneath the centre median.

Emergency services

30268: *Think of emergency services trying to access the area.*

30583: *Concerned about adequate turning circle for rubbish trucks, fire, ambulance vehicles.*

We have ensured our designs have been reviewed by the emergency services, and they meet all road designing standards. As long there is clear signage about the change, the emergency services are on board with our designs.

Lighting

30413: *good lighting is essential for safety at night.*

30487: *Good lighting both is this area and also along Buckley Rd.*

30583: *Lighting to keep area well lit at night without nuisance to residents.*

30463: *Having more lighting, and bright areas for people with a vision impairment*

Lighting assessment has been done and it was assessed to be adequate for all users.

Disabled parking outside Eastgate Mall

30268: I would like to put in for some disabled parking out the front of the mall on the street where the new taxi stand is if your popping in to pick up medication from unicham you have to try find a park this would make it more accessible for disabled people.

A Disabled space will be added close to the mall, moving the taxi stand slightly further south.

Speed

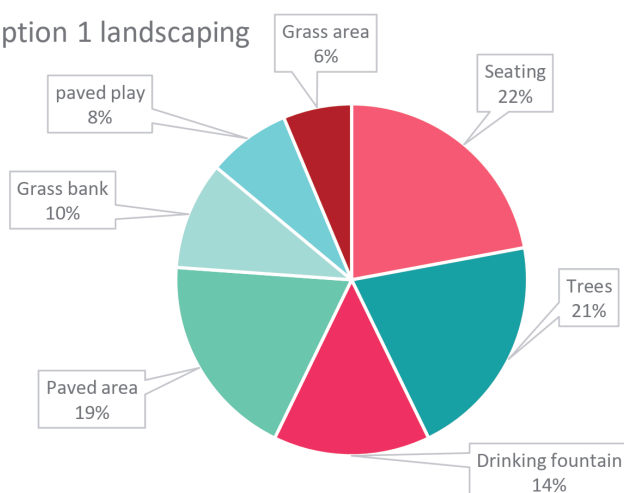
30577: Neither option offers speed limit reduction

30518: The speed limit should also be reduced to 30km/h due to the likelihood of interactions between vehicles and cycles.

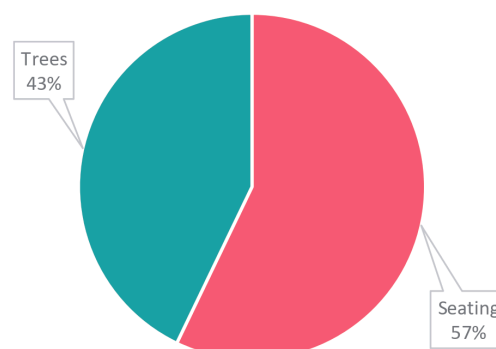
The Speed on Buckleys Road is consistent with the national speed guidelines for a major arterial road.

Landscaping area options

Option 1 landscaping



Option 2 landscaping



5. Submissions Received on the Linwood Public Transport Hub

Reference: 20/95653

Presenter(s): Liz Ryley, Committee & Hearings Advisor

1. Purpose of Report

- 1.1 The purpose of this report is to collate for the consideration of the Hearings Panel the submissions received in response to the consultation on the Linwood Public Transport Hub.
- 1.2 The Local Government Act 2002 requires, as one of the principles of consultation, that “the views presented to the local authority should be received by the local authority with an open mind and should be given by the local authority, in making a decision, due consideration” (section 82(1)(e)).
- 1.3 The Hearings Panel should consider all submissions received, the enclosed staff report and other relevant considerations in its deliberations, before deciding its recommendation to the Council, which the Council may accept or reject.
- 1.4 The volume of written submissions from submitters who asked to be heard in person by the Hearings Panel, and the schedule of submitters booked to speak at the meeting is included as **Attachment A**.
- 1.5 The written submissions from submitters who indicated that they wished to speak to the Hearings Panel, but subsequently decided they no longer want to speak is included as **Attachment B**.
- 1.6 The submissions received from submitters who indicated in their submission that they did not wish to be heard is included as **Attachment C**.

2. Staff Recommendations

That the Hearings Panel:

1. Receives the written submissions on the Linwood Public Transport Hub.

Attachments

No.	Title	Page
A ↓	Volume 1 - Submitters to be Heard	64
B ↓	Volume 2 - Submitters Who No Longer Wish To Be Heard	188
C ↓	Volume 3 - Submitters who do not wish to be heard	197

Submissions on the Linwood Public Transport Hub

Attachment A
Item 5

Volume 1

**Heard Submissions
Monday 10 February 2020**

CHRISTCHURCH CITY COUNCIL
LINWOOD PUBLIC TRANSPORT HUB

SUBMITTERS WHO WISH TO BE HEARD

Monday 10 February 2020

Time	ID Number	Submitter	Page No
9.50am	30548	Environment Canterbury - Staff representative	66
10.00am	30633	Generation Zero - Roman Shmakov	153
10.10am	30656	Spokes - Dirk De Lu	156
10.20am	30641, 30642	Eastgate Shopping Centre - Louise Ledger and Gavin Fiddes (Augusta Funds Management Ltd)	159 161
10.30am	30643	Jan Jakob Bornheim	163
10.40am	30401	Shane Hollis	165
10.45am	30487	Neale Tomlinson	166
10.50am	30475	David Maclure	167
10.55am	30686	Tony Gallagher	168
11.00am	30634	Gina Beecroft	169
11.05am	30688	Elizabeth Graham	170
11.10am	30683	Ms Taylor	171
11.35am	30655	Peter Jasper	172
11.40am	30611	Ruth Carson	181
11.50am	30586	Roselyn Mani	186

ID No: 30548	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Len Fleete Submission No: 48
I am submitting:	On behalf of a group or organisation
Name of Organisation:	Environment Canterbury
Role within Organisation:	Senior Strategy Advisor Public Transport
Date Sent:	26/11/2019 2:11:52 PM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	<p>As the organisation responsible for provision of public transport services in Canterbury, Environment Canterbury supports any proposal to improve the lot of the bus travelling public. The Eastgate public transport hub is one of the busiest in Christchurch and the boarding/alighting point for significant numbers of journeys on any given day.</p> <p>Option 1 provides a higher standard of amenity for users. Splitting services between two or more points with separate shelters and stops increases user anxiety as to whether they are at the right place to catch "their" bus and requires a higher level of information and wayfinding to direct passengers to where they need to be - this acts as a barrier to effect use. Option 1 removes this barrier to use.</p> <p>Connectivity between stops on either side of Buckleys Road is better in option 1. The crossing is better placed and will enable passengers to more easily transfer to any connecting services and to access Eastgate Mall.</p> <p>Operationally option 1, by not having an intersection which motor vehicles can use to turn across buses as they approach and leave stops, should be both easier and safer to use for bus drivers and for passengers. Passengers running across the zebra crossing as shown in option 2, will be at risk of coming into conflict with turning motor vehicles when they may be distracted by trying to get to their bus service.</p> <p>Option 1 also appears to provide more flexibility to provide a quality waiting space with suitably sized shelters and signage and space to maneuver through the area if you are a pedestrian.</p>
What would you like for landscaped area for option 1?	Seating
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	The Christchurch City Council has committed to provide Christchurch metro passengers with an excellent public transport experience. This includes designing high standard infrastructure that is convenient to use (see public transport customer charter, page 16 Canterbury Regional Public Transport Plan 2018-2028).

RegionalPublicTransportPlan2018FINAL20190301.pdf - Download File



Canterbury Regional Public Transport Plan

2018 —2028



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Foreword

Public transport faces significant change and opportunity over the coming years as the effects of technological, environmental, social and urban change influence the transport system in our region. The environmental, social, economic and transport outcomes from this Plan will deliver benefits to all members of our community whether you walk, cycle, use public transport or drive a car.

Here for the first time, a collaboration involving Environment Canterbury, Christchurch City Council, Selwyn District Council, Waimakariri District Council, the New Zealand Transport Agency and the Canterbury District Health Board has worked together to lead and direct the Greater Christchurch elements of the Regional Public Transport Plan. Through consultation the community has shown us how important public transport is to achieving a big shift in transport. This Plan addresses the bold and transformative action needed across our region and particularly in Christchurch and Timaru.

Through its regeneration, Christchurch has reached a turning point, and has been given the opportunity to create a transport system that reflects the innovation and success of the people within it. This Regional Public Transport Plan proposes a 30-year strategy, containing the visionary change needed to prepare for a sustainable transport future.

We are facing exponential growth in technology and, within 30 years, another 150,000 people will be living within the Greater Christchurch boundaries. Now is the time to make decisions that will help Christchurch remain a thriving, healthy place to be.

It was particularly heartening through the consultation process, to receive many submissions in support of improving public transport. Our community has told us they want a public transport system that is more convenient, reliable, easier to engage with, and better for the environment. "More-buses-more-often" is a key theme of this Plan and it includes proposals for enormous system improvements in frequency, reliability and environmental sustainability. Taking up the opportunities that new technology is presenting in terms of rapid transit, zero emission vehicles, better communications with our customers and better service options - all feature within the suite of changes signalled in this plan.

The Plan outlines new ways of thinking about the delivery of public transport in Timaru, with the introduction of new technologies to deliver a more flexible and convenient service, which could provide further opportunity for a conversation about transport services in some city suburbs and in the smaller communities throughout our region.

Challenges continue to exist, particularly around how we fund the ongoing system improvements which we believe are necessary to grow public transport and make it a part of an efficient, liveable and sustainable region. We believe that, with continued collaboration amongst the partners and with an ongoing dialogue between local, central government agencies and the community, Canterbury can once again be a leader in public transport innovation and delivery.

I thank all those people who took the time to get involved in production of this Plan and I note that your support and feedback will continue to be invaluable as we work to shape the planning, funding and delivery of public transport in our region for the coming 10 years and beyond.

Alistair James

Independent Chair

Greater Christchurch Public Transport Joint Committee

Executive summary

The Regional Public Transport Plan (the Plan) sets out the public transport system that Environment Canterbury, in partnership with local councils in Greater Christchurch and Timaru, proposes to fund and operate. The Plan, developed in close collaboration with the Greater Christchurch Public Transport Joint Committee (NZ Transport Agency, Canterbury District Health Board, Christchurch City Council, Selwyn District Council and Waimakariri District Council) and Timaru District Council, sets out the outcomes, objectives and policies that apply to the system. Greater collaboration is key to the successful integration and delivery of public transport infrastructure, services, planning and funding.

What is public transport?

Public transport is a multi-modal system which integrates passenger vehicles with ferries, walking, cycling, shared transport, park & ride and demand responsive transport, some of which will be provided publicly and some privately.

Why is a plan needed?

Canterbury is a wonderful place to live, and it is becoming even better as we progressively reshape Christchurch City. Within the next five years, more central city attractions will open, The Town Hall, Te Pae Convention Centre, Taiwhanga Rehia Metro Sports Centre, and the multi-use stadium. That means a lot more people enjoying what the city has to offer. In the next 30 years, population growth will add another 150,000 people to Greater Christchurch to around 640,000 by 2048.¹ If we keep thinking the way we do now, more people means more cars on our roads, but it is clear we can not build our way out of congestion. It is time for a big shift in how we think about transport.

To reduce pressure on our roads, it will be essential to move more people in fewer vehicles, and essential for more people to use public transport. Currently patronage is stable, however it is still well below the levels seen prior to the Canterbury earthquakes. The resulting decline in revenue from fares has placed the system under increased financial pressure. Bold and transformative action is needed to grow patronage, provide a better service to customers, and to address funding.

What is changing?

The plan, for the first time, sets a new long-term vision for public transport in Greater Christchurch - a vision that could be equally applicable in the Timaru context.

Our top priorities, over the next ten years, are:

- **Improving our environment:** Increase the number of people using public transport and reduce the carbon footprint of public transport by shifting to zero emission vehicles.
- **Growing patronage:** Greater priority on high demand routes and a high-quality travel experience. As the population grows, rapid transit may be added to improve travel times along key corridors to and from the city.
- **Accessibility:** Provide more frequent public transport services so that more people can get to workplaces, shopping, education and recreation within 30 minutes.
- **Innovation:** Trial and introduce new transport and technology initiatives with lower environmental impacts, greater safety and lower costs.
- **Affordability:** Expand the network at a rate the community can afford, with cost effective new services and infrastructure that is financially sustainable for ratepayers and funding agencies.

A connected network

You've told us how important it is that the bus network gets better at meeting your needs.

We're proposing to add four new high frequency lines and to increase the services on our five existing high frequency lines (the Orbiter, Orange, Blue, Yellow and Purple lines).

That means:

- Four new high frequency routes to and through the city every 15 minutes during the day.
- More buses on the existing high frequency routes, so they run every 10 minutes during the day

Our vision: Public transport is innovative and inclusive and sits at the heart of a transport network that supports a healthy, thriving, liveable Greater Christchurch. The public transport system is accessible and convenient, with high quality, zero emission vehicles and facilities. The system gets people where they want to go – as a result it is well used and valued by the people of Greater Christchurch.

¹ Population growth figures have been derived from assessments undertaken on behalf of the Greater Christchurch Partnership, as a requirement of the National Policy Statement on Urban Development Capacity.

- Upgrading some cross-city and suburban routes so you can reach a wider range of destinations

We are also preparing a business case for rapid transit (including rail) which will enable urban revitalisation and support our future land use pattern.

The improved network (outlined in Figure E.1 overleaf) aims to grow patronage and provide a quality customer experience instead of increasing the coverage (spread) of public transport services across Greater Christchurch.

Under this Plan 47% more people will be able to move around

Christchurch more easily by bus – from home to and from the city, door to door, within 30 minutes.

We will continue our dedicated school services across the city, Total Mobility services at current rates, and funding for Community Vehicle Trusts in parts of Canterbury where public transport isn't otherwise viable. Our new public transport system will sit alongside all the other ways to travel, and it doesn't mean giving up the car. For some people and some journeys, travelling by car will still be the favoured position. A really great public transport system means you choose to use it when it works for you – be it once a day a month, a week, or every day.

Policy changes

The proposed changes to the public transport system will be implemented through operational policies, which are reviewed every three years. There are four policy areas, with a number of key changes. These include:

Policy area 1:

The network: services, infrastructure and supporting measures

- New types of services: core, city connector, cross-town, specialist, rapid network
- Enables trials and innovation
- Coordination of service delivery and infrastructure improvements
- Integration of public transport with land use and other modes
- Measures to extend the reach of the core public transport network

1

Policy area 2:

Customers

- A new customer charter for Greater Christchurch
- Service reliability and improve journey times
- Customer information, engagement and feedback
- Accessible infrastructure
- Simple ticketing and wayfinding

2

Policy area: 3

Funding and fares

- Value for money and affordability
- Explore new funding mechanisms

3

Policy area 4:

Standards, procurement, monitoring and review

- Move to the use of electric or zero emission vehicles
- Transition to Public Transport Operating Model (PTOM) contracts

4

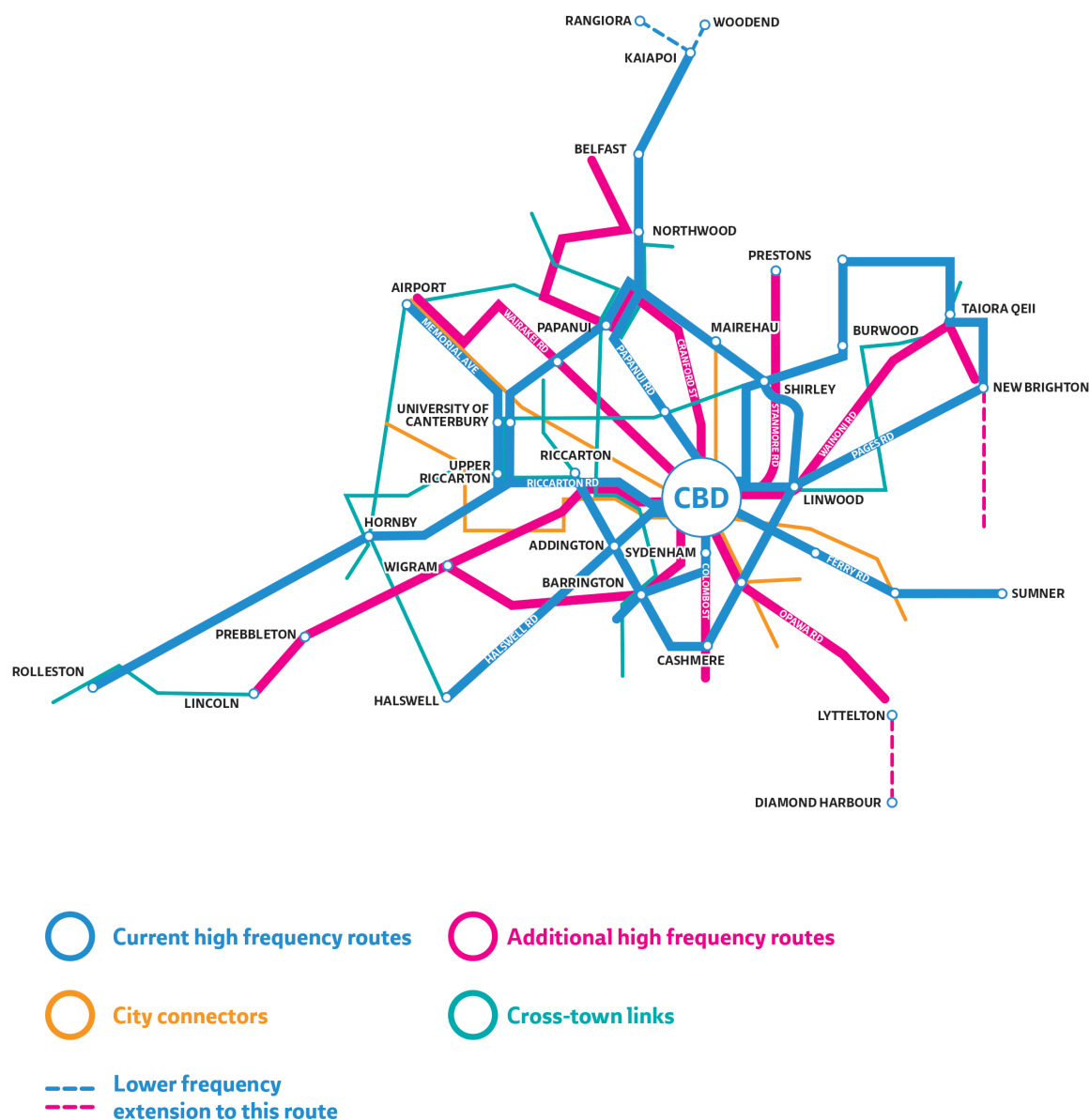


Figure E.1 Proposed network



Introduction

1. Introduction

This is the Regional Public Transport Plan (RPTP) for Canterbury incorporating the 30-year strategic vision for public transport in Greater Christchurch and Timaru. This Plan describes the public transport system that Environment Canterbury, in partnership with local councils in Greater Christchurch and Timaru, proposes to fund and operate.

The Plan, developed in close collaboration with the Greater Christchurch Public Transport Joint Committee (NZ Transport Agency, Canterbury District Health Board, Christchurch City Council, Selwyn District Council and Waimakariri District Council) and Timaru District Council, sets out the outcomes, objectives and policies that apply to the system. Greater collaboration is key to the successful integration and delivery of public transport infrastructure, services, planning and funding.

1.1. How to read this Plan

This Plan takes a different form to previous versions. While it still includes all the legislative operational policy content for the management of public transport services, we've taken the opportunity to develop a vision and key directions for the long-term transformation of public transport in Greater Christchurch. To reach our thirty-year vision we have developed an action plan (Section 8), which is set out into three timeframes: operational (0-3 years), tactical (0-10 years) and strategic (0-30 years), as shown in figure 1.1 (below).

The Plan is organised into three parts: A, B, and C.

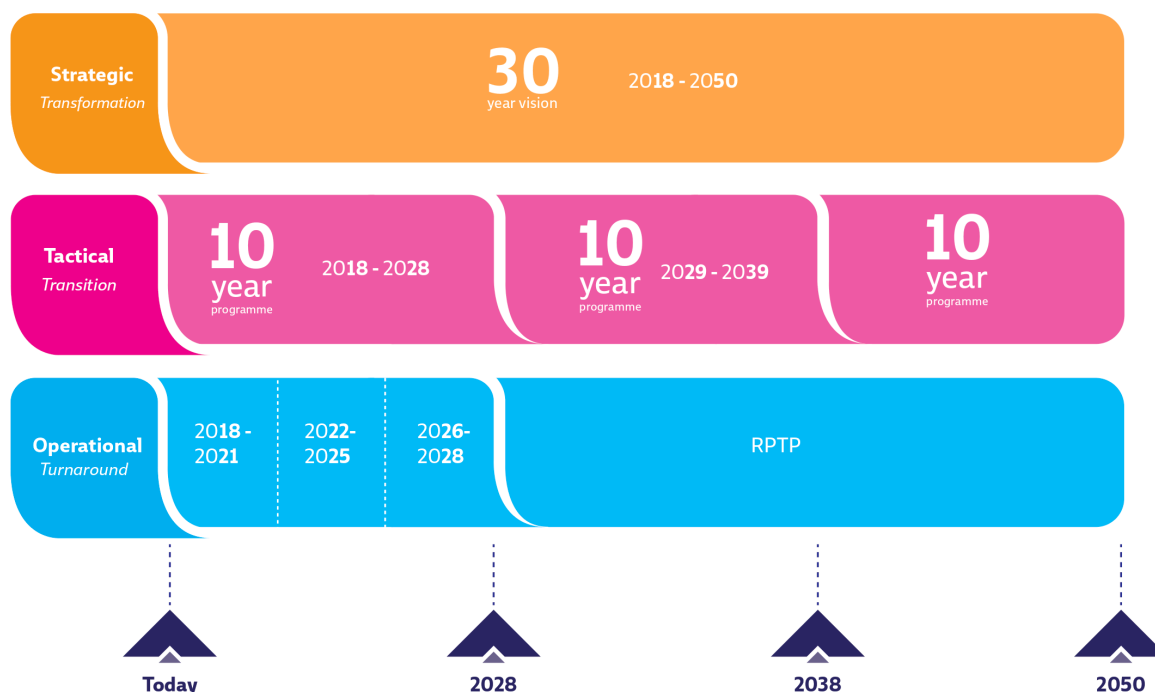


Figure 1.1 How this RPTP fits within our long-term vision

Part A has three main purposes:

- It sets out our long-term vision for public transport, and the key strategic priorities and directions we will pursue to achieve that vision. The action plan summarises our three, ten and 30-year actions – all designed to move us toward our vision.
- It presents the redesign of the public transport network and the principles it is based on. This network is designed to be the foundation of our system into the future.
- It includes a useful, concise and easy-to-read summary of the objectives and policies contained in part B.

Part B sets out this Plan's four key policy areas:

- The network: service, infrastructure, and supporting measures;
- Customers;
- Funding and fares; and
- Standards, procurement, monitoring and review.

These four areas set out the operational policies we will strive to deliver over the first three to ten years of this Plan, with many rolling over into future iterations.

Part C includes several appendices containing more technical detail, the strategic context, and legislative requirements.

The structure of this Plan is illustrated in figure 1.2 (below) which shows how all the provisions flow from the vision and, in turn, feed back into achieving the vision.

This Plan has been prepared by the Greater Christchurch Public Transport Joint Committee on behalf of Environment Canterbury and in accordance with the Land Transport Management Act 2003 (LTMA) and the Land Transport Management Amendment Act 2013. The 2014 RPTP has been reviewed to develop this Plan. The development of this Plan has also followed the 2013 NZ Transport Agency (NZTA) guidelines for preparing regional public transport plans.



Figure 1.2 The structure of this Plan

Part A: The Network Story

2. The future of public transport in Greater Christchurch: Our vision

Public transport is innovative and inclusive and sits at the heart of a transport network that supports a healthy, thriving, liveable Greater Christchurch. The public transport system is accessible and convenient, with high quality, zero emission vehicles and facilities. The system gets people where they want to go – as a result it is well used and valued by the people of Greater Christchurch.

The transport network of 2048 is very different to that of the past. Emerging technologies, moving towards net carbon neutrality and the changing economics of transportation have broken down the divide between public and private transportation. In its place is a customer focused, integrated multi-modal transport system, supported by technology and smart infrastructure that all interconnect to make Greater Christchurch a vibrant, prosperous and sustainable city.

Greater Christchurch has embraced these opportunities and created a transport ecosystem in which people move easily between integrated components, enjoying excellent zero emission mobility, accessibility for all, and customer satisfaction – with a low impact on the environment. All of this will be critical to shaping the region and supporting growth to make Greater Christchurch a thriving, healthy place where people want to live, visit and invest.

What the system will look like in 2048

The public transport system will be fully integrated with the wider transport system and urban form to provide excellent mobility and accessibility across Greater Christchurch.

- There will be a network of nine fixed core routes which will offer more reliable and efficient journeys for customers by providing high frequency services and supporting priority measures.
- Two rapid transit corridors from the north and southwest will offer high speed services (such as rail, rapid bus ways, automated trackless trains) by providing separated corridors and park & ride facilities. This will spark higher density transit oriented development in the surrounding areas.
- Supporting these high frequency corridors will be a network of both scheduled services (guided by a regular timetable) and flexible services (based on customer demand). The flexible options may include demand responsive transport, bike sharing, ride sharing, and car sharing. These services will connect people to their destination or nearest core or rapid transit services.

- Customer information and ticketing will offer the latest technology, enabling interconnectivity between services and with other modes of transport.
- The system will be equipped to support and be adaptive to new opportunities in information technology, intelligent transport systems, zero emission vehicles and autonomous vehicles. Other emerging technologies, such as aerial drones, robotics and other solutions may well play a role in this future system.

Why the change is needed

Unless there is a shift to increase public transport use there will be increased congestion at peak times for all road users as Greater Christchurch grows.

Over the next 30 years, Greater Christchurch is projected to see significant population growth of about 150,000 people to 640,000 in 2048. This growth means more people will be making more trips across the transport network. For the region to remain productive, traffic volumes must not grow at the same rate as the population, as this will mean more congestion and longer journey times. The integration of public transport and land use planning is essential to managing this growth. Public transport, especially rapid transit, has a key role to play in stimulating the regeneration of the central city and redevelopment of existing urban areas to meet future housing and business needs. This in turn supports wider regional economic activity, vitality and employment. By investing in rapid transit and encouraging higher density development around rapid transit corridors, concentrated around stations/stops along rapid transit corridors, more people will be able to access social and economic opportunities. Improving accessibility is key in terms of both improving access to jobs, services, recreation and education and ensuring public transport is increasingly usable for all customers.

This growth will accentuate the current issues facing the network:

- The current public transport system can be unreliable and many journey times are not competitive with the private car.
- The current public transport system is not always sufficiently integrated with existing and planned land use in Greater Christchurch.
- There is a poor perception of using public transport in Greater Christchurch.
- Transport contributes significant emissions to our environment.

What we want to achieve

- Grow patronage by progressively improving the attractiveness of public transport, to achieve a threefold increase in patronage by 2048.

- Improve journey times and the reliability of public transport services to key activity centres, so that they are comparable to journeys by car.
- More people can access key activity centres by public transport, so that 90 per cent of households can access a key activity centre within 30 minutes by 2028.
- Improve health and environmental outcomes by delivering:
 - a zero emissions fleet; and
 - supporting public health improvements through greater patronage.
- Provide a catalyst for central city regeneration, and regional housing and business development, by protecting and investing in rapid transit corridors

How we will get there

This Plan reviews the current network and proposes an improved ten year connected network for Greater Christchurch (in section 8). This approach focuses on growing patronage by concentrating investment on more core routes, increasing service frequency and improving customer services. Implementing this represents

a significant step towards achieving the 30-year vision and supporting planned urban growth. The next step would be moving towards rapid transit to enable even more people to access economic and social opportunities.

Rapid transit will support intensification and regeneration in the Christchurch central city and around Key Activity Centres along the corridors. In time this will provide the right conditions for the public transport system to further grow patronage and become more successful. Transforming the network starts with this Plan, by signalling investment in the core routes both in terms of priority measures and increasing service frequencies, as the two go hand in hand. It will be an evolution of infrastructure and services. The transformation will also take place on services connecting to the core routes.

How fast we can transition to deliver the connected network will depend on the rate of funding that can be achieved from rates, fares and central government subsidy. The Greater Christchurch Partnership is working on a business case process that sets out an investment case to the government for a significant investment in public transport, and early conversations with Government have commenced.



Figure 2.1 30-year vision for the public transport

3. Top priorities

This Plan contains a number of outcomes, objectives, policies and actions that we will deliver over the next three to ten years, as the first phase in achieving our long-term vision for public transport in Greater Christchurch. These are designed to contribute to our five top priorities for the public transport system:

- **Improving our environment:** The New Zealand government is proposing a Zero Carbon Act which aims to reduce our emission to net zero by 2050. We will help achieve this national goal by supporting a shift to zero emission mobility and by growing the use of public transport. We will support the procurement of low or zero emission vehicles and build facilities to reduce our carbon footprint.
- **Growing patronage:** Providing the type of public transport system that attracts customers, with the aim that more people will choose public transport more often. This means providing more frequent services, greater priority for public transport on high demand routes and a high-quality customer experience. In the future, as the Greater Christchurch population grows, rapid transit will improve access to the city and support higher density development along key corridors, particularly within Christchurch city. Growing patronage also contributes to supporting a mode shift to lower emission forms of transport.
- **Accessibility:** Improving access to social and economic opportunities by public transport whilst making it increasingly usable for all customers (including the transport disadvantaged and people with disabilities). Increasing the number of households that can access a key activity centre by public transport within 30 minutes travel time, opens up opportunities for people to live a healthy, fulfilling life by helping more individuals participate in employment, study, recreation and their community, as well as access to food, services, friends and family.
- **Innovation:** The world of transport technology is rapidly evolving. New ideas and opportunities are emerging to provide more transport options and wider partnerships to deliver a better experience for customers with lower environmental impacts, greater safety and lower costs. Developing partnerships and opportunities for these new initiatives to be trialled, developed and implemented is at the core of this Plan.
- **Affordability:** Public transport fares need to be affordable for all customers. Funding also needs to deliver the system we want while remaining financially sustainable for ratepayers and funding agencies. Investment in expanding the network needs to be at a rate the community can afford. New services and infrastructure need to be cost effective and ensure the right investment at the right time.

These interconnected priorities support the overall vision for the future of public transport. For example, affordability helps expand the system, offering more services and options, which in turn drives an increase in patronage growth, which then helps to manage the transport demand created by population growth. More people travelling on public transport in turn improves environmental outcomes. Conversely, invest too quickly in the system and it becomes unaffordable which may drive patronage back down leading to negative environmental outcomes and network impacts. It is important to take a holistic approach and pursue these priorities together in an integrated way.

This Plan takes an integrated approach and accordingly the outcomes, objectives, policies and actions throughout the four policy areas contribute to each of these priorities.

4. Policy areas, outcomes and targets

This Plan is organised into four policy areas:

1. The network: services, infrastructure, and supporting measures;
2. Customers;
3. Funding and fares; and
4. Standards, procurement, monitoring and review.

Each policy area (presented in full in part B) contains a range of objectives and policies, designed to deliver a system that meets our top priorities (in section 3) and move us toward our long-term vision. To track performance in the short to medium term, a set of key outcomes for each policy area and a range of measures and targets, have been developed to measure progress and success (these are set out in table 4.1).

Outcome	Measure	Target
Policy area 1: The network - services, infrastructure, and supporting measures		
The public transport system connects people to where they want to go and provides a timely, attractive and convenient alternative to private car travel.	Proportion of Greater Christchurch urban households that can access one or more key activity centre by public transport within 30 minutes.	90% of households can use public transport to access one or more key activity centre within 30 minutes.
	Proportion of all peak-time trips to the central city made by public transport.	15% by 2021. 20% by 2030.
	Number of car trips replaced by public transport trips per year.	More than 7 million per year.
	Number of communities who receive financial support from Environment Canterbury to establish Community Vehicle Trusts.	100% receive support.
Policy area 2: Customers		
The public transport system provides a high quality experience that retains existing customers, attracts new customers and achieves a high level of customer satisfaction.	Number of passenger trips per year in Greater Christchurch and Timaru.	36 trips per person per year by 2024 (this equates to approximately 18 million trips per year based on present population).
	Customer rating of service quality.	More than 95% of customers are satisfied.
	Proportion of Total Mobility customers satisfied with the system.	More than 90% of total mobility users are satisfied.
	A safe public transport system.	More than 95% of customers are satisfied with personal safety.
	Passenger rating of value for money.	More than 95% of passengers are satisfied with value for money.
	Greenhouse gas emissions per passenger trip.	Decreasing every year (not yet measured).
Policy area 3: Funding and fares		
Public transport funding is sustainable and supports system objectives while providing value to the community.	Overall ratepayer rating.	More than 95% of ratepayers are satisfied.
Policy area 4: Standards, procurement, monitoring and review		
Public transport services that meet customer needs, benefit the wider community, and minimise environmental impacts are procured at a price that provides excellent value for money for customers and ratepayers.	Proportion of public transport fleet that is zero emission.	More than 40% of the vehicle fleet is low or zero emission by 2025.

.....

Table 4.1 RPTP outcomes, measures and targets

5. Strategic context

The strategies, plans and processes that have influenced the development of this Plan are outlined in appendix 1. These include: the Government Policy Statement on Land Transport Funding (2018); the Canterbury Regional Land Transport Plan; Greater Christchurch Urban Development Strategy; Christchurch Transport Strategic Plan; and An Accessible City, the transport chapter of the Christchurch Central Recovery Plan.

6. Our current system

6.1 Public transport use

The public transport system currently services about 2.5% of the peak hour travel demand in Greater Christchurch. This results in about 13.5 million passenger trips per year. Patronage peaked at 17.2 million trips per year in 2010, but in 2011 levels dropped by over 40% from pre-quake numbers. This drop was mainly due to the post-earthquake shift of activity away from the central city - the traditional focus of the bus network. Patterns of travel demand also changed in Greater Christchurch as many people moved homes or work places; presenting a challenge for the public transport system to respond and meet these new demands. The resulting decline in revenue from fares placed the system under financial pressure. Short-term changes were made to the system immediately after the earthquakes, including some service level reductions, which helped to stem some of the financial losses. A more sustainable solution was sought through a review of the public transport network in 2011-12, which resulted in the current network.

Overall, trip numbers have now stabilised and growth is occurring on particular routes. While this is an encouraging sign, this stabilisation has occurred at a level well below the pre-earthquake peak of 17.2 million trips per year. Furthermore, in terms of mode share, public transport continues to decline, as the stabilisation of trip numbers has occurred while our population has been growing.

In order to achieve our vision for public transport, bold and transformative action is needed. This Plan proposes a range of improvements that are taking significant steps to start this transformation.

6.2 Issues and opportunities

There are six key issues and opportunities for transforming the public transport system that are addressed through this Plan:

The current public transport system can be unreliable and many journey times are not competitive with the private car.

Current public transport journey times and reliability limit the attractiveness of public transport for customers. Comparative travel times within Greater Christchurch generally show that car travel is much faster than public transport.

Public transport priority measures combined with frequent or rapid services, would help to improve journey time reliability, so that public transport can become a viable transport option which provides access to opportunities for all. Making public transport more competitive also contributes to managing traffic growth and reducing our reliance on single occupancy vehicles. The challenge is to improve the reliability of the current public transport system so that journey times are competitive with the private car.

The current public transport system is not always well integrated with existing and planned land use in Greater Christchurch.

Currently, Greater Christchurch is relatively low density, compared with other cities such as Auckland, Wellington, and Hamilton. Low density means that there are fewer people within walking distance of a public transport stop, thus reducing the patronage catchment of each stop, making it more difficult to operate an efficient public transport system. Since 2011, the majority of growth has been located in greenfield areas. These areas of new development are on the fringes of the city and serving them with public transport is difficult, as it takes time for new areas to be developed and have sufficient population to make public transport viable.

Over the next 30 years, Greater Christchurch's population is expected to grow by about 150,000 people to 640,000. This growth means more people will be making more trips across our transport network to where they want to go. Designing a public transport system which better connects key activity centres will improve access and provide transport choice, in turn creating a more liveable and inclusive city. The integration of public transport and land use planning is key to creating communities and a more liveable city. In particular, there may be an opportunity for rapid transit to support more compact urban growth and improve access to opportunities like employment, education and recreation. The challenge is to better integrate transport with existing and planned land use in Greater Christchurch.

There is a poor perception of the experience of using public transport in Greater Christchurch.

The most prominent issue that deters the use of public transport, identified by current and potential customers, is that it does not get to places on time and that it is not a convenient use of commuting time. The challenge is to better understand our customers' needs and improve the overall experience of public transport to retain existing, and attract new, users.

Transport contributes at least 19% to national greenhouse gas emissions. In Christchurch, transport contributes 53% of emissions and is a significant contributor to poor local air quality. The majority of transport emissions are a result of road transport and this represents a significant opportunity for reduction.

Local and central government are committed to reducing the adverse effects of transport on the climate, local environment and public health. The government has committed to the Paris Agreement target of reducing greenhouse gas emissions to 30 percent below 2005 levels by 2030, and has introduced a bill proposing to make New Zealand net carbon neutral by 2050. The challenge is to better recognise the role of public transport in achieving these outcomes and targets by growing patronage, therefore reducing single occupancy vehicle use, and by transitioning to a zero emission vehicle fleet.

Public transport affects all aspects of life that keep us well and healthy.

Access to public transport services enables individuals to participate in employment, study, recreation and their community and helps provide access to food, services, friends and family.

The use of public transport is also considered an active form of transport because it typically involves walking to and from bus stops. Being physically active reduces the risk of a number of health conditions. The challenge is to improve the overall health outcomes of our communities by enabling more people to access opportunities by using public transport.

In preparing this Plan, Environment Canterbury is required to consider the public transport funding that is likely to be available for the region. The two main sources of funding are local contributions (farebox revenue and rates collected by Environment Canterbury for public transport services), and subsidies from the NZ Transport Agency's National Land Transport Programme which match local investment on an approximately dollar-for-dollar basis. In addition, district councils invest in infrastructure to support the public transport system through the local rates determined in their Long Term Plans.

Achieving our vision will require a significant increase in investment in the years ahead. The Government Policy Statement on Land Transport (GPS) has signalled significant increases in the overall level of capital investment available for public transport. Conversations with government are being signalled and additional funding may emerge which could help us achieve our vision more quickly. There may be opportunities to further invest if more public transport funding becomes available.

The CO₂ emissions from one diesel bus roughly equates to those from five petrol cars



Carrying 30 people on one diesel bus still only produces similar emissions from five petrol cars



Carrying 30 people on one zero emission bus is even better for our zero carbon future



Carbon emissions can be saved simply by switching to public transport for your daily commute. Zero emission buses will additionally improve this - plus the roads will be less congested, so the efficiency of our roading investment will improve accordingly

7. Key directions

7.1 Our approach to designing a high patronage network

In designing a revised network for the Greater Christchurch area we are forced to balance two objectives:

- achieving a high patronage public transport system, which seeks to maximise the number of users; and
- achieving a high coverage public transport system, which seeks to maximise user access to the network across as much of the city as possible.

This trade-off exists because prioritising some services, through increased frequency for instance, will often mean a reduction in service elsewhere as funds are re-prioritised onto core services. Balancing this trade-off is a significant challenge for our network moving forward, as is illustrated below.

Our connected network is a step towards creating a higher patronage network that prioritises our core services and other routes that are:

- in high-density areas with concentrated development;
- are walkable; and
- are linear routes.

The revised network design is intended to prioritise these objectives and, better serve the current transport needs of the community through increased patronage. The revised network will provide a solid, sustainable foundation for long-term growth and enhancement of public transport.

