

4 August 2023

David Palmer

By email: fyi-request-23460-7a38c5a8@requests.fyi.org.nz

Dear David

Customer Services
P. 03 353 9007 or 0800 324 636
200 Tuam Street
PO Box 345
Christchurch 8140
E. ecinfo@ecan.govt.nz
www.ecan.govt.nz

**Local Government Official Information and Meetings Act 1987 (“LGOIMA”):
Request for Information**

I refer to your email dated 10 July 2023 requesting information and consideration of late-night Metro services during weekends.

Environment Canterbury regularly receives requests for additional services, both within and beyond the times our service currently covers. These include requests from shift workers (particularly hospital nurses and medical staff) whose jobs commence or end just beyond the current hours of operation of our services.

We take these requests, along with the one you’ve presented, seriously. Our challenge lies in carefully weighing the demand for new services against what the community can afford.

Subsidised scheduled bus services are provided within Christchurch to service the basic needs of the public. They concentrate on travel to and from employment, education, retail opportunities and access to critical services such as health care.

The current hours of operation are limited to between 6am and 11pm, when most demand is highest. The current public transport network provides a hierarchy of services from more frequent (10-15 minute) all day services to less frequent connector and cross-town links.

Christchurch has previously had late-night Metro services, and these have had mixed results due to the difficulties in providing and maintaining appropriate standards of vehicle cleanliness, as well as safety and security for our staff and passengers. As a result, these services have been discontinued.

There are currently several commercial solutions that cater for late evening/early morning transport. These include taxi services, Uber, and bike/e-scooter hire schemes.

The Christchurch Public Transport Futures Business Case identifies future priorities to significantly increase service levels and patronage. This will involve additional expense to Greater Christchurch ratepayers to cover the service level upgrades. The business case did propose considering on-demand transport to cover the period not serviced by the current network. This proposal did not meet the investment criteria in the business case and did not progress to the shortlist of proposals for future investment.

There will be an opportunity for the community to comment on the PT Futures investment programme when the Regional Public Transport Plan is reviewed later this year or early 2024. I would encourage you to participate in this process and submit your suggestion at this time.

You will be aware that if you are not satisfied with this response, you are able to refer this matter to the Office of the Ombudsman under s27 (3) of the Local Government Official Information and Meetings Act 1987.

Should you require any further information or clarification, please do not hesitate to contact LGOIMA@ecan.govt.nz in the first instance.

Yours sincerely,

A handwritten signature in black ink, consisting of a large, stylized 'G' followed by a series of loops and a final flourish.

Giles Southwell
Director Corporate Services