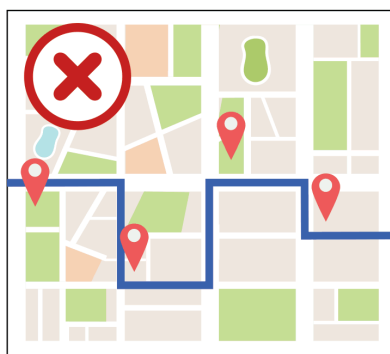
The network design can be summarised as:

- Firstly, maximising service frequency.
- Secondly, concentrating investment in the highest frequencies on high demand core routes. This enables more efficient allocation of resources to ensure public transport journeys can be reliable, fast, comfortable, and useful to the greatest number of customers.
- Thirdly, to maintain coverage in areas outside of our core services as much as possible within the resources available.

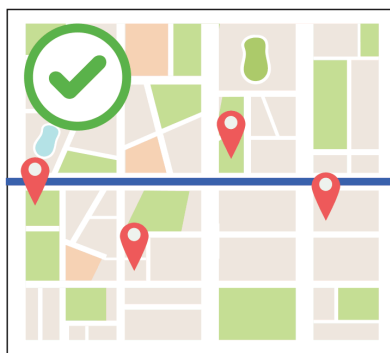
Maximise
coverage



Maximise
patronage



More routes, but trips are usually less direct, require a lot of stops and aren't as frequent.



Selected routes run frequently, moving people along certain corridors quickly. However, it means some areas aren't as close to a route.

7.2 Moving towards a wider view of public transport

For most people in Greater Christchurch the term public transport means buses. However, this has not always been the case, and is less likely to be so as we move into the future. In the past, our public transport system was truly multi-modal, including trams, trains, ferries and buses – which people accessed on foot or by bike. Today, emerging technology, coupled with environmental and economic factors, are driving public transport (and transport in general) toward becoming a more diverse and multi-modal system once again. Rather than public transport simply referring to a publicly subsidised network of buses, it is evolving toward becoming a system comprised of multiple transport options and modes – some of which will be provided publicly, and some privately.

One of our key directions is to embrace these opportunities while ensuring they are well integrated, to provide people with excellent access across the city and sub-region. Investing in these modes will also help to reduce our total carbon emissions and improve air quality. Through this Plan, we will take steps to ensure these emerging opportunities integrate with, improve and complement our public transport system.

7.3 Integrating land use and public transport planning

The Greater Christchurch Partnership, as required by the National Policy Statement on Urban Development Capacity, is developing a Future Development Strategy to manage population growth in Greater Christchurch over the next 30 years. This provides an opportunity to integrate land use and transport planning. The network and system design, and the long-term vision outlined in this Plan, will inform the Future Development Strategy.

Public transport routes can also provide certainty to those who want to co-locate their homes, businesses, schools and other facilities close to core routes. This can lead to higher concentrations of people in those areas, which in turn supports greater use of, and investment in, public transport services, creating a positive feedback loop. This all begins with carefully considered integration of land use planning and transport investment, where land use and transport are developed together in an integrated way. The Greater Christchurch Partnership is working collaboratively with government and other agencies to maximise integrated planning both in the growth areas and regeneration areas of Greater Christchurch.

7.4 Embracing emerging technology

Transport technology is evolving constantly and it is impossible to predict with any certainty what the future transport system will look like. Disruptive technologies have already arrived and are changing the way people travel. Ride-hailing apps such as Uber, electric bikes and cars, electric buses and driverless vehicles are changing the way people choose to travel. New technology is also presenting better ways to operate our transport system by optimising use of our assets, managing the network efficiently, and gathering useful data about problems and opportunities across the network. These technologies present new opportunities for us to provide a more efficient transport network, a better travelling experience, more cost-effective investment, and reduced environmental impacts (particularly greenhouse gas emissions). The aim of this Plan is to be open to new technologies, proactively seek out opportunities and constantly look to implement the best solutions for Greater Christchurch. Given the uncertainties around emerging technologies, this will mean taking a bold and innovative approach to trialling and testing new ideas, learning from them, and being committed to continual improvement.

7.5 A renewed focus on the customer

Public transport needs to be customer-centric, focused on the people who use, or may use, public transport. The public transport system will only succeed if it delivers the kind of service that people want to use more often. To achieve this, all aspects of the system need to be of a quality that attracts more people, and their needs and expectations need to be at the centre of everything the system delivers.

This Plan introduces a customer charter that guides all planning, investment and delivery of public transport. This customer charter is based on feedback from existing customers, as well as people who don't currently use public transport, about the key things they want in a public transport system. It sets out our commitment to deliver the key aspects customers have said they want. The customer charter (overleaf) will become a standalone document and will be incorporated into service contracts.

The Public Transport Customer Charter

Customers are at the heart of our public transport system. This customer charter is a commitment by all the agencies that form the public transport partnership in Greater Christchurch and Timaru to work together to provide our customers with an excellent public transport experience.

The public transport partnership includes:



For the full customer charter visit: www.metroinfo.co.nz

Under this customer charter, we will:

Provide excellent customer service and value our customers

We'll be friendly, courteous, helpful, and timely with our customer service. We consider that your journey is our responsibility and we're committed to doing what we can to ensure all your experiences of our system are successful and positive.

We appreciate that by choosing public transport, you're helping us make a better public transport system. We value this and want to acknowledge the support you give to your public transport system. To do this, we'll offer a range of rewards and incentives to encourage people to use public transport and let you know that we appreciate your support.

Provide a public transport system that encourages regular use and attracts new users

We want more people to choose public transport more often. We understand that making public transport an attractive choice for new users requires a real commitment to quality.

We'll design and deliver routes, services and infrastructure so they are as attractive and environmentally friendly as possible, so that more and more people choose public transport.

Provide reliable journeys

We know that arriving late can make or break your day, so we need to get you where you're going on time.

We'll strive to deliver reliable services with consistent journey times and provide the right infrastructure to keep your service moving. We'll also publish performance results each month so you can see how we're doing, and we can see where we need to improve.

Make public transport easily accessible

We want it to be as easy as possible for everyone to use our services so we're committed to improving the whole system, including for people with limited mobility, hearing or vision. To do this we'll strive to:

- Keep public transport fares as low as possible.
- Maintain high standards of vehicle and infrastructure accessibility, including good quality footpaths to major stops.
- Ensure all information is easy to access and understand, reducing any cultural and language barriers.
- Design routes, services, payment systems and infrastructure to enable convenient use and seamless end-to-end journeys.
- Regularly seek your feedback to help us identify ways to make our systems easier to use and to look for opportunities to make improvements.

Provide safe and comfortable journeys

We appreciate that comfort and safety are big factors in whether you choose to use public transport, so we're committed to:

- Keeping vehicles and facilities clean and in good condition.
- Providing seats for as many passengers as possible.
- Designing and managing infrastructure so it provides high personal security for passengers.
- Providing adequate shelter at key stops.
- Integrate with bike share services, where available.
- Training drivers so that your journey is safe and smooth.
- Transitioning to zero emission vehicles.

Keep you informed and listen to you

We'll provide you with the information you need so that you can confidently choose public transport. We're committed to:

- Making information available in a timely manner and in a range of formats so it's clear and easily accessible.
- Using the communication channels and information platforms that our customers expect in an ever-changing world.
- Embracing innovative and open ways of sharing information, communicating with you and enabling you to communicate with us.
- Welcoming your feedback at all times and providing regular formal opportunities for you to have your say on what we're doing. We'll consider all feedback and ideas and provide clear reasons for the decisions we make.

How you can help

As a public transport customer, you can help us achieve this by:

- Being friendly and respectful to your driver, fellow passengers and the whole public transport team.
- Respecting public transport vehicles and facilities, helping us keep them clean, tidy and in good condition.
- Letting us know when things need attending to. We want to hear from you so we can address any issues and keep making public transport better.

See the Public Transport Customer Code of Conduct for full detail:

www.metroinfo.co.nz/info/Pages/CodeOfConduct.aspx

Delivering this high quality customer experience is a big challenge. We know we won't always get it right and we'll always have more to learn. Your feedback on how we're doing and ideas on how we can improve are really important to us.

Please feel welcome to give us any feedback here: www.metroinfo.co.nz

Together we can make an excellent public transport system.

8. The network review

To achieve the high patronage public transport network we desire, we must provide a network of services that is attractive and provides a quality customer experience, which will involve changing the current structure.

The overall aim is to grow patronage by focusing on:

1. Increasing frequencies and reliability of the core services, so that more people can access key destinations quicker by public transport.
2. Prioritising services which are walkable, direct (linear), and travel through high density areas. This means that resources are focused where they will most likely increase patronage i.e. areas which are walkable or have concentrated development.

This approach moves the system further away from a coverage approach of many small routes operating infrequently.

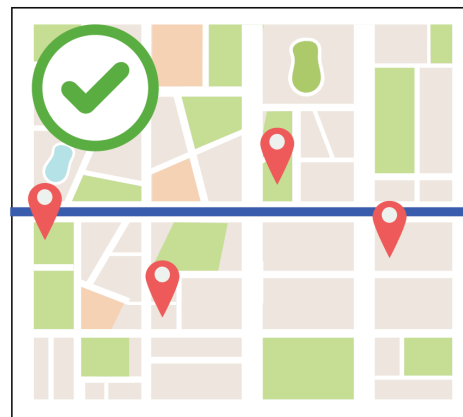
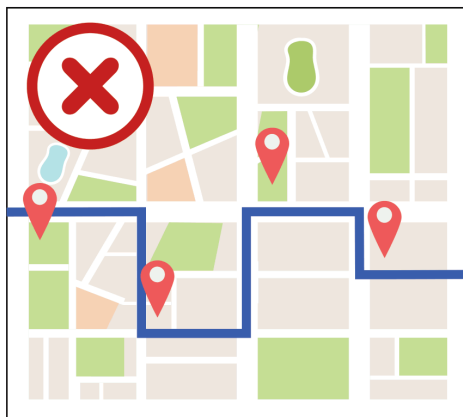
This new structure is based on the key directions (as set out in section 7) and seeks to achieve the outcomes (detailed in section 4).

The new network aims to serve both the current transport needs of the community, and provide a solid, sustainable foundation for long-term growth and enhancement. The implementation of this network will form the foundation of our future public transport system, which will be built on in the years ahead as the network develops towards the long-term vision.

8.1. Network design principles

Three network design principles have been applied to the Greater Christchurch network, to look for opportunities to make public transport an attractive and competitive travel choice. These have informed the network structure. The network design principles are:

- **Speed and journey time:** We want to improve journey times to be a competitive transport alternative.
- **Destinations and future demand:** We want to refocus the local network to serve major suburban attractions (such as key activity centres) and new and emerging destinations. The central city is the largest destination in our network, with a growing number of trips to access employment opportunities, shop or socialise.
- **Improved frequency to go further:** We want to facilitate anywhere to anywhere travel, making the system simpler to understand and faster to use.



8.2 Network structure

The proposed new network (figure 8.1) considered the feedback on the current network and incorporates areas where new services will be required, or where existing services may be redirected. This will future proof the network to meet the needs of the city as it grows through the next ten years and beyond. The new network includes a number of enhancements:

- Stronger connections to key attractors such as Taiora QEII, Christchurch International Airport, and the central city.
- Frequency enhancements to existing core routes.
- Frequency enhancements for a number of routes to elevate them to the level of core services.
- Park & ride to and from outer destinations.

The network structure is made up of a hierarchy of service types (defined further in part b, policy 1.0). These are core, city connector, cross-town links, and specialist services.

The key changes proposed for each service type are outlined overleaf.

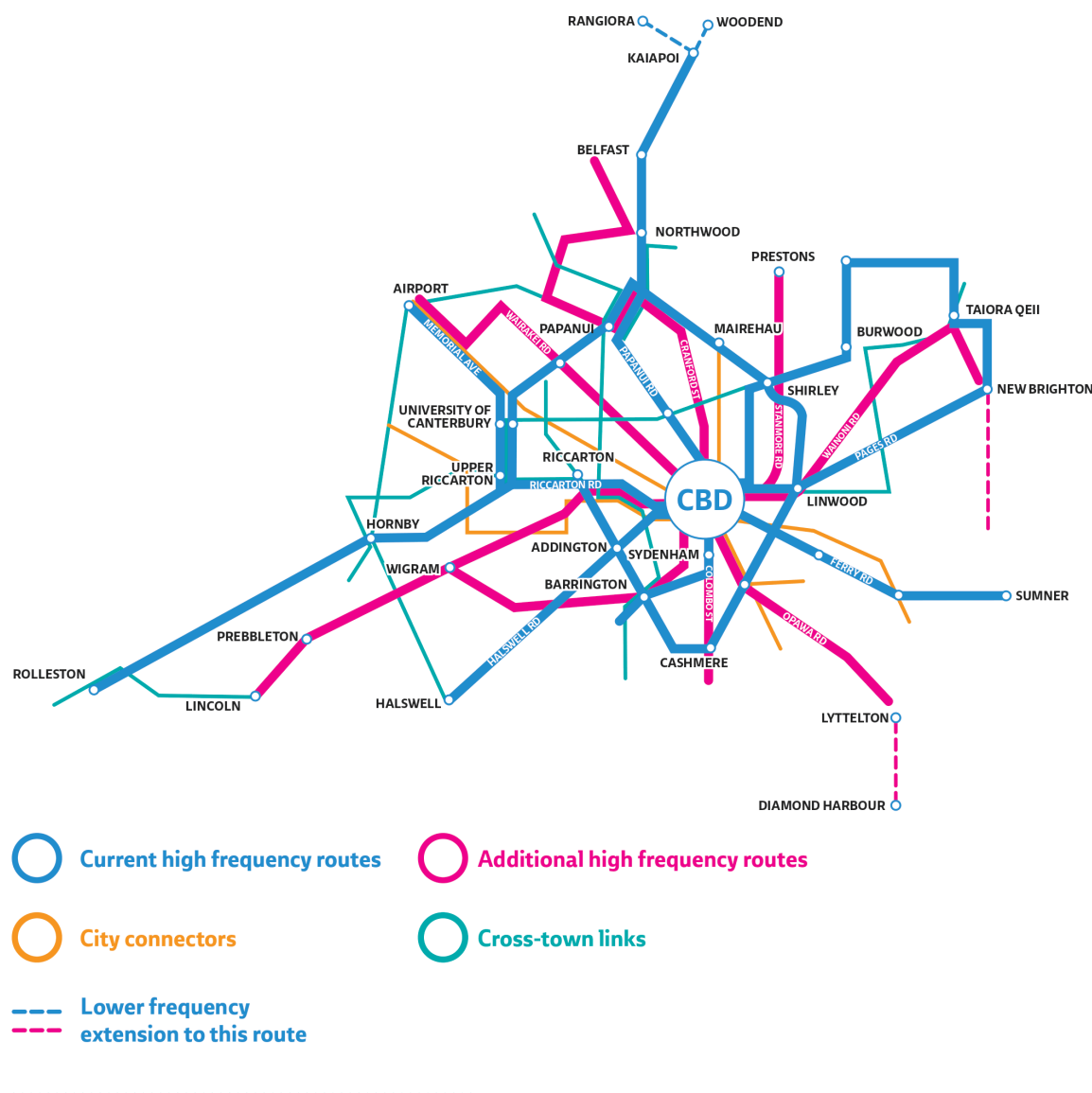


Figure 8.1 Proposed public transport network structure

Core services

Note: The terms “Core routes and services” and “Higher frequency routes and services” are the same and are used interchangeably through this document.

Core services are frequent services connecting two or more key activity centres, trip attractors or tertiary institutions along strategic corridors. Figure 8.2 illustrates the core services. The new network adds four new core service routes that will expand the existing core network.

The existing core routes are:

The Orbiter	Bi-directional circular route linking suburban malls, schools and attractors.
Orange Line	Halswell to Queenspark (and return) via Addington, Christchurch Hospital, the central city, The Palms and Burwood Hospital.
Yellow Line	Hornby to New Brighton (and return) via Bush Inn, Riccarton, Christchurch Hospital, the central city and Eastgate.
Purple Line	Sumner to Avonhead (and return) via Ferrymead/Woolston, the central city, Christchurch Hospital, Riccarton, the University of Canterbury and Christchurch International Airport.
Blue Line	Belfast to Barrington (and return) via Northlands, Merivale, the central city and Sydenham.

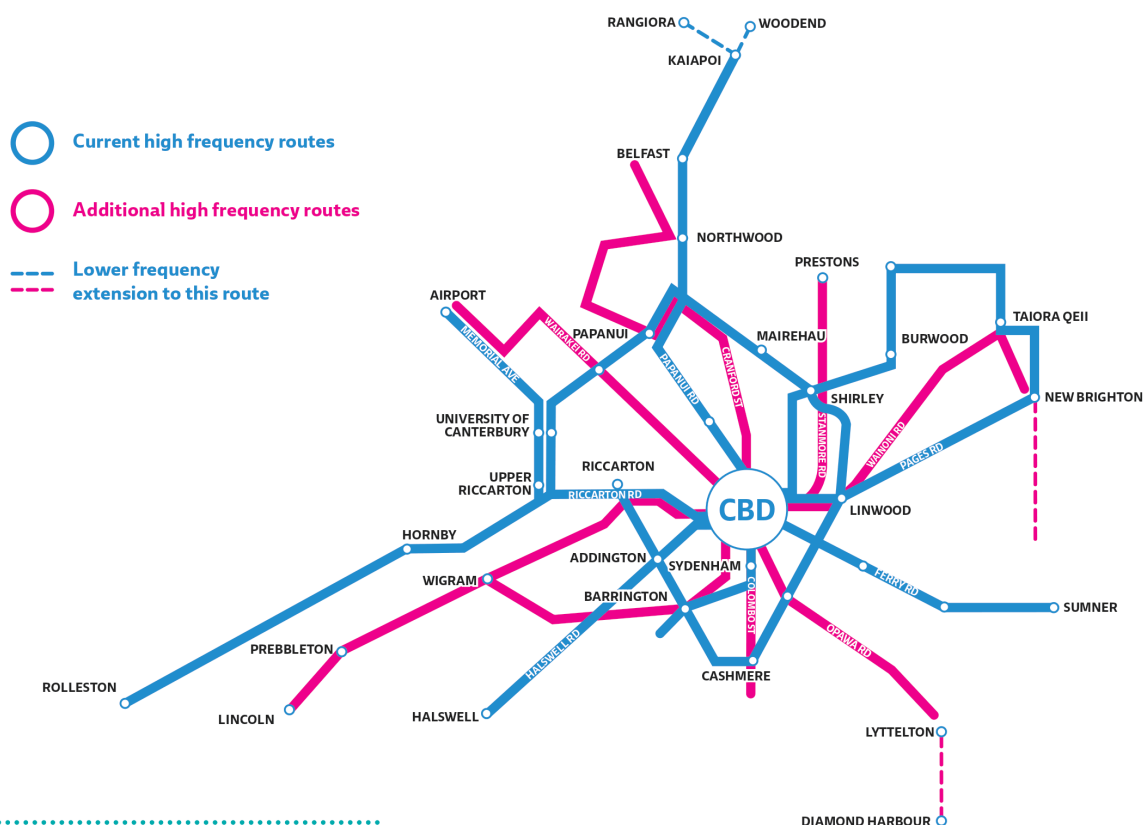


Figure 8.2 Core and potential core services

City connector Services

City connectors are direct services along routes connecting two or more neighbourhood centres with the central city or strong trip generating areas. These services provide quality and frequent connections to the wider network. Most of the destinations serviced in these lines already receive a relatively high frequency. Frequency of service will generally increase as demand and availability of funding allow, along all routes so that they will, at some point, meet the requirements of core service (as defined in policy area 1: The network). The city connectors are in figure 8.3 (below).



Figure 8.3 City connector services

Cross-town link services

Cross-town link services provide coverage to areas of the city not well serviced by core or city connector services, and they typically run less frequently than city connectors. The cross-town link services are illustrated in figure 8.4 (below). There are currently a number of cross-town services which connect key destinations, but do not go through the central city. Many of the existing cross-town services are already achieving encouraging patronage levels and are catering for current demand. The new network presents amendments and additions to these types of service. The service frequency would initially be comparable to that of city connector services, with an emphasis on enhancing frequency at peak times, as required.

There are also a number of smaller link services included in this category, which link communities where access to the network is otherwise difficult due to their location, for example by geography. As somewhat bespoke services, these routes link together areas of lower demand to form a viable service that will connect to the network through key activity centres. These link services provide social access and enable connectivity to the rest of the network. Cost recovery on link services is likely to be lower than other parts of the network, but commercial success is not a primary driver of these services. They provide a basic level of social service by linking areas of the city together.

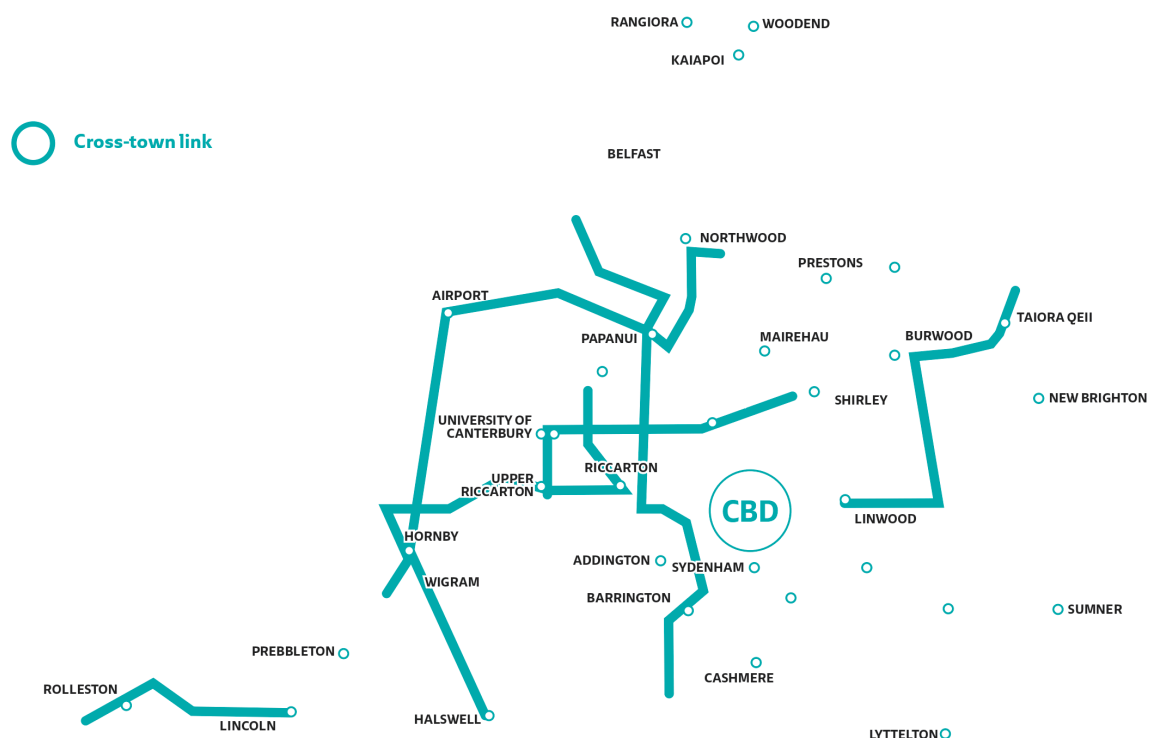


Figure 8.4 Cross-town link services

Specialist services (including central city shuttle)

Specialist services are intended to meet specific areas of demand and complement the rest of the network. The introduction of demand responsive transport is an example of this type of service. These services can offer customers a more flexible service when they need it, reducing the reliance on traditional fixed schedule services. This approach is often more cost effective for the service provider, especially on the routes with high coverage and low patronage.

A key feature in this Plan is the inclusion of a trial central city shuttle service, as a specialist service. A central city shuttle would link together key origins and destinations, enhancing the attraction and trip generating capacity of the public transport network. The Greater Christchurch Public Transport Joint Committee investigated the shuttle in 2017. They concluded that a central city shuttle service (in some form) could support the outcomes and objectives of this Plan, and that a trial central city shuttle service is necessary prior to committing to permanent implementation. This is discussed further under policy 1.5 Trials and innovation. The trial will enable monitoring and evaluation to reduce any potential financial risks and uncertainty around the appropriate time to introduce a shuttle to align with the redevelopment of the central city.

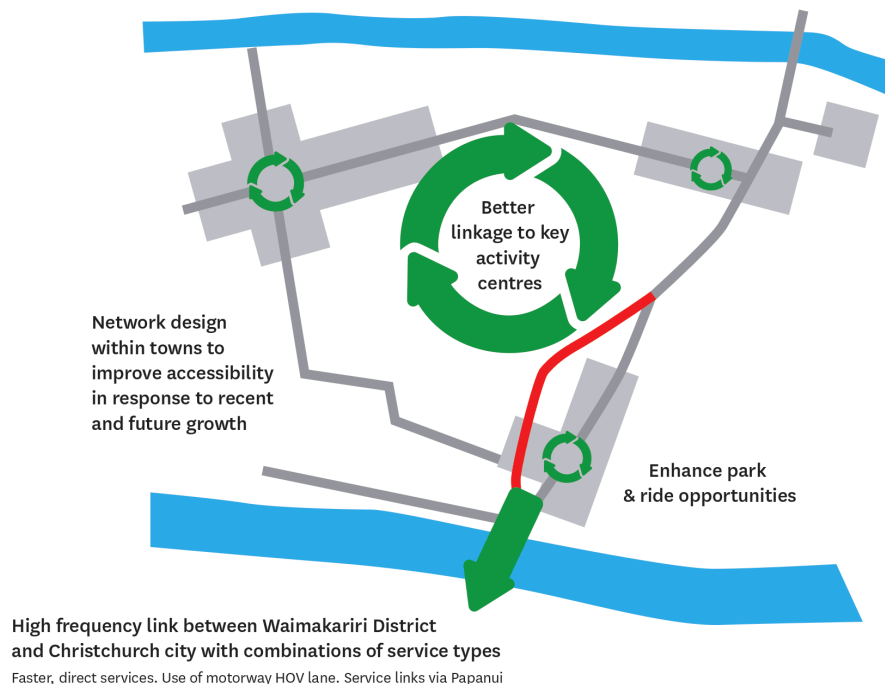
Waimakariri and Selwyn services

Waimakariri and Selwyn districts are the longer distance origin for some public transport trips. Services in Waimakariri and Selwyn districts are operational extensions to strong routes to and from Christchurch city (i.e. the Blue Line service to Rangiora and Kaiapoi, Yellow Line to Rolleston), while the Lincoln route has been maintained and supported by the strength of Lincoln University and ancillary services. This approach to service provision will continue through this Plan. Following the core and city connector descriptions noted above, routes in the respective districts will link one or more key activity centres to central Christchurch, to maximise connectivity and accessibility for local residents, while ensuring operational and cost efficiency.

Figures 8.5 and 8.6 show potential interventions within the urban areas of the respective districts. These types of interventions will be considered in more detail when the service reviews for the relevant lines are consulted on following the adoption of this Plan.

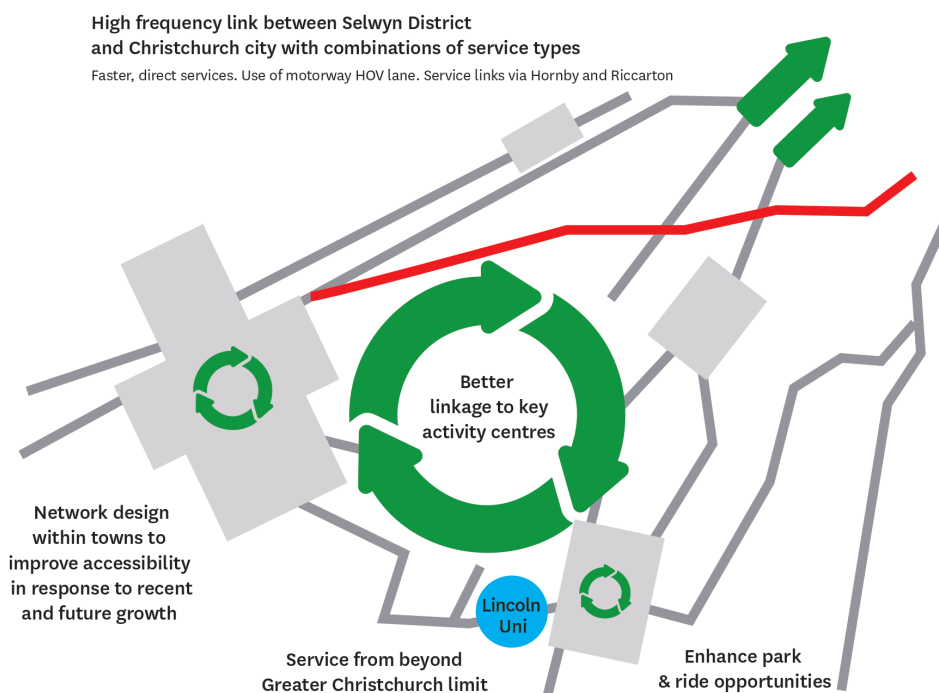
Any future public transport provision from beyond the Greater Christchurch area will rely on demonstrable demand (where communities agree to be rated and pay for defined service levels) or will be the responsibility of private providers (commercial services or private vehicle to connect to routes within the Greater Christchurch area). This is discussed further in policy 1.9 Regional Connections and policy 1.12 Services to areas of new development.





Waimakariri District Options

Figure 8.5 Waimakariri district public transport interventions



Selwyn District Options

Figure 8.6 Selwyn district public transport interventions

9. Moving toward our vision: action plan

Transitioning toward our aspirational network will require a staged approach. In the short-term (0-3 years), a focus on stabilising and growing patronage will be required, along with improvements to the priority measures and service frequencies on the high demand routes. Over the medium to long-term (0-10 and 0-30 years), significant investment in the services, zero emission vehicles, priority infrastructure on core corridors, and other supporting measures such as smart technology, will need to be made. This will be accompanied by integrating public transport with new housing and land use developments that will be built during the next 30 years to accommodate our population growth.

The key phases of this transition are set out in the table below.

Policy area	Short-term (Three years: 2018-2021)	Medium-term (Ten years: 2018-2028)	Long-term (30 years: 2018-2048)
The network (integrated planning)	<p>Complete the public transport future business case and identify a rapid transit corridors¹.</p> <p>Complete the Future Development Strategy, and identify areas for future land use development that are integrated with, and highly accessible by public transport.</p> <p>Work together with partner agencies and developers to identify opportunities for public transport to be incorporated in design of areas of new development.</p> <p>Engage with central government to secure an investment package for transport that includes significant investment to transform public transport and rapid transport to enable transport to shape urban form (i.e. urban development is focused on locations near public transport corridors).</p>	<p>Protect rapid transit corridors and begin construction of infrastructure that will separate public transport from traffic congestion (i.e. rapid public transport systems).</p> <p>Transit oriented development is supported, by ensuring urban development is focused on locations near public transport corridors, through future reviews of the Canterbury Regional Policy Statement and the District Plan.</p>	<p>Rapid transit services provided on the highest demand corridors and surrounded by transit oriented development.</p>

¹. Systems such as rail or rapid busways. The exact system(s) will be determined by further investigation.

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Table 9.1 Action plan

Policy area	Short-term (Three years: 2018-2021)	Medium-term (Ten years: 2018-2028)	Long-term (30 years: 2018-2048)
The network (services and infrastructure)	<p>Core services: Gradually implement network improvements by:</p> <ul style="list-style-type: none"> Beginning to increase frequencies on existing core services. Commence extending the core services to more routes (four additional routes) so that they are all at least 15 min frequency. Developing a public transport infrastructure priority programme and progress to detailed business cases for highest priority core routes in Greater Christchurch. Optimising the management of the network to prioritise bus movements through the use of new technology, particularly real time tracking of buses. Exploring opportunities to leverage high occupancy vehicle infrastructure, starting on the northern corridor. Developing a more detailed network management plan to enable more efficient public transport priority. <p>Connector and suburban services: Increase frequencies on city connectors, where necessary. Integrate public transport with other transport modes more effectively, for example by providing cycling and bike share facilities at appropriate public transport stops. Improve pedestrian safety and walking access to core services. Delivery of renewals and maintenance on customer facilities (bus shelters, timetables, seats). Test innovations to improve public transport and customer outcomes.</p>	<p>Complete roll out of network improvements by:</p> <ul style="list-style-type: none"> Increasing frequencies on services Extending the core services to more routes (four additional routes proposed) so that they are all at least 15 min frequency. Continue to expand public transport priority features such as dedicated space and intersection priority to improve journey times. Ongoing implementation of technology advances on the network and the services. <p>Ongoing improvements to walking and cycling connections to high demand routes.</p> <ul style="list-style-type: none"> Explore policy opportunities for road pricing to support public transport. <p>Following the implementation of the network review and the future public transport business case, plan key park & ride sites across Greater Christchurch.</p>	<p>Expand public transport priority programme. Autonomous and technology based services and service types integrated into the system.</p>

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Table 9.1 Action plan

Policy area	Short-term (Three years: 2018-2021)	Medium-term (Ten years: 2018-2028)	Long-term (30 years: 2018-2048)
The customer	<p>Deliver, maintain and monitor the customer charter.</p> <p>Trial new technology measures that can be introduced to improve customer information, payment and services.</p> <p>Develop and implement a new marketing and engagement strategy.</p> <p>Deliver education/information programmes aimed at providing advice and information to commuters on their travel options, particularly public transport.</p>	<p>Implement a national ticketing system for digital payments and phase out on-bus cash payment.</p> <p>Provide different payment options.</p> <p>Integrated and improved way finding systems.</p> <p>Integrated customer information through technology.</p>	
Funding and fares	<p>Work with partners and central government to explore funding for public transport.</p> <p>Implement the network and service improvements at a rate which is affordable to the community and the users.</p> <p>Annual review of passenger fares.</p> <p>Review fare structure and concessions.</p>	<p>Work with partners and central government to explore funding for public transport and rapid transit.</p>	<p>Work with partners and central government to explore funding for public transport and rapid transit.</p>
Standards and procurement	<p>Procure contracts using the Public Transport Operating Model (PTOM).</p> <p>Through the procurement process start the transition to zero emission vehicles.</p> <p>Ongoing monitoring and review of network performance and patronage.</p>	<p>Provide zero emission public transport vehicles.</p> <p>Require all new buses that are procured after 2025 to be zero emission vehicles.</p> <p>Procurement to include rapid transit services.</p>	<p>Autonomous vehicles integrated into the fleet.</p>

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Table 9.1 Action plan

10. Policy summary

A summary of all the objectives and policies (set out in part B of this Plan) is presented in table 10.1 (below). Over time, while the vision will remain the same (subject to occasional review), the operational policies will be delivered, reviewed or amended and new policies will be introduced in a three-yearly cycle, to ensure we are constantly moving toward our vision.

POLICY AREA 1: The network-services, infrastructure and supporting measures Outcome: The public transport system connects people to where they want to go and provides a timely, attractive and convenient alternative to private car travel.	
Objectives	Policies
Objective 1A: A network of public transport services in the Greater Christchurch urban area that provides people with access to key destinations.	Policy 1.0 Service levels Provide the minimum service attributes outlined in this policy for scheduled services in the Greater Christchurch network.
	Policy 1.1 Core services Provide a permanent network of frequent, direct core services that operate along strategic public transport corridors, with connections to key activity centres and employment centres.
	Policy 1.2 City connector and cross-town link services Provide a network of city connector and cross-town link services that complement the core services to provide greater access to places such as major shopping, education, employment, entertainment, recreational and medical facilities.
Objective 1B: A public transport service in the Timaru urban area that provides people with access to key destinations.	Policy 1.3 Timaru bus services Provide a network of services that provide greater access to the central city and places such as shopping, education, employment, entertainment, recreational and medical facilities.
	Policy 1.4 Timaru alternative service levels Innovate through service trials in Timaru to improve service delivery and offer different service types (such as demand responsive transport). These services may run as alternatives to the traditional set route and scheduled transport options.
Objective 1C: Improved access and freedom of travel for people whose needs are not met by, or who are unable to use, the regular public transport system	Policy 1.5 Trials and innovation Enable the trial of new technology, services and service delivery types where existing services are not meeting customer needs or in order to test and assess the demand for, and viability of, new approaches.
	Policy 1.6 Specialist services Provide specialist services, such as school services and peak express services according to demand.
	Policy 1.7 Total Mobility service Provide the Total Mobility service so that transport services are available for the mobility impaired who have difficulty with, or are unable to use, regular scheduled services.
	Policy 1.8 Community transport services Provide funding support for: <ul style="list-style-type: none"> community transport services to meet the transport needs of communities that cannot sustain a regular public transport service; and specialist services not provided by the regular public transport services for an area.
	Policy 1.9 Regional connections Investigate the feasibility, costs and funding options for the provision of services to connect communities outside of the Greater Christchurch and Timaru urban areas, where there is strong community support and where it is cost effective to do so.

Table 10.1 Policy summary (2018-2021)

POLICY AREA 1: The Network-services, infrastructure and supporting measures Outcome: The public transport system connects people to where they want to go and provides a timely, attractive and convenient alternative to private car travel.	
Objectives	Policies
Objective 1C: Improved access and freedom of travel for people whose needs are not met by, or who are unable to use, the regular public transport system.	Policy 1.10 Event services Work with other agencies to help facilitate the provision of public transport services for major events in Greater Christchurch and Timaru.
	Policy 1.11 Requests for changes to services or introduction of new services Provide a clear process for members of the public to seek changes to public transport services or the introduction of new services, in accordance with the following criteria: <ul style="list-style-type: none"> a) the proposed change or addition will improve the accessibility of public transport to the wider community; b) the proposed change or addition is supported by the residents; c) new services or changes may be trialled (in accordance with policy 1.5) prior to a decision on whether to incorporate them into the network on an ongoing basis; and d) cost, patronage and revenue projections indicate the change or new service will be financially viable in the long term.
	Policy 1.12 Services to areas of new development Enable timely and cost effective public transport service provision to new areas of urban development, in accordance with the following criteria: <ul style="list-style-type: none"> a) the planned eventual size of the development will support the provision of public transport services; b) provision of service is supported by the residents; c) cost, patronage and revenue projections indicate that the service will be financially viable in the long term; and d) the infrastructure is in place to support the service provision.
Objective 1D: To support compact urban form and multi-modal journeys, the delivery of public transport is integrated with land use development, quality infrastructure, and innovative technology.	Policy 1.13 Coordination of service and infrastructure delivery Delivery of public transport services and infrastructure to enhance the customer experience.
	Policy 1.14 Integration of public transport with land use and other modes Integrate public transport infrastructure and services with land use development and other transport modes to improve access.
	Policy 1.15 Measures to extend the reach of the public transport network Provide supporting measures and infrastructure to extend the reach of core public transport services.
	Policy 1.16 Bike racks on buses Ensure bicycle racks are provided on all contracted bus services in Canterbury.

Table 10.1 Policy summary (2018-2021)

POLICY AREA 2: Customers	
Outcome: The public transport system provides a high quality experience that retains existing customers, attracts new customers and achieves a high level of customer satisfaction.	
Objectives	Policies
Objective 2A: Public transport provides a high quality experience that meets the expectations of existing and potential customers.	Policy 2.0 Customer charter Develop and maintain a public transport customer charter.
	Policy 2.1 Service reliability and punctuality Provide reliable and punctual public transport services, by: a) developing realistic, achievable timetables; b) providing bus priority measures at key locations to ensure services can run reliably; and c) including high standards of service reliability and punctuality in all service contracts.
	Policy 2.2 Customer service Everyone involved in the delivery of the public transport system will be suitably trained so that customers experience excellent customer service and safe, comfortable, enjoyable journeys.
	Policy 2.3 Vehicle capacity Maintain sufficient capacity and frequency on public transport services to support comfortable, attractive journeys.
Objective 2B: Existing and potential customers have the information they need to confidently choose to use public transport and Environment Canterbury has the information necessary to constantly improve the service.	Policy 2.4 Customer engagement Proactively undertake customer engagement to assist customers in understanding and removing barriers for using public transport: a) targeting interaction, engagement and information with employers and communities in key destinations that have easy access to the high frequency routes; and b) working with communities to raise awareness of the travel options available and the benefits of use.
	Policy 2.5 Customer information Provide customer information in a range of up-to-date formats so that it is easily accessible to all users, easily understood and keeps up with changing customer expectations, including: a) provide accurate real-time passenger information; b) provide high quality onboard audiovisual journey information where appropriate; c) provide a range of up-to-date, effective and accessible journey planning tools; and d) take a proactive approach and use a wide range of methods to provide timely information to customers.
	Policy 2.6 Customer feedback channels Provide and promote a range of customer feedback channels, including regular formal and ongoing informal opportunities for the public to give feedback, and use this feedback to continually improve the public transport system.
	Policy 2.7 Branding and marketing Provide a consistent brand and marketing for public transport throughout Canterbury so it is easily recognised and understood by customers.
Objective 2C: Public transport is easily accessible for all existing and potential customers.	Policy 2.8 Acknowledging customer loyalty Provide a range of rewards and incentives to help retain existing users and attract potential customers.
	Policy 2.9 Accessible infrastructure and services All new public transport customer infrastructure (and related supporting infrastructure such as footpaths) will be designed and constructed according to best practice, to ensure public transport is increasingly accessible and usable for all customers.
	Policy 2.10 Wayfinding Provide clear and simple wayfinding and signage so customers can easily navigate the public transport system and understand how to make connections between services.
	Policy 2.11 The ticketing system Ensure the ticketing system, and other points of contact where customers carry out transactions with the public transport system (such as purchasing and topping up), are simple, easily accessible and highly visible.

POLICY AREA 3: Funding and fares Outcome: Public transport funding is sustainable and supports system objectives, while providing value for money to the community.	
Objectives	Policies
Objective 3A: Effective and efficient allocation of public transport funding.	Policy 3.0 Value for money Improve value for money from existing public transport funding.
	Policy 3.1 Fare box recovery Maintain or improve the current level of fare box recovery by 2024.
	Policy 3.2 New funding mechanisms Encourage the development of new funding mechanisms for public transport.
Objective 3B: A fare system that attracts and retains customers, while balancing user contributions with public funding.	Policy 3.3 The fare system Proactively undertake customer engagement to assist customers in understanding and removing barriers for using public transport. The fare system will: <ul style="list-style-type: none"> a) be easy to access and understand for all customers; b) enable customers to travel through the network using all routes and contracted services; c) offer a range of fares targeted at improving customer experience and matching service quality with cost; d) be integrated and transferable across all operators in the Greater Christchurch and Timaru networks; and e) be simple to calculate, collect and administer.
	Policy 3.4 Setting fares We will set fares at a level that: <ul style="list-style-type: none"> a) is competitive with the costs of the private car to encourage use of public transport; b) balances cost recovery with social and economic benefits and service quality; c) contributes to long-term fare box recovery targets; d) recognises the needs of the transport disadvantaged; e) ensures that fares are kept as low as possible (whilst remaining consistent with other objectives and policies); f) rewards frequent, regular or recurrent use and enhances the customer experience; and g) reduces the use of cash on board vehicles.
	Policy 3.5 Fare concessions Provide fare concessions for identified targeted groups.
	Policy 3.6 Total Mobility scheme funding Provide funding for the Total Mobility service so that: <ul style="list-style-type: none"> a) 50% of the cost of a Total Mobility trip will be subsidised up to a maximum subsidy of \$35, while the remainder of the cost is paid by the customer; and b) of the total subsidy per trip, a maximum of 30% will be provided from Environment Canterbury rates with the remaining 70% provided by central government.

Table 10.1 Policy summary (2018–2021)

POLICY AREA 4: Standards, procurement, monitoring and review	
Outcome: Public transport services that meet customer needs, benefit the wider community, and minimise environmental impacts are procured at a price that provides excellent value for money for customers and ratepayers.	
Objectives	Policies
Objective 4A: The vehicles and vessels used for public transport provide customers with safe, accessible and comfortable journeys, and have minimal environmental impact.	Policy 4.0 Vehicle quality standards Ensure that operators of contracted public transport services adhere to standards for vehicle quality.
	Policy 4.1 Super-low floor buses As far as is practicable, and within the provisions of the Requirements for Urban Buses (RUB), ensure super-low floor buses are used for all scheduled services.
	Policy 4.2 Service performance standards Provide high standards of reliability and punctuality on all contracted services.
	Policy 4.3 Electric vehicles or zero emission vehicles Move to the use of zero emission vehicles, or alternative fuels and technologies, for contracted services to help reduce public transport emissions over the next 10 years.
Objective 4B: A procurement system that enables the efficient and effective delivery of the desired public transport system.	Policy 4.4 Public Transport Operating Model contracts Transition to the Public Transport Operating Model (PTOM) for all contracts.
	Policy 4.5 Encouraging competition Maintain competition in the procurement of public transport services in Canterbury.
	Policy 4.6 Service units Establish units (groups of services which are integral to the public transport network) in accordance with (PTOM).
	Policy 4.7 Collaborative network planning Continue a partnership approach to network planning and service changes.
	Policy 4.8 Service continuity Ensure service continuity to the public transport customer.
	Policy 4.9 Contract monitoring and risk management Ensure the appropriate allocation of roles, responsibilities and risks between Environment Canterbury and contracted operators within the PTOM framework and manage, monitor and evaluate unit performance to ensure high quality service delivery.
	Policy 4.10 Exempt services Provide for commercial services to be exempt from PTOM contracts where they do not form part of the integrated network of urban public transport services.
	Policy 4.11 Protecting the viability of public transport Ensure new commercial services do not have adverse effects on the wider public transport network.
	Policy 4.12 Public notice of commercial service changes Ensure the public receive adequate notice of the commencement, variation or withdrawal of commercial services.
	Policy 4.13 Contract variations Enable contracts to be varied to take into account changing circumstances.
	Policy 4.14 Commercially sensitive information Ensure commercially sensitive information is handled appropriately.

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Table 10.1 Policy summary (2018-2021)

POLICY AREA 4: Standards, procurement, monitoring and review	
Outcome: Public transport services that meet customer needs, benefit the wider community, and minimise environmental impacts are procured at a price that provides excellent value for money for customers and ratepayers.	
Objectives	Policies
Objective 4C: Timely information that assists a continuous process of review and improvement.	Policy 4.15 Monitoring operator performance Undertake regular monitoring of operator performance.
	Policy 4.16 Monitoring system performance Regularly monitor progress towards system targets.
	Policy 4.17 Monitoring and review of service units Ensure public transport services continue to meet user needs and deliver value for money.
	Policy 4.18 Reviewing the Regional Public Transport Plan Ensure this Regional Public Transport Plan is kept up to date by regular review and variation where required, using the policy on significance in appendix 5.

Table 10.1 Policy summary (2018–2021)

II. Timaru district

II.1 Vision, challenges and priorities

Public transport in Timaru faces similar challenges to those in Greater Christchurch, although on a different scale given the size, layout and transport network.

The vision for public transport as it applies in Greater Christchurch is also applicable in the Timaru context. If public transport is to serve its community and meet its potential it needs to be innovative and successful. It also needs to be as high a quality as can be afforded to meet the accessibility needs of the community, and be convenient in getting people where they want to go. If these things are evident, public transport in Timaru will be well-used and supported, and will be appreciated for the role it plays in supporting travel opportunities, economic and social connectedness, and environmental outcomes.

The top priorities for Timaru, are the same as those detailed for Greater Christchurch (section 3); however, to reflect its unique size and demographics, two additional priorities are:

- **Accessibility:** Acknowledging the need to cater for the movement patterns and desires of the community. With a higher proportion of retirees in Timaru compared to Christchurch, accessibility and coverage are priorities.
- **Safety:** The make-up of the local population ensures that safety is a high priority. As public transport is the safest transport mode, with fewer deaths and serious injuries than private car or walking and cycling, it can replace the need for more hazardous trip options. Customer safety and continuing to provide good service levels are important in improving user perception of personal security, ensuring that barriers to mobility, and thereby social isolation, are also minimised.

These priorities are all interconnected. Accordingly, the outcomes, objectives, policies and actions throughout the four policy areas contribute to each of these priorities.

Outcome	Measure	Target
Policy area 1: The network - services, infrastructure and supporting measures		
The public transport system connects people to where they want to go and provides a timely, attractive and convenient alternative to private car travel.	Proportion of urban households that can access the central business district of Timaru by public transport within 30 minutes.	Establish a baseline accessibility measure and ensure this is improved on with any subsequent changes to the network.
	Number of communities who receive support from Environment Canterbury to establish Community Vehicle Trusts.	100% who apply receive support.
Policy area 2: Customer		
The public transport system provides a high-quality experience that retains existing customers, attracts new customers and achieves a high level of customer satisfaction.	Number of passenger trips per year in Greater Christchurch and Timaru.	36 trips per person per year by 2024 (this equates to approximately 18 million trips per year across Canterbury based on present population).
	Customer rating of service quality.	More than 95% of customers are satisfied.
	Proportion of Total Mobility customers satisfied with the system.	More than 90% of total mobility users are satisfied.
	Work collaboratively with operators, NZTA and relevant agencies to provide a safe public transport system.	More than 95% of customers are satisfied with personal safety.
	Passenger rating of value for money.	More than 95% of passengers are satisfied with value for money.
	Greenhouse gas emissions per passenger trip.	Decreasing every year (not yet measured).
Policy area 3: Funding and fares		
Public transport funding is sustainable and supports system objectives while providing value to the community.	Overall ratepayer rating.	More than 95% of ratepayers are satisfied
Policy area 4: Standards, procurement, monitoring and review		
Public transport services that meet customer needs, benefit the wider community, and minimise environmental impacts are procured at a price that provides excellent value for money for customers and ratepayers.	Progress against this outcome will be assessed based on our achievement of other targets listed above.	

11.2 Timaru network design

Timaru's current public transport network comprises a number of suburban loop services that provide coverage and access to the central business area, schools, facilities and neighbourhood shopping points. Together with bespoke school services, and the Temuka link service, this makes up the traditional style of bus-based service provision. This system construct uses service types that are comparable with the city connector and suburban link descriptions noted elsewhere in this Plan and is outlined in figure 11.1.

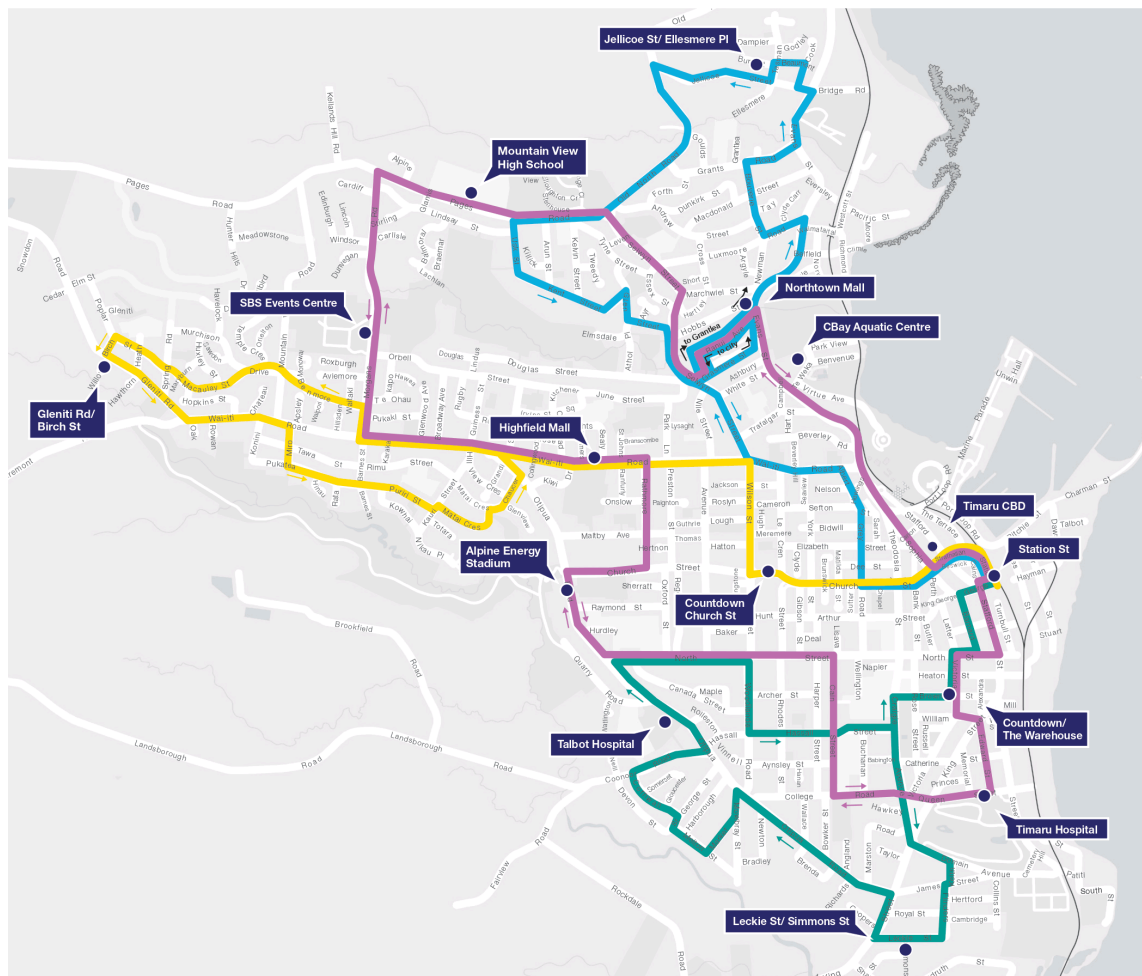


Figure 11.1 Timaru public transport network

Timaru patronage has been in decline for a number of years. Given the low-level population growth in the district over the last 20 years (ranging from -0.29% per year between 1996 and 2001 to 0.89% per year in the years up to 2015), patronage growth would not have been expected to come from additional residents to the area. Since the mid 2000's, Timaru's overall annual patronage has fluctuated around 200,000 trips per year, though in recent years, the level of usage has been dropping.

This suggests that a new model for public transport in Timaru might better serve existing and potential customers. This could improve the quality of service delivery, influence patronage results and improve service provision for the community at comparable cost profiles. Better service would be more marketable and attract more users. Timaru is also well-placed to play an integral part in trialling innovative changes that may alter the types of services we offer in Canterbury. This would in turn match the quality for customers and the social and environmental priorities of this Plan.

How any new model can be sourced and implemented in Timaru involves a search of innovative transport methodologies from the global transport industry. Environment Canterbury is working with the Timaru District Council and the local community to identify different types of service provision. This may involve analysis of demand responsive systems that bring the transport service closer to the user, as opposed to the traditional fixed route and timetable system whereby the user must go to the network and time their journey accordingly.

This process is currently under way and we have begun the global search for appropriate technology to meet the transport needs of Timaru customers.

11.3 Timaru policy

There are two specific Timaru policies.

Policy I.3 Timaru bus services

Provide a network of services that provide greater access to the central city and places such as shopping, education, employment, entertainment, recreational and medical facilities.

Policy I.4 Timaru alternative services

Innovate through service trials in Timaru to improve service delivery and offer different service types (such as demand responsive transport). These services may run as alternatives to the traditional set route and scheduled transport options.

II.4 Timaru action plan

Policy area	Short-term (Three years: 2018-2021)	Medium-term (Ten years: 2018-2028)	Long-term (30 years: 2018-2048)
Future transport system planning	Investigate an alternative innovative service model, such as demand responsive transport, in Timaru.	Ongoing conversations on the investment into new systems and services through Long-Term Plan processes.	
Customer information	Less complex customer information systems. Revised branding strategy. Deliver programmes aimed at providing advice and information to commuters on their travel options, particularly public transport.	Integrated customer information through technology. Digital payment systems. Mobility as a service.	
Service typology	Stabilising the current system through improved network design. Delivery of renewals and maintenance on customer facilities (bus shelters, timetables, seats). Remove unnecessary duplication between services. Investigate technology measures that can be introduced to increase efficiency, customer service and access. Investigate implementing trial services and systems and assess.	Transition to new technology. Infrastructure is designed to meet the needs for new technology. Introduce new types of services and travel options. As technology and travel systems evolve, there will be new options available to improve access where scheduled public transport services are more limited.	Continued improvements to services and infrastructure to encourage use of public transport. Some systems automated. Infrastructure supports the new systems. Integrate public transport into other core transport modes more effectively.
Vehicle fleets	Investigate opportunities to transition more alternative fuel vehicles into the public transport fleet.	Depending on the results of the investigation, provide more sustainably-powered public transport vehicles. Autonomous vehicles integrated into the fleet.	
Innovation and smart technology	Investigate technologies to be encouraged or invested in to improve current system and service offerings.	Implement early wins.	New services and systems are operational and established in the system. The system is run through optimised technology.

PART B: Policy

Part B sets out this Plan's four key policy areas:

1. The network: service, infrastructure, and supporting measures
2. Customers
3. Funding and fares
4. Standards, procurement, monitoring and review.

Policy area 1: The network - services, infrastructure and supporting measures

Outcome: The public transport system connects people to where they want to go and provides a timely, attractive and convenient alternative to private car travel.

This policy area describes the basic components of the public transport service network for Canterbury. It includes policies on where services will be provided, the type of services that will be provided, when they will operate and how frequently. These policies apply to all the contracted units specified in appendix 2.

These policies aim to achieve an integrated network of services (including ferries), recognising the different service demands in different parts of the region. To achieve this, policy area 1 is divided into four parts:

- Policy area 1A: Greater Christchurch scheduled services
- Policy area 1B: Timaru scheduled services
- Policy area 1C: Other services including those to new areas or special events, community transport services, regional connections and services for the mobility impaired.
- Policy area 1D: Integration of public transport services, land use, infrastructure and supporting measures.

Policy area 1A: Greater Christchurch scheduled services

Objective 1A: A network of public transport services in the Greater Christchurch and Timaru urban areas that provides people with access to key destinations.

The Greater Christchurch network policies give effect to the network design presented in part A, section 8. These policies provide for an integrated hierarchy of routes, designed to meet the demand for customer movements in the Greater Christchurch urban area. This includes services to and from the satellite centres of Rangiora, Kaiapoi, Woodend, Pegasus, Rolleston, Templeton, Lincoln and Prebbleton. The integrated network enables access to a range of destinations throughout the urban area, not just along specific routes.

The components of the network include the routes, services, infrastructure and other measures that support the services. Public transport services in the Greater Christchurch network are categorised into the following hierarchy of service types:

- Core services: frequent services connecting two or more key activity centres, trip attractors or tertiary institutions along strategic corridors. Frequencies should aim to be 10 minutes or better at peak times.
- City connectors: direct services along corridors connecting two or more neighbourhood centres with the central city.
- Cross-town and link services: provide coverage to areas of the city not well serviced by core or connector services. They typically run less frequently than city connectors.
- Specialist services: intended to meet discrete areas of demand and complement the parts of the fixed route network.

The policies to guide the delivery of these services are outlined below on the next page.

Policy I.O Service levels

Provide the service type attributes outlined in this policy (table B1.1) for scheduled services in the Greater Christchurch network.

Network layers	Core network (Metro lines)	City connectors (Metro connectors)	Cross-town links (Former suburban links)	Specialist services (School, peak only etc)	Supporting modes (Walking, cycling etc)
Key features and hours	All day frequency services Weekday 6am - 11pm Saturday 7am - 11pm Sunday 7am - 9pm	All day direct and reliable services Weekday 7am - 9pm Saturday 8am - 9pm Sunday 9am - 6pm	All day frequency services Weekday 7am - 7pm Saturday 8am - 8pm Sunday based on demand	Peak only specialised services designed to meet discrete trip demands and complement the all day network	Complementary modes supporting the public transport network
Frequency	15 minutes all day (more frequent in peaks depending on demand)	20-30 minutes all day (more frequent in peaks depending on demand)	30 minutes (more frequent in peaks depending on demand)	As required by demand	N/A
Destinations	Connecting two more Key activity centres, trip attractors or Tertiary institutions along strategic corridors	Direct services along corridors connecting two or more neighbourhood centres with the central city	Coverage services linking areas of the city not well serviced by core or connector services	Based on demand and time of day	N/A
Speed and priority	Bus priority measures in congested areas of the network at peak times	Reliable journey times along urban arterials and highways with some priority measures	Little or no priority measures	Little or no priority measures	N/A

Table B1.1 Service levels

Action

Environment Canterbury will ensure that contracted services in Greater Christchurch provide the minimum service attributes outlined in this Plan. From time to time, connector or cross-town service attributes may be adjusted to best match the demand on particular parts of the network. When undertaking reviews of services, procuring new services or amending services all opportunities to exceed these minimum standards will be explored to ensure the priorities of the Plan are met. This could include longer service hours and higher service levels.

Explanation

The service attributes are descriptions of the level of service associated with each of the services in the hierarchy. These outline the standard levels of service strived for. The hours of operation are intended to provide a comprehensive service.

Faster and more reliable journeys are a priority for the core routes and these will be supported with infrastructure and priority measures. Services will provide the highest level of frequency (10 minute intervals or less), which is the frequency at which most customers do not require a timetable because they can expect to have a short waiting time. Higher frequencies on more routes may be possible if further funding becomes available.

As demand on the network grows, city connector services will be evaluated and may be increased to frequencies similar to the core services. The standard service levels of the city connector and cross-town services may change in response to demand.

Specific timetables may be set for public holidays and the period between Christmas and New Year, subject to review and approval by Environment Canterbury, as demand changes over these periods. If warranted, these services may have different minimum hours of operation and frequencies.

For specialist services, including peak-only and school services, the hours of operation and frequencies will be determined according to demand. As Greater Christchurch continues to grow and change, there will be opportunities to test new services that meet the needs of discrete areas of demand, or to introduce demand responsive transport options to offer a better service to customers and to replace the lowest performing fixed schedule services.

Policy I.1 Core services

Provide a permanent network of frequent, direct core services that operate along strategic public transport corridors, with connections to key activity centres and employment centres.

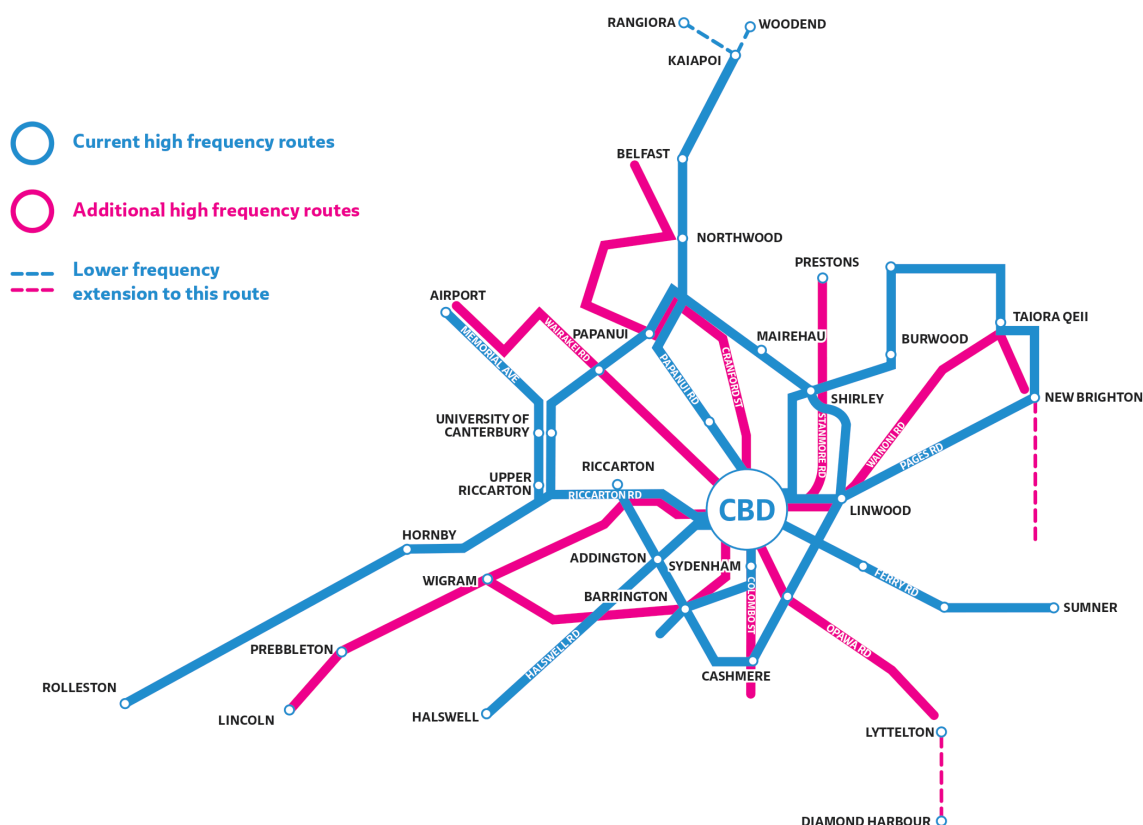


Figure B1.1 Core services

Actions

Environment Canterbury will:

- Specify and contract for the provision of a network of frequent, core services in Greater Christchurch (illustrated in figure B1.1) that meet the relevant service attributes set out in policy 1.0.
- Review frequencies and service levels to ensure they continue to meet customer expectations.
- Work closely with territorial authorities to ensure appropriate public transport infrastructure and operational optimisation is planned for and provided along core services to ensure reliable and timely journeys.
- Work with partners to identify and develop future rapid transit opportunities on high demand, high growth core services.

Explanation

The core services provide the highest level of access connecting key activity centres, the central city, and other key origins and destinations. Services run along strategic public transport corridors through key suburban interchange points and the central city to enable customers to make connections with other services. Key activity centres act as destinations as well as interchange points, enabling customers to more easily identify and access their bus service, and to access a wider range of social, cultural and economic amenities.

Policy 1.2 City connector and cross-town services

Provide a network of city connector and cross-town link services that complement the core services to provide greater access to major shopping, education, employment, entertainment, recreational and medical facilities.

Actions

Environment Canterbury will:

- Specify and contract for the provision of city connector and cross-town services in Greater Christchurch that meet the relevant service attributes set out policy 1.0.
- Work closely with territorial authorities to ensure appropriate passenger and pedestrian facilities and wayfinding infrastructure provides customers with comfortable and safe experiences.

Explanation

While the core services form the permanent backbone of the Greater Christchurch system, the city connector and cross-town link services are designed to provide good public transport access to the remaining urban area. City connectors connect suburbs to the central city via key activity centres and the central Bus Interchange. They are intended to be as direct as possible while connecting key destinations and with the highest frequencies as possible, relative to demand. Cross-town services connect suburbs to a range of destinations and centres outside of the central city. This enables customers to connect and move between residential areas and an array of important destinations not serviced by core services.

Specific routes and service levels will be influenced by demand patterns. Some city connectors could be gradually upgraded to similar frequencies and levels of service as core services as demand grows.

Policy Area 1B: Timaru scheduled services

Objective 1B: A public transport service in the Timaru urban area that provides people with access to key destinations.

Policy 1.3 Timaru bus services

Provide a network of services that provides greater access to the central city and key shopping, education, employment, entertainment, recreational and medical facilities.

Actions

Environment Canterbury will:

- Specify and contract for the provision of services in Timaru that meet the relevant route design principles.

Explanation

This policy ensures that the Timaru urban area has reasonable access to central Timaru and other activity areas using public transport. Route design will ensure residential areas are connected with the places that people need to travel to. Routes and stops will be spaced to enable most people to be within 10 minutes walk of a bus stop. Appropriate service levels will be determined through consultation with communities and stakeholders, representing existing or potential customers to ensure that the service provided in Timaru is valued and meets community needs. This will include route choice, frequency and hours of operation.

Policy 1.4 Timaru alternative service typology

Innovate through service trials in Timaru to improve service delivery and offer different service types (such as demand responsive transport). These services may run as alternatives to the traditional set routes and scheduled transport options.

Actions

Environment Canterbury will:

- Consider the feasibility of operating different forms of public transport in the Timaru area.
- Where practicable, contract services on a trial basis to assess the benefit of operating a different form of public transport to service the needs of the people of Timaru.

Explanation

As a geographically unique urban area within Canterbury, Timaru provides an opportunity to test different models of service provision to meet the travel needs of the local

populace. These trials may also provide useful data and experience that can be applied elsewhere.

Innovations in transport are evolving. Bold decisions on service delivery options may result in a better value for money package of public transport solutions in Timaru. Environment Canterbury has been working with the industry to identify these opportunities. The net result of any trial will be proof of concept and the possibility of a better and more cost effective solution to local public transport demand.

Policy area 1C: Other services

Objective 1C: Improved access and freedom of travel for people whose needs are not met by, or who are unable to use, the regular public transport system.

Across Canterbury, there are people and communities whose transport needs cannot be met by regular, scheduled public transport systems. Environment Canterbury is committed to providing for a range of different service types that are designed to fill some of those services gaps and, as much as possible, ensure viable public transport options are available to the widest range of customers.

This includes exploring and encouraging new and innovative ways of achieving our public transport outcomes, and will sometimes entail being bold, trying new things, and being flexible. It will also require sound evidence, based on quality information and analysis.

Policy 1.5 Trials and innovation

Enable the trial of new technology, services and service delivery types where existing services are not meeting customer needs, in order to test and assess the demand for, and viability of, new approaches.

Actions

Environment Canterbury will:

- Provide for trial services to test demand.
- Work with partner agencies to explore the potential for trialling the introduction of a central city shuttle or demand responsive transport to either complement the scheduled service network, or in place of scheduled service.
- Trial technology and innovation for new service delivery models and ways of operating our public transport system.

Explanation

As the city grows and develops, trials may be needed to test the feasibility and suitability of some innovations or enhancements. In areas of increasing residential and

employment activity, travel demands will shift over time and may not be sufficiently met by the existing network of services. Predicting the demand for new services is difficult and can sometimes be unsuccessful. Trial services are useful ways of determining service viability. Opportunities are also emerging for new technology and new service types to play a greater role in our public transport system. Trials provide a useful way of testing and assessing such technology and service types, enabling us to gather important information and assess costs and benefits prior to making more permanent commitments.

Prior to the earthquakes a shuttle service operated in Christchurch's central city. With the loss of businesses in the central city and the proliferation of road works after the quakes, the shuttle service was no longer viable and was discontinued. There remains strong interest in the community to see a shuttle service reintroduced. The central city has now redeveloped to an extent where it may be viable once again to operate a shuttle service. This viability is likely to increase during the operational life of this Plan as more anchor projects are completed, businesses continue to re-establish in the central city and the roading network returns to normal operation.

A central shuttle service may have a role to play as part of the hierarchy of services in Greater Christchurch – particularly as a catalyst for city-building and as a visitor amenity. It is difficult to determine the ideal time to reintroduce such a service, as it may be implemented either in response to city redevelopment or in anticipation of it, the latter being with the intention that a quality shuttle could play a role in reinvigorating the central city, and thereby help drive redevelopment. The cost-effective way to reintroduce the shuttle service is on a trial basis in order to monitor its performance, clarify its operational cost, confirm optimum routing, and collect customer and public feedback.

Policy 1.6 Specialist services

Provide specialist services, such as school services and peak express services, according to demand.

Action

Environment Canterbury will contract specialist services to supplement and/or complement the regular network of scheduled services, where there is a recognised demand and where specialist services are able to serve travel demands more cost-effectively than regular scheduled services.

Explanation

Specialist services provide access to or from places with a specific purpose at a specific time, and offer a more flexible service for the customer. In Greater Christchurch, they currently include peak-only commuter services and school bus services. They are provided on a case-by-case basis, where demand is sufficient to warrant a service in addition to the regular

scheduled network. The hours of operation and frequencies of these services will be determined by demand assessments.

Peak-only services may be provided to areas where there is high commuter demand, but insufficient demand at other times to warrant a service throughout the day. In other cases, it may be viable to provide a more direct service for commuters than would be available through the all-day network. Demand responsive transport provides a more flexible option for operating these services.

Environment Canterbury intends that secondary school pupils will be able to access the school nearest their home by using regular scheduled services. Where this is not practical, or demand exceeds that of the scheduled services, dedicated school buses may be provided. We will focus on ensuring access is provided to local schools, rather than those in different areas, unless it is more cost-effective to do so through purpose-specific services.

Operators may provide additional school bus services without any Environment Canterbury involvement other than the registration of the service. These services are outside the scope of this policy, as are school bus services in rural areas provided by the Ministry of Education.

Policy 1.7 Total Mobility service

Provide the Total Mobility service so that transport services are available for the mobility impaired who have difficulty with, or are unable to use, regular scheduled services.

Actions

Environment Canterbury will:

- Provide the Total Mobility service in communities that are willing to support it through separate rates.
- Continue to collaborate with central Government to maximise funding support, recognising the social function of this service.

Explanation

Meeting the needs of people with mobility impairments with a high standard of accessibility to our regular scheduled network of public transport services is core to the customer commitment (policy 2.8 Acknowledging customer loyalty). However, some customers have specific needs that mean they are unable to use regular services. Environment Canterbury will continue to provide the national Total Mobility scheme to support customers who are eligible under the scheme's criteria. Total Mobility is a national scheme and the qualifying criteria and central government subsidy levels are set by the government. The level of Total Mobility subsidy that Environment Canterbury contributes to the scheme will be set according to our funding (policy 3.6).

Policy 1.8 Community transport services

Provide funding support for:

- Community transport services to meet the needs of communities that cannot sustain a regular public transport service.
- Specialist services not provided by the regular public transport services for an area.

Actions

Environment Canterbury will:

- Provide financial support to approved Community Vehicle Trusts to assist with the costs of vehicle replacement and/or administration. We will use the following criteria to determine the eligibility of Community Vehicle Trusts for financial support:
 - There is no alternative public transport or taxi service available to the community;
 - There is a demonstrated need for a transport service in the community.
 - There is willingness from the members of the community to set up, operate and maintain a trust and for people to volunteer to be drivers.
 - There is sufficient funding available to support the establishment and administration of the Trust and the purchase of a vehicle(s).
 - The establishment of the trust has the support of the relevant territorial authority.
- Explore opportunities for this approach to play a greater role in enhancing the availability and quality of public transport in Canterbury.

Explanation

Environment Canterbury supports a number of Community Vehicle Trusts that have been formed to cater for the transport needs of a particular group of customers, or to provide transport services in small towns and communities that cannot sustain a regular scheduled public transport operation. Vehicle trusts utilise the goodwill of the community by recruiting volunteer drivers, meaning transport is more affordable and meets the needs of customers. Environment Canterbury provides financial support through annual grants towards vehicle replacement and trust administration costs, and advisory support to establish a vehicle trust or service when a request is received from the relevant local authority, community board or residents' group.

Policy 1.9 Regional connections

Investigate the feasibility, costs and funding options for the provision of services to connect communities outside of the Greater Christchurch and Timaru urban areas, where there is strong community support and where it is cost effective to do so.

Actions

Environment Canterbury will work with local communities and territorial authorities to identify the demand for, and willingness to financially support, regional connections. Environment Canterbury will consider requests received from the relevant local authority, community board or residents' group for new regional connections where there is evidence that:

- the service is consistent with the objectives of this Plan;
- the demand for the service is sufficient to achieve an acceptable farebox recovery rate in the medium term;
- there is community willingness to financially contribute to the service through their rates; and
- there are no alternative solutions that can more cost effectively meet the community's access needs.

Environment Canterbury will contract for regional connections where the community is willing to provide an appropriate local financial contribution, and NZTA will support the new service. Where possible, consultation on new regional connection services may be conducted in conjunction with wider service reviews or the development of Environment Canterbury's Annual Plan.

Explanation

This policy applies to public services that provide access to and from satellite towns and smaller communities located outside of the Greater Christchurch and Timaru urban areas. It focuses on the need to ensure that there is community support for new service proposals, including a willingness to financially support the service and evidence that alternative options have been explored.

Regional connections may involve more than just scheduled services and may include demand responsive services or feeder services, which may be integrated with scheduled services. Territorial authorities may need to be involved in providing parking facilities and other supporting infrastructure for these services, in partnership with Environment Canterbury.

Policy I.10 Event services

Work with other agencies to help facilitate the provision of public transport services for major events in Greater Christchurch and Timaru.

Action

Environment Canterbury will work with local authorities and relevant organisations to facilitate the use of public transport at major events in the region.

Explanation

Events and promotions can generate a lot of traffic. Environment Canterbury is keen to work with event organisers to encourage the use of public transport. We want to help make events safer, more accessible and more sustainable, while minimising their impact on other road users. We also see this as a good opportunity to encourage new customers to try public transport. Environment Canterbury can help coordinate and/or promote public transport services to these events, but we will not generally use ratepayer funding to provide these services. Costs will need to be covered by the event organiser. Co-funding proposals can be presented to Environment Canterbury for consideration, and we will assess such proposals based on the extent an event is seen to benefit the public transport network and the wider community.

Policy I.11 Requests for changes to services or introduction of new services

Provide a clear process for members of the public to seek changes to public transport services or the introduction of new services, in accordance with the following criteria:

- The proposed change or addition will improve the accessibility of public transport to the wider community.
- The proposed change or addition is supported by the residents.
- New services or changes may be trialled (in accordance with policy 1.5) prior to a decision on whether to incorporate them into the network on an ongoing basis.
- Cost, patronage and revenue projections indicate that the change or new service will be financially viable in the long term.

Actions

Environment Canterbury will:

- Assess the potential for changes to services as part of our regular service review process, using the criteria in this policy.
- Assess specific requests from local authorities, community boards or resident groups for new services or changes to

services, and report any significant requests to council for a decision.

- Where possible, introduce these requested or proposed changes or additions on a trial basis and/or investigate them as part of a wider service review or annual plan process.

Explanation

Environment Canterbury is open to ideas from customers and members of the public for service changes and or the introduction of a new service. The preferred approach for this is to direct their initial request to their local residents' group or community board for consideration. The request will then be considered by Environment Canterbury to see if it can be supported.

Environment Canterbury will work with the community to assess demand for the service and likely costs, to determine whether the change is supported and viable. This may involve introducing a new route on a trial basis, as part of the investigations to assess demand. These investigations will be incorporated into wider service reviews or the annual plan process when possible.

Policy I.12 Services to areas of new development

Enable timely and cost effective public transport to new areas of urban development, in accordance with the following criteria:

- Planned eventual size of the development will support the provision of public transport.
- Cost, patronage and revenue projections indicate that the service will be financially viable in the long term.
- Infrastructure is designed and planned to support the service provision.

Actions

Environment Canterbury will:

- Assess the potential for service extensions to new areas as part of our regular service review process, using the criteria in this policy.
- Access specific requests from local authorities for new services, or extension of service, into areas of significant new development. The outcome of such an assessment will be reported back to the relevant local authority. Where possible, this will be investigated as part of a wider service review or annual plan process.

Explanation

Our urban areas continue to undergo considerable change since the earthquakes of 2010-2011, particularly with the development of new communities and relocation of businesses. Introduction of public transport services to new and developing residential areas, as well as connections to employment areas, is important for growing public transport patronage and to support land use development plans. It is important that any service extensions are timed right. This is to ensure that they deliver value for money and offer a viable and attractive transport option to new communities at an early stage while residents are in the process of establishing their travel habits. This policy acknowledges that in order to provide services to new areas early on, they may have lower patronage and farebox recovery in their early years of operation as the population grows.

Policy area 1D: Integration of public transport services, land-use, infrastructure and supporting measures

Objective 1D: To support compact urban form and multi-modal journeys, the delivery of public transport is integrated with land use development, quality infrastructure, and innovative technology.

This policy area describes how the success of a public transport system relies on investment in infrastructure and network operations, as well as investment in services, and the integration of public transport into land use developments. The policies recognise the importance of the partnership that Environment Canterbury has with its territorial partners in the delivery of public transport. Specifically, territorial authorities enable public transport in the following areas:

- Coordinating the delivery of public transport services by delivering supporting infrastructure and other supporting measures (e.g. bus stops and shelters, bus priority measures, information displays, intelligent transport systems such as sensors in vehicles and at signals to improve efficiency).
- Integrating the public transport system with other modes of transport (e.g. pedestrian facilities, bike share, park & ride) to enable and support multi-modal journeys that will extend the reach of the public transport network.
- Integrating land use planning and development with the planning, design, and delivery of public transport services.

Policy I.13 Coordination of service and infrastructure delivery

Delivery of public transport services and infrastructure to enhance the customer experience and extend the reach of public transport.

Actions

Environment Canterbury will work collaboratively with territorial authorities, other agencies and partners to help them to:

- Deliver a public transport priority programme for core routes and other key locations in Greater Christchurch.
- Provide appropriate passenger facilities and safety measures to ensure easy access to public transport services for all modes.
- Enhance the operational, management and customer capabilities of the public transport system.
- Ensure the relevant technology is available within the service network to enable network optimisation through GPS and other mechanisms.
- Share public transport customer trip data and monitoring results, to enable appropriate enhancements to the network operational and the customer capabilities of the system.

Explanation

Territorial authorities are responsible for providing the infrastructure and management of the overall transport network to support public transport services provided by Environment Canterbury. The delivery of enhanced public transport services relies on the provision of priority measures, passenger facilities, operational measures and safe walking and cycling access to the system. The delivery of enhanced services, effective network management, and infrastructure requires coordinated planning and funding between Environment Canterbury and the territorial authorities. Coordinating the timing of the delivery of services and infrastructure and effective network management is a core focus of this Plan.

Policy I.14 Integrating the public transport system with other modes of transport

Integrate public transport services and infrastructure to extend the reach of core public transport services.

Actions

Environment Canterbury will work collaboratively with relevant territorial authorities, NZTA and developers to:

- Establish a network of appropriate schemes to integrate with public transport (cycling, walking, Uber, private car via park & ride facilities, ride share meet points, bike share, demand responsive transport and other services), extend the reach of the scheduled public transport services, and increase the access to public transport.

Explanation

An integrated transport system connects to public transport services from all other transport modes. Designing and planning for these modes to connect with the public transport system, and vice versa, is critical to achieve a multi-modal transport system that enables people to make a range of journeys using the mode, or modes, of transport that work best for them. In areas with low populations or low density, it is not always cost-effective to run a scheduled bus service due to the long distances involved, dispersed layouts, and low number of potential customers. Schemes such as park & ride, ride share, and bike share, can offer an effective solution for such areas by effectively extending the reach of scheduled services.

Pilot park & ride projects are currently underway in Selwyn and Waimakariri districts. Monitoring of these pilot projects will provide the information needed for the Greater Christchurch partners to establish appropriate locations and design for park & ride as part of the public transport system.

Policy I.15 Integration of public transport with land use

Integrate public transport infrastructure and services with land use development to improve access.

Actions

The Greater Christchurch Partnership will work collaboratively together, and with central government and other agencies, to:

- Develop current and future land use planning strategies and policies to ensure rapid transit corridors are planned for and protected.
- Encourage transport-oriented land use development that supports increased density and diversity of housing that is highly accessible to public transport.
- Work with developers on structure plans and area development plans to integrate public transport with land use development and other transport modes to improve access, so that:
 - The design, location and access arrangements of developments facilitate convenient, easy and safe access to public transport services.
 - Customer facilities are integrated with other uses, such as retail, libraries or cafes, wherever possible.

Explanation

Public transport performs best in compact urban environments where a high number of potential passengers live and work close to the public transport system. This enables the provision of more direct routes and greater journey time reliability, which supports higher frequency services. Where these direct, high frequency services connect with areas of commercial, employment and recreational activity, it provides an opportunity to create attractive streets and centres that can also transform the development potential of the area.

The Greater Christchurch Partnership is engaged in significant future land use and transport planning through the Future Development Strategy. This sets out growth targets, land use and settlement patterns. Public transport will be an integral part of this strategy and protecting corridors for current and future public transport routes, in particular rapid transit corridors, is a key outcome of this work.

The New Zealand Transport Agency, Christchurch City Council, Environment Canterbury, Selwyn District Council and Waimakariri District Council are working closely to investigate advanced rapid transit technologies, which could include rail, through the Future Public Transport Business Case process. This business case will identify a preferred mode or modes for rapid transit and provide a platform for future development.

The business case process, and the Future Development Strategy (Our Space 2018-2048) which involves land-use planning for Greater Christchurch, will be complete within the next 3 years.

Integrating land use and public transport also entails designing public transport into new residential and commercial areas. This means designing streets to accommodate public transport and quality passenger facilities and ensuring safe and easy access. It is also important to provide the appropriate level of public transport from the early stages of a development to ensure new residents and employees have access to public transport from the beginning, as transport habits are being formed.

Supportive land use planning should require that public transport routes are provided through newly developed areas and that there is safe, direct and convenient pedestrian access to those services e.g. by providing park & ride, bike share or bike & ride areas, and comfortable, safe and well-lit waiting areas. The design of new developments should ensure that higher density residential areas and community facilities such as shops, schools, retirement villages, recreational and health facilities, are well located close to future public transport services, in particular rapid transit corridors, to improve accessibility.

Emerging public transport vehicle technology will impact on our public transport system and may require integrating new technology and infrastructure into future developments and network planning. Environment Canterbury will work with partner agencies, public transport operators and the private sector to understand, and deliver on, these changing requirements.

Policy 1.16 Bike racks on buses

Ensure bicycle racks are provided on all contracted bus services in Canterbury.

Action

Environment Canterbury will require as a condition of all contracts, that all vehicles used for urban bus services must have a bicycle rack on the front of them that can carry at least two bikes. Environment Canterbury will investigate options for more bikes to be carried on racks for the highest demand routes, and work with partners to explore options for bike storage at key locations.

Explanation

The provision of bike racks on buses enables customers to combine cycling and public transport to complete their journey. This is particularly useful in bad weather, for longer trips, or on journeys with cycling barriers, such as the Lyttelton tunnel, where it would be difficult to cycle the entire way. This integration of modes encourages more sustainable travel and provides opportunities for more people to use public transport. At present, the bike racks provided on all buses are only able to carry two bicycles at one time. Options for increasing capacity on routes with high cycle demand will be investigated.

Policy area 2: Customers

Outcome: The public transport system provides a high-quality experience that retains existing customers, attracts new customers and achieves a high level of customer satisfaction.

This Plan is oriented towards delivering a public transport systems that is focused on the customer. It is only through offering customers the type and quality of service that is useful and attractive to them that the public transport system will be successful. In this sense, most of the objectives and policies in this Plan can be considered customer policies. However, this policy section highlights the policies directly related to the customer experience. This is captured through the introduction of a customer charter.

Another key aspect of this customer policy area relates to experience for the transport disadvantaged. The Land Transport Management Act defines transport disadvantaged as, “people whom the regional council has reasonable grounds to believe are the least able to travel to basic community activities and services (for example, work, education, health care, welfare, and shopping)”. A key focus in this Plan is to improve the experience for all users and the community, including those who might be defined as transport disadvantaged. However, appendix 4 presents a more detailed discussion of transport disadvantaged

groups in Canterbury, their travel needs and how the public transport system is responding to those needs.

Objective 2A: Public transport provides a high-quality experience that meets the expectations of existing and potential customers.

Policy 2.0 Customers Charter

Develop and maintain a public transport customer charter for Greater Christchurch and Timaru.

Actions

Environment Canterbury will:

- Produce and implement a customer charter to guide our public transport planning, investment and operations.
- Use the customer charter in-house to guide our day-to-day work and as a key foundation of any public transport service contracts.
- Ensure the customer charter is embedded in service contracts with public transport operators.

Explanation

A customer charter has been developed as part of this Plan review and is included earlier in section 7.5 of this Plan. The customer charter is a commitment by all the agencies responsible for delivering public transport to work together to provide our customer with an excellent public transport experience.

The success of the customer charter depends on its application across all aspects of the public transport system, which requires equal commitment from all the relevant agencies to deliver the level of customer experience outlined in the charter. Environment Canterbury and partners will work collaboratively to achieve that shared commitment.

Policy 2.1 Service reliability and punctuality

Provide reliable and punctual public transport services, by:

- a) developing realistic, achievable timetables;
- b) providing bus priority measures at key locations to ensure services can run reliably; and
- c) including high standards of service reliability and punctuality in all service contracts.

Actions

Environment Canterbury will:

- Develop public transport service timetables, based on robust transport network performance data. Timetables

should ensure that all service types are realistically able to achieve the service levels set out in policy 1.0.

- Work with territorial authorities to provide public transport priority and optimisation measures in keeping with network policies set out in policy 1.13.
- Ensure robust, achievable, measurable, and enforceable reliability and punctuality provisions are included in all public transport service contracts, in keeping with standards set out in policy 4.2.

Explanation

Achieving reliable and punctual public transport services is perhaps the most important aspect of providing an attractive system that meets the needs of the customer. Timetabling, public transport priority measures and high-quality operator performance are all critical to achieving this. If any one of these three components fails, then the system is unlikely to provide the level of service that customers desire that will help grow patronage.

Policy 2.2 Customer service

Everyone involved in the delivery of the public transport system will be suitably trained so that customers experience excellent customer service and safe, comfortable, enjoyable journeys.

Actions

- As a condition of all contracts, Environment Canterbury will require that all bus drivers are suitably trained, and all operators will have on-going training programmes which address both driving and customer service. Driver training will be taken into account in tender evaluation.
- All contact centre staff will be trained to deliver best-practice customer service, and all staff involved in delivering public transport will be initiated in the customer charter and relevance to their role.

Explanation

Bus drivers and contact centre staff are the primary face of our public transport services and have direct contact with our customers every day. It is therefore critical that they are well trained in customer service. This is essential to the success of the network by ensuring customers receive a friendly and professional service.

Training should occur as part of all staff induction but should also be regularly refreshed to ensure high standards are maintained. Environment Canterbury will:

- Support operators by providing information about the customer charter to all new drivers as well as information about the network and service changes as required.

- Conduct regular public transport user surveys, mystery shoppers, complaints and compliments. Monitoring customer satisfaction with the helpfulness and attitude of bus drivers will be used to provide feedback to operators as part of the PTOM arrangements.
- Contact centre staff will be provided comprehensive customer service training, and regular refreshers to ensure the customer service we provide remains of excellent quality

Policy 2.3 Vehicle capacity

Maintain sufficient capacity and frequency on public transport services to support comfortable, attractive journeys.

Action

Environment Canterbury will monitor loadings to ensure that the capacity available on contracted services meets demand.

Explanation

Whilst standing can be seen as a symptom of service success rather than failure for many customers, for the elderly, those with small children, or those with mobility impairments, access to a seat is important, and comfort is a key component of the attractiveness and usability of public transport. It is important to work towards achieving the right level of seat availability, while not compromising customer experience and service.

Where a service regularly exceeds full seated capacity, a review of the service will be undertaken to assess the need for improvements to ensure customer comfort. In these instances, bigger vehicles or increase in service frequency will be looked at. When a service that is already operating at the maximum viable frequency reaches capacity, the aim is to introduce higher capacity vehicles to increase seat availability. A first step will be to move to double-decker buses. In the long-term, on a few very specific high demand routes, it is likely we will need to move to a rapid transit solution to achieve the desired capacity. A second step of cultivating and encouraging a customer culture to support prioritising seats for those who may be in greater need, will help to ensure those who need a seat are generally able to access one.

Objective 2B: Existing and potential customers have the information they need to confidently choose to use public transport, and Environment Canterbury has the information necessary to constantly improve the service.

Policy 2.4 Customer engagement

Proactively undertake customer engagement to assist customers in understanding and removing barriers for using public transport by:

- Targeting interaction, engagement and information with employers and communities in key destinations that have easy access to the high frequency routes.
- Working with communities to raise awareness of the travel options available and the benefits of use.

Actions

Environment Canterbury will continue to support:

- Implementation of the Greater Christchurch travel behaviour programme, including the ongoing expansion of the programme.
- Technology advances that improve information and services for customer use of the system.

Explanation

Public transport usage is low in Christchurch compared to other major cities in New Zealand. There are known barriers to using public transport, and activities are focused on understanding the barriers, providing information and engaging with people. Greater Christchurch partners are investing in a programme of activities to help existing and potential customers understand their travel options.

Policy 2.5 Customer information

Provide customer information in a range of up-to-date formats so that it is easily accessible to all users, is easily understood and keeps up with changing customer expectations, including:

- accurate real-time customer information;
- high-quality onboard audiovisual journey information where appropriate;
- a range of up-to-date, effective and accessible journey planning tools; and
- a proactive approach using a wide range of methods to provide timely information to customers.

Actions

Environment Canterbury will:

- Work with territorial authorities to provide accurate customer information (as outlined above), including timetables at every bus stop and accurate real-time information at selected high-usage stops.

- Explore ways to improve the provision of timetable schedules at public transport stops.
- Consider ways to improve bus stop identification for customers.
- Provide schedule information within customer waiting shelters where shelters are provided, to improve customer convenience and comfort.
- Work with territorial authorities and stakeholders to ensure all relevant customer information is fully accessible to all public transport customers. This includes ensuring it is easy to find, legible and simple to understand, available in formats that are relevant to user groups (notably those with hearing and sight impairments), and possibly available in languages other than English where appropriate.
- Introduce onboard audiovisual journey information (such as major stop announcements, real-time route and journey time updates), initially on vehicles serving core routes and expanding to other parts of the public transport network over time.
- Provide a comprehensive public transport information centre that:
 - is independent of contracted public transport service operators;
 - provides accurate timetable and other information through a variety of channels, including website, journey planner, telephone information service, printed material, and social networks;
 - receives and processes customer complaints; and
 - provides a professional and customer-centric call centre service to handle all customer enquiries.

Explanation

The primary objective of all customer information is to enable customers to use public transport with confidence and ease, have easy access to information, and that the information is easy to understand and accurate. Accurate, accessible, timely and easily understood information is critical to the public transport customer experience, and therefore the success of the system. Complexity, or perceived complexity, is a major barrier for many people who do not typically use public transport. A range of methods, especially new opportunities in digital technology, will be used to achieve this and will be shaped through the use of feedback collected from existing and potential customers to continually improve our approach to the provision of information. The provision of independent information services enables consistency of information across all operators and routes and supports the image of public transport services as a network.

Policy 2.6 Customer feedback channels

Provide and promote a range of customer feedback channels including regular formal and ongoing informal opportunities for the public to give feedback, and use this feedback to continually improve the public transport system.

Actions

Environment Canterbury will:

- Continue to enhance customer research to the point that it is a genuine voice of the customer programme.
- Conduct regular exit interviews with customers that cease using the service, to better understand what factors have influenced their decisions.
- Ensure that appropriate feedback processes are in place so that, when relevant, we can close the loop on any issues an individual may raise, whilst aggregating the feedback to ensure the overall themes can inform future planning.

Explanation

A robust customer feedback programme underpins improved customer experience, regardless of the industry, and public transport is no exception. Addressing the underlying causes of customer issues, whilst ensuring that the overarching themes of feedback inform future planning, is vital to this process. It is important to not only receive feedback from existing or potential customers, but also to understand why people who once chose public transport, no longer choose to use the service.

Policy 2.7 Branding and marketing

Provide a consistent brand and marketing for public transport throughout Canterbury so it is easily recognised and understood by customers.

Actions

To reinforce the core services as the high-frequency backbone of the Greater Christchurch network, and to enhance legibility for the customer, Environment Canterbury will:

- Review the current core service branding, with an intent of continuing to use unique and identifiable branding for these services.
- Review and develop a brand across all public transport vehicles, infrastructure, information and promotional materials in Greater Christchurch.
- Require all contracted operators to be part of an integrated branding system.

- Undertake, in collaboration with our partner agencies, regular promotional and educational campaigns to raise awareness of the public transport system.

Explanation

The core services are the heart and backbone of the Greater Christchurch public transport network and are located along the highest demand corridors across the city. Attractive and unique branding for the core services makes them easier for customers to identify and helps encourage growth across the network. This branding will be reviewed and further developed by Environment Canterbury to support the overall brand, and will be specified in the relevant service contracts.

The image for public transport services in the region is to be one of a high-quality, integrated network with a branding system that makes it easily identifiable and marketable to new users. The current Metro brand will be reviewed, to ensure that the brand for public transport continues to be fit for purpose in the future. Environment Canterbury will specify system-wide service branding for all contracted services. Specific requirements related to how the overall network branding is applied to vehicles will be defined within contracts.

Policy 2.8 Acknowledging customer loyalty

Provide a range of rewards and incentives to help retain existing users and attract potential customers.

Action

Environment Canterbury will:

- Review the existing system of rewards and incentives, including fare discounts, to identify opportunities for improvement.
- Develop a suite of rewards and incentives to encourage regular, frequent and recurring use of public transport and to let customers know they are valued and their support of the public transport system is appreciated.

Explanation

If customers feel valued and receive the level of service they expect, they are more likely to feel positively about public transport, and therefore use it more frequently, recommend it to others and support public funding of the system. A positive experience of the system will also help attract and retain new users. Reward and incentives schemes are a well-established method of attracting and retaining customers. Exploring new ways to enhance this aspect of the customer experience of public transport in Greater Christchurch and Timaru will enable the development of a range of rewards and incentives. These may go beyond just recognising those customers who are

dedicated regular public transport users, to include a broader approach that acknowledges all our customers - including those for whom public transport may be one of several modes they use for their personal transport needs.

This is consistent with the broader goal to encourage more people to use public transport more often, and our expectation that personal transportation will become increasingly multi-modal in future, as opposed to expecting customers to adopt public transport as their primary mode of transport in order to benefit from a reward and incentive scheme. It is also important that this is carefully integrated with the marketing approach so that existing and potential customers alike are aware of the rewards and incentives available for using public transport.

Objective 2C: Public transport is easily accessible to all existing and potential customers.

Policy 2.9 Accessible infrastructure and services

All new public transport customer infrastructure (and related supporting infrastructure such as footpaths) will be designed and constructed according to best practice, to ensure public transport is increasingly accessible and usable to all customers.

Actions

Environment Canterbury will work with territorial authorities to:

- Prioritise and fund improvements to access across the network.
- Consider universal design to improve accessibility at new passenger facilities stops, for example elevated kerbs, installation of pedestrian crossing facilities, etc.
- Environment Canterbury will ensure services are accessible by implementing the procurement and standards in section 4.

Explanation

Public transport accessibility is determined by a range of different factors – primarily a combination of physical design and frequency of service. The physical design components are often brought together in a concept called universal design. Universal design means measures implemented to improve the accessibility of public transport for all customers, irrespective of whether a person has a disability or not.

Improving accessibility is also a question of prioritising investment where funding is limited. Further, adapting or upgrading old infrastructure to a modern universal accessibility standard can be costly. When affordability and timing are considered, accessibility improvements will need to be prioritised and ranked alongside other accessibility investments in the public transport network.

Policy 2.10 Wayfinding

Provide clear and simple wayfinding and signage so customers can easily navigate the public transport system and easily understand how to make connections between services.

Environment Canterbury will:

- Work with Christchurch City Council on the implementing the Christchurch Central City Wayfinding Action and Implementation Plan, to support access to public transport.
- Explore the potential, in partnership with Christchurch City Council (and other territorial authorities where relevant), to expand the wayfinding programme beyond the central city area, beginning with a focus on the core services and expanding to include the whole public transport network over time.
- Give further consideration to:
 - coordinated wayfinding information provided within buses; and
 - naming of bus stops, so that customers can easily associate the stop location with the local area or street name.

Explanation

Wayfinding involves orientation, route selection, journey monitoring, and destination recognition. Wayfinding should be presented in such a way that it is informative, appealing and provides the customer with a sense of confidence and trust in how they are to move around the city.

The approach for bus wayfinding information focuses on providing consistency on the graphics for both text and maps, bus stop and route recognition, and ideally to integrate and complement other transport modes' wayfinding elements.

Policy 2.11 The ticketing system

Ensure the ticketing system, and other points of contact where customers carry out transactions with the public transport system (such as purchasing and topping up), are simple, easily accessible and highly visible.

Actions

Environment Canterbury will:

- Require all contracted services in Greater Christchurch and Timaru to use an Environment Canterbury approved electronic ticketing system.
- Maintain an integrated ticketing system that enables customers to transfer between services without having to make multiple payments.
- Work towards providing a range of different off-board payment options to enhance accessibility and ease of use for customers, with a view to moving toward a fully cashless ticketing system in future.

- Continue to explore options for upgrading the electronic ticketing system. In the first instance this will mean our continued engagement in NZTA's national ticketing initiative.
- Work with partner agencies, businesses and community facilities, to expand the number and distribution of outlets and kiosks where customers can purchase and top-up Metro cards, and promote these widely.
- Investigate barriers for customers and potential customers with the current Metrocard system and look for ways to improve uptake and ease of use. This investigation will include a review of the cost of purchasing a Metrocard, minimum top-up amounts, and Metrocard registration.

Explanation

The primary role of the ticketing is to provide a mechanism for Environment Canterbury to collect fares from customers to contribute to the cost of providing the public transport system. To ensure the ticketing system can fulfil this role without creating a barrier to the customer experience or unduly affect the efficient operation of services, the ticketing system needs to be easily accessible to all users, simple to understand and efficient to use. This includes ensuring equipment is positioned at an appropriate height for customers in wheelchairs to reach it and read information without the driver's assistance

The following ticketing mechanisms currently operate within Canterbury:

1. Services in the Greater Christchurch area operate with an electronic ticketing system (Metrocard) and cash fares.
2. Services in Timaru operate with an electronic ticketing system (Metrocard) and cash fares.
3. Other South Canterbury services use paper-based ticketing systems.

These mechanisms will be continued. Transfer arrangements will be maintained between individual services. The intention of this policy is that transfers should enable a complete journey, from origin to final destination, to be made for a single fare. All operators operating under the Metro banner must offer and accept transfer tickets. This does not apply to exempt services (exempt services are defined in section 130 of the Land Transport Management Act 2003 and include those bus services for which a subsidy isn't paid).

Environment Canterbury will continue to facilitate and encourage the use of electronic ticketing and topping up of cards before boarding. Electronic payment (Metrocard) is preferable to cash payment of fares for a number of reasons:

- It speeds up the boarding process reducing delay at stops which improves journey times for customers (making public transport more attractive) and reduces operating costs.

- It improves safety and security for drivers as they are carrying less cash on board.
- It makes for simpler and more cost-effective administration of fare revenue.
- All fare information will be open and transparent and available to customers using journey planner and fare calculators available on the Metroinfo website and via a number of third-party apps that draw on Environment Canterbury data.

For these reasons we want to increasingly move toward a cash-free system. We are aware that there are a number of barriers preventing some customers from moving to electronic payment. For example:

- The \$10 initial purchase cost of a Metrocard, and the minimum top-up amount of \$10.
- The limited number of outlets where Metrocards can be purchased or topped up.
- The need to register a Metrocard to a fixed address.
- Force of habit and technology anxiety for some users.

Currently there is no mechanism that allows customers to pre-pay for trips before getting on the bus, which might be particularly helpful for visitors to the city. Environment Canterbury will investigate ways to overcome these barriers and work toward introducing a range of ways that customers can pay for their trip prior to boarding a public transport service, with the ultimate intention of transferring to a cash-free system.

As technology advances and new methods become available and affordable, the ticketing system will be improved. A new system could also provide the operators and Environment Canterbury with more information about how the services are utilised, while more accurately collecting revenue for actual trips. Pay wave or tap and go technology may also provide an alternative to the Metrocard, removing a barrier for customers with the associated maintenance and administration costs. New technology may also provide a higher level of independence for customers and improve loading times. Environment Canterbury is part of NZTA's national ticketing initiative and will continue to engage in that process as our primary forum for exploring the introduction of a new ticketing system and moving to a fit-for-purpose upgrade at the appropriate time.

Policy area 3: Funding and fares

Outcome: Public transport funding is sustainable and supports system objectives while providing value to the community.

The delivery of the public transport system is funded through several sources – central government funding (financial assistance rates), rates and fares. While central government policies set out the funding levels received, rates and fares are set by Environment Canterbury. This section presents the objectives and policies that will guide how we will fund everything we are proposing to deliver through this Plan.

How public transport is funded

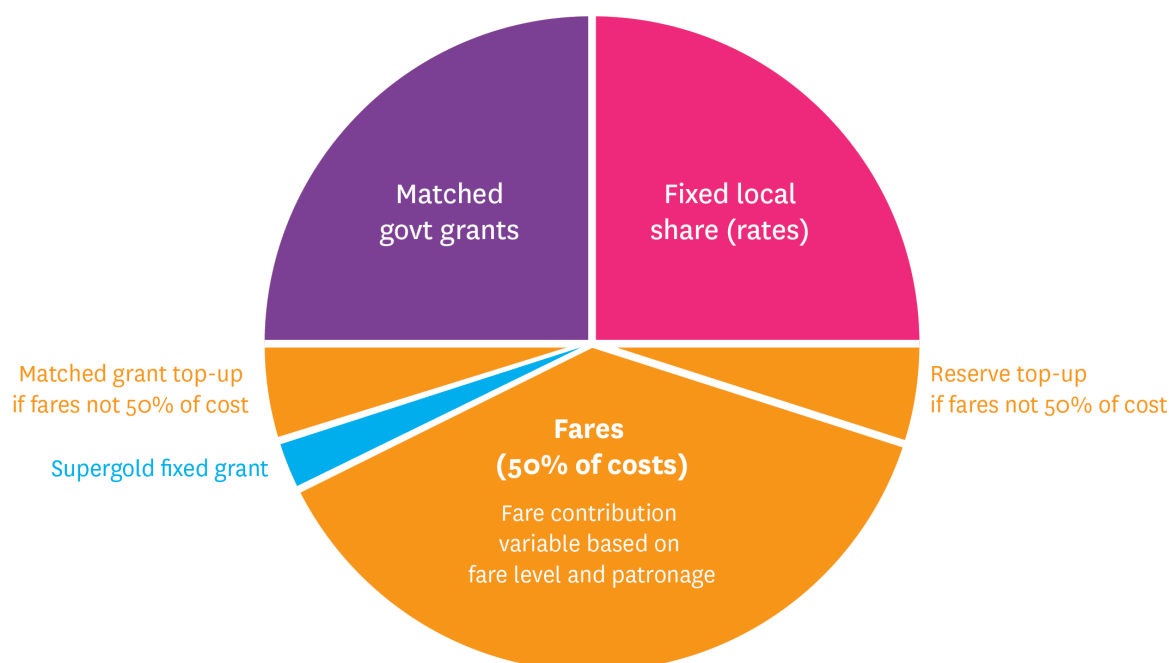
Funding for the public transport system (shown in figure 3.1 below), comes from four main sources:

- **Fares:** paid by customers to use public transport.
- **Targeted rates:** collected by Environment Canterbury for services, and by territorial authorities for infrastructure (as this is local funding, it often gets called local share).
- **Grants from central government via NZTA:** these grants come from the National Land Transport Fund. The Financial Assistance Rate is currently approximately 50%, this means the grant is set to match our local share approximately dollar-for-dollar.
- **SuperGold grant:** other central government investment is also made into the SuperGold scheme.

This funding goes toward two primary components of the public transport system:

- **Public transport services (Environment Canterbury):** services include the procurement, administration and operation of services, ticketing and customer support and information.
- **Public transport infrastructure (territorial authorities):** infrastructure includes the roads that buses run on, bus stops and interchanges, bus shelters, bus priority lanes and other supporting technology, maintenance and renewals.

The allocation of funding for public transport services is determined through Environment Canterbury's Long-Term Plan, while funding for infrastructure and supporting measures is determined through the Long-Term Plans of each local authority.



.....
Figure 3.1 Funding model for public transport services

The current funding situation

To date funding from the National Land Transport Fund has been guided by policy that requires public transport services to achieve a 50% fare box recovery. This has meant that half the cost of providing the services is covered by fares (i.e. fares and SuperGold grants). Canterbury is currently achieving approximately 40% fare box recovery. This requires the current system to be topped up by up to 10% from the Public Transport reserve^[1]. Appendix 3 outlines the formula and process used to develop our farebox recovery ratio.

The ability to fund public transport services from fares is driven by patronage and the fares that are paid. The number of people using public transport has been affected by the city's regeneration taking longer than expected. The CBD population and activity concentrations needed for sustaining public transport have not yet been achieved therefore revenue has been lower than anticipated. Funding public transport improvements therefore becomes more difficult. It is noted however, that in 2017 employment and activity levels in the Christchurch central city have experienced modest growth, reaching 60% of pre-earthquake levels. With this, public transport patronage has begun to stabilise and grow modestly at around 1% over 12 months.

In terms of fare rates, Canterbury fares remain among the lowest across the main centres. Together, the low patronage and low fares (revenue) have not kept up with the costs of delivering public transport services. The subsidy costs faced by Environment Canterbury have increased as a result. Each year, Environment Canterbury must also take account of inflation within its service contracts and on average this has equated to a 2% annual increase in contract costs over the last several years.

Despite all this, Environment Canterbury is still philosophically committed to a 50% farebox recovery ratio across the whole network. This is an aspirational goal that we will pursue incrementally over time through the delivery of this and future Plans, in a way that does not unduly compromise achieving our priority public transport outcomes.

Current targeted public transport rates increase projections are noted in table 3.1 below.

The recent change to the government's funding policy for public transport, signalled in the GPS, recognises the importance of public transport in achieving environmental, safety, social and economic outcomes for cities and communities, while ensuring better value for money. Increased funding for public transport has been signalled for capital-based investments, however funding for operational and on-going service delivery activities (referred to as the Continuous Programme) have remained unchanged.

The Greater Christchurch partners are engaging in conversations with central government and NZTA on this issue. A combination of infrastructure and service improvements is needed to deliver the progressive step changes in public transport mode share required to support the wider social, economic and environmental benefits indicated within the GPS.

Our future funding situation

Greater Christchurch is the second fastest growing urban centre in New Zealand. It is expected to grow by 150,000 people by 2048, which means that the demands on the transport network will be greater. This requires increased investment in Public Transport over time, to help manage the effects of, and embrace the opportunities provided by this growth. This will also avoid the greater costs and other problems associated with retrospectively addressing major transport issues which would otherwise arise.

The Greater Christchurch partners will strongly advocate to Government to invest in a fully integrated investment programme which anticipates growth in our urban areas by shaping future land use and integrating transport options.

Since approximately 25-35% of funding for public transport services is currently derived from local share (i.e. rates), progressive increases in the total targeted rate requirement for public transport over time will be required to address inflationary impacts, but more importantly to support this growth through the planned public transport improvements outlined in this document.

Improving our environment is a top priority in this Plan. The government has made emissions reduction commitments under the Paris Accord. Achieving those will require progressive reductions in emissions from the transport sector which the government has signalled support for in the GPS 2018. Policy 4.3 of this Plan will transition us to more zero emission vehicles. Local contribution is required to achieve this which will need to be factored into rating and fare considerations.

Possible future public transport rates increase projections are noted in table 3.2.

This is based on the current National Land Transport Fund framework. As noted above, the Greater Christchurch partners will continue to develop an integrated investment programme and business case, working with central government on options for funding the continuous services and network improvements, so that the impact on local rates is affordable.

^[1]Public transport reserve is a contingency fund derived from surpluses or targeted rates.

Public transport service funding projections

Environment Canterbury's current Long-Term Plan includes public transport service funding projections for Canterbury to 2028. The Long-Term Plan is updated every three years but this can be adjusted each year, if required, through the Annual Plan process. Table 3.1 outlines the public transport projections to 2022 from the current Long-Term Plan.

	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28
Expenditure	72,419,481	74,181,187	75,005,203	76,325,756	79,561,045	81,404,967	83,464,884	85,577,475	87,700,629	89,510,997
Targeted rates	23,203,889	23,786,779	24,089,788	23,782,406	24,807,574	25,196,494	25,596,856	26,001,779	26,356,196	26,612,548
Grants	30,618,154	30,081,042	33,513,153	31,667,443	30,717,984	31,136,022	31,704,769	32,272,020	32,848,427	33,321,554
User pays and other	19,474,911	20,354,366	21,259,199	22,217,843	23,220,212	24,263,549	25,354,357	26,494,797	27,687,127	28,933,708
Total revenue	73,296,954	74,222,187	78,862,140	77,667,693	78,745,770	80,596,065	82,655,982	84,768,596	86,891,750	88,867,810
Surplus / (deficit)	877,473	41,000	3,856,937	1,341,937	(815,275)	(808,902)	(808,902)	(808,878)	(808,878)	(643,187)

Table 3.1 Current public transport funding projections to 2028 (\$000)

The network and service changes planned (outlined in pages 18 – 24) will require an increased level of funding commitment from the 2021/22 financial year. In particular introducing more fare concessions, adding frequency on our existing core lines and raising service levels on other lines to core standards would present additional costs above those projected in the current Environment Canterbury long-term plan. An example of how the increase in the additional expenditure, the possible effects on rate funding and the service outcomes could change are in the table 3.2. Three projection is based on one possible scenario and assumes all service changes (excluding fare concession changes) are delivered in one year and moderate patronage uplift occurs as a result of the network improvements.

The following assumptions are used to derive the example shown in figure 3.2:

Inflation (via NZTA index)	2.50%
Fare increase per year	2.50%
Planned network cost increase 2021/22	33%
Additional capacity 2023/24	10%
Assumed Funding Assistance Rate (FAR) from central government	51%

Moderate	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28
Expenditure	72,419,481	74,181,187	75,005,203	96,420,615	100,135,537	102,457,361	113,728,060	116,557,623	119,434,019	122,014,559
Targeted rates	23,203,889	23,786,779	24,089,788	33,271,364	33,601,458	32,715,385	35,899,696	34,938,338	34,644,424	34,158,294
Grants	30,618,154	30,081,042	33,513,153	41,427,794	40,006,859	39,498,399	43,312,902	42,877,968	43,001,005	42,938,846
User pays and other	19,474,911	20,354,366	21,259,199	23,063,394	25,711,945	29,434,675	33,706,560	37,932,439	40,979,712	44,274,232
Total revenue	73,296,954	74,222,187	78,862,140	97,762,552	99,320,262	101,648,459	112,919,158	115,748,745	118,625,141	121,371,372
Surplus / (deficit)	877,473	41,000	3,856,937	1,341,937	(815,275)	(808,902)	(808,902)	(808,878)	(808,878)	(643,187)

There is also likely to be an increased level of funding to deliver the infrastructure improvements (such as bus stop changes, transfer points, park & ride and priority measures) to support the planned network in Christchurch City over the next ten years. The level of investment needed is likely to be between \$150m (priority measures only where there are delays) and \$241m (for continuous bus priority measures).



Table 3.2 Effects of a frequency increase on local share

Objective 3A: Effective and efficient allocation of public transport funding.

Policy 3.O Value for money

Improve value for money from existing public transport funding.

There is a continued aim to increase patronage by providing a more useful and attractive service, and improve operating efficiency to deliver value for money outcomes and reduce the reliance on public subsidies that have increased since the earthquakes. The wider community, economic, health and environmental benefits delivered from an efficient, effective and attractive public transport system must also be factored into the value for money analysis as indicated in the policy statement from central government.

Actions

Environment Canterbury will manage the use of existing funding transparently and effectively by:

- Maximising the efficiency of services through the new network structure outlined in policy area 1a.
- Undertaking regular reviews of service effectiveness and value for money.
- Promoting and marketing a simple and intuitive public transport system.
- Take account of the wider benefits derived from public transport when considering funding and investment decisions

Explanation

Re-designing the network of services aims to improve efficiencies in the overall performance by ensuring that the network maximises the number of people who can access employment (linking high employment destinations with residential catchments). The network aims to enable as many people as possible to access public transport. The network design has balanced access, the need to increase patronage, and the potential for a higher farebox recovery. Any additional funding from the high demand routes could be put into supporting those services on the network that are serving a community need (link services).

Policy 3.I Farebox recovery

Maintain or improve the current level of farebox recovery by 2024.

Actions

Environment Canterbury will manage farebox recovery through a combination of actions, including:

- Regular fare adjustments to ensure that fare levels keep pace with inflation and changes in operating costs.
- Initiatives to increase patronage, especially where this does not require additional operating resources.
- Control of unit operating costs through efficient operating and procurement practices in accordance with PTOM.
- Initiatives that support more cost effective and attractive delivery models on smaller suburban based services.

Explanation

The NZ Transport Agency's requirement is that farebox contributes 50% to funding across New Zealand. In recent years Canterbury's farebox recovery has been around 40%. While contributing to the 50% national goal is a desirable outcome, there are a number of priorities that need to be balanced. The NZTA has signalled that a smaller contribution from farebox recovery in Canterbury may be acceptable to ensure that the initiatives in the plan support patronage growth and recognise the wider community benefits of public transport. The background to the Canterbury farebox recovery is explained in appendix 3.

Policy 3.2 New funding mechanisms

Encourage the development of new funding mechanisms for public transport.

Action

Environment Canterbury will work with Greater Christchurch partners to advocate, investigate and implement potential new funding and funding mechanisms for transport.

Explanation

Conversations with central Government are already underway to seek policy changes to the current funding mechanisms available for public transport. Environment Canterbury will support this and continue to work with its partners to look for opportunities to improve or add new funding mechanisms and sources.

Objective 3B: A fare system that attracts and retains customers, while balancing user contributions with public funding.

Policy 3.3 The fare system

The fare system will:

- Be easy to access and understand for all customers.
- Enable customers to travel through the network using all routes and contracted services.
- Offer a range of fares targeted at improving customer experience and matching service quality with cost.
- Be integrated and transferable across all operators in the Greater Christchurch and Timaru networks.
- Be simple to calculate, collect and administer.

Actions

Environment Canterbury will:

- Operate a fare system based on distance travelled on the public transport network and a fare structure that closely aligns with customer expectation and experience.
- Adjust fares on an annual basis to keep pace with inflation. Where a step change in fares beyond inflationary adjustment is proposed to support service enhancements, we will undertake transparent public consultation with contracted operators, customers and the community.
- Review the fare structure within the next two years, and on-going at least once every six years. Where changes to the fare structure are proposed we will undertake transparent public consultation with contracted operators, customers, and the community.

Explanation

The current zone-based fare system will continue in Greater Christchurch and Timaru but remain adaptable to opportunities presented by improved technology and customer demand. To enhance the customer experience, as part of the fare structure review, a range of fare options will be considered to cater to the diverse needs of customers, from standard fares for regular services to premium fares for services that may offer improved levels of quality. Providing a fare structure so that the cost to the customer is not merely a reflection of the network design is a core principle of this plan. The current fare system allows free transfers (within a two-hour window) that enable customers to switch between routes, where necessary, to complete a journey. This approach recognises that it is not realistic for a single scheduled bus route to service all destinations. Transfer arrangements will be maintained between individual bus routes and contracted operators to ensure that passengers can move seamlessly between routes without the need to purchase an additional fare. The intention of this policy is that free transfers should enable completion of a journey from origin to destination, its aim is not to facilitate free return journeys.

Electronic ticketing technology will be used to manage the fare structure to ensure the appropriate fare is charged for the journey.

Service providers will be required to provide the service at the prescribed fare for the journey. This does not apply to exempt services.

Policy 3.4 Setting fares

Environment Canterbury will set and collect fares from customers, as a key component of system funding. Fares are set at a level that:

- Is competitive with the costs of the private motor car to encourage use of public transport.
- Balances cost recovery with social and economic benefits and service quality.
- Contributes to long term fare box recovery targets.
- Recognises the needs of the transport disadvantaged.
- Ensures that fares are kept as low as possible (whilst remaining consistent with other objectives and policies).
- Rewards frequent, regular or recurrent use and enhances the customer experience.
- Reduces the use of cash on board vehicles.

Actions

Environment Canterbury will:

- Set and publish a maximum fare schedule that will apply to all contracted services.

- Ensure that the maximum fare schedule provides an incentive for recurrent use.
- Undertake an annual review of fare levels, taking account of changes in operating costs and the factors outlined in this policy. The results of the review will be used to determine the level of adjustment, if any, to the maximum fare schedule.

Explanation

Fares will be kept at levels that encourage and support patronage. While they will be set at a level that contributes to long term fare box recovery targets, they will not be used as a tool to maximise overall fare revenue. Fare levels are not specified in this RPTP as they must be able to be adjusted as required.

The fare structure is designed to encourage users to pay electronically rather than with cash. Electronic ticketing improves the efficiency of the service by reducing boarding times. It also helps to reduce the use of cash on buses over time which improves driver safety. This does not apply to exempt services. More detail on this can also be found in policy 2.11 The ticketing system.

Regular review of fare levels will enable adjustments to be made to ensure that revenue keeps pace with changes in operating costs. This will help ensure sustainable funding is available to deliver the type of system that will provide a quality customer experience and move toward our long-term vision. It will also assist in meeting fare box recovery targets. Fare reviews will be undertaken at least annually and more frequently if necessary based on system revenue. Fare levels will not necessarily change following a review. This will only occur if the review indicates a change is required. When fare levels are set, they will be available on the Metroinfo website. Cash fares will be set at levels that reduce the need for small change where possible to speed up boarding times. The cost of cash fares will be higher than electronic payment to reflect the additional costs of providing for cash handling and to encourage use of electronic payment (the benefits of electronic ticketing are outlined in policy 2.11 The Ticketing System).

Policy 3.5 Fare concessions

Provide fare concessions for identified targeted groups.

Actions

Environment Canterbury will:

- Subject to annual plan provision, ensure that the maximum fare schedule provides for reduced fares for passengers aged under 19, and free travel for passengers aged under 5 years accompanied by a fare-paying passenger.
- Continue to support the SuperGold card scheme providing off-peak free travel to senior citizens, subject to suitable levels of ongoing national funding.
- Continue to provide funding to enable concession fares for use of the Total Mobility service at 50% of the full fare, subject to a maximum subsidy per voucher.
- Facilitate discounted fares for other groups where external funding is provided.

Explanation

Reduced fares will be available to those customers who are able to show proof that they are under the age of 19 years by way of approved Environment Canterbury identification. No fares are to be charged for accompanied infants under the age of five.

The SuperGold card scheme is 100% funded by central government and provides free travel for senior citizens during off-peak periods. It is based on a fixed annual grant rather than being aligned to actual usage. Environment Canterbury will continue to support this scheme provided it continues to attract suitable government funding support.

Support is provided to all adults through the provision of subsidised fares for all passengers and further discounts for frequent use with the Metrocard on contracted services. The fare levels, as a whole, enable public transport fares to be kept as low as possible and to be broadly affordable for all sectors of society. As such no other fare concessions are proposed for standard scheduled services. If organisations want to provide discounted fares to certain groups (e.g. staff of specific organisations or university students), Environment Canterbury will help facilitate this within the existing fare system wherever possible when external funding is available, but no additional regional funding will be provided as this could result in increased fares for other passengers or higher levies on local ratepayers.

The 50% fare subsidy for Total Mobility users is consistent with the fare box recovery targets and aligns with NZTA national guidelines.

Policy 3.6 Total Mobility scheme funding

Provide funding for the Total Mobility service so that:

- 50% of the cost of a Total Mobility trip will be subsidised up to a maximum subsidy of \$35, while the remainder of the cost is paid by the customer.
- Of the total subsidy per trip, a maximum of 30% will be provided from Environment Canterbury rates with the remaining 70% provided by central government.
- A greater contribution is sought from central government, recognising the social function of the service.

Actions

Environment Canterbury will:

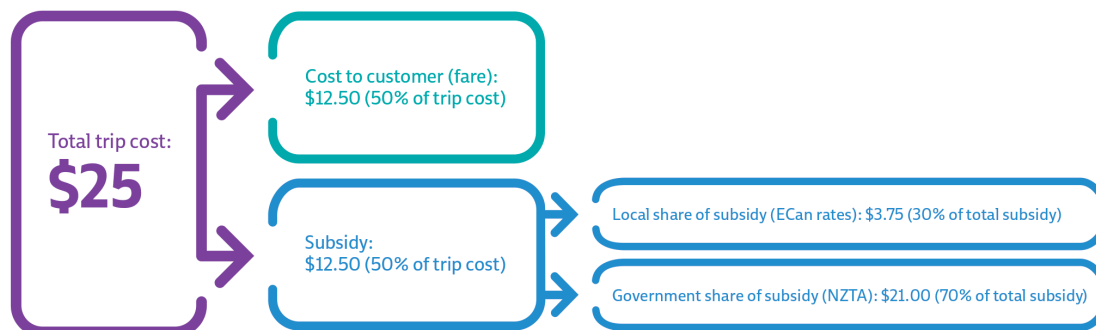
- Provide the Total Mobility service in communities that are willing to support it through separate rates.
- Advocate for a greater central government contribution to Total Mobility.

Explanation

Providing a quality network of accessible scheduled public transport services is our primary means of meeting the needs of people with mobility impairments. However, we understand that some people have specific needs that may be met more effectively by access to specialised passenger transport services and/or concessionary fares, as they are unable to utilise regular services. Subject to continued funding availability, Environment Canterbury will therefore continue to support the Total Mobility scheme for people with disabilities. Environment Canterbury understands the importance of continuing to support the provision of Total Mobility services for people with disabilities and limited mobility and with limited access to regular public transport services. Examples of how the Total Mobility funding subsidy works are provided below:

Total Mobility trip examples

Example 1: Trip cost is under the \$35 subsidy cap



Example 2: Trip cost is over the \$35 subsidy cap

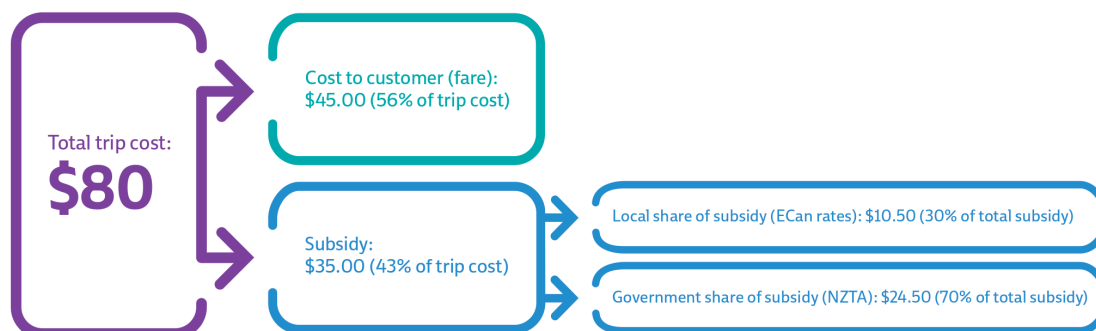


Table 3.2 Effects of a frequency increase on local share

Policy area 4: Standards, procurement, monitoring and review

Outcome: Public transport services that meet customer needs, benefit the wider community, and minimise environmental impacts are procured at a price that provides excellent value for money for customers and ratepayers.

Policy area 4 is divided into three parts:

- Policy area 4A: Vehicle and service standards
- Policy area 4B: Procurement
- Policy area 4C: Monitoring and review

High quality vehicles and services are crucial for a public transport system that is attractive to customers, creating a positive and valued customer experience. Improving accessibility for all customers, including people with disabilities is also a key component of vehicle standards. Providing a high level of service quality is also critical if public transport is to grow and attract new customers. Vehicle and service performance standards are important methods for achieving this desired level of quality and are set out in policy area 4A.

Policy area 4A sets out standards that describe the required quality of public transport vehicles and key service quality attributes such as reliability (on time performance), vehicle capacity, environmental performance and speed of travel. The standards set out minimum requirements to achieve acceptable performance across the network, but our procurement process will recognise where higher standards are offered by operators tendering for service contracts. The national vehicle quality standard which sets our expectations for vehicle quality is the NZTA's Requirements for Urban Buses in New Zealand: New Zealand's common standard for urban bus quality, 2014 (RUB). Urban buses in New Zealand need to meet this standard, as a minimum, and we will implement the RUB on all services contracted to Environment Canterbury.

Other aspects of service quality are outlined in policy area 2: Customer, which includes driver training, customer service training, service capacity and passenger comfort.

The procurement process is explained in policy area 4B. Our procurement strategy sets out the process by which we prepare and award contracts for the provision of services of the type and quality set out in this Plan. The aim of the procurement process is to achieve a high quality of public transport at a cost which provides excellent value to customers, funding agencies, ratepayers and the whole community.

Policy area 4C sets out a framework for how we will monitor and review the performance of contracted operators, the public transport system as a whole, and the success of this Plan.

Policy area 4A: Vehicle and service standards

Objective 4A: The vehicles and vessels used for public transport provide customers with safe, accessible and comfortable journeys, and have minimal impact on the environment.

Policy 4.O Vehicle quality standards

Ensure that operators of contracted public transport services adhere to standards for vehicle quality.

Action

Environment Canterbury will:

- Require operators to adhere, as a minimum, to the national standard. Requirements for Urban Buses in New Zealand (RUB) published by NZ Transport Agency, and will ensure that vehicle quality, emissions and technology provisions are considered when awarding contracts.
- Move towards procuring only zero emission vehicles by 2025, as outlined in policy 4.3.
- Undertake a review of bus advertising standards by June 2020.

Explanation

Vehicle quality is an important component of providing an excellent service. Environment Canterbury will continue to improve the comfort, accessibility, safety and overall standard of vehicles by requiring compliance with the national standard. This sets common minimum standards for the urban bus fleet and will be the basis for ensuring vehicle quality in all Environment Canterbury bus contracts.

The standard applies to all buses being introduced to bus fleets in a region for the first time. The standard addresses all aspects of vehicles, including step height and wheelchair access. As vehicles are replaced, the requirement for the replacement vehicles to meet the new standard will ensure the quality of the fleet will improve.

Environment Canterbury will require, as a minimum, all new vehicles introduced to the local fleet to comply with the RUB. However, Environment Canterbury has some discretion under the standard regarding the introduction of vehicles previously used elsewhere in New Zealand. The standard requires that these vehicles must at least meet the previous vehicle requirements and also requires that these vehicles must be acceptable to the regional council. Environment Canterbury may specify in its contracts that higher standards, than the previous vehicle requirements, may apply for such vehicles (for example, it may require these vehicles to be low floor, be wheelchair accessible and have low emission levels). This policy is applicable to all units funded through Environment Canterbury.

The new vehicle requirements of RUB do not apply to school buses or buses used on rural services, although any vehicles used for rural or school services must comply with minimum specifications set out in the RUB requirements. Likewise, we may look to introduce new service delivery types such as demand responsive transport, which may use a range of different vehicle types other than buses. While the RUB only applies to buses, we will use the general principles of quality and accessibility set out in the RUB as guidance when determining the appropriate standards for non-bus public transport vehicles.

In some specific areas, Environment Canterbury may require operators to go beyond the RUB standards, for example, requiring onboard audio-visual information displays to be provided on some services. Environment Canterbury will set out these additional provisions when preparing contracts.

Current contracts restrict the amount of advertising that can be displayed on vehicles. However, the potential revenue from on-bus advertising is significant, and could help to reduce the net costs of the system. A review of the current arrangements is proposed, to determine whether a more relaxed approach may be appropriate.

Policy 4.1 Super-low floor buses

As far as is practicable, and within the provisions of the Requirements for Urban Buses (RUB), ensure that super-low-floor buses are used for all scheduled services.

Action

All contracted services will provide wheelchair accessible super-low-floor buses for:

- All scheduled services in the Greater Christchurch network.
- All-day scheduled services operating within Timaru.
- All targeted bus services, including school bus services, contracted by Environment Canterbury.

Explanation

Environment Canterbury has set high accessibility standards for our fleet in the past which means that all urban buses in the region are now super-low-floor and wheelchair accessible. The requirements of the national standard will ensure that all new vehicles for urban contracts are also wheelchair accessible. Wheelchair accessible buses are also required for contracted school or targeted services.

Policy 4.2 Service performance standards

Provide high standards of reliability and punctuality on all contracted services.

Action

Environment Canterbury will:

- Include reliability and punctuality requirements in service contracts to ensure that:
 - at least 99.5% of trips in any day on each service are operated in full;
 - at least 90% of trips in any day on each service shall arrive within three minutes of scheduled arrival times at timetable timing points, on routes where supporting priority measures are operating;
 - at least 95% of trips in any day on each service shall arrive within five minutes of scheduled arrival times at timetable timing points, on routes where supporting priority measures are operating; and
 - no trips shall depart a timetable timing point before the scheduled departure time under any circumstances.
- Include incentive and penalty provisions in contracts to encourage more reliable services.

Explanation

Unless frequencies are very high, the reliability of a service is dependent on meeting the times in published schedules. We will require operators to conform to agreed and designated timing points and these may include additional timing points that are not included in public timetables.

Contracted operators will have contingency measures in place to ensure that should a bus trip be cancelled, passengers do not wait more than 15 minutes for an alternative service. Where a trip is cancelled due to unforeseen circumstances and no other service will arrive within 15 minutes of the scheduled time on any section of the bus route, alternative transport must be provided for waiting passengers. Where practicable, this should be provided within 15 minutes of the originally scheduled timetable.

Policy 4.3 Electric or zero emission vehicles

Move to the use of zero emission vehicles, such as electric or alternative fuels and vehicle technologies for contracted services to positively contribute to reducing public transport emissions levels over the next 10 years.

Action

Environment Canterbury will:

- Develop a suitable investment programme to enable the transition to a fully zero emission fleet as soon as possible.
- New bus fleet will be zero emission vehicles wherever practicable. By 2025 at the latest, all new vehicles purchased will be zero emission. In any cases where it is not practical to purchase a zero emission vehicle prior to 2025, these vehicles will need to meet or be better than European standard.
- Actively engage with partners and industry to identify emerging technologies available to reduce emissions and other environmental impacts of the public transport system.

Explanation

Public transport enables more people to travel in fewer vehicles, which can contribute to a healthier environment by:

- Reducing the greenhouse gas emissions that contribute to climate change.
- Reducing the amount of air pollution in our cities.
- Reducing the amount of heavy metals deposited by vehicles on our roads which then pass through the storm water system to become toxic contaminants in our rivers and estuaries.
- Reducing the level of noise in urban areas.

For public transport to achieve these environmental benefits, it not only needs to be well used, but the public transport vehicle fleet needs to be energy efficient, clean, produce as little greenhouse gas emissions and air pollutants as possible, and where possible use environmentally friendly brake pads. Innovations in this area will continue to introduce higher standards and improved environmental performance. Environment Canterbury will encourage operators to embrace environmental innovation through vehicle standards and the procurement process. Environment Canterbury will transition towards zero emission vehicles. This will be a staged process (shown in figure B4.1), and the exact timing depends on a number of factors including the average age of the vehicle fleet and funding. Increased funding and investment would be required to achieve a fully zero emission fleet and meet the proposed New Zealand target of net zero emissions by 2050.

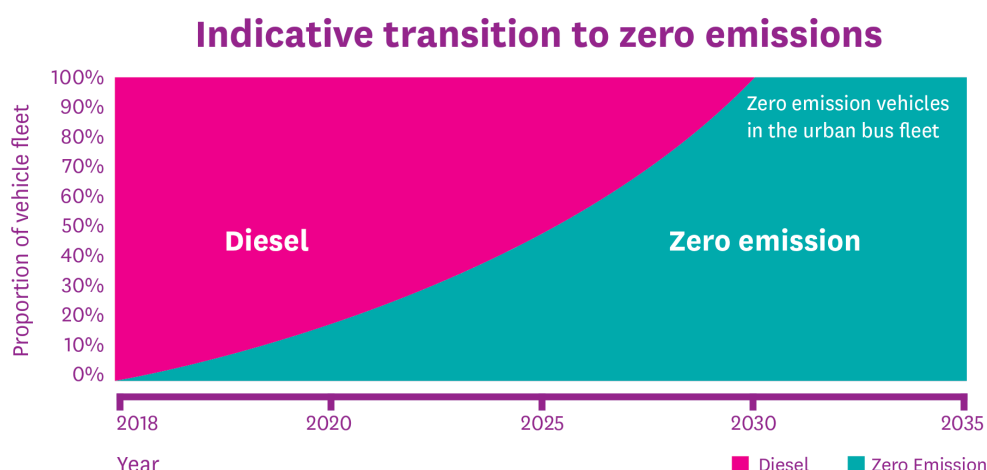


Figure B4.1 Transition to zero emissions scenario (this projection is indicative and based on the current Christchurch urban fleet profile which may change after any tender process)

Environment Canterbury will also work with partners and industry experts to help identify innovations and technologies in this area which may be available for use in Canterbury. Where appropriate such innovations may be trialled in accordance with policy 1.5 Trials and innovation.

Policy area 4B: Procurement

Objective 4B: A procurement system that enables the efficient and effective delivery of our desired public transport system.

Environment Canterbury has reviewed the procurement strategy which sets out its procedure for procuring public transport services. The strategy is to be reviewed in a collaborative and transparent process with current contracted operators and NZTA and will be finalised by December 2018.

Environment Canterbury has based its procurement strategy on the Public Transport Operating Model (PTOM) which has been developed by the Ministry of Transport and the NZ Transport Agency in conjunction with the major regional councils and bus operators. The model is focused on partnering with transport operators to grow the sustainability of the network as well as ensuring competitors have access to the market to increase confidence that public transport services in Canterbury are priced efficiently. The transition to PTOM will take place when new contract arrangements for the Canterbury public transport network are put in place by 2021.

Almost all the existing urban services in the Canterbury region are operated under contract to Environment Canterbury and it is expected that this will continue in the future. However, there are also a number of non-subsidised commercial services provided in the region, including long-distance scheduled services between major centres and those serving tourist routes. These services are known as exempt services and operate without any financial support from Environment Canterbury, but they must be registered with Environment Canterbury. The registration of a commercial service may be declined if it will have a material adverse effect on the financial viability of contracted services.

Policy 4.4 Public Transport Operating Model contracts

Transition to the Public Transport Operating Model (PTOM) for all contracts.

Action

Environment Canterbury will:

- Work collaboratively with service operators to develop units which incorporate all integral routes of the public transport network.
- Negotiate with incumbent operators to extend contracts to enable service continuity through the procurement and implementation processes.
- Procure and implement all unit contracts as PTOM contracts by 2021.

Explanation

The PTOM is the government's approved process for procuring public transport services. A key direction in PTOM is for public transport planning agencies to proactively engage collaboratively with the public transport industry to design the network and service contract units with a view to maximising the quality and value for money of the system. The transition to PTOM was delayed due to ongoing uncertainty in the Greater Christchurch post-earthquake environment. The transition to PTOM contracts will involve extensions of the current contracts using benchmarked negotiations and then procuring and implementing all services between June 2019 and December 2020.

Policy 4.5 Encouraging competition

Maintain competition in the procurement of public transport services in Canterbury.

Action

Environment Canterbury will:

- Ensure that the procurement strategy and transition measures take into account the impact on competition.
- Enable enough time in the procurement and implementation process to provide non-Canterbury based operators the opportunity to feasibly enter the market.
- Encourage competition in the market to support continuous improvement and innovation.

Explanation

As outlined above in policy 4.4, the post-quake environment meant the transition to PTOM was delayed. As a result, in recent years existing contracts were extended to ensure service continuity for the customer as we prepared for the transition to PTOM. This situation resulted in limited opportunities for new operators to provide public transport services to customers in Canterbury. All contracts will now be procured to facilitate a return to a competitive market in Canterbury, in order that the quality of public transport we seek for customers and the environment can be achieved for the best price.

Policy 4.6 Service units

Establish units (groups of services which are integral to the public transport network) in accordance with the PTOM.

Action

Environment Canterbury will:

- Enter into contracts with operators to deliver units to align with PTOM. The units will be awarded in accordance with the Environment Canterbury Procurement Strategy.
- These units will be based on logical groupings of routes.

Explanation

As we procure and implement all services between June 2019 and December 2020, units will be grouped based on logical integration and service outcomes. For example, a core service could be integrated with a city connector or cross-town service to form one unit. All units will be based on complete routes and it will not be possible for a service provider to operate only part of a unit.

Policy 4.7 Collaborative network planning

Continue our partnering approach to network planning and service changes.

Action

Environment Canterbury will:

- Apply principles and objectives as identified in regional and partnering agreements to guide successful partnering with operators.
- Undertake annual business planning in collaboration with operators.
- Collaborate with operators and territorial authorities in relation to route planning and service changes.

Explanation

Environment Canterbury entered into regional, partnering and unit agreements with contracted operators in 2012. These agreements have provided, and continue to provide, definitions and guidance in relation to the partnering relationship between the operators. In addition, Environment Canterbury will continue to work in partnership with operators and territorial authorities when planning routes and service changes.

Policy 4.8 Service continuity

Ensure service continuity to the public transport customer.

Action

Environment Canterbury will:

- Incorporate appropriate service continuity provisions into the PTOM unit contracts to allow service variations to be made when necessary during the life of the contract.
- Provide appropriate lead times for all service provision to allow operators sufficient time to secure resources

Explanation

Sometimes during the life of a public transport service contract changes may need to be made to the service. This could be due to a range of factors such as changes to the roading network or changes in the customer demand pattern. Many of these changes cannot be foreseen but could have a negative effect on the customer when they occur. Likewise, where such changes require contract variations this could, if not anticipated, result in flow-on costs to Environment Canterbury and therefore the ratepayer. This policy seeks to manage this risk. The combination of appropriate service continuity provisions in contracts and appropriate lead times will ensure that customers and the ratepayer will not be unduly adversely affected by changes to the public transport network.

Policy 4.9 Contract monitoring and risk management

Ensure the appropriate allocation of roles, responsibilities and risks between Environment Canterbury and contracted operators within the PTOM framework and manage, monitor and evaluate unit performance to ensure high quality service delivery.

Action

Environment Canterbury will:

- Work with operators to ensure that outcomes and success factors are understood by operators and will apply an appropriate performance monitoring regime that incentivises these outcomes and success factors.
- Operate a performance-based partnering contract.
- Undertake a review of the Financial Incentive Mechanism during the transition to PTOM.
- Undertake a review of the Balanced Scorecard Key Performance Indicator regime to ensure contract performance is appropriately incentivised.

Explanation

Environment Canterbury will continue to operate a performance-based contract environment and monitor and evaluate unit performance to achieve high quality service delivery. The process for this, including the Financial Incentive Mechanism and Key Performance Indicator regime, will be reviewed in collaboration with incumbent operators prior to the procurement of services to ensure it continues to promote ongoing service and performance improvements.

Policy 4.10 Exempt services

Provide for commercial services to be exempt from PTOM contracts where they do not form part of the integrated network of urban public transport services.

Action

Environment Canterbury will:

- Exempt the following services from PTOM contracts:
 - long distance inter-city style bus services; and
 - services that operate outside of the Greater Christchurch or Timaru urban areas.
- Enter into commercial contracts with operators of non-exempt commercial services that operate within the Greater Christchurch or Timaru urban areas.

Explanation

Exempt services are those that are not expected to have any impact on the operation of the scheduled urban networks in Greater Christchurch and Timaru. They will not be subject to PTOM contracts with Environment Canterbury.

Policy 4.11 Protecting the viability of public transport

Ensure that new commercial services do not have adverse effects on the wider public transport network.

Action

Environment Canterbury will assess all applications to register commercial services in line with the statutory requirements, and may decline to accept a registration or a variation to an existing registered service where the service:

- is likely to have a material adverse impact on the financial viability of an existing PTOM unit;
- is likely to increase the net cost to Environment Canterbury of any existing PTOM unit; and
- is contrary to sound traffic management and safety.

Explanation

The Land Transport Management Act (LTMA) requires regional councils to register commercial services unless one or more of the grounds listed above applies. Environment Canterbury does not expect to decline registrations for long-distance bus services that provide service to communities outside the Greater Christchurch and Timaru areas.

Policy 4.12 Public notice of commercial service changes

Ensure that the public receive adequate notice of the commencement, variation or withdrawal of commercial services.

Actions

Environment Canterbury will require notice periods of not less than 30 days for commencing, varying or withdrawing an exempt service registration.

Environment Canterbury may consider a lesser notice period where this is necessary to respond to rapid changes in demand.

The LTMA sets out the requirements for registration of exempt public transport services. The notice periods in this policy reflect those permitted in sections 133 and 139 of the LTMA and enable Environment Canterbury to make any necessary changes to public information, or in certain circumstances, arrange for an alternative service. Lesser notice periods may be accepted if there is a low impact on customers or other public transport services, as long as the public receive enough notice of any changes. Longer notice periods may be more appropriate for changes that will have a significant impact on customers or other public transport services.

Policy 4.13 Contract variations

Enable contracts to be varied to take account of changing circumstances.

Actions

Environment Canterbury will:

- Seek to vary contracts for the provision of public transport services, within the framework set out in the Procurement Strategy, in partnership with the contracted operator, under one or more of the following circumstances:
 - a. vehicle passenger loads that result in the service not meeting required performance standards;
 - b. a low level of farebox recovery;
 - c. a significant level of passenger complaints about the service;
 - d. a change to the NZ Transport Agency funding rules or procedures;

- e. a need to rationalise or reorganise one or more services to meet passenger demand or to significantly improve the level of service; and
- f. the use of alternative fuels or technologies.
- Support a process that enables operators to submit business cases for approval to trial new and/or innovative services or service amendments.

Explanation

Environment Canterbury may seek these variations from time to time based on the specified criteria. They do not include instances of financial failures or failures by contracted operators to meet contract conditions. Normally, reviews are only undertaken regularly to coincide with the expiry of a contract, but an intermediate review may be necessary, particularly in the changing post-quake environment. Contracted operators are encouraged to work with Environment Canterbury to ensure that the services are meeting the needs of the public. Contracted operators may seek a variation to a contract themselves in similar circumstances, particularly with respect to point (e).

Policy 4.14 Commercially sensitive information

Ensure that commercially sensitive information is handled appropriately.

Action

Environment Canterbury will ensure all commercially sensitive information pertaining to contracted and commercial services is handled appropriately.

Explanation

Most of Canterbury's public transport network operates under gross contracts so Environment Canterbury gathers the revenue and can share details around patronage information with the public. Information around costs and unit contracts is commercially sensitive and will be handled accordingly to ensure a competitive market and operator investment confidence is maintained.

Policy area 4C: Monitoring and review

A significant amount of data is collected in order to monitor trends in the provision and use of public transport in Canterbury. This information is collected from a number of sources and is used to guide the operation of services and development of the network and to inform the future development of policy and its detailed implementation.

Monitoring takes place at two different levels. The first level involves monitoring operator performance to ensure that public transport operators are delivering services at the required level to meet their contractual obligations. The second level involves system monitoring to ensure that the public transport system as a whole is meeting the outcomes discussed in section 4, and the objectives in section 7 of this Plan.

From time to time there will be a need for changes to take account of changing circumstances and demands, many of which will be identified through the monitoring information. The policies in this section set out the procedures that will be followed in reviewing and amending the Plan.

Objective 4C: Timely information that assists a continuous process of review and improvement.

Policy 4.15 Monitoring operator performance

Undertake regular monitoring of operator performance.

Actions

Environment Canterbury will:

- Require regular reporting of operational performance for all units and other contracted services which assesses operator performance under the following categories:
 - reliability, punctuality and adherence to schedule;
 - complaints and compliments;
 - service quality and customer experience;
 - bus appearance and condition;
 - revenue protection (fares evasion);
 - patronage levels;
 - non-patronage based revenue generation; and
 - operator responsiveness.
- Use the performance monitoring results as the basis of incentive payments to operators. Key performance measures set out in section 11.7 of the NZTA Procurement Manual will also continue to be monitored.

Explanation

Since November 2009, all contracts have been performance based, with operator performance being assessed through a quarterly balanced scorecard approach. Environment Canterbury proposes to continue this approach for future contracts (negotiated and tendered). Based on a weighted sum of performance measures, operators receive a monetary bonus or pay a monetary deduction for each unit from their contract payments for that quarter, according to whether their weighted sum performance is above or below the standard required for that unit, and to what extent.

This monitoring and incentive system has been effective in focusing operators' efforts to improve service quality and delivery on those aspects that are of importance to passengers and the wider community. As part of our tendering process we will review our balanced scorecard to ensure it is fit for purpose for our revised RPTP goals and ongoing changes in customer expectations. Further details of this system are provided in Environment Canterbury's Procurement Strategy.

Monitoring data is provided from a variety of sources, including an annual user survey, information provided by operators, data from the real-time information system, ticketing data and quality control checks.

Policy 4.16 Monitoring system performance

Regularly monitor progress towards system targets.

Action

Environment Canterbury will prepare annual reports to monitor the performance measures set out in the targets table in part A, section 4.

Explanation

The purpose of system performance monitoring is to determine the extent to which the overall public transport system is making progress towards achieving its outcomes. This helps to evaluate the effectiveness of the RPTP policies. The information will be publicly reported as part of an annual public transport monitoring report. Key measures will also be reported through the Long-Term Plan and Annual Plans.

Policy 4.17 Monitoring and review of service units

Ensure that public transport services continue to meet user needs and deliver value for money.

Actions

Environment Canterbury will:

- Prepare service unit business plans with operators that include specific performance targets for each unit.
- Regularly monitor performance against unit business plan targets.
- Undertake regular comprehensive reviews of each service unit.

Explanation

A number of events may trigger a service review, including expiry of an existing contract, vehicle passenger loads that result in the service not meeting required performance standards, a low level of cost-recovery, new major land use developments, passenger complaints or formal requests from a local authority, community board or residents group. There is also the possibility of a contracted operator abandoning a service for financial or other reasons.

Even in the absence of such triggers, Environment Canterbury will endeavour to review each service at least every five years. The review will cover all aspects of the service including: commercial business development, land use development, geographic and demographic factors, bus route and stops, connecting services, frequency, hours of operation and other service performance standards. Service reviews will make use of all relevant available data and market research with potential passengers to identify ways to grow the service.

Policy 4.18 Reviewing the Regional Public Transport Plan

Ensure that this Plan is kept up to date by regular review and variation where required, using the policy on significance in appendix 5.

Action

Environment Canterbury will:

- Work with partners to undertake a review of this RPTP at least once every three years, to determine whether it needs to be varied.
- Work with partners to identify when emerging opportunities may be available to improve public transport (such as through changing technology, or proposals from the community or public transport industry) and agree if/when these should warrant a review or variation of the RPTP.

- Use the policy on significance in appendix 5 to determine how it will consult on any future variation to this RPTP.

Explanation

The policies and service descriptions set out in this RPTP reflect the current situation and the changes to the network that are currently planned. However, it is likely that further changes to the network will be needed to address the changing public transport requirements in the post-earthquake environment. The progressive implementation of the new network strategy will also require changes to be made to the service descriptions contained in this RPTP. It is important that key partners are included in any review of the RPTP to ensure changes to the service are implemented efficiently and supported with appropriate infrastructure and vehicles.

Appendix 5 contains the policy on significance, which has been defined pursuant to the LTMA. It shows how Environment Canterbury will decide whether any proposed variation to the RPTP is significant, and therefore whether Environment Canterbury is required to follow the full consultative procedures outlined in the LTMA.

The policy sets out a graduated consultation process which provides for targeted consultation with affected parties for variations that are not considered significant, including minor changes to routes, frequencies and operating conditions or changes to routes, frequencies and operating conditions within individual operating units. Major changes to the route network and structure affecting a number of operating units will be subject to wider consultation to ensure a transparent and collaborative process.

PART C: APPENDICES

Appendices

Appendix 1: Strategic context

Appendix 2: Description of services

Appendix 3: Development of our farebox recovery policy

Appendix 4: Providing for our transport disadvantaged customers

Appendix 5: Policy on significance

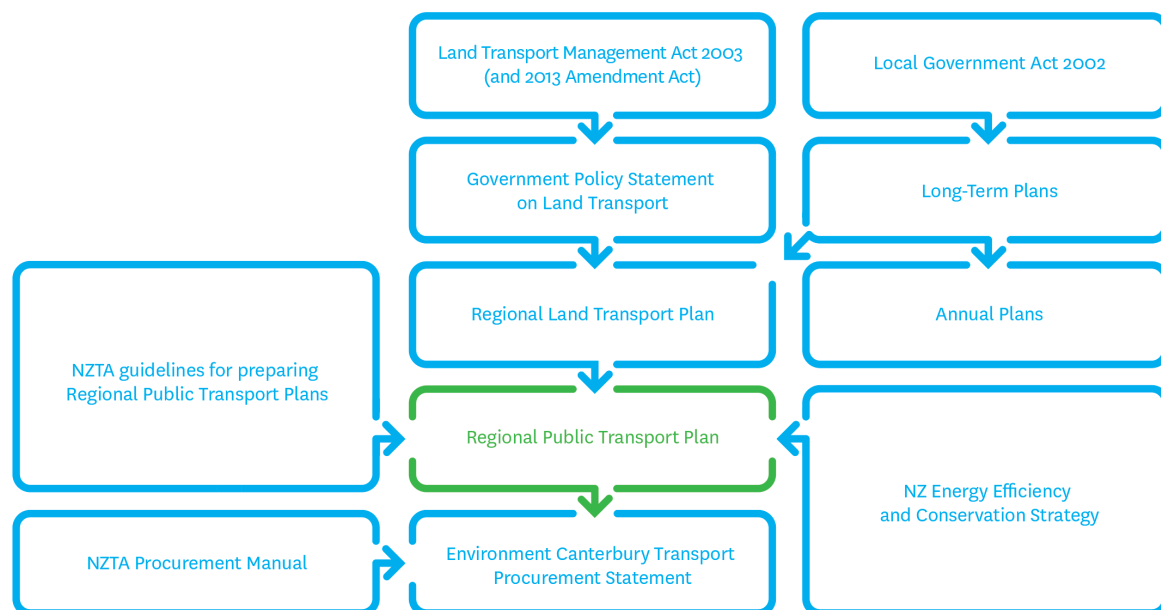
Appendix I: Strategic context

This appendix summarises the strategies, plans and processes that have influenced the development of this Plan.

The Land Transport Management Act (LTMA) identifies a number of matters that need to be taken into account in preparing the RPTP. These include national, regional and local strategies, policies and plans. It also sets out some key principles (below), which must be applied to the RPTP to fit within the Public Transport Operating Model (PTOM).

- Regional councils and public transport operators should work in partnership and collaborate with territorial authorities to deliver the regional public transport services and infrastructure necessary to meet the needs of passengers;
- The provision of public transport services should be coordinated with the aim of achieving the levels of integration, reliability, frequency, and coverage necessary to encourage passenger growth.
- Competitors should have access to regional public transport markets to increase confidence that public transport services are priced efficiently.
- Incentives should exist to reduce reliance on public subsidies to cover the cost of providing public transport services.
- The planning and procurement of public transport services should be transparent.

The key strategic documents and processes that have informed the preparation of this RPTP are summarised in figure A1.1.



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Figure A1.1 Strategic context

National context

Government Policy Statement on Land Transport Funding (GPS) 2018

The GPS sets out the government's outcomes and priorities for the land transport sector and its broad transport funding allocations over the next decade. The GPS identifies three themes the government intends to focus on through land transport investment:

- A mode-neutral approach to transport planning and investment decisions.
- Incorporating technology and innovation into the design and delivery of land transport investment.
- Integrating land use and transport planning and delivery areas of economic growth and productivity, value for money and road safety.

The GPS also sets out four strategic priorities: safety, access, environment, and value for money (as shown in figure A1.2 below).

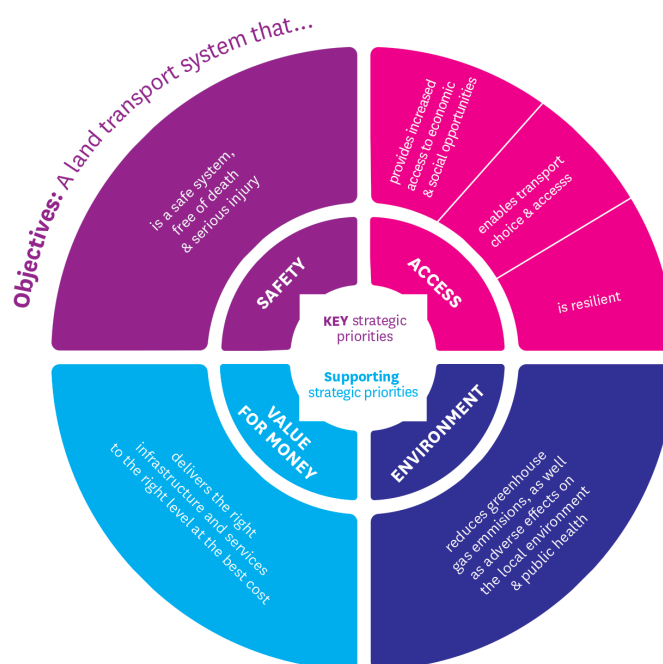


Figure A1.2 Strategic direction of the GPS 2018

An increased focus on public transport, particularly in high growth metropolitan areas – which includes Greater Christchurch – is a key focus of the GPS. The GPS has also introduced a new activity class called rapid transit. This RPTP is consistent with the GPS, particularly through a focus on growing public transport patronage, integrating public transport with land use, taking a multi-modal and mode-neutral approach to system design and, on high demand corridors, moving toward a rapid mass transit solutions in future.

New Zealand Energy Efficiency and Conservation Strategy (NZECS)

The NZECS promotes energy efficiency, energy conservation and renewable energy in New Zealand. It proposes government policies, objectives and targets and the means by which these will be achieved. The objective for the transport sector is, a more energy efficient transport system, with a greater diversity of fuels and alternative energy technologies. To contribute to this objective, the RPTP should provide the policy framework for increased public transport mode share, reduced transport energy consumption and a shift to lower emission buses.

Public Transport Operating Model

The Public Transport Operating Model (PTOM) seeks to build a commercially-based partnership between regional councils and public transport operators, creating an environment of aligned goals and objectives through collaborative planning, joint investment and risk and reward sharing.

Environment Canterbury has adopted the PTOM for the planning and procurement of services in Canterbury, as required by the LTMA. This allows Environment Canterbury to work with operators, suppliers and funders to develop PTOM units and to incorporate the risk/reward model into new unit contracts, to ensure there is a shared responsibility between the Council and operators for growing the business.

National Farebox Recovery Policy

The NZTA Farebox Recovery Policy seeks a national target for public transport services to achieve an average of 50% cost recovery from fares by 2017/18. The remaining funding is provided through NZTA grants and local rates. As a condition of funding approval, all regional councils must include a farebox recovery policy in their adopted Regional Public Transport Plans. Appendix 3 provides further detail on the NZTA requirements for farebox recovery policies and how this has been applied in Canterbury.

Regional context

Canterbury Regional Land Transport Plan (RLTP)

The Canterbury Regional Land Transport Plan 2015–2025 identifies the key transport related issues, objectives and outcomes for the Canterbury region and in this context recommends a prioritised programme of transport activities. This RPTP will be consistent with the public transport objectives set in the RLTP 2018 and if changes are made to the final objectives through the public consultation process, these will be incorporated through an amendment to this RPTP.

Canterbury Regional Policy Statement

The Canterbury Regional Policy Statement includes objectives, policies and methods related to land use and transport integration, which include policies to reduce motor vehicle transport demand and to support and implement programmes that make public transport services more effective and attractive.

The CRPS provides direction for the growth, development and enhancement of Greater Christchurch. It suggests that public transport services should be planned to support the evolving pattern of urban development, with an emphasis on providing good alternatives in areas of urban consolidation and the provision of services to new areas of development.

City and district council plans

The Christchurch City Plan includes objectives, policies and provisions to reduce dependency on private motor vehicles and promote the use of public and active transport. The Selwyn, Timaru and Waimakariri, District Plans are currently being reviewed. Environment Canterbury will collaborate with territorial authorities on District Plan reviews to aid in their development and implementation of plans that will support the public transport system outlined in the RPTP.

Greater Christchurch Urban Development Strategy (UDS)

The UDS is an integrated plan to manage urban growth in Greater Christchurch to 2041, developed between Christchurch City Council, Environment Canterbury, Selwyn and Waimakariri District Councils and the NZ Transport Agency. It aims to create more liveable communities, manage the distribution of new housing, improve transport links and enhance environmental performance into the future.

The UDS provides a broad settlement pattern for the Greater Christchurch area and provides a basis for consistent land use decision making by the Greater Christchurch partner organisations. The partners are currently undertaking a settlement pattern review that will guide the future urban form for Greater Christchurch and guide the development of transport networks to service new development areas.

Christchurch Transport Strategic Plan

In 2012, Christchurch City Council adopted the Christchurch Transport Strategic Plan (CTSP), a non-statutory plan that provides a vision for how Christchurch's transport system will develop over the next 30 years. During the preparation of the CTSP, Environment Canterbury and Christchurch City Council worked closely together to ensure the objectives aligned with the vision of both organisations.

The CTSP considers all transport modes and places a strong emphasis on providing travel choices for residents. A transport hierarchy has been established identifying core networks for each transport mode. For public transport, the hierarchy establishes routes across the city linking key activity centres where public transport will have priority. This will make public transport more

attractive by allowing services to operate with greater reliability and efficiency and strongly supports the new connected network.

CTSP Action 1.1.4 relates to the public transport network, identifying that Christchurch will have an:

- Attractive and efficient public transport system to ensure journey reliability and provide good connectivity with other modes.

The CTSP acknowledges the need for investment in public transport infrastructure in order to provide an attractive, reliable public transport network.

An Accessible City (AAC)

After the earthquakes of 2010-2011, a Christchurch Central Recovery Plan was developed to focus on the redevelopment of the central city area. An Accessible City is the transport chapter of this plan and focuses on the way people travel into and around the city, and how the streets will look, feel and function as the central area redevelops. This includes the development of a 'slow core' with restricted vehicle access, a reorganisation of central city bus routes, stations and stops, and a road use hierarchy which aims to minimise mode conflicts and provide more enjoyable journeys for different types of road users.

A significant part of the central city recovery includes the rebuild of street infrastructure, including bus stops and the central city Bus Interchange. The new network structure outlined in this RPTP is designed to be consistent with AAC, to integrate with the Bus Interchange and support the ongoing recovery and growth of Greater Christchurch.



Appendix 2: Current Unit structure

Environment Canterbury currently has contracts with bus operators to provide the following services:

Unit number	Route number	Route number	Service type
U-101	O	The Orbiter	Frequent
U-102	100	Wigram to The Palms via Riccarton	Link
U-103	P	Purple Line: Sumner to Airport/Sheffield Crescent	Frequent
U-104	Y	Yellow Line: Rolleston/Hornby to New Brighton	Frequent
U-105	O	Orange Line: Halswell to Queenspark	Frequent
U-120	80	Lincoln to Parklands	Connector
	820	Lincoln to Burnham via Rolleston	Link
U-123	F	Diamond Harbour Ferry	Link
U-124	155	Lyttelton to Eastgate shopper service	Link
U-132	29	Airport - City via Fendalton	Connector
U-144	B	Blue Line: Rangiora/Belfast to Cashmere/Princess Margaret Hospital	Frequent
	95	City to Pegasus/Waikuku	Connector
U-145	125	Redwood to Westlake	Link
U-146	44	Dallington/Shirley to City	Connector
U-147	60	Hillmorton to Southshore	Connector
U-149	17	Bryndwr to Huntsbury	Connector
U-150	28	Northwood to Lyttelton/Rapaki	Connector
U-151	107	Styx Mill to Northlands	Link
U-156	120	Burnside to Spreydon	Link
U-170	130	Hei Hei to Avonhead via Riccarton	Link
U-171	135	New Brighton to The Palms via Prestons	Link
U-172	140	Russley to Mt Pleasant	Link
U-173	45	Westmorland to City	Link
U-178	85	Rolleston to City non-stop	Specialist
U-179	65	651 - 653 Haeata Communitiy Campus and Chisnallwood Intermediate School	Specialist
U-180	66	661 - 667 Avonside Girls' High School	Specialist
U-181	67	671 - 672 Burnham/Rolleston to Riccarton Schools	Specialist
U-182	68	682 - 684 Christchurch Boys' High School and Christchurch Girls' High School	Specialist
U-183	69	691 - 693 Lincoln High School	Specialist
U-184	64	641 Woolston to Cashmere High School	Specialist
U-185	71	714 - 715 Mairehau High School	Specialist
U-186	72	721 - 724 Rangiora/Kaiapoi to Christchurch Schools	Specialist
U-187	73	731 - 734 Shirley Boys' High School	Specialist
U-188	74	741 - 742 Sumner to City and Merivale Schools	Specialist
U-189	75	751 Halswell to Hillmorton High School	Specialist

Future unit structure

Environment Canterbury intends to implement the following unit structure in the future. All routes are subject to change as part of the network review process.

Unit number	Route number	Service type
U1	Blue Line: Rangiora to Barrington	Frequent
	Cashmere to Casebrook	Frequent
	Woodend/Pegasus	Connector
	Huntsbury/Opawa to Mairehau	Connector
	Westmorland to Belfast	Link
U2	Yellow Line: Rolleston to New Brighton	Frequent
	Lincoln to New Brighton	Frequent
	Lincoln to Burnham	Link
	Hornby to Burnside	Link
U3	Purple Line: Sumner to Airport	Frequent
	Lyttelton to Airport	Frequent
	Airport to City	Connector
	Russley to Mt Pleasant	Connector
U4	Orange Line: Halswell to Queenspark	Frequent
	Wigram to Prestons	Frequent
	North Shore to Eastgate	Link
U5	The Orbiter	Frequent
	Riccarton to The Palms	Link
	Redwood to Westlake	Link
U6	Diamond Harbour Ferry	Link
U7	East Christchurch school services	Specialist
U8	West Christchurch school services	Specialist
U9	Timaru and Temuka	Connector

Appendix 3: Development of the farebox recovery policy

This appendix provides background information on the development of the Canterbury farebox recovery policy and the farebox recovery ratio targets. Farebox recovery is one tool for developing and maintaining a successful public transport network and the first priorities should be growing patronage and running an efficient network.

Background

The farebox recovery policy for public transport in Canterbury system is set out in policy 3.1 of this Plan. The policy has been developed in response to the requirement from NZTA for regional councils to include a farebox recovery policy in regional public transport plans. Regional farebox recovery policies are intended to contribute to the national target of 50%. The national target is currently being achieved and there is not an expectation that every council will achieve this rate.

Farebox recovery principles

The NZTA farebox policy outlines the following principles for regional councils to consider when developing a farebox recovery policy and farebox recovery ratio targets:

- Fares should reflect the level of private benefits that users receive from public transport, while subsidy levels should reflect the 'spill over' benefit to the road users, ratepayers and the wider community, environment and economy.
- The cost of providing public transport services should be shared equitably between users, ratepayers and contributors to the National Land Transport Fund.
- Farebox recovery policies should be consistent with central and local government fare and funding policies, and recognise the wider benefits of public transport.
- Farebox recovery policies should reflect the desire to meet the community's social needs, including the provision of services for the transport disadvantaged, and the willingness of affected communities to pay.
- Farebox recovery policies should not be the only driver of the pricing of fares, but be part of a wider assessment of all of the relevant factors when reviewing fares.

Farebox recovery ratio

The farebox recovery ratio (FRR) is calculated using the following formula:

$$\text{FRR} = (\text{FT} + \text{S3}) / (\text{FT} + \text{ST})$$

Where:

FT (total farebox revenues) = FN + FG

FN = Farebox revenues on net contract services and commercial services

FG = Farebox revenues on gross contract services

ST (total subsidy payments) = S1 + S2 + S3

S1 = operating subsidies on contracted services

S2 = concession fare payments on contracted and commercial services (as applicable)

S3 = SuperGold card payments on contracted and commercial services

Farebox recovery in Canterbury

The farebox recovery ratio (FRR) in Canterbury increased from approximately 40% in 2006/7 to 46% in 2009/10, which was very close to the national average. The impact of the Canterbury earthquakes on customer volumes resulted in a significant fall in FRR. Table A3.1 shows for the year to June 2011, FRR fell to 36.9%. This meant public transport customers contributed approximately one third of the total system operating costs through the farebox, with the shortfall met from NZTA subsidies and ratepayer funds.

In the 2017/18 financial year the farebox ratio across all services was 38.14% for Greater Christchurch. This is still short of 50% which will be unlikely to be achieved during the course of the 2018 Plan.

Future improvements to farebox recovery

Environment Canterbury has recognised the need to continue to improve the level of farebox recovery in the public transport system to ensure that our transition toward our vision for public transport can be sustainably funded. The ability to achieve this target was severely disrupted by the earthquakes, and it remains to be seen whether this target is sustainable as the region rebuilds and continues to grow.

The farebox recovery target outlined in this RTP is to maintain and improve farebox recovery as this plan is implemented. Achieving 50% farebox recovery remains an aspirational goal that we expect to progressively move closer to in future iterations of the Plan.

Appendix 4: Considering the needs of the transport disadvantaged

In preparing this Plan, Environment Canterbury was required to consider the needs of people who are transport disadvantaged. The RTP must also describe how the public transport services described in it (and any taxi services or shuttle services which receive financial assistance) will assist the transport disadvantaged. This appendix presents a discussion of transport disadvantaged groups in Canterbury, their travel needs and how the public transport system is responding to those needs.

One of the key aims of the public transport system is to connect people to important centres and destinations, where they can undertake most of the activities necessary to meet their needs such as healthcare, shopping and social interaction. Connections to workplaces and education are also important. Broadly speaking this RTP seeks to meet the needs of the transport disadvantaged by providing a highly accessible public transport system, based on routes and service frequencies that make it easy, convenient and useful for customers, as well as universal design principles for accessibility. In terms of affordability, this RTP also seeks to keep fares as low as possible. This is a general approach which not only seeks to provide for the transport disadvantaged, but provides a better public transport system for all customers. However, Objectives 1C, 2A and 2C, and their associated policies, set out in this Plan, detail specifically how we intend to provide for the needs of the transport disadvantaged.

Who is transport disadvantaged?

The LTMA defines transport disadvantaged as: people whom the regional council has reasonable grounds to believe are the least able to travel to basic community activities and services (for example, work, education, health care, welfare, and shopping).

Using this definition, Environment Canterbury identified the following groups of customers as potentially transport disadvantaged within the region:

- the elderly, especially those who require access to health care and other necessities;
- people with disabilities;
- people without access to a private vehicle;
- children;
- low socio-economic groups;
- people in isolated rural locations; and
- people whose access needs have been severely impacted by the earthquakes.

Where do our transport disadvantaged customers need to travel?

Table A4.1 shows the types of activities that transport disadvantaged groups most need to access.

Group	Work	Education	Health	Welfare	Shopping
Elderly			XX	X	X
People with disabilities	X	X	XX	X	X
People without access to a vehicle	X	X	X	X	X
Children		XX			
Low socio-economic groups	X	X	X	X	X
People in isolated rural locations	X	X	X	X	X
People severely affected by earthquakes	X	X	X	X	X

Table A4.1 Importance of access to activities and services for transport disadvantaged customers

For most groups, access to a wide range of activities is important, although for some, access needs are more focussed. Critical access needs include health services for people with disabilities and the elderly and education for children.

In general, health, welfare and shopping activities can be accessed within key activity centres.

The key activity centres defined in map A of the Canterbury Regional Policy Statement are:

- Papanui
- Shirley
- Linwood
- New Brighton
- Belfast
- Riccarton
- Halswell
- Spreydon
- Hornby
- Kaiapoi
- Rangiora
- Woodend / Pegasus
- Lincoln
- Rolleston

This suggests that public transport services should seek to connect people with their nearest key activity centre. The location of work and education activities will be specific to each individual. For work travel, public transport services should seek to provide connections to the major workplace destinations for disadvantaged groups. These are likely to include areas with high concentrations of blue collar and service industry jobs. For education, connection to the nearest secondary school and key tertiary institutions is important.

Public transport responses

Table A4.2 summarises the ways in which the current public transport system responds to the access needs identified above.

Group	Need to access	Public transport service response	Other responses
Elderly	Key activity centres, hospital	Services to key activity centres	Concession fares (SuperGold)
People with disabilities	Key activity centres, hospital, workplaces	Services to key activity centres	Total Mobility scheme Accessible buses
People without access to a vehicle	Key activity centres, workplaces	Services to key activity centres	
Children	Schools	School bus services	Concession fares
Low socio-economic groups	Key activity centres, workplaces	Services to key activity centres	
People in isolated rural locations	Key activity centres		Community transport
People severely affected by earthquakes	Key activity centres, workplaces	Services to key activity centres	

Table A4.2 Current public transport responses for transport disadvantaged groups

Appendix 5: Policy on significance

Purpose

Section 120(4) of the LTMA, requires this Plan to set out the policy that Environment Canterbury will apply in determining whether a proposed variation to the RTP is significant. For variations that are deemed to be significant, the LTMA requires Environment Canterbury to follow the consultation principles outlined in section 125 of the LTMA.

Determination of significance

Environment Canterbury will determine, at its sole discretion, whether a proposed variation to the RTP is significant in nature.

In making this decision, Environment Canterbury will consider the following matters:

- Cost: The magnitude of the decision in terms of its net cost to the region.
- Outcomes: The extent to which the decision will have an adverse effect on the stated outcomes being sought by the RTP. A decision that will hinder the achieving of the outcomes will be more significant than one that assists in achieving them.
- Community views: The extent to which the community's views on the matter are already known. If the community has already shown a clear preference for a particular option then the decision to proceed with this option is less significant than a decision to proceed with an option that is clearly not favoured by the community, or when the community's views are unknown.
- Area of impact: The extent to which the proposed variation will have an impact across the region, or a more localised impact. Where the impact is expected to be local in nature, a targeted consultation process may be undertaken.

- Practicality: Environment Canterbury aims to make policy decisions on behalf of its communities in a well-informed, efficient and effective manner. This will not be achieved if the decision-making process is either unreasonably costly or unreasonably slow. Environment Canterbury will therefore take into consideration the urgency and magnitude of the decision when determining its significance.
- Precautionary principle: Where the significance of a matter being considered or a decision being made is unclear or the matter is controversial then Environment Canterbury will err on the side of caution, treating the issue as of more, rather than less, significance.
- Controls: for the purposes of this policy, any proposal to introduce a control on a commercial public transport service will be deemed to be a significant variation to the RPTP.

Consultation on variations that are not significant

This policy does not prevent Environment Canterbury from consulting on matters that it determines to be not significant. In these cases, Environment Canterbury will determine the appropriate level of consultation that is required to meet its obligations under the Local Government Act. For service reviews, for example, the following level of consultation is expected:

Extent of change	Consultation process
Minor changes to routes, frequencies and operating conditions that are limited to individual routes or operating units and unlikely to have a significant impact on most customers on those services.	Targeted consultation with operators.
Changes to routes, frequencies and operating conditions on individual corridors, routes or operating units that are likely to impact on a significant proportion of customers on those services.	Targeted transparent consultation with operators, local authorities and customers on the affected services.
Major changes to route network and structure affecting a number of corridors or operating units.	Widespread public consultation with operators, local authorities and customers across the network.

Glossary of terms

Acronyms

CBD	Central business district
CRPS	Canterbury Regional Policy Statement
GPS	Government Policy Statement on Land Transport Funding
KAC	Key activity centre
LTMA	Land Transport Management Act 2003
NZTA	New Zealand Transport Agency
PTOM	Public Transport Operating Model
RLTP	Regional Land Transport Plan
RPTP	Regional Public Transport Plan
RTC	Regional Transport Committee

Terms

Canterbury Regional Land Transport Plan – The Canterbury Regional Land Transport Plan (RLTP) sets a long-term vision and funding priorities for transport in Canterbury. The Canterbury Regional Transport Committee (RTC) develops the RLTP.

Commercial registration – A public transport service that is operated privately, without receiving Environment Canterbury funding. These are referred to as exempt services in the RPTP.

Connector services – Services that provide all-day access to key activity centres and the central city, but at less frequency than core services.

Contracted operators – Companies that are contracted by Environment Canterbury to provide public transport services.

Core route/services – High frequency, direct, connecting two or more key activity centres, trip attractors or tertiary institutions along strategic corridors.

Demand responsive transport – Services that operate with flexible routes and schedules that respond to specific passenger needs.

Farebox recovery ratio – The proportion of total operating costs that are recovered from users through fares and SuperGold payments (see Appendix 5 for details).

Frequent services – Services on routes along high-demand corridors, connecting key activity centres and the central city at high frequencies.

Greater Christchurch – For the purposes of this document Greater Christchurch is determined to include that area set out in figure 6 of the Greater Christchurch Urban Development Strategy Update August 2016 and map A, chapter 6, Canterbury Regional Policy Statement.

Gross contract – A contract in which the service provider takes no risk for passenger fares, priced based on the full cost of the service, with the procuring authority receiving the passenger revenues.

Infrastructure – Non-vehicle components of the public transport system such as roads, bus stops, shelters, bus lanes, taxi ranks, jetties, road markings and signs.

Integral services – All of the public transport services listed in the units in appendix 1 are integral to the network and receive financial support from Environment Canterbury.

Intelligent transport systems – Apply information, data processing, communication, and sensor technologies to vehicles, transport infrastructure and transport users to increase the effectiveness, environmental performance, safety, resilience and efficiency of the transport system.

Interchange – Places where people transfer between vehicles or from one transport mode to another.

Key Activity Centre – Centres of commercial activity as defined in Chapter 12a of the CRPS, including the central city, Papanui/ Northlands, Shirley, Linwood, New Brighton, Belfast, Riccarton, Halswell, Barrington (Spreydon), Hornby, Kaiapoi, Rangiora, Woodend/Pegasus, Lincoln and Rolleston.

Levels of performance – Refers to measures of the standard of service such as average speed, journey time reliability and timeliness of services. Target levels of performance cannot be specified as contractual conditions because causal factors may be outside of the control of service operators.

Local services – Services that provide all-day connections between local suburban areas and key activity centres, with connections to frequent services to enable travel to other destinations.

Metro – Brand name used to promote public transport services in Greater Christchurch, supported by Environment Canterbury.

Mode – A categorisation of transport methods, e.g. bus, motor vehicle, single-occupant vehicle, walking, cycling, rail, aeroplane, boat or ferry.

Network of services – Refers to a system of interconnected services within a geographical area.

Park & ride – A service that allows people to securely leave their personal vehicle (i.e. car, motorbike, cycle) in order to catch a public transport service.

Peak periods – Defined as 7.00am to 9.00am and 3.00pm to 6.00pm on weekdays. Peak period times are subject to change and may vary due to differing demands of individual services.

Public transport – Public transportation services, including taxi services, available to the public on a regular basis, usually but not exclusively over a set route or routes from one fixed point to another.

Real-time information system – A system that provides current information on arrival times for public transport services.

Regional connections – Services that provide connections to satellite towns and rural communities outside of the main urban centres of Christchurch and Timaru.

Regional Transport Committee – A committee established by the Land Transport Management Act. The committee is responsible for producing and monitoring the Canterbury Regional Land Transport Programme.

Regional Policy Statement – Required under the Resource Management Act 1991 and sets out policy for the region.

Requirements for Urban Buses – New Zealand's common standard for urban bus quality

Road controlling authorities – City councils, district councils and NZ Transport Agency.

Super low floor bus – A bus designed to be low to the ground to aid access and egress of passengers.

Targeted services – Services that access specific origins or destinations, or operate at specific times, and operate in addition to, or instead of, an all-day scheduled service, where it is more cost-effective and there is a recognised community need.

Territorial authorities – City councils and district councils.

Total Mobility – Subsidised transport for those with impaired mobility who have difficulty with, or are unable to use, scheduled public transport services.

Trial services – Services undertaken to test demand for services.

Units – All services that are integral to the region's public transport network are grouped into units. Each unit is subject to a separate contract between Environment Canterbury and the operator.

ID No: 30633	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Roman Shmakov Submission No: 67
I am submitting:	On behalf of a group or organisation
Name of Organisation:	Generation Zero Christchurch
Role within Organisation:	President
Date Sent:	3/12/2019 9:53:45 PM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	<p>There is more space to implement a bus passenger waiting lounge on the north-eastern lane of Buckleys Road, as well as other things such as seating, trees and a drinking fountain.</p> <p>The lack of a right hand turn will increase safety for people walking and make it easier for people taking the bus to board/disembark from buses.</p> <p>There are less trees being cut down compared to option two.</p>
What would you like for landscaped area for option 1?	Seating ,Trees,Drinking fountain
What would you like for landscaped area for option 2?	Seating ,Drinking fountain
Are there any plants or colours you would like to see?	More trees should be planted around the area to soften the loss of the trees that will be cut down in the median. These trees serve as carbon sinks as well as protection from the weather.
Any other comments:	<p>Generation Zero supports in principle upgrades to public transport infrastructure, but wishes to express concern that the proposed changes to Buckleys Road bus stops outside Eastgate do not go far enough. Generation Zero supports the first option for the bus stops which would make Norwich Street a cul-de-sac. These changes present an opportunity to improve the bus stop infrastructure for better weather protection and greater comfort and safety for people using public transportation. Generation Zero believes the people using these bus stops deserve bus passenger waiting lounges instead of normal bus stops. These bus stops are the third busiest in Christchurch and serve as an important bus transfer stop for public and school buses. The increased safety, weather protection and comfort that would come from these lounges would encourage more people to use public transport. This would help in decreasing carbon emissions, as well as future-proof the bus stops for future passenger increases.</p> <p>The supporting submission letter attached outlines our view on the proposed changes.</p>

Generation-Zero-Linwood-Public-Transport-Hub-Submission.pdf



Submission on the Linwood Public Transport Hub

Generation Zero supports in principle upgrades to public transport infrastructure, but wishes to express concern that the proposed changes to Buckleys Road bus stops outside Eastgate do not go far enough. Generation Zero supports the first option for the bus stops which would make Norwich Street a cul-de-sac. These changes present an opportunity to improve the bus stop infrastructure for better weather protection and greater comfort and safety for people using public transportation.

The New Zealand Government has recently passed the Zero Carbon Bill, and will soon be enacted. The goal of the act is to drive action to reduce New Zealand's carbon emissions to net zero by 2050. The Christchurch City Council has set a goal of net zero greenhouse gases emissions (excluding methane) for Christchurch by 2045 as well. Christchurch's carbon emissions come mostly from transport due to private cars being the core mode of transport for >80% of trips. A significant factor in this mode share is due to the poor quality of public transport infrastructure in Christchurch.

Generation Zero believes the people using these bus stops deserve bus passenger waiting lounges instead of normal bus stops. These bus stops are the third busiest in Christchurch and serve as an important bus transfer stop for public and school buses. The increased safety, weather protection and comfort that would come from these lounges would encourage more people to use public transport. This would help in decreasing carbon emissions, as well as future-proof the bus stops for future passenger increases.

Generation Zero supports the first option to cul-de-sac Norwich Street over the second option. The reasons for this is because:

- There is more space to implement a bus passenger waiting lounge on the north-eastern lane of Buckleys Road, as well as other things such as seating, trees and a drinking fountain.
- The lack of a right hand turn will increase safety for people walking and make it easier for people taking the bus to board/disembark from buses.
- There are less trees being cut down compared to option two.

Generation Zero also believes that as little trees on the median as possible should be cut down, and trees should be planted in the surrounding area to replace those that were cut down. Trees serve as a carbon sink, as well as protection from the weather.

As stated before, Generation Zero supports this project and specifically would like to see option one being implemented, but believe that bus passenger waiting lounges are essential to serving the people who use and encouraging new people to use public transport in Christchurch, aiding in the fight against climate change.

ID No: 30656	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Dirk De Lu Submission No: 76
I am submitting:	On behalf of a group or organisation
Name of Organisation:	Spokes
Role within Organisation:	Submissions Convenor
Date Sent:	5/12/2019 8:55:26 AM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	
Why?	<p>Introduction</p> <p>Spokes does not support either option.</p> <p>This is dangerous infrastructure for people who drive, cycle, walk, bus and for residents. There is simply no excuse for this. It is homicidal design. Neither option offers speed limit reduction. Considering resident's access and safety concerns, safe pedestrian crossing and cyclist safety and the need to encourage motorist to drive to the conditions speed reduction is clearly needed. For years residents have complained of buses and cars blocking driveways, blocking vision when entering or exiting driveways, close calls and accidents due to the congestion of vehicles and pedestrians. With the need to increase bus patronage problems will only intensify with the need for more stops and more buses. Currently serving 3-4 buses the need will grow to 4-5 buses. The proposal fails to address road safety or patronage currently, let alone design for future increases.</p> <p>The Impacts on People Who Cycle</p> <p>As designed the project does not abide by Council's own Cycle Design Guidelines. Section "3.2. Local cycleways through urban commercial centres Local cycleways through commercial centres ideally will be separated cycle paths to provide a comfortable and safe environment for cyclists. ... Where there is limited street space available other options such as wide cycle lanes or a slow street environment can be considered." Section 3.2.3 "The cycle lane ideally needs to be ... (1.8 to 2m). A wider lane also gives cyclists more protection from traffic movement and car doors opening into the cycle lane." Option A has people on bicycles given a 1.5m wide lane hard up against stopped buses. Average handle bar widths for upright cycles are at least 0.60m wide. A cyclist would have about 0.45m of buffer between buses parked hard up on the kerb and moving vehicles on the carriageway. The bus stops are 2.7m wide. Buses are between 2.4m and 2.7m wide. The NZ Road Code recommends a safe distance when passing bicycles of 1.5m for moving vehicles. This is the third busiest PT hub in Christchurch. Buses will be moving in and out of stops regularly. Vehicles on the carriageway may or may not practice safe passing. Buses have well known blind spots, drivers can be distracted and traffic congestion lead to quickly taking to the carriageway when a break appears. Buckleys at Eastgate is both a timing point and bus driver change stop, increasing bus congestion and support vehicle parking. People on bicycles would be wise to forgo the bike lane and take the vehicle lane, if drivers put up with it, or notice them.</p>

Full Name (Cont'd):	Dirk De Lu	Submission No: 76
Why (Cont'd)?	<p>The proposed designs do not reflect NZTA's draft guidelines for bus stops. "Key consideration 9: Public transport operational requirements Operational aspects to consider in order to provide a fail-proof environment with room for growth/change in vehicle specification include: vehicle conflict areas should be avoided or engineering controls put in place, and reasonable allowance for growth in bus numbers and type using the interchange in the future." Spokes would be happy to sit down with residents and Council staff to redesign this project. Staff sat down with those opposed to cycling on Ferry Road, High Street, Victoria Street and other projects. It is long past time for fair treatment for people on bikes and for non-commercial rate payers both in Council planning and on the road.</p> <p>Options</p> <ol style="list-style-type: none"> 1. This is the responsible option. The bus stops need to be taken off of Buckleys Road. Options need to be explored. S/W bound buses could turn into Eastgate at Russel Street using the loading and parking area in front of The Warehouse. Council could purchase 61 Buckleys Road to provide N/E bound buses with off street stops and an easy return via Rhona St. Pedestrians using the signal at Russel St would also stop traffic allowing buses safe easy return to the carriageway. Alternatively McLean Street could become a cul de sac for providing a wide traffic free entry into 69 Buckleys Road being bought for stops and easy return. In either instance the existing signalized crossing at Russel Street provides pedestrians a safe crossing point. A big improvement over the non-signalized crossing now provided and proposed. 2. The 4 traffic lanes are each 3.2m. The centre median is 3.5m wide at its narrow point by the pedestrian refuge. Reducing the carriageway lanes to 3m and median widths to 2.5m frees up 1.8 meters. As the median is wider than 3.5m alongside the bus stops, even more space is available. Council needs to sit down with the wider community to get this done right both to deal with current issues and to future proof. Doing things once and well is more economical of money and lives. Alternatives to Buckleys Road for people on Bikes Buckleys Road offers the most direct route to New Brighton and surrounding areas. Buckley's Road offers on again off again cycle lanes. There are no direct or contiguous cycle friendly alternatives. It desperately needs improvement. The two alternatives to Buckleys Road offer on again off again on road cycle lanes which add 3-4.5k's to an otherwise 6k trip from Eastgate to the New Brighton Mall. The 8-80 year old cyclists Council wishes to encourage are abandoned and discouraged. A young woman, Fyfa Dawson, was recently killed by a truck crossing her lane. It was a needless, horrific and tragic death. People who cycle had repeatedly alerted officials to the risk. They were ignored. NZTA has responded that all adopted practices and safety audits had been applied. The status quo of transport design is not fit for purpose. Let us learn from our mistakes. <p>Reviewing this project and too many others it seems that outside of the Major Cycle routes Council is not addressing the needs of people who cycle. The local cycle networks are under developed with broken connections where they exist at all. The transport needs and choice for interested but concerned cyclists and even many experienced cyclists continue to be unmet. In what way is this equitable? In what way is it even moral? Numbers at counters outside the MCRs are falling, Buckleys Rd has seen a 3.0% decrease in average ridership in the last year, even though there is no MCR alternative that could explain the decrease. If the Council wants to be serious about reducing car traffic (increasing safety, reducing emissions), we need more separated infrastructure. This will also lead to further increases of people cycling both on MCR's and the local networks.</p> <p>Some at Council may argue that cycling has received more than its share of funding. To assert this ignores decades of cycling receiving 0.05%-1% or less of the transport budget. At least 7% of commuters are on bicycles in Christchurch. Even at the historical low point 2%+ continued to cycle. With hundred plus million dollar projects in the central city some local residents feel that their need for simply safe infrastructure is being neglected. Their rates benefit others, not themselves. Uptake of the new cycling infrastructure has been unprecedented. The need and demand for safe cycling infrastructure is clear. It also reduces congestion, lowers capital and maintenance costs, reduced greenhouse gas emissions and improves public health. None of those are benefits of motorized transport.</p>	

Full Name (Cont'd):	Dirk De Lu	Submission No: 76
Why (Cont'd)?	The uptake of public transport in Christchurch has not improved. Most measures find it in decline. Public transport is important. Central government still applying the Fare Box Recovery requirement of 50% of expense to be met via fares and ECan's broken "Hub and Spokes" routes are unlikely to lead to an increase. People want the freedom and better health which cycling provides. People who ride or would like to ride bicycles have been neglected and endangered for far too long. It is time to focus on completing the networks which allow us all to safely choose to cycle when it meets our transport needs.	
What would you like for landscaped area for option 1?		
What would you like for landscaped area for option 2?		
Are there any plants or colours you would like to see?		
Any other comments:		

ID No: 30641	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Louise Ledger Submission No: 70
I am submitting:	On behalf of a group or organisation
Name of Organisation:	Eastgate Shopping Centre
Role within Organisation:	Centre Manager
Date Sent:	4/12/2019 12:34:15 PM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	I choose neither! however in order to progress and to make this submission I must choose one. So I have only ticked one to proceed with the submission, NOT because I choose it. Despite two consultations with me at the Centre my comments with regard to parking, taxi stands and buses outside the shopping Centre were not listened to.
What would you like for landscaped area for option 1?	Seating ,Trees,Paved area,Grass bank,Paved play area e.g.hop scotch, squares etc. Grass area
What would you like for landscaped area for option 2?	Seating
Are there any plants or colours you would like to see?	
Any other comments:	<p>Bus Stops: I object strongly with both plans shifting the bus stop to the entrance of the Shopping Centre.</p> <p>Eastgate Shopping Centre is an important part of the community. It's well-being is also important. That includes its commercial well-being including giving our customers entrances that are open, light, clean, safe and accessible. This is of primary importance.</p> <p>The council has reneged on creating a bus lounge and I was advised by one of your project managers that the security and costs associated with that are a deterrent.</p> <p>We do not wish to take on those security costs by default by having the bus stops at our front door.</p> <p>We do not want to have urine, vomit graffiti, both paint and glass etched at or on our front doors or windows. We do not want the to have to bear the cost of having to provide extra security at our door way to keep customers safe.</p> <p>We have tenancies at those entrances and do not want them to be affected with idling buses, diesel fumes, shading and lines of people cluttering the front. Although, at one of our meetings, one of your team made comment something like, well the shop is empty. Yes one is but we do not need to create any more reasons why someone will not take on the tenancy. We are always striving to improve the Centre.</p>

Full Name (Cont'd):	Louise Ledger	Submission No: 70
Any other comments (Cont'd):	<p>Shifting the bus stops also has them in front of the entrance to the methadone clinic at the rear of the pharmacy. Anonymity and privacy would become an issue for vulnerable people using that entrance.</p> <p>Taxi Stands: As also commented at the meeting we had with the council the short term parks are critical to one of our tenancies in particular but are used frequently including courier /supplies delivery into the stores. Taking parking from the front door where customers can park and drop in quickly for coffee and food and go again would be detrimental to this business and create issues with delivery into the stores at the Buckleys Rd end off the Centre.</p> <p>We have an area allocated at our main entrance in the carpark for taxi pick-ups. It is not necessary for the taxis to be right at the front door. But it is necessary to allow access to the tenancies who's successful operation is critical to the Centre, you are wanting to pick up and drop off people to.</p> <p>In closing I wish to register my complete disgust at the wasting of my and my team's time, to consult with us on two occasions, at least two hours and absolutely nothing we said made any difference. We were not listened to and our comments and requests were ignored. That is totally unacceptable considering you are using the Centre as a point of needing bus stops. If the Centre being a successful and important part of the community is not a consideration then why are you putting bus stops here anyway.</p> <p>I note that one of you project team made a comment that although there are two plans there really is only one plan the council will run with but you had to do the consultation thing so the community felt involved.</p> <p>I fear that nothing we say will make any difference to the outcome and you are set on a path to ruin the entrances of the Centre, cause commercial damage to a business and force extra operating costs onto the Shopping Centres budget, ultimately paid for by the tenants.</p>	

ID No: 30642	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Gavin Fiddes Submission No: 71
I am submitting:	On behalf of a group or organisation
Name of Organisation:	Augusta Funds Management Limited
Role within Organisation:	Asset Manager
Date Sent:	12/4/2019 1:10:32 PM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	This option is not selected. However in order to make a submission I am required to choose one. I consider a "neither" option would be appropriate in the public consultation process.
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	<p>I represent the owners of the Shopping Centre.</p> <p>I reiterate the comments made by the submission from The Centre Manager of Eastgate copied in below.</p> <p>The commercial viability of this Centre is complex and is a balance between the community needs and commercial viability to have the Centre be a success for the owners investment and for the community.</p> <p>We spent sometime discussing options of having a bus lounge here at Eastgate facing Buckleys Rd. Your project manager advised the Center manager that, that would not be progressing as there is no budget and the cost including security was an issue.</p> <p>The cost to us with the relocation of the bus stops to right out side the Centre will bring the security issues you are talking about to the door of the Centre. That pushes security, maintenance and cleaning costs on to the Centre and ultimately to the owners.</p> <p>I am disappointed to learn that the Council consulted twice with my Centre management team but were not prepared to consider the points brought up. And when asked about taking them into consideration were told to make a submission through the website. That is unacceptable consultation with one of the largest assets in Linwood that serves the community.</p> <p>I am also alarmed to learn that your project manager advised the Centre Manager that there really was only one plan the council wanted, option 1, but had to provide two for the consultation process.</p>

Full Name (Cont'd):	Gavin Fiddes	Submission No: 71
Any other comments (cont'd):	<p>Centre Managers submitted comments:</p> <p>Bus Stops: I object strongly with both plans shifting the bus stop to the entrance of the Shopping Centre.</p> <p>Eastgate Shopping Centre is an important part of the community. It's well-being is also important. That includes its commercial well-being including giving our customers entrances that are open, light, clean, safe and accessible. This is of primary importance.</p> <p>The council has reneged on creating a bus lounge and I was advised by one of your project managers that the security and costs associated with that are a deterrent.</p> <p>We do not wish to take on those security costs by default by having the bus stops at our front door.</p> <p>We do not want to have urine, vomit graffiti, both paint and glass etched at or on our front doors or windows. We do not want the to have to bear the cost of having to provide extra security at out door way to keep customers safe.</p> <p>We have tenancies at those entrances and do not want them to be affected with idling buses, diesel fumes, shading and lines of people cluttering the front. Although, at one of our meetings, one of your team made comment something like, well the shop is empty. Yes one is but we do not need to create any more reasons why someone will not take on the tenancy. We are always striving to improve the Centre.</p> <p>Shifting the bus stops also has them in front of the entrance to the methadone clinic at the rear of the pharmacy. Anonymity and privacy would become an issue for vulnerable people using that entrance.</p> <p>Taxi Stands: As also commented at the meeting we had with the council the short term parks are critical to one of our tenancies in particular but are used frequently including courier /supplies delivery into the stores. Taking parking from the front door where customers can park and drop in quickly for coffee and food and go again would be detrimental to this business and create issues with delivery into the stores at the Buckleys Rd end off the Centre.</p> <p>We have an area allocated at our main entrance in the carpark for taxi pick-ups. It is not necessary for the taxis to be right at the front door. But it is necessary to allow access to the tenancies who's successful operation is critical to the Centre, you are wanting to pick up and drop off people to.</p> <p>In closing I wish to register my complete disgust at the wasting of my and my team's time, to consult with us on two occasions, at least two hours and absolutely nothing we said made any difference. We were not listened to and our comments and requests were ignored. That is totally unacceptable considering you are using the Centre as a point of needing bus stops. If the Centre being a successful and important part of the community is not a consideration then why are you putting bus stops here anyway.</p> <p>I note that one of you project team made a comment that although there are two plans there really is only one plan the council will run with but you had to do the consultation thing so the community felt involved.</p> <p>I fear that nothing we say will make any difference to the outcome and you are set on a path to ruin the entrances of the Centre, cause commercial damage to a business and force extra operating costs onto the Shopping Centres budget, ultimately paid for by the tenants.</p>	

ID No: 30643	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Jan Jakob Bornheim Submission No: 72
I am submitting:	For myself
Date Sent:	4/12/2019 2:26:48 PM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	<p>I do not support either option, although option 1 appears to be marginally better.</p> <p>In a recent debate, the point was made by Cr Johanson that one of the reasons infrastructure ends up being so expensive in this city is the uncoordinated approach taken by council in planning infrastructure works. The current proposals are a great example of this uncoordinated and wasteful approach as they completely ignore the cycling goals the Council has set for the city. This appears to be the result of a lack of systemic integration of cycling as a co-ordinate form of transport in the planning aspect. This approach needs to be changed. Transport planning always must be planning that at least recognizes individual motorized transport, public transport, and active transport as co-ordinate forms of transport. Current transport planning in Christchurch outside the major cycleways is only focused on the first dimension form of transport, although it is the form of transport with the highest external cost and societal detriment.</p> <p>With relative little use of road space compared to motorized traffic, cycling can contribute to a reduction in traffic as well as a reduction of carbon emissions. Christchurch needs to take its cycling ambitions seriously if it wants to act on the declaration of a climate emergency. Furthermore, a higher uptake of cycling will also benefit the local economy. Money spent on fuel is money removed from the Christchurch economy, as it eventually goes to overseas petrol companies and oil-exporting nations. Money saved on fuel is money left over for Christchurch citizens to spend at local businesses.</p> <p>The particular problems with the current plans are as follows: The Ensons Road/Aldwyn Road/Buckleys Road/Pages Road corridor is identified as part of the local cycling network in the Christchurch Strategy Transport Plan 2012. The Christchurch Cycle Design Guidelines state that on arterial roads separated cycle paths should be considered first, because they provide the highest level of cycle comfort and safety. Buckleys Road is designated as a major arterial in Appendix 7.5.12 District Plan. Nearby traffic counters count 20,000 to 30,000 vehicles a day. In such an environment, anything less than fully separated cycling infrastructure is inappropriate. The importance of fully separated infrastructure can be seen by looking at the cycling count data. Unlike the major cycleways, which have resulted in an immense increase in cycling, Buckleys Road sees a declining number of cyclists.</p>

Full Name (Cont'd):	Jan Bornheim	Submission No: 72
Any other comments (Cont'd):	<p>The Smartview data shows the following decrease of monthly users for the past six months:</p> <p>Nov-19 -6.8% Oct-19 -10.8% Sep-19 -12.6% Aug-19 -7.8% Jul-19 -2.7% Jun-19 -4.4%</p> <p>Keep in mind that this route is the main connection to the east and there is no major cycleway that could have soaked up the number of people riding bikes. This decrease is a function of the hostile road environment that forces people to not cycle.</p> <p>The numbers show that the current infrastructure of paint-only cycle lanes is not enough to see the kind of modal shift that separated infrastructure in high-traffic areas can create. If Christchurch wants to build future-proof and beneficial transport infrastructure now that accords with its strategic transport plan and which recognizes that a modal shift is necessary to really tackle the climate emergency, the plans for the redesign of the bus stops should take this into account and provide for safe, attractive, separated cycling infrastructure that can later be extended along the entire Ensons Road/Aldwyn Road/Buckleys Road/Pages Road and which can reverse the decline in cycling in that area.</p>	

ID No: 30401	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	shane Hollis Submission No: 13
I am submitting:	For myself
Date Sent:	18/11/2019 10:18:12 AM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 2 - No left turn from Buckleys Road into Norwich Street
Why?	<p>I am submitting on my opposition to adding traffic lights onto Buckleys Road. I notice with some disdain that the option to have traffic lights is not mentioned on this form and is forgone conclusion. True consultation would give options to consult re the traffic lights and also to give a third option for Norwich Street - don't do a thing.</p> <p>This type of ram rodding of options to mess with traffic, and add yet more traffic lights to an over burdened city roading infrastructure, is typical. This form is a politically correct waste of time and money without true consultation options in it.</p> <p>Let me be clear - NO traffic lights. The only reason for adding them is to cater to laziness and spending hundreds of thousands of dollars to mess up traffic because of laziness is not an option and reasonable council would take.</p> <p>I also invalidate my options choices above as it is not really a choice is it without no being an option.</p>
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30487	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Neale Tomlinson Submission No: 26
I am submitting:	For myself
Date Sent:	20/11/2019 3:45:32 PM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	It gives a safer for elderly pedestrians, walk frame users and mobility & wheelchairs MANY of which live in the housing complexes on both side of Norwich St / Buckleys Rd corner - the new bus shelter at the end of Norwich St I hope will be of a non glass material and so wont be broken as is the existing ones. Op 2 having one way entry into Norwich St would be an extreme safety issue
What would you like for landscaped area for option 1?	Seating , Trees, Grass bank, Paved play area e.g. hop scotch, squares etc. Grass area
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	Bright colours with lots of natives - may be edible plants would be good
Any other comments:	Good lighting both in this area and also along Buckley Rd. Yellow and red rubbish containers to attract recycling. Time and destination machines should be lower so low vision people can more easily see them. CTV cameras looking from the area above the Mall entrance and pointing out the area opposite would be a good idea

ID No: 30475	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	David Maclure Submission No: 24
I am submitting:	For myself
Date Sent:	20/11/2019 12:01:03 PM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	That option 1 more more safer than option 2 because more protection for both side of Norwich Street.
What would you like for landscaped area for option 1?	Seating ,Drinking fountain,Paved area
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	N/A
Any other comments:	Trees are not recommended due distraction when bus arrive.

ID No: 30686	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Tony Gallagher Submission No: 84
I am submitting:	
Date Sent:	6/12/2019 10:36:59 AM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	I can see there is much congestion in this area. Makes sense to "tidy up" and make safer.
What would you like for landscaped area for option 1?	Trees, Drinking fountain, Grass bank
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	<p>Both options seem to "stagger" the pedestrianised crossing. if the taxi stand was moved down slightly outside Eastgate Mall it could be straight across. Would this not be more efficient?</p> <p>Happy to comment further / clarify if helpful!</p>

ID No: 30634	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Gina Beecroft Submission No: 68
I am submitting:	For myself
Date Sent:	3/12/2019 11:14:53 PM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	As a resident of Norwich Street we have found It being used with increasing frequency as a speed by pass. A road to race down at high speed and then turn onto Buckleys. A Cul-de-sac would help reduce this nuisance and dangerous traffic flow of traffic down Norwich. It is the preferred option. As a resident it would be no hardship not to be able to get to or from Buckleys from that end of Norwich. A Cul-de-sac also offers the opportunity for better landscaping and to improve the street aesthetic.
What would you like for landscaped area for option 1?	Trees,Grass bank
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	Large specimen tree or trees that could grow to be a feature at the end of the street to help soften the environment of the Mall. This would also help to add some cohesion with the immediate area be reflective of the planting down Linwood Avenue. It would
Any other comments:	Meticulous attention needs to be placed on landscaping if this roading change bus stop hub proceeds. With rezoning in Linwood which has increased housing density there has been a degradation in the physical aesthetics of the area with the loss of old established trees and shrubbery from sections as subdivision and building occurs. No thought or attention is being put Into the environment and houses are just being slapped up. Greenery, plants and the softening and feel this provides is a well rrecognised as important to aspect to the wellbeing of a neighbourhood and its inhabitants? If attention is not carefully paid to landscaping by the council it will cause further erosion of the environment. We need trees and green to soften our neighbourhood and redress the loss that is currently occurring and stop the further erosion of an old neighbourhood that was historically botanically very resplendent but being stripped out.

ID No: 30688	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Elizabeth Graham Submission No: 86
I am submitting:	
Date Sent:	6/12/2019 11:01:54 AM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	Proposed options will be very expensive: Norwich Street closure and landscaping; new traffic lights; median strip moved; 10-12 of our beautiful trees removed. And neither option will improve "connectivity to Eastgate Mall" because the same number of bus passengers will still be crossing busy Buckley's Road. Why can't the buses that currently stop opposite Eastgate instead stop at the back of Eastgate, in Cranley St (where the pre-EQ library was - now an empty section). Was this option considered by Council? If not, why not? I am requesting information (OIA/LGOIMA) re: the evidence gathered by Council and it's analysis of the issues.

ID No: 30683	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Ms Taylor Submission No: 81
I am submitting:	
Date Sent:	6/12/2019 10:04:10 AM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	
Why?	None if not broken no muck up with ratepayer money. Eastgate have had enough of road fixtures over the last few years.
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	NIL being a regular bus passenger there isn't the so called blocking driveways that CCC reckon
Any other comments:	Yes only pretend for input from public when the so called honest CCC have already started marking roads etc to public input don't matter just like broken footpaths east never fixed since earthquake but hey our Mayor doesn't care people & ratepayers rights don't exist. Bitterly disappointed as I was like others were big fans of Lianne but CCC is policy motive labour far right



ID No: 30655	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Peter Jasper Submission No: 75
I am submitting:	For myself
Date Sent:	5/12/2019 8:16:25 AM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	<p>This submission supports option 1.</p> <p>Very Brief Recent Background.</p> <p>In 2016 I advocated for a group of residents and property owners who were adversely affected by the current location of the eastbound bus hub/interchange at Eastgate Mall. We submitted a proposal to the community board to have it shifted to the Eastgate Mall. A bus hub could have easily and could still easily be established there near and on the former Linwood Library site. Council staff submitted that the present location was the favoured site, citing Independent studies from (Beca)2005, (Abley)2008 and (Abley)2011 that were all in agreement. It was also favoured by Ecan.</p> <p>Our proposal was eventually rejected in favour of the current location.</p> <p>By 2018 the situation for residents in Buckleys Rd had become intolerable, buses now unlawfully "parked" across the driveway of 35 Buckleys Rd for lengthy periods. They also frequently partially blocked 37 and 41 Buckleys Rd. There had been no improvements in the other adverse affects cited in my groups 2016 proposal. The situation had become extremely dangerous for all user groups yet city council staff were still promoting this as the optimal and most desirable location for a bus interchange. Their intention was to entrench this inappropriate location by spending a considerable amount of ratepayer money on bus shelters with no regard for safety and other undesirable effects.</p> <p>In October 2018 after extensively researching the situation I submitted a report to the CCC and followed it up with a deputation. I submitted that: the Independent studies cited by staff had been used deceptively and had misled the community board and the council into believing the current location was the optimal site when this was not so and had never been the case.</p> <p>The favoured site of the 2005 and 2008 studies was outside the petrol station which is now occupied by social housing. This is located on the Linwood Ave side of Norwich St. It provided the perfect location for a three-bay bus interchange that closely met best practise guidelines for interchanges stipulated by the NZTA. It also provided space for expansion as the network grew and additional services were needed. It yielded none of the safety hazards present in the current location.</p> <p>Only the 2011 study recommended the current location. It also recommends three bus bays. It meets none of the NZTA best practise guidelines and bore no resemblance to the other site recommended and endorsed in the previous studies. Somehow transportation staff managed to construe that all three studies said the same thing and used variations on this theme in various reports to the community board and city councillors to promote the current location as well researched and independently verified. I was completely perplexed as to how this was possible as even a cursory examination of the evidence suggested no similarity in the sites apart from being on the same side of the road. Some months later by way of an OIA request, I discovered a document from Abley Transportation stipulating that the recommendations in the 2011 study were to keep the bus services moving in the post Earthquake environment and were only ever intended as an interim solution. Let's repeat that Interim solution.</p>

Full Name (Cont'd):	Peter Jasper	Submission No: 75
Why (Cont'd)?	<p>The CCC accepted the findings in my report and deputation, a resolution to find temporary and permanent solutions was passed. It also granted my request to be involved in this process.</p> <p>The Current Situation - Why Change is desperately needed.</p> <p>Generally: The Linwood transportation hub has desperately needed decent facilities for many years yet the CCC seems reluctant to spend money on improved amenities on the eastern side of the city. Instead funds set aside for this project were transferred to projects benefiting the central city. No expense has been spared in the central city and no item considered an unaffordable luxury. In contrast, much needed public transportation infrastructure and the incidental consequence of enhancing local amenities has been denied to Linwood residents. This may have happened for a multitude of reasons, residents in this locality are perhaps less likely to understand council processes and more likely to feel intimidated by them. They may also be less able or likely to strongly advocate for community facilities that enhance their environments and meet their needs.</p> <p>Specifically: Officially there are two bus stops on the eastbound residential side of Buckleys Rd opposite Eastgate Mall. One long stop each side of the driveway to 35 Buckleys Rd. The gap between these bus stops; the driveway of 35 Buckleys Road, completes the needed length for a three-bay bus interchange. The middle stop is an unofficial, unacknowledged "ghost" bus bay.</p> <p>Read this paragraph carefully: The Linwood area Integrated Transport Study – prepared and presented by staff to the council in Oct 2018 states (page 71) that only two bus stops exist. It states: these two stops have the theoretical capacity for existing services and there may be times when due to traffic congestion several buses arrive at once blocking access. The fact is it is being operated as a three-bay interchange. The 6 meter "void" of our driveway is crucial to the smooth operation of bus services in this area not at times, but most of the time. The Linwood Area Integrated study also mentions the independent 2011 Abley study without giving any indication of the detail. Scrutiny of the Abley study (relevant pages attached) reveals all the detail. It reveals the deception. How is it possible that staff did not know about this when it is used to support their own report to council and justify the current location?</p> <p>In January of this year Council staff acknowledged at an on-site meeting that the Linwood bus hub (interchange) would not function properly without the third officially unacknowledged "ghost" bus bay that is across our driveway and clearly shown in the 2011 Abley study.</p> <p>To further complicate matters Ecan also use this location as a timing point and driver change location point. Buses stop here for lengthy periods. Bus company driver changeover cars also unlawfully park there creating further congestion.</p> <p>Many accidents go unreported as only minor injuries have resulted or those involved have only been shaken by their experience and carry on after resting for a while.</p> <p>To date the CCC has struggled to implement any effective temporary solutions. Moving the timing point of the orbiter in particular and driver change over location to another part of the route would have provided immediate and substantial relief to all of the adversely affected parties at minimal cost. Ecan for whatever reason have been unwilling or unable to do this. So the situation remains as intolerable and dangerous now as it was when the resolution was passed in October 2018.</p> <p>Option 1 To their credit the City Council Transport Planners have finally recognised the current situation is dangerous, doesn't work effectively as an interchange, is not in a desirable location and does not encourage growth in bus use as there is no attractive easy to use infrastructure.</p> <p>Option 1 either eliminates or minimises all the adverse affects endured by residents for many years by moving the stops away from all residential housing and having open space around it. It removes or minimises the dangers outlined above for all user groups however further consideration could be given to the better implementation of CCC guidelines for cyclists.</p>	

Full Name (Cont'd):	Peter Jasper	Submission No: 75
Why (Cont'd)?	<p>It incorporates a continuous unbroken three bay interchange recommended in all independent studies – (no ghost stops) and presents no obstructions for bus users and drivers to navigate.</p> <p>It appears to largely comply with the NZTA guidelines. In particular the following:</p> <p>Key consideration 6: Environmental impact - By its very nature the facilities supporting a public transport network should be designed to enhance and improve the local community. One of the enhancements should be reduced negative environmental impact...</p> <p>Key consideration 9: Public transport operational requirements - Operational aspects to consider in order to provide a fail-proof environment with room for growth/change in vehicle specification include: vehicle conflict areas should be avoided or engineering controls put in place...</p> <p>Table 12: Recommended bus stop features for premium bus stops Locational attributes: A stop of this size should be designed to be sympathetic to and inclusive of local land-use. Source: Guidelines for public transport infrastructure and facilities: Interim consultation draft, April 2014 https://www.nzta.govt.nz/assets/About-us/docs/Consultations/2014/guidelines-pt-infrastructure-draft.pdf</p> <p>The waiting area is much wider than the narrow footpath in the current location. Facilities for shopping trolleys and scooter parking could be easily incorporated.</p> <p>It enhances the amenity value of the local area. It may not be perfect but will be a monumental improvement on the present location</p> <p>The anecdotal evidence we have suggests that converting a residential street to a cul de sac enhances the liveability of a street. They are quieter. No through traffic means no speeding hoons. Of course the downside is no vehicular access from Norwich St. to Buckleys Road which seems quite minor considering the major problems that are currently caused by bus services.</p> <p>We understand that some of the residents on Norwich St. may be upset with the councils proposal. Unfortunately the site recommended in the studies cited above is no longer available. It is now occupied by social housing. Other possibilities we suggested have been rejected.</p> <p>Option 2 We unequivocally reject option 2. The public document contains a Ghost bus bay (we have had enough of ghost bus bays)</p> <p>Ecan want two stops on either side of the Norwich Street exit for this option. We strongly objected to this as it facilitates an easy path toward recreating the current intolerable situation as the number of services increase. The fourth stop – a key design element - was removed – “for the purposes of this public consultation”. We believe Ecan will apply pressure for the fourth stop to be reinstated in the final plan. It's then a small step for another stop to be reintroduced at a later stage on the other side of our drive completely recreating the intolerable situation we now have. We can't accept this! This is another deception. Option 2 is not presented in good faith as it fails to make full disclosure. I suggest this makes option 2 invalid.</p> <p>This option also has compliance issues with key considerations in the NZTA guidelines (eg. key consideration 9 specified above.)</p> <p>Final Comments</p> <p>This proposal is put forward by the CCC yet it is clear that Ecan has considerable influence on the final outcome. It is also clear Ecan have had considerable influence in contributing to the implementation and continuance of the current location as desirable and permanent when it was only ever intended as an interim outcome. Also noted is that Ecan could have contributed to immediate and significant temporary solutions but chose not to. Option 2 having a key design element removed for public consultation signals that Ecan still finds the current location desirable in spite of the many adverse consequences to residents and the wider community that are now well documented and accepted by CCC staff.</p>	

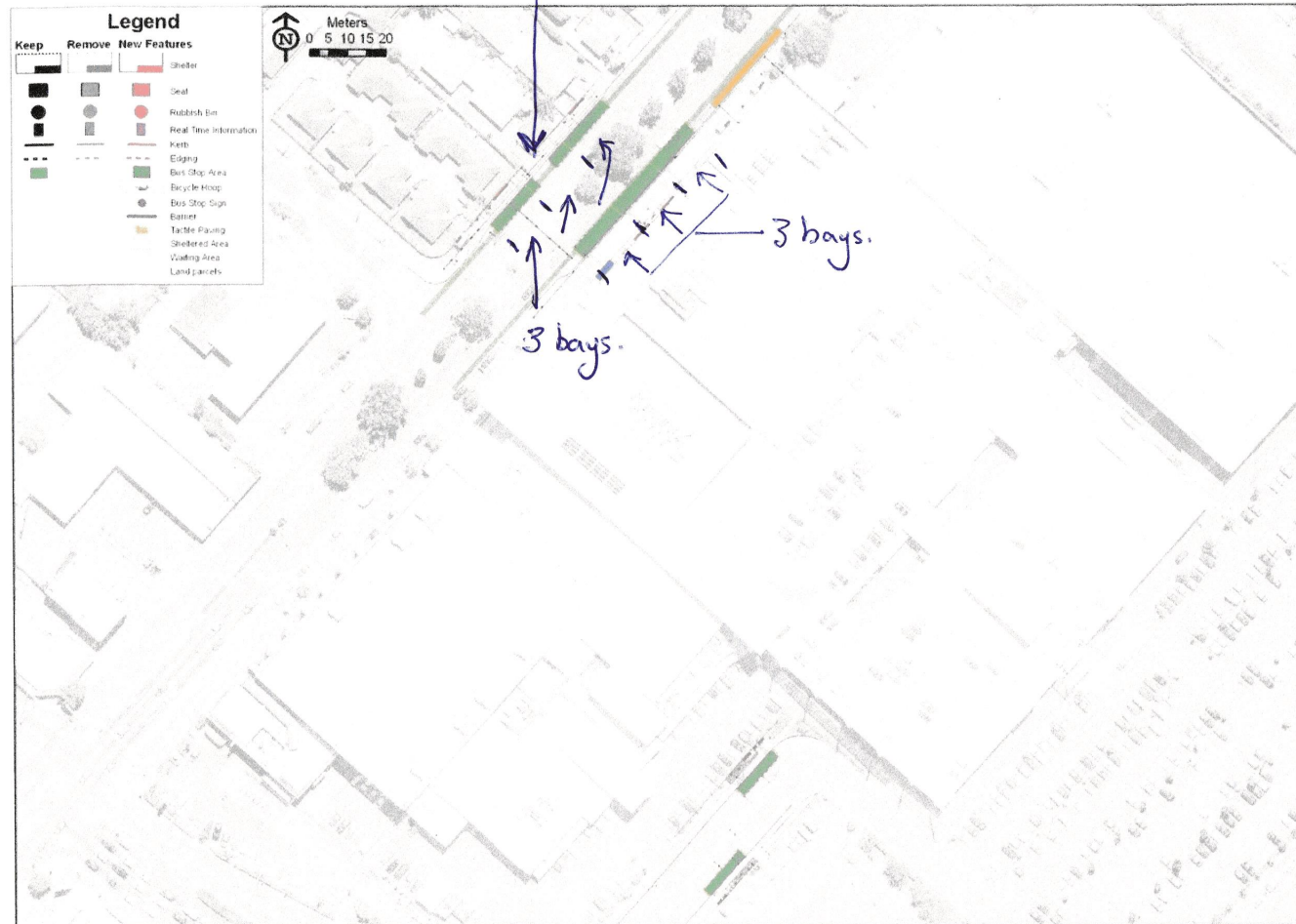
Full Name (Cont'd):	Peter Jasper	Submission No: 75
Why (Cont'd)?	Description of attachments Extract 1 from Abley 2011 study Extract 2 from Abley 2011 study 2 stops or a 3 bay interchange? Unlawfully "parked" bus. Unlawfully parked "Gobus car"	
What would you like for landscaped area for option 1?		
What would you like for landscaped area for option 2?		
Are there any plants or colours you would like to see?		
Any other comments:		

[Abley1-2011.pdf](#) - Download File

unshading this is deceptive as at first glance
it looks like a gap - but isn't really is it.

ENVIRONMENTAL COMMITTEE 26. 8. 2014
ATTACHMENT 3 TO CLAUSE 5 170

Figure 8.6 Proposed Linwood Suburban Interchange Design



From 2011 Abley Study.

Environment Canterbury
Suburban Interchanges and Super Stops

abley
transportation consultants

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Attachment A Item 5

From 2011 Abley Study.

Very Gracious of them not to continue a shelter across the drive.

8.12

Proposed Design

The proposed design of the Linwood Suburban Bus Interchange is shown in **Figure 8.6**. Larger representations of the proposed design are provided in **Appendix A**. The key features of the design include:

- Space for three continuous bus stops on either side. On the residential side the middle bus stop will cross a driveway, the shelter will discontinue in this as well as the painted bus stop to minimise the impact on the driveway's owner.
- Rerouting of bus routes behind Eastgate Shopping Centre so all go through suburban interchange
- Alternative stop behind Eastgate Shopping Centre on new diverted route,
- Cycle parking on both sides and cycle lanes that travel through the interchange on both sides.

how does this work ??









ID No: 30611	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Ruth Carson Submission No: 64
I am submitting:	For myself
Date Sent:	2/12/2019 3:23:15 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	<p>Submission</p> <p>I unequivocally oppose option 2 due to the risk of a fourth bus stop being potentially added back in front of 35 and 37 Buckleys Road, which would continue the hazardous and dangerous situation currently faced by residents of the four homes here.</p> <p>I choose Option 1 because:</p> <p>I bought unit 2 at Buckleys Road in 1997 and I recall that the bus stop facility was serviced by one bus route through the city to New Brighton and although at times it was noisy and a nuisance it wasn't too bad.</p> <p>In 1998 I supported the owner of unit 1, Vera Bailey, who was petitioning the City Council for a change in bus stop facility location. But nothing was ever changed and as Vera was elderly and unwell and I was a single parent and working full time we didn't have the time or energy to pursue this. Option one will address issues faced by residents of these two homes and the two homes at 37 Buckleys Road, which have become dangerous and hazardous to them with the increase in bus routes stopping at this facility.</p> <p>I choose Option 1 because:</p> <p>Since 1997 the number of routes and the number of buses using this bus stop facility has increased exponentially until the current situation where the stop is being used as a defacto bus hub with up to three buses stopping there every five minutes along with the Orbiter which stops every 15 minutes and waits there until it is time to move again. Many of these buses stop over the driveway to 35 Buckleys Road, parking (illegally) there for 5 minutes or more thereby blocking access into and out of the two homes there. Buses are also stopping over the driveway to 37 Buckleys Road making it difficult for the residents of these two homes to enter and exit their property as well. By 2011 access to and from 35 Buckleys Road became so difficult and hazardous that I decided it was not safe for me to use the driveway again when I visit the property to talk to the residents.</p> <p>I choose Option 1 because:</p> <p>This bus stop facility should have been relocated many years ago when the number of routes increased and when the City Council had a chance to purchase land on the corner of Buckleys Road and Norwich Street and could have built facilities there for buses and a bus lounge for patrons. Alternatively in 2016 we suggested to the Community Board that the buses could be relocated behind the Mall where the former City Council Library site (still vacant) could have been used as a bus lounge. Neither of these options were seriously considered by the City Council or ECAN.</p>

Full Name (Cont'd):	Ruth Carson	Submission No: 64
Why (Cont'd)?	<p>In 2016 City Council staff were requested by the Community Board to provide a report on the potential for shifting the bus stops from 35 Buckleys Road into Cranley Street as part of an integrated suburban bus exchange. Staff were also requested to advise on short term measures for addressing litter and anti-social behaviour at the bus stops by 35 Buckleys Road. Neither of these requests brought much, if any action. This bus stop facility has just continued to be used as a defacto bus hub and it is a completely unsuitable and unsafe site for this.</p> <p>I choose Option 1 because:</p> <p>In 2018 when the residents of these homes brought to our attention many issues with the bus stop facility, we did a lot of research, found some interesting omissions by Council Staff, spoke to City Councillors, the local community board and to members of parliament. We have had to push hard to get any traction on this matter and at the moment even though there is a proposal in place for a long term solution to relocate the bus stop facility, in the four years that we have been actively working on this, no short-term solutions were implemented to address the issues we raised. A couple of months ago a Keep Clear sign was painted on the road in front of the driveway, which most bus drivers ignore.</p> <p>I choose Option 1 because my concerns include:</p> <p>Safety – the bus stop facility is currently a hazard for motorists, pedestrians, bus patrons and in particular the occupants of the homes adjacent to the bus stops. It has become increasingly difficult and dangerous for residents to enter and exit their driveway which they have to do on a daily basis.</p> <p>a) To enter the driveway - residents have to pull up next to a bus parked at the stop, check that the driver has seen them, check that the bus is not stopped over the driveway, check that there are no patrons waiting in the driveway before pulling into the driveway, meanwhile sitting in the lane of traffic and hoping the bus driver doesn't pull out at the same time as they pull in. Also bus patrons wait for buses standing in the driveway – which can't be seen behind the bus therefore is very dangerous for bus patrons.</p> <p>b) To exit the driveway – residents have to stop on the footpath to wait for the bus parked (illegally) over the driveway to move and/or to watch the traffic coming behind the bus to calculate when it is safe to pull out and then they don't know if the bus driver is going to pull out or wait for them to go first. It is so very dangerous both going in and out of the driveway.</p> <p>We have also noted to all the above organisations a variety of adverse environmental and social behaviour effecting the residents including excessive noise, litter, broken glass, vandalism, people urinating and defecating on their driveway which continues today.</p> <p>I choose Option 1 because:</p> <p>Now after four years of constant and repeated discussions with the Christchurch City Council, the Community Board and ECAN this proposal goes some way to address our (and our neighbours) concerns and offers a more appropriate site for the number of buses using this route and will ensure the safety of motorists, bus patrons, pedestrians and the residents of the four households of 35 and 37 Buckleys Road.</p> <p>Option 1 appears to be realistic for the relocation of the bus stop facility. It allows space for the number of routes and services that use the stops. The buses will have space to pull in and wait without blocking driveways. Bus patrons will not be waiting in driveways and run the risk of being hit by drivers blindly entering or exiting the driveways in their vehicles. It is visually pleasing and closing Norwich Street would make a pleasant culdesac for residents of the Street.</p> <p>Completing option 1 is a good solution and the culmination of the four plus years we have spent petitioning the City Council, the Community Board and ECAN for a safe and user friendly bus stop facility for the people of Linwood and for the people of 35-37 Buckleys Road.</p>	

Full Name (Cont'd):	Ruth Carson	Submission No: 64
Why (Cont'd)?	Thank you for your serious consideration of this proposal and choosing option 1 going forward. Regards Ruth Carson	
What would you like for landscaped area for option 1?	Seating , Trees, Grass bank	
What would you like for landscaped area for option 2?		
Are there any plants or colours you would like to see?	Shade trees for the use of bus patrons in the summer	
Any other comments:		

One-A.JPG - Download File





ID No: 30586	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Roselyn Mani Submission No: 54
I am submitting:	
Date Sent:	29/11/2019 2:23:36 PM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Spoke to the Council about it, got no response please help settle this matter
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

Submissions on the Linwood Public Transport Hub

Item 5

Attachment B

Volume 2

No Longer Wish to be Heard Submissions

CHRISTCHURCH CITY COUNCIL
LINWOOD PUBLIC TRANSPORT HUB

SUBMITTERS WHO NO LONGER WISH TO BE HEARD

ID Number	Submitter	Page No
30443	Cameron Bradley	190
30492	Tania Rogers	191
30543	Paul Mateer	192
30583	Christine Bennetts	193
30587	Prasheel Ram	194
30588	Pravin Ram	195
30589	Ashvil Ram	196

ID No: 30443	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Cameron Bradley Submission No: 19
I am submitting:	For myself
Date Sent:	18/11/2019 10:25:55 PM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Better amenity and don't need to worry about cars
What would you like for landscaped area for option 1?	Seating ,Trees,Drinking fountain,Grass bank,Paved play area e.g.hop scotch, squares etc. Grass area
What would you like for landscaped area for option 2?	Seating ,Drinking fountain
Are there any plants or colours you would like to see?	
Any other comments:	I'm not sure why Riccarton gets these flash indoor bus lounges with security and stuff and we just get a normal bus stop.

ID No: 30492	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Tania Rogers Submission No: 30
I am submitting:	For myself
Date Sent:	20/11/2019 3:56:24 PM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	I like Option 1 with a small reserve with trees water fountain where people could refill their bottles (and maybe seats) we don't want the motley crew hanging around too long - I like Option 2 because the crossing is way better opposite the mall entrance
What would you like for landscaped area for option 1?	Seating ,Trees,Drinking fountain
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	Pohutakawa and they attract native birds. Kowhai
Any other comments:	Move the crossing to the centre is better. As a resident of Norwich St I would like parking lines in our street as people often park over our drive way to go to the mall. I quite like the culdesac as it means our st will be quieter however longer to get some places. Thanks T

ID No: 30543	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Paul Mateer Submission No: 44
I am submitting:	For myself
Date Sent:	26/11/2019 11:24:45 AM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 2 - No left turn from Buckleys Road into Norwich Street
Why?	<ul style="list-style-type: none"> - It significantly changes Norwich Street, I don't like it - Cars will be driving down & turn around go back all the time - Option 1 looks odd & I think it will encourage more bad behavior youths drinking gathering in large groups
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30583	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Christine Bennetts Submission No: 51
I am submitting:	
Date Sent:	29/11/2019 1:20:20 PM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	(will enlarge up on when given opportunity to speak to this) Option 1 Will make full use of bus lane space Option 2 Would reduce bus space; reduce seating and landscape options; exacerbate existing pedestrian safety concerns with left turn.
What would you like for landscaped area for option 1?	Seating ,Paved area
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	Variety, providing maintenance (i.e. watering, pruning etc) will be kept up
Any other comments:	Trees: max height 2-3 metres evergreen so as not to cause shade @ leaf nuisance to adjacent residents. Concerned about adequate turning circle for rubbish trucks, fire, ambulance vehicles. Adequate sheltered seating. Lighting to keep area well lit at night without nuisance to residents. Parking on Norwich St needs addressing re: people parking all day preventing residents use.

ID No: 30587	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Prasheel Ram Submission No: 55
I am submitting:	
Date Sent:	29/11/2019 2:27:24 PM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	It's really hard to get in our driveways, cars coming from all direction, I find it difficult to come into my driveway when buses blocks our blind spot. So that causes accident every time.
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30588	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Pravin Ram Submission No: 56
I am submitting:	
Date Sent:	29/11/2019 2:37:18 PM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Dangerous, Driving can't see blind spots, bus drivers don't communicate / help.
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30589	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Ashvil Ram Submission No: 57
I am submitting:	
Date Sent:	29/11/2019 2:38:46 PM
Would you like the opportunity to speak about your feedback?	Yes
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	<ul style="list-style-type: none"> - Accidents - Blind spots - Confusion with traffic
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

Submissions on the Linwood Public Transport Hub

Attachment C
Item 5

Volume 3

Not Heard Submissions

CHRISTCHURCH CITY COUNCIL
LINWOOD PUBLIC TRANSPORT HUB

SUBMITTERS WHO DO NOT WISH TO BE HEARD

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30685	Peter Kerr	203
30684	Colin & Ruth Wilson	204
30673	Anne Marie Rose	205
30672	Finlay Pickering	206
30671	Daryl Jones	207
30669	Margaret Fraser	208
30647	Kay Lloyd	209
30645	Canterbury District Health Board - Silas Thielmann, Advisor	210
30635	Christina Graham	211
30615	Ashvil Ram	212
30614	Jane Robertson	213
30603	Glenice Giles	214
30602	Acucentre Ltd	215
30601	Daphne Irvine	216
30597	Caroline Murray	217
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30590	Michelle Frisby	219
30585	Abelardo Martin	220
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Submission Number	Submitter	Page No
30572	Gabrielle Brooke	224
30555	Emma Jamieson	225
30551	Jeff Mercer	226
30544	Cass & Brian Mills	227
30542	Louise Ramm	228
30537	Go Bus Transport Ltd Ben Barlow, Regional GM	229
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30497	Steven Ward	242
30491	Arthur Turner	243
30490	Paul & Maree Andrews	244
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30467	Shiloh Macdonald	247
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30463	Natalie Perzylo	249
30451	Kevin Fitzgerald	250
30440	Volker Nock	251
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Submission Number	Submitter	Page No
30411	Linwood Resource Centre - Menna Harries	254
30406	Hayley Stewart	255
30378	Anne-Marie Rose	256
30340	Liam Speechlay	257
30325	Nisha Duncan	258
30319	Evan Chadwick	259
30318	Nathan Punton	260
30315	Caleb Martin	261
30291	Rick Houghton	262
30288	Lisa McGonigle	263
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ID No: 30777	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Dean Holster Submission No: 87
I am submitting:	For myself
Date Sent:	17/12/2019 8:16:50 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	I was wanting to say that the bus stops where they are currently located are not just a nuisance but a huge safety risk, they completely block vision of all oncoming cars and cyclists when trying to leave the driveway. Over the years we have had too many near misses as a result of this. These busses and bus service vehicles don't simply drop off passengers and leave but at times sit for 10/15 minutes at a time blocking access to our properties. Today I arrive home and find a notice from the council stating that this bus stop is going to further extend as an "interim stop" to directly outside my house, I am very angry at this. I do not want busses parked blocking my driveway at all, especially not for a prolonged period of time. If I find any busses or bus service vehicles blocking access to or from the property I am going to be very upset. Best solution is to go with option 1 in the proposal and block off norwich street. These busses are going to get somebody killed where they are. I am also not happy that I wasn't consulted about the bus stop moving to directly outside my house. The amount of trouble this is going to cause us is upsetting already.
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30687	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Michael Browne Submission No: 85
I am submitting:	
Date Sent:	6/12/2019 10:50:02 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	
Why?	
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	Spoke to one neighbour in McLean Street and he bus drivers pea (urinate) on their hedge and front grass. Have you thought about where they can go or would health & safety be better on this point. Michael Browne as over page. Noise from the buses stopping was another point raised by neighbours.

ID No: 30685	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Peter Kerr Submission No: 83
I am submitting:	
Date Sent:	6/12/2019 10:29:12 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Safety for bus passengers and other's with no vehicles crossing footpath
What would you like for landscaped area for option 1?	Seating ,Drinking fountain
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	More rubbish bins, room for more buses at peak times when up to 5 buses arriving at once.

ID No: 30684	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Colin & Ruth Wilson Submission No: 82
I am submitting:	
Date Sent:	6/12/2019 10:27:17 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 2 - No left turn from Buckleys Road into Norwich Street
Why?	Option 2 - exit from Norwich. We want exit from Norwich St. Many drivers of large vehicles use this street e.g. rubbish trucks, "not in service" buses, delivery vans, to turn onto Buckleys Road
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	Please do not plant trees that spread seeds to germinate and grow into large trees in neighbouring properties.
Any other comments:	

ID No: 30673	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Anne Marie Rose Submission No: 80
I am submitting:	
Date Sent:	5/12/2019 3:53:46 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Sounds like a great idea to me, good on you guys for thinking of it.
What would you like for landscaped area for option 1?	Seating ,Trees,Drinking fountain,Paved area,Grass bank
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	Natives like around bus exchange terminal - they look awesome
Any other comments:	<p>Not lots of areas that are bare & can look messy with rubbish. Maybe a community group of neighbourhood folks could take responsibility for the area & picking up rubbish & checking area is ok & reporting any broken things.</p> <p>Can you keep some of the existing big trees in the middle of the road please - don't cut them all down</p>

ID No: 30672	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Finlay Pickering Submission No: 79
I am submitting:	
Date Sent:	5/12/2019 3:48:46 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	I think it is best for elderly folk crossing the road etc.
What would you like for landscaped area for option 1?	Seating ,Drinking fountain,Paved area,Grass bank
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30671	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Daryl Jones Submission No: 78
I am submitting:	
Date Sent:	5/12/2019 3:42:24 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Accidents less likely to happen, less disruptions for occupiers where current bus shelter sited (rubbish, graffiti, foul language)
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	Whilst I do not reside in Norwich Street, I own 3 properties in the street.

ID No: 30669	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Margaret Fraser Submission No: 77
I am submitting:	
Date Sent:	5/12/2019 2:53:32 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	
What would you like for landscaped area for option 1?	Seating ,Trees,Drinking fountain,Grass bank
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30647	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Kay Lloyd Submission No: 74
I am submitting:	For myself
Date Sent:	4/12/2019 4:17:29 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	<p>Option 1 is preferred as option 2 would facilitate non residential traffic.</p> <p>I understand there will be a bus shelter with seating. Needs to well lit, clean and safe.</p> <p>Please ensure that residents with walkers, wheelchairs and/or mobility scooters have unimpeded safe access on pavements as many people who are elderly or have disabilities live in the Street.</p> <p>I am not happy to have a play area at this bus stop as encouraging unsupervised children is unsafe near the busy road.</p> <p>Good rubbish bins required and regular cleaning in the area.</p> <p>I would expect the area to be landscaped and planted to enhance the shelter.</p> <p>The adjoining houses need to have adequate sound and light protection from buses, traffic and pedestrian crossings.</p> <p>Buckleys road planting - some trees ie gum need to be removed as they are dangerous and dying. but please dont hand us a concrete jungle. It is pleasant and friendly to see some trees and plants in the centre of the road.</p> <p>However trees around the bus shelter area should not encourage those who are partying or sleeping out.</p>
What would you like for landscaped area for option 1?	Seating ,Trees,Drinking fountain,Paved area,Grass bank
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30645	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Silas Thielmann Submission No: 73
I am submitting:	On behalf of a group or organisation
Name of Organisation:	Canterbury District Health Board
Role within Organisation:	Advisor
Date Sent:	4/12/2019 3:42:22 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	<p>The Canterbury DHB supports option 1 because Option 1 - the Cul-de-sac on Norwich Street:</p> <ul style="list-style-type: none"> - Reduces traffic in the proximity of the bus stops, thus increasing safety, especially for children, elderly, and commuters who are vision and mobility impaired. - Enables all bus stops to be in one place, the alternative would require commuters to cross a road, again increasing risks for the above noted groups and additionally increasing navigation difficulty for this group when they have to change busses or are uncertain which stop is appropriate for them - Has a bigger shelter catering for all bus commuters and thus promotes active transport - Is the most visually appealing option <p>The Canterbury DHB does note that a separated cycle way is a preferred addition increasing safety for cyclists and pedestrians. This is not considered in either option. Both options require cyclists to pass parked cars and bus stops, thus increasing their risk to be injured by opening car doors or bus commuters stepping in their path from behind a bus.</p>
What would you like for landscaped area for option 1?	Seating ,Drinking fountain
What would you like for landscaped area for option 2?	Seating ,Drinking fountain
Are there any plants or colours you would like to see?	The Canterbury DHB is in strong support of seating and hydration options as well as shelter that offers sun protection. In addition we would like to note that accessibility and safety be considered in landscape design. This must ensure that those commuter
Any other comments:	Thank you for the opportunity to comment on the proposed changes. The Canterbury DHB is strongly supportive of the proposed infrastructure upgrade, in particular of option 1. This change will promote greater active transport which contributes to public health and sustainability.

ID No: 30635	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Christina Graham Submission No: 69
I am submitting:	For myself
Date Sent:	4/12/2019 12:24:13 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Having no left turn on to Norwich Street seems pointless, the street is quiet enough to become a cul-de-sac. Just like the street that leads to the back of the old intermediate school.
What would you like for landscaped area for option 1?	Seating , Trees, Grass bank
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	NZ natives. Barely see them anywhere now.
Any other comments:	

ID No: 30615	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Ashvil Ram Submission No: 66
I am submitting:	For myself
Date Sent:	3/12/2019 12:06:03 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	<p>It's really hard to get out of my driveway when buses parked it caused so many accidents but no one helps and can't see blindspots of on coming v cars it's really frustrating noone understand what someone goes through who lives right in front of the bustop driway option 1 Norwich Street bus stop would be so beneficial for all the community's here who resides near buckleys Road I emailed alot to the nz land transport authority I also mentioned it caused a accident but no response what so ever I hope my message gets seen and hope I get a reply from someone</p> <p>Thank you for reading</p> <p>Ash</p>
What would you like for landscaped area for option 1?	Seating
What would you like for landscaped area for option 2?	Seating
Are there any plants or colours you would like to see?	No
Any other comments:	No

ID No: 30614	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Jane Robertson Submission No: 65
I am submitting:	For myself
Date Sent:	2/12/2019 7:48:31 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	More room for users, beautification (which is needed in Linwood), buses, and more weather proof bus stops and seating for people of all walks of life including those with disabilities
What would you like for landscaped area for option 1?	Seating , Trees
What would you like for landscaped area for option 2?	Seating
Are there any plants or colours you would like to see?	Green, need more green space in high density areas
Any other comments:	

ID No: 30603	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Glenice Giles Submission No: 63
I am submitting:	
Date Sent:	2/12/2019 11:17:41 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Reduce danger when turning into Norwich Street amongst buses, cars and pedestrians. Difficult at times now as it is close to Linwood Ave lights
What would you like for landscaped area for option 1?	Trees
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	Green, Planting of natives plants able to survive dry weather.
Any other comments:	Please provide rubbish bins. Paved area not a favorite as people gathering together (apart for bus stop) in this area could be a physical and social (security) obstacle for the pedestrians many of whom are elderly and disabled.

ID No: 30602	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Acucentre Ltd Submission No: 62
I am submitting:	
Date Sent:	2/12/2019 11:10:52 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	
What would you like for landscaped area for option 1?	Seating ,Drinking fountain,Paved area,Grass bank,Paved play area e.g.hop scotch, squares etc. Grass area
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30601	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Daphne Irvine Submission No: 61
I am submitting:	
Date Sent:	2/12/2019 11:07:31 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	
Why?	Daphne does not favour either option neither do I and I fell the same way she does.
What would you like for landscaped area for option 1?	Seating ,Trees
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	Plants that are hardy enough to cope with dry summers & pollution. Plenty of greenery
Any other comments:	Drinking fountain 1. Would almost certainly be vandalised, 2. Most people carry water bottles now.

ID No: 30597	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Caroline Murray Submission No: 60
I am submitting:	For myself
Date Sent:	2/12/2019 10:18:00 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	
Why?	
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	<p>My friend, Mars Daphne Irvine of Hay Street, wishes me to write down and send to you, her feedback regarding the bus stop changes at Eastgate Mall. As a regular bus user at this bus stop for over 20 years, she has never had any problems crossing over Buckleys Road to or from the stop the lights at Linwood Avenue / Buckleys Road intersection and the lights at the Buckleys Rd/Russell Street intersection stop the traffic long enough for people to cross safely. Ay busy times, with people wanting to cross constantly, if there is an extra set of traffic lights installed, the traffic will become backed up. Through traffic from Aldwins Road and also Linwood Avenue traffic turning into Buckleys Road will cause massive congestion. She is explaining this to you, as a longtime observer of the movements of both bus passengers and traffic in this area. Having never been a car driving person, Daphne sees this from the perspective of a pedestrian / bus passenger and also the safety of the above. She also question the need for drinking fountain and child's play area in such a busy place. She would also like to see the trees either kept, or replaced at least. Daphne doesn't actually see that any change is necessary and feels that it functions perfectly well as it is. Further to this - has the person planning the child's play area understood that it will be a virtual impossibility for the parent of children playing in said area for both watch the children and watch for the arrival of the bus in order to wave it down? This part of the new plan is totally lacking in sound commonsense! Neither Daphne not I have computers.</p>

ID No: 30594	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Robert Fleming Submission No: 59
I am submitting:	For myself
Date Sent:	30/11/2019 11:31:26 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	If it is the best possible option to improve our public transport system, I would be in favour of this one.
What would you like for landscaped area for option 1?	Grass bank
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	This area is disgraceful in terms of access and safety for those who ride bicycles. It is extremely disappointing that the changes proposed do nothing to rectify this.

ID No: 30590	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Michelle Frisby Submission No: 58
I am submitting:	For myself
Date Sent:	29/11/2019 2:59:36 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	We use this bus stop often and this seems the more family-friendly and logical
What would you like for landscaped area for option 1?	Trees, Drinking fountain, Paved play area e.g. hop scotch, squares etc. Grass area
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	Natives; bee and bird friendly
Any other comments:	

ID No: 30585	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Abelardo Martin Submission No: 53
I am submitting:	
Date Sent:	29/11/2019 2:18:02 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	1 choice option 1 because for me this is the permanent long term solution for the problem about the bus stop. And to prevent some potential problem because it has been dangerous getting in and out of the driveway.
What would you like for landscaped area for option 1?	Seating ,Drinking fountain
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	<p>I prefer option 1 is the right choice due for the following:</p> <ul style="list-style-type: none"> - It is safe for the commuters - There's enough space to build a waiting shade, toilet, drinking fountain and seating area - To minimized traffic build - There's enough room for supermarket trolley & scooters park

ID No: 30584	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Marichu Martin Submission No: 52
I am submitting:	
Date Sent:	29/11/2019 1:54:21 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	
Why?	I choice option 1, we understand that Ecan might put bus stops back where they are now in the years to come as bus services increase, we put up with them being here for years along with all the bad behavior of bus users, therefore we completely reject options 2, also it has dangerous getting in and out of the driveway, we don't want this to be possible again. This is many years overdue.
What would you like for landscaped area for option 1?	Seating ,Drinking fountain
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	<ul style="list-style-type: none"> - It is safe for the commuters - To minimized traffic build up - There's enough room for supermarket trolleys and scooters park - Build enough space to build waiting shades, toilet, drinking fountain & seating area.

ID No: 30577	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Michele Laing Submission No: 50
I am submitting:	For myself
Date Sent:	28/11/2019 5:46:27 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 2 - No left turn from Buckleys Road into Norwich Street
Why?	<p>Council has again designed a "Kill Zone" for people on bicycles. Buckleys Road by the Eastgate Mall to feature deadly design. Council needs to prioritize completing safe local cycle networks to support the Major Cycle Routes and to give all who would like to cycle the chance to do so and live.</p> <p>Please Council, people who ride bikes lives matter.</p> <p>I do NOT support. This is dangerous infrastructure. Council's own Cycle Design Guidelines do not support this project.</p> <p>Section "3.2. Local cycleways through urban commercial centres Local cycleways through commercial centres ideally will be separated cycle paths to provide a comfortable and safe environment for cyclists. ...</p> <p>Where there is limited street space available other options such as wide cycle lanes or a slow street environment can be considered."</p> <p>Section 3.2.3 "The cycle lane ideally needs to be ...(1.8 to 2m). A wider lane also gives cyclists more protection from traffic movement and car doors opening into the cycle lane."</p> <p>Neither option offers speed limit reduction. Option A has people on bicycles given a 1.5m wide lane hard up against bus stops. Average handle bar widths for upright cycles are at least 0.60m wide. A cyclist would have about 0.45m of buffer between buses parked hard up on the kerb and moving vehicles on the carriageway. The bus stops are 2.7m wide. Buses are between 2.4m and 2.7m wide.</p> <p>The NZ Road Code recommends a safe distance when passing bicycles of between 1-and 1.5m for moving vehicles. This is the third busiest PT hub in Christchurch. Buses will be moving in and out of stops regularly. Vehicles on the carriageway may or may not practice safe passing.</p> <p>Buses have well known blind spots, drivers can be distracted and traffic congestion lead to quickly taking to the carriageway when a break appears. People on bicycles would be wise to forgo the bike lane and take the vehicle lane, if drivers put up with it, or notice them.</p> <p>People on bikes get a bit of a reprieve once past the bus stops as the cycle lanes widen to 1.8m when hard up against 2m wide on street parking. SUV's the leading seller in NZ, range between 1.725m and 1.985m wide. On street parking is limited to between 10 and 30 minutes, thus insuring frequent crossing of the cycle lanes.</p>

Full Name (Cont'd):	Michele Laing	Submission No: 50
Why (Cont'd)?	<p>There is simply no excuse for this. It is homicidal design. The 4 traffic lanes for cars are each 3.2m. The centre median is 3.5m wide at its narrow point by the pedestrian refuge.</p> <p>Reducing the carriageway lanes and median widths to 3m frees up 1.3 meters. As the median is wider than 3.5m alongside the bus stops, even more space is available.</p> <p>Option B is infinitesimally better, but also fails to provide safe infrastructure.</p> <p>Spokes would be happy to sit down with staff to redesign this project. Staff sat down with those opposed to cycling on Ferry Road, High Street, Victoria Street and other projects. It is long past time for fair treatment for people on bikes, both in Council planning and on the road.</p> <p>Buckleys Road offers the most direct route to New Brighton and surrounding areas. Buckley's Road offers on again off again cycle lanes which fade out at many intersections. There are no direct or contiguous cycle friendly alternatives.</p> <p>The two alternatives to Buckleys Road offer on again off again on road cycle lanes which add 3-4.5k's to an otherwise 6k trip from Eastgate to the New Brighton Mall. The 8-80 year old cyclists Council wishes to encourage are abandoned and discouraged.</p> <p>A young woman, Fyfa Dawson, was recently killed by a truck crossing her lane. It was a needless, horrific and tragic death. People who cycle had repeatedly alerted officials to the risk. These were ignored.</p> <p>Reviewing this project and too many others it seems that Council policy outside of the Major Cycle routes is one of neglect for people who cycle. The local cycle networks are under developed with broken connections where they exist at all. The transport needs and choice for interested but concerned cyclists and even many experienced cyclists continue to be unmet. In what way is this equitable? In what way is it even moral?</p> <p>Some at Council may argue that cycling has received more than its share of funding. To assert this ignores decades of cycling receiving 0.05%-1% or less of the transport budget. At least 7% of commuters are on bicycles in Christchurch. Even at the historical low point 2%+ continued to cycle.</p> <p>Uptake of the new cycling infrastructure has been unprecedented. The need and demand for safe cycling infrastructure is clear. It also reduces congestion, lowers capital and maintenance costs, reduced greenhouse gas emissions and improves public health. None of those are benefits of motorized transport.</p> <p>The uptake of public transport in Christchurch has not improved. Most measures find it in decline. Public transport is important. Central government still applying the Fare Box Recovery requirement of 50% of expense to be met via fares and ECan's broken "Hub and Spokes" routes are unlikely to lead to an increase.</p>	
What would you like for landscaped area for option 1?		
What would you like for landscaped area for option 2?		
Are there any plants or colours you would like to see?	plants native to the area	
Any other comments:		

ID No: 30572	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Gabrielle Brooke Submission No: 49
I am submitting:	
Date Sent:	28/11/2019 10:19:12 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 2 - No left turn from Buckleys Road into Norwich Street
Why?	Option 2 seems less disruption for the residents in Norwich Street
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30555	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Emma Jamieson Submission No: 47
I am submitting:	For myself
Date Sent:	26/11/2019 2:58:43 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Its safer for those waiting for the bus. Open, connected rather than disjointed. It will be an asset for those who live in the area rather than attract non bus users who would find it easier to hide and cause problems in option 2.
What would you like for landscaped area for option 1?	Seating ,Drinking fountain,Grass bank
What would you like for landscaped area for option 2?	Seating ,Drinking fountain
Are there any plants or colours you would like to see?	Open, non woody plants
Any other comments:	It looks great, much better than what is there now. Please have wooden seats, shelter from the glare and highly visible stops where bus users can see what is arriving.. Good to see pedestrian crossings. Not sure why you mention buses waiting, they should be like the exchange - a pick up and drop off point only. I use the bus stops elsewhere but not at Eastgate at the moment. If you make these changes I'll often leave my car behind when travelling to Eastgate. Hopefully you're working with Ecan to have communication regarding local bus routes visible and hopefully one day join all the local bus routes at the mall. By the way mtf advertising to 16/17 year olds on the back of the Orbiter - Receiving rating funding and advertising against the outcomes. Local Govt Act rules - suggest ECan reads them.

ID No: 30551	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Jeff Mercer Submission No: 46
I am submitting:	For myself
Date Sent:	26/11/2019 2:46:30 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Having the bus stops all in one location would make it a lot easier for passengers to ensure that they are waiting at the correct location for the bus they are after. Splitting the stop, with a road between could make for passengers having to quickly change to a new location to catch their bus. Additionally, having the traffic lights between the set of bus stops in Option 2, could mean a bus departs the first stops, and gets stuck on the crossing lights and then having people that had missed it expecting it to pull into the stop after the lights. This could cause an issue for both bus drivers and passengers, and could get hazardous with people trying to board a bus that is stopped at a red light.
What would you like for landscaped area for option 1?	Seating , Trees, Drinking fountain
What would you like for landscaped area for option 2?	Seating , Drinking fountain
Are there any plants or colours you would like to see?	New Zealand native plants would be fantastic, especially ones that offer shade.
Any other comments:	

ID No: 30544	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Cass & Brian Mills Submission No: 45
I am submitting:	For myself
Date Sent:	26/11/2019 11:35:30 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Safer for children. Prevents buses coming down Norwich Street to get to bus stop. Will reduce thru fare traffic
What would you like for landscaped area for option 1?	Trees
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	Big leafy green trees that will provide shade in the Summer, similar to those down Linwood Ave.
Any other comments:	No bushes or shrubs as these don't look nice i.e. like the current low shrubbery at the end of Norwich Street as there currently is where cul-de-sac proposed. Crossing lights a good idea as make it safer to cross the road to get to Eastgate Mall.

ID No: 30542	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Louise Ramm Submission No: 43
I am submitting:	For myself
Date Sent:	26/11/2019 11:02:25 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	
Why?	Both options look good
What would you like for landscaped area for option 1?	Seating ,Trees,Drinking fountain,Paved play area e.g.hop scotch, squares etc. Grass area
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	Red any nice bright colours - Pohutukawa Trees (The big red things)
Any other comments:	New Rubbish Bins Bus stops enclosed Recycling bins And a good clean up

ID No: 30537	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Ben Barlow Submission No: 42
I am submitting:	On behalf of a group or organisation
Name of Organisation:	Go Bus Transport Ltd
Role within Organisation:	Regional GM
Date Sent:	26/11/2019 8:40:54 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Option one is a safe and efficient design that supports the bus services in this area as well as waiting passengers. Enhanced infrastructure such as the features outlined in option one will further promote the use of Public Transport which is very positive. Step free access to the buses and suitable stop lengths will reduce the likelihood of incidents occurring which is positive.
What would you like for landscaped area for option 1?	Seating ,Trees,Drinking fountain,Paved area,Grass bank
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	Thank you for the opportunity to submit on the proposed options.

ID No: 30533	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Barbara Clark Submission No: 41
I am submitting:	
Date Sent:	25/11/2019 4:21:28 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	
What would you like for landscaped area for option 1?	Seating ,Trees
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	Something hardy and colourful
Any other comments:	<p>Your written pamphlet on how to make submissions offered for people to come and talk to you at Eastgate Wed 20th Nov. I did. Lovely people but no one wrote down anything I said, all directed me to do either a written or on-line submission. So, the drop in session is not really an effective opportunity to feed back at all. We are forced back onto an often frustrating on-line feedback form or written feedback entrusted to the not so capable NZ Post!</p> <p>Concerns</p> <p>No left turn into Norwich St</p> <p>I live at Linwood AVE. To exit my property I have to go left because of the median strip in Linwood Ave. When I want to go West, along Linwood Ave I either have to do a hard right turn at the Buckleys/Aldwins:Linwood Ave intersection or go left into Buckleys Road and then left again at Norwich Street, then I am going in the direction I want. Anyone leaving properties on this North side of Linwood Ave have the same problem. These include the very busy blood testing facility, Piki Te Ora Doctors, 2 Dentists, Mosque worshippers and anyone shopping in the small complex East of the Mosque. Similarly coming home after 4pm, from the East side of the Buckleys/Aldwins:Linwood Ave intersection, it is easier to do a right turn at the lights then left into Norwich St, left at Worcester St and left back onto Linwood Ave on the correct side to turn into my drive. Your proposal will force extra traffic into McLean Street.</p> <p>New Shelter?!</p> <p>Your proposed new single bus shelter appears no bigger than the 2 that you declare are not adequate at the moment.</p>

Full Name (Cont'd):	Barbara Clark	Submission No: 41
Any other comments (Cont'd):	<p>I don't know what part of CHCH the originator of the new bus shelter lives but in the East, we have bitterly cold Easterlies, they are the prevailing winds in this part of town. Your new shelter is badly situated facing NE, right into the wind, it wouldn't shelter from anything other than a NW which is a warm wind. This is nonsense and not practically thought out. An open shelter only protects from rain that falls directly down, not blown by the wind. To be a shelter it needs to have sides that wrap around as well as a roof. Could the shelters be curved, the open part facing North, with windows to the south to enable a line of sight to incoming buses. They won't stop unless you wave them down, you can't wave them down if you can't see them coming. Could the shelters (plural) be staggered or nested, on the site?</p> <p>Please consider two bus shelters rather than one large one. This gives the quieter citizens a better chance of a pleasant wait away from the rowdies – teens and otherwise – who often monopolise bus shelters.</p> <p>I note the buses would now be stopping and idling outside the sheltered housing at 17-25 Buckleys Road. They were built before this proposed change and I for one would not find it calming to have such noise, nor bus patrons loitering about my open frontage, especially if I lived at No.17. So No.s 35, 37, 41 Buckleys Road gain from this proposal and 17 loses?</p> <p>Trees cut down</p> <p>This hurts the most. Linwood outside Eastgate Mall is not a salubrious street scape. The mature trees in the median strip give us our only bit of soul. You have managed your underground services for this long with the trees there, please find a way to save the healthy mature specimens that give soul to our area. I note one tree has already been cut down recently, are they all going to disappear one by one?</p> <p>I can only see 3 proposed new trees on your plans and that's on the end of Norwich Street on option 2 – that you don't favour. Otherwise, here are only nebulous thoughts of new plantings (we will look at planting options) – nothing definite, no timeline. You say you need to upgrade services on that stretch of road. I can see the replanting of trees getting lost in an unscheduled time frame.</p> <p>In the meanwhile, the whole area is dragged down into a soulless waste of scruffy tiny trees in the footpath – towered over by soulless concrete buildings: and scruffy litter strewn footpaths than no-one cares about. There is no balancing scale that the mature sized existing trees presently provide.</p> <p>So, we lose 10 trees from Buckleys Road for option one, and 12 trees from Buckleys Road with option two. On these grounds only, I would prefer option one. And would suggest you move the crossing to the place shown on option 2 as people will always take the most direct route between where they get off the bus and the mall entrance, despite new (or old) cable fencing.</p> <p>Thank you for the proposed pedestrian traffic lights, they would be welcomed.</p>	

ID No: 30531	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Gay McLean Submission No: 40
I am submitting:	
Date Sent:	25/11/2019 1:51:32 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Would be safer for all using buses & pedestrians & motor vehicles
What would you like for landscaped area for option 1?	Seating ,Paved area,Grass bank
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	Red & yellow, bulbs
Any other comments:	

ID No: 30530	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Janet Parratt Submission No: 39
I am submitting:	
Date Sent:	25/11/2019 1:32:17 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	
Why?	I'm not bothered about A or B either way is good
What would you like for landscaped area for option 1?	Seating , Trees, Drinking fountain, Paved area, Grass bank, Paved play area e.g. hop scotch, squares etc. Grass area
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30521	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Leighton Thompson Submission No: 38
I am submitting:	For myself
Date Sent:	24/11/2019 10:29:17 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Safer for cycles, easier for buses, and much more simple.
What would you like for landscaped area for option 1?	Seating ,Trees,Drinking fountain,Paved area,Grass bank,Paved play area e.g.hop scotch, squares etc. Grass area
What would you like for landscaped area for option 2?	Seating ,Drinking fountain
Are there any plants or colours you would like to see?	Native planting
Any other comments:	

ID No: 30520	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Shane McInroe Submission No: 37
I am submitting:	For myself
Name of Organisation:	McInroe
Role within Organisation:	
Date Sent:	24/11/2019 9:48:23 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	
What would you like for landscaped area for option 1?	Seating , Trees, Drinking fountain, Paved play area e.g. hop scotch, squares etc. Grass area
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	to some seats with some color
Any other comments:	there need's to be seat's what are not to low for people who have a disability hope you are to some rubbish bins at the bus stop and something to stop rubbish getting stuck in the drain as they all-way's block up with rubbish at the busy bus stop's



ID No: 30518	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Patrick Kennedy Submission No: 36
I am submitting:	For myself
Date Sent:	24/11/2019 5:40:07 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	<p>I do not support either option. Option 2 marginally safer due to the closing of Norwich St. However, both options put cyclists in serious danger.</p> <p>The short term nature of all parking/stopping areas means that there will be very high numbers of cars, buses and taxis constantly crossing the cycle lanes. This will inevitably result in more avoidable collisions, leading to more incidents like the fate that befell Fyfa Dawson just a few weeks ago.</p> <p>Council's own design guidelines state: Section "3.2. Local cycleways through urban commercial centres</p> <p>Local cycleways through commercial centres ideally will be separated cycle paths to provide a comfortable and safe environment for cyclists. Where there is limited street space available other options such as wide cycle lanes or a slow street environment can be considered." I would add that that last comment really should read "...MUST be considered".</p> <p>This is an extremely busy intersection. It is also a commercial centre for the Linwood/Phillipstown/Woolston Area. People who choose to cycle to Eastgate should not be put in mortal danger, trying to navigate 1.5m wide cycle lanes between buses and cars travelling at 50km/h. The arrangement of end to end bus stops means that buses will rarely pull all of the way in to the kerb, and will frequently straddle the bike lane. I see this all of the time.</p> <p>There is a wide median (somewhere in the region of 3.5m) and 4 relatively wide traffic lanes on this road, all of which could donate 200-300mm to provide wider on-road cycle lanes at the very least, or preferably protected cycle lanes.</p> <p>The speed limit should also be reduced to 30km/h due to the likelihood of interactions between vehicles and cycles.</p>
What would you like for landscaped area for option 1?	Seating , Trees,Paved play area e.g.hop scotch, squares etc. Grass area
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	

Full Name (Cont'd):	Patrick Kennedy	Submission No: 36
Any other comments:	<p>This is another case of council focusing only on providing safe cycle routes on the MCRs, and making cycling a total afterthought in every other scenario. By continuing to make proposals such as these, CCC is basically stating that the lives of the most vulnerable road users are only a concern in some very specific areas. In all other areas, it's survival of whoever has the biggest hunk of metal.</p> <p>There needs to be an overall masterplan for cycling facilities in this city that is non-negotiable. One that states that foremost the minimum requirements for protected or extra wide cycle lanes in areas where different road users come into conflict. It needs to be one that is not chipped away one consultation at a time by car supremacists who see the provision of bike lanes to mean "They're coming for our cars".</p>	

ID No: 30516	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Bruce James Submission No: 35
I am submitting:	For myself
Date Sent:	24/11/2019 11:44:14 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	I don't think the proposal caters at all well for cyclists. Cycle lanes appear be too narrow and squeezed between the bus stops and traffic lanes. Not safe at all.

ID No: 30511	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Kimberley Black Submission No: 34
I am submitting:	For myself
Date Sent:	22/11/2019 4:42:44 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Option one moves the buses right away from the driveway and leaves little chance for them to be re-established there. We have been subject to buses blocking the driveway for years. It has been getting worse as time goes by. It is also very dangerous trying to enter and exit the driveway. I have had an accident there about three years ago. A departing bus didn't look and drove into my car as I was entering the driveway. I will be glad to see them gone.
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30509	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Gary Velman Submission No: 33
I am submitting:	For myself
Date Sent:	22/11/2019 11:40:46 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	This give better traffic flow for buses. BUT, there should a bus lounge protected from the weather for the East, not some exposed stops. This is important so that people see taking the bus as an alternative to driving in a warm car!
What would you like for landscaped area for option 1?	Seating ,Trees,Drinking fountain,Paved area,Grass bank
What would you like for landscaped area for option 2?	Seating ,Drinking fountain
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30501	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Rosslyn Brewer Submission No: 32
I am submitting:	For myself
Date Sent:	21/11/2019 12:58:09 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	This will make it safer for cyclists and also pedestrians crossing the road to go to the mall. I will also stop the speeding cars who use Norwich Street as a way of avoiding lights at Linwood Avenue, it gets quite dangerous from about 4:30 pm to 6:00 pm. Hopefully it may mean new kerb and channeling along the street in the future.
What would you like for landscaped area for option 1?	Trees, Grass bank
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	Natives would be good!
Any other comments:	

ID No: 30497	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Steven Ward Submission No: 31
I am submitting:	For myself
Date Sent:	21/11/2019 9:48:42 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	<p>I prefer the cul-de-sac option, however I am concerned at the need for both of the options proposed to cut down an extensive amount of trees in the median strip on Buckleys Road - why do any of the trees need to be removed at all?</p> <p>Why is the median strip being altered if the bus stops are just being moved along the road slightly and the crossing already exists (but will have lights added) - the diagrams provided in the consultation don't really show why the median strip needs to change?</p> <p>I am also concerned that the rather uninspired design of the grassed area created by the cul-de-sac will become another neglected area for litter and people to loiter around, as unfortunately most of Linwood is overlooked for basic maintenance and upkeep and the general areas around the intersection, bus stops and mall are not very pleasant places to be.</p>
What would you like for landscaped area for option 1?	Trees
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30491	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Arthur Turner Submission No: 29
I am submitting:	For myself
Date Sent:	20/11/2019 3:54:46 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	<p>I am a regular user through this area as a motor vehicle user.</p> <p>It gives clear road access through Buckleys Rd from the city end. (No access to Norwich St.)</p> <p>Signalised crossing gives the necessary protection to pedestrians.</p> <p>Please note comments below.</p>
What would you like for landscaped area for option 1?	Seating , Trees
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	<p>Norwich St: Trees that add colour and texture to the area. perhaps blossoms or strong autumn colours.</p> <p>Opposite McLean St: Some type of tree(s) vertical in nature - every green.</p>
Any other comments:	<p>To reduce the 'J' walking problem (which may not be reduced by the adding of a cable fence), I would suggest flipping the proposed Crossing so that the entrance to the crossing is more in line with the Entrance/Exit from the Mall. This will be seen as a more convenient and direct layout to access the bus stops across Buckleys Rd. The crossing exit (Norwich St side) remains the same. Move the taxi stand (Mall side of Buckleys Rd) to where the proposed Crossing entrance is on option 1.</p>

ID No: 30490	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Paul & Maree Andrews Submission No: 28
I am submitting:	For myself
Date Sent:	20/11/2019 3:50:07 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Make Norwich Street less busy. No more boy races & fast motorbikes
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	Nice carpet roses and grass & a big tree and please look after it.
Any other comments:	It will be lovely if you do the garden & lawn like they do in Fendalton

ID No: 30488	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Pearl Price Submission No: 27
I am submitting:	For myself
Date Sent:	20/11/2019 3:48:02 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Safer then 2 - enhancement of Norwich Street behind bus shelter in favour of new pedestrian lights at crossing
What would you like for landscaped area for option 1?	Seating , Trees, Drinking fountain, Paved area, Grass bank
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	Native plants
Any other comments:	

ID No: 30477	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Kimberley Evans Submission No: 25
I am submitting:	For myself
Name of Organisation:	Kimberley Evans
Role within Organisation:	
Date Sent:	20/11/2019 12:42:02 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	<p>Traffic for those living on Norwich st will be impacted regardless of which plan is selected.</p> <p>Option one however at least softens the blow to existing residents by beautifying the end of the street and creating green space.</p> <p>This option also creates a safer area for children to wait for their buses</p>
What would you like for landscaped area for option 1?	Seating ,Trees,Drinking fountain,Grass bank
What would you like for landscaped area for option 2?	Seating ,Drinking fountain
Are there any plants or colours you would like to see?	Plant selection should help to tie together the look of the planting along Linwood ave and Buckley's road. Giving the are a more cohesive look
Any other comments:	

ID No: 30467	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Shiloh Macdonald Submission No: 23
I am submitting:	For myself
Date Sent:	19/11/2019 10:10:13 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	
What would you like for landscaped area for option 1?	Seating ,Paved area,Grass bank
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30465	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Hazel and Jennifer Baker Submission No: 22
I am submitting:	For myself
Date Sent:	19/11/2019 6:33:12 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 2 - No left turn from Buckleys Road into Norwich Street
Why?	I think this would be the best option because it would be a bit safer for people crossing the road. As it is now it is quite dangerous to cross there. Perhaps more signage and road markings for the crossings would be good too.
What would you like for landscaped area for option 1?	Seating ,Trees,Grass bank
What would you like for landscaped area for option 2?	Seating
Are there any plants or colours you would like to see?	
Any other comments:	More signage for crossing the road.

ID No: 30463	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Natalie Perzylo Submission No: 21
I am submitting:	For myself
Date Sent:	19/11/2019 4:50:09 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	We need more cycling and pedestrian areas. so a cul-de-sac would be great. Having more lighting, and bright areas for people with a vision impairment, and/or wheelchair access is important
What would you like for landscaped area for option 1?	Seating , Trees,Paved area,Grass bank
What would you like for landscaped area for option 2?	Seating
Are there any plants or colours you would like to see?	
Any other comments:	I'm afraid that a drinking fountain would be broken by idiots!

ID No: 30451	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Kevin Fitzgerald Submission No: 20
I am submitting:	For myself
Date Sent:	19/11/2019 12:52:43 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	A left turn splits the bus stop & parked buses would block the cycle lane at times. A complete cul-de-sac seems safest. I live in Norwich Street & often catch the buses so it seems an excellent idea.
What would you like for landscaped area for option 1?	Trees, Drinking fountain
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	<p>Are there any plants or colours you would like to see in the planting? Deciduous rather than ever green trees. Plenty of very sturdy support & protection posts!</p> <p>The Norwich Street bus shelter will need to provide North-East wind and Southerly wind shelter. Crossing lights great!!</p>

ID No: 30440	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Volker Nock Submission No: 18
I am submitting:	For myself
Date Sent:	18/11/2019 5:38:01 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	I have biked past here several times on the way to and back from the Avon River loop. The painted bike lane on the road and along the bus stop are dangerous as is. Removing the danger from turning traffic will make this section at least somewhat safer (see additional comments below).
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	The routing of the bike lanes on either side of the road to the right (inside) of bus stops and parking is highly dangerous in many aspects. Given the opportunity of a complete rebuild, the cycle lane should really be routed off the roadway next to the pedestrian footpath for this busy section, in particular on the Mall side. Otherwise, cyclists will have to avoid buses by veering right into the vehicle lane and are threatened by vehicles turning into the bus/parking bays. Too many cyclist have been killed lately in Christchurch by turning vehicles to not warrant a safer design.

ID No: 30416	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Margaret Jardine Submission No: 17
I am submitting:	For myself
Name of Organisation:	Margaret Jardine
Role within Organisation:	SELF - CONCERNED CITIZEN
Date Sent:	18/11/2019 1:31:10 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 2 - No left turn from Buckleys Road into Norwich Street
Why?	I AM SORRY BUT BOTH OPTIONS SEEM TO IGNORE THE FACT THAT THE MAJORITY OF THE PEOPLE WHO TRAVEL BY BUS ARE: ELDERLY, SENIORS, PENSIONERS, DISABLED OF ALL TYPES, THE VERY POOR, STUDENTS WITHOUT MUCH MONEY, THOSE USING WHEELCHAIRS AND WALKERS BECAUSE OF DISABILITY, THOSE WITH LIMITED MOBILITY. BOTH OPTIONS WOULD SEEM TO HAVE THE CLIENTELLE LISTED ABOVE BE FORCED TO WALK MUCH FURTHER TO THE BUS STOPS. THE ORBITOR IN PARTICULAR PROVIDES TRANSPORT FOR MANY OF THE ABOVE GROUPS OF PEOPLE AND INCREASES THEIR INDEPENDENCE. BOTH OF YOUR PLANS SEEM TO LIMIT INDEPENDENCE. I SUGGEST LEAVING THE ORBITOR ROUE/BUS STOPS THE SAME WITH IMMEDIATE PRIORITY GOING TO THE IMMEDIATE INSTALLATION OF THE TRAFFIC LIGHTS BEOFRE SOMEONE GETS KILLED.
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	THE ABOVE ISSUES ARE OF NO CONCERN TO THE ELDERLY AND DISABLED WHO MAKE UP MOST OF BUS TAKERS.

ID No: 30413	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Lauren McDonald Submission No: 16
I am submitting:	For myself
Date Sent:	18/11/2019 12:49:20 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	I think that it would be safer to have Norwich street blocked off as it would be more controlled for pedestrian use and would mean less traffic.
What would you like for landscaped area for option 1?	Seating ,Trees,Grass bank
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	I think it is important to landscape the area with trees as more shade for people waiting would be ideal. Plus more than one rubbish bin would be good to combat rubbish. Another problem is the trolleys that get dumped there from people who shop at Countdown or Warehouse and use the trolleys to take their shopping to the bus. A trolley holder would be a good way of controlling where they are left. Also, good lighting is essential for safety at night.

ID No: 30411	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Menna Harries Submission No: 15
I am submitting:	On behalf of a group or organisation
Name of Organisation:	Menna Harries
Role within Organisation:	Linwood Resource Centre
Date Sent:	18/11/2019 12:12:24 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	It is the easiest and most direct route into Norwich Street.
What would you like for landscaped area for option 1?	Seating , Trees, Drinking fountain, Paved area, Paved play area e.g. hop scotch, squares etc. Grass area
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	<p>Putting in an extra pedestrian crossing is over kill - there are 2 crossings already in place in either direction just a few metres away. The extra crossing will also cause more congestion on an already congested and busy intersection and will make it harder for the residents to access their driveways.</p> <p>I think it is also important for the waiting area to be fully wheelchair accessible</p>

ID No: 30406	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Hayley Stewart Submission No: 14
I am submitting:	For myself
Date Sent:	18/11/2019 11:00:14 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	
What would you like for landscaped area for option 1?	Paved play area e.g.hop scotch, squares etc. Grass area
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30378	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Anne-Marie Rose Submission No: 12
I am submitting:	For myself
Date Sent:	17/11/2019 6:53:25 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	<p>I live in Norwich Street and usually enter and exit via Worcester Street which means it is okay for the other end of the street to be blocked off. I like the idea of making it easier to cross the road to the mall and improve the bus stops along this area.</p> <p>Thanks for your idea of doing this. I like the idea of making Linwood more attractive as well. For too long the median strip outside the mall has been neglected and I was pleased to see it improved recently. I like the idea of including green space in this plan as I think it is really important to make it more attractive.</p>
What would you like for landscaped area for option 1?	Seating ,Trees,Drinking fountain,Paved area,Grass bank,Paved play area e.g.hop scotch, squares etc. Grass area
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	I hope there can be lots of native species in the planting - plants that will survive the conditions in Christchurch - hot and dry more and more. Green green and more green plus some brownish grasses etc too sounds good to offset the concrete and asphalt.

ID No: 30340	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Liam Speechlay Submission No: 11
I am submitting:	For myself
Date Sent:	15/11/2019 7:43:54 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Creates a nice area for pedeserations to wait. Groups bus stations together.
What would you like for landscaped area for option 1?	Seating ,Trees,Drinking fountain,Paved play area e.g.hop scotch, squares etc. Grass area
What would you like for landscaped area for option 2?	Seating ,Drinking fountain
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30325	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Nisha Duncan Submission No: 10
I am submitting:	For myself
Date Sent:	14/11/2019 5:46:27 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	More green pedestrian areas make for nicer urban developments.
What would you like for landscaped area for option 1?	Seating , Trees, Drinking fountain, Paved area, Grass bank, Paved play area e.g. hop scotch, squares etc. Grass area
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	The more we can promote alternatives to driving cars and using public transport the better.

ID No: 30319	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	evan chadwick Submission No: 9
I am submitting:	For myself
Date Sent:	14/11/2019 4:00:44 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	This would look better.
What would you like for landscaped area for option 1?	Trees,Paved area
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	We have buses driving up Wyon st. Especially noticed at 6:50am each day. If they go faster than 50km they rattle windows and its not pleasant.

ID No: 30318	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Nathan Puntton Submission No: 8
I am submitting:	For myself
Date Sent:	14/11/2019 3:55:42 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	I believe vehicles will have difficulty turning out of Norwich Street in option 2 as their view will be blocked by parked buses, therefore I support option 1.
What would you like for landscaped area for option 1?	Seating , Trees, Drinking fountain, Paved area
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	I don't think a play area should be encouraged adjacent the main road. Keep it simple.

ID No: 30315	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Caleb Martin Submission No: 7
I am submitting:	For myself
Date Sent:	14/11/2019 3:07:51 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 2 - No left turn from Buckleys Road into Norwich Street
Why?	It aligns better with the mall entrance.
What would you like for landscaped area for option 1?	Seating ,Trees
What would you like for landscaped area for option 2?	Seating
Are there any plants or colours you would like to see?	
Any other comments:	<p>Seems like 70% or more of the cost is going into road changes with either option. If this is such a busy bus stop then why is there not more bus shelter. I think adding a drinking fountain and other things miss the point. Just make it nicer to wait for the bus, don't make it into a park or playground. Shelter for sun and rain is what is needed.</p> <p>More shelter that what is there already. It seems that you are just moving the shelter and not increasing the size. More trees will help decrease the temp of this exposed area, double the tree count! Streets are only getting hotter and this village on the whole is not very nice for shelter and exposure.</p>

ID No: 30291	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Rick Houghton Submission No: 6
I am submitting:	For myself
Date Sent:	14/11/2019 9:35:05 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Keeping bus stops together and away from residential driveways
What would you like for landscaped area for option 1?	Seating ,Trees,Paved play area e.g.hop scotch, squares etc. Grass area
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30288	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Lisa McGonigle Submission No: 5
I am submitting:	For myself
Name of Organisation:	Lisa McGonigle
Role within Organisation:	
Date Sent:	14/11/2019 8:40:08 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Looks like a thoughtful, considered option for the local community. Prefer how this option allows for better landscaping and facilities.
What would you like for landscaped area for option 1?	Seating ,Trees,Drinking fountain,Grass bank
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30285	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Tracy Va'a Submission No: 4
I am submitting:	For myself
Contact Address*:	9 Pauline Street Christchurch Christchurch
Postcode:	8062
Telephone number:	
Email Address:	tracesloss@hotmail.com
Date Sent:	11/14/2019 6:49:05 AM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	Looks tidier and inviting which the area needs. I also use the buses but mostly the next stop down Buckley's rd, but sometimes walk down to the Eastgate stop if it's raining as no shelter on the Rhona St stop.
What would you like for landscaped area for option 1?	Seating ,Trees,Drinking fountain,Paved area,Grass bank,Paved play area e.g.hop scotch, squares etc. Grass area
What would you like for landscaped area for option 2?	Seating ,Drinking fountain
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30269	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Joanna Ward Submission No: 3
I am submitting:	For myself
Date Sent:	13/11/2019 5:31:09 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 1 - Cul-de-sac Norwich Street
Why?	<p>I would prefer no change to Norwich St because I live on the street and use the intersection every day to commute to work and back.</p> <p>Also, the kind of people that hang around the bus stop would not appreciate any landscaping etc and would most likely use the new green space to congregate and use drugs etc.</p> <p>if I had to choose an option, I would choose option 1. This is only because it would stop speeding vehicles down Norwich St and my street would be quieter and safer.</p>
What would you like for landscaped area for option 1?	Seating , Trees, Drinking fountain, Paved area, Grass bank
What would you like for landscaped area for option 2?	
Are there any plants or colours you would like to see?	
Any other comments:	

ID No: 30268	
CHRISTCHURCH CITY COUNCIL Linwood Public Transport Hub - Received via Have Your Say - <i>Submissions close 5pm on 4 December 2019</i>	
Full Name*:	Brodie Williams Submission No: 2
I am submitting:	For myself
Date Sent:	13/11/2019 5:18:54 PM
Would you like the opportunity to speak about your feedback?	No
Which option do you prefer?	Option 2 - No left turn from Buckleys Road into Norwich Street
Why?	Think of emergency services trying to access the area.
What would you like for landscaped area for option 1?	
What would you like for landscaped area for option 2?	Seating ,Drinking fountain
Are there any plants or colours you would like to see?	
Any other comments:	I would like to put in for some disabled parking out the front of the mall on the street where the new taxi stand is if your popping in to pick up medication from unicham you have to try find a park this would make it more accessable for disabled people.

6. Hearing of Submissions / Ngā Tāpaetanga

Submitters who indicated that they wished to be heard in person will present to the Hearings Panel. A schedule of presenters can be found at the beginning of the volume of “Heard Submissions”.

7. Hearings Panel Consideration and Deliberation / Te Whaiwhakaarotanga
