

# metro

# HAVE YOUR SAY AND WIN!



METRO REVIEW  
**STAGE 3**  
Suggested  
Improvements

In Stage 1 the public asked for:

- More Frequent Buses
- An Orbiter Route
- Earlier & Later Buses & More

## DO YOU AGREE?





## The Process So Far...

Our bus services play an important role in Timaru. They help people get where they need to go, promote sustainable travel and add to our city's image. In April this year, Timaru residents were asked to have their say about the current bus services and how they should be improved in the future. Information was sent to all households with a freepost feedback form and a series of focus groups were also held to encourage people to share their ideas. We received 200 written responses with over 900 comments and suggestions. Thank you for your input.

## Creating Targets

A Passenger Transport Advisory Group was formed with 15 representatives from the local community. They have been meeting regularly to turn all of the public feedback into targets for the new Timaru Metro Strategy. This brochure contains 24 draft improvements which have been created from all of your suggestions.



## Target for Increasing Bus Usage

In Timaru, every resident makes the equivalent of 8 bus trips on average per year. This is quite low compared to 32 in Christchurch and 75 in Wellington. The improvements in this Strategy aim to increase this rate over the next ten years.

It is hard to set a patronage target until we know the frequency of the bus services. If the buses become more frequent they are more convenient so more people use them more often. The improved frequency of Timaru buses will depend on the costs involved and the government and community willingness to meet those costs.

Once this Strategy is adopted, new route and frequency options will be developed and the public will be asked which level of improvements they support. We can then set patronage targets and trial the improved services. If the targets are reached the services may continue in the long term.

## Overall Aim

The overall aim of the new Timaru Metro Strategy is to provide “a popular and sustainable bus service for Timaru”.

From 2001-7 the number of people using Timaru bus services declined. This situation has improved in the last two years since the introduction of new, wheelchair accessible buses and the Metrocard. The new Strategy aims to further improve the current services so they are more convenient for people and usage increases in the future so the services can continue.

## Have Your Say

Please read the improvements suggested by the public and tell us what you think. Simply send your comments to us on the attached freepost feedback form. We want to know which improvements you support and which are most important to you. All responses will go in the draw to WIN one of ten double movie passes and a \$10 Metro voucher.

## Your Suggested Improvements

These improvements are based on your feedback and aim to improve the Timaru Metro bus system so it is used more often. The Top 5 reflect the most common suggestions made by the public. The other improvements are grouped in themes and are in no particular order.

### The Top 5 Public Suggestions

1	Review all bus routes to provide faster, direct services into town and an Orbiter service which links key attractions around Timaru. Ensure these routes provide good access to key destinations such as health, education, sport and recreation facilities, work places, shopping areas and retirement villages.
2	Investigate options for increasing frequency across the Timaru Metro bus network. Consult the public on their preferred frequency and funding options and implement this for a trial period.
3	Increase operating hours so services start earlier and finish later to suit residents' travel needs.
4	Investigate the feasibility of operating smaller shuttle buses on some services.
5	Improve facilities at popular bus stops by installing more bus shelters or seats, particularly at the main central city stops.

## YOUR SUGGESTED IMPROVEMENTS CONT.

### Timetables, Routes and Frequency

6

Investigate the feasibility of providing better bus services to surrounding areas such as Washdyke, Temuka and Pleasant Point.

7

Continuously monitor and review timetables to ensure they meet residents' travel needs, allow smooth transfers between services and give drivers enough time to complete the route safely.

8

Investigate the demand to trial a Sunday bus service.

### Onboard the Bus

9

Improve driver training to ensure everyone enjoys a smooth, comfortable ride with friendly and courteous customer service.

10

Introduce a mystery shopper programme to monitor driver performance and bus quality and reward high performers.

11

Work with local schools and the community to improve the atmosphere onboard buses, especially before and after school.

12

Investigate other ways to enhance the experience onboard the bus through measures such as onboard bus hosts, air conditioning, music or entertainment.

### Vehicles

13

Introduce higher vehicle standards to enhance the passenger experience, such as more comfortable seats and larger bus stop buttons.

14

Increase the number of buses using more environmentally friendly fuels/technologies.

15

Investigate ways to provide more space for prams and wheelchairs onboard buses.

16

Make it easier to distinguish between different bus routes through measures such as different coloured signs or buses for each service.

## YOUR SUGGESTED IMPROVEMENTS CONT.

### Bus Facilities

- |    |  |
|----|--|
| 17 | Regularly review bus stop locations to ensure they are well spaced, accessible and convenient for passengers.  |
| 18 | Provide more locations to issue and reload Metrocards such as dairies and libraries.   |
| 19 | Once bus services have been improved to suit workers, this could allow the number of all day central city car parks to be reduced to encourage more commuters to use public transport. |

### Information and Marketing

- |    |  |
|----|--|
| 20 | Improve printed timetable information so it is easy to read and understand and show bus stop locations.                                  |
| 21 | Provide and promote electronic displays with real time bus arrival information at key bus stops and through the internet and cellphones. |
| 22 | Regularly promote the bus services and educate people by providing better information about the services.                                |
| 23 | Encourage more people to try the bus by having free travel days or services to special events.   |
| 24 | Lobby the Central Government to extend the hours of free travel for Super Gold Card holders.   |

### What Next?

Public feedback is due by **Friday 25 September**. The Passenger Transport Advisory Group will then consider all of the comments received and alter the proposed improvements if required. The new Metro Strategy will be drafted with more details about who is responsible for making the improvements and by when. It will then be presented to the Timaru District Council and Environment Canterbury for adoption by the end of the year.

### When Will the Improvements be Made?

The lifespan of the new Metro Strategy will be 2010-2020, with a review in 2015, so it will include a range of short to long term improvements. The final Strategy document will have more detail about when each improvement will be made. This will depend on which improvements you rate as the most important and when funding is available.

WHAT NEXT?

## How Will These Changes be Funded?

While some of the proposed improvements can be undertaken at little cost, some options will be more expensive. Public transport is funded through a combination of fares, local rates and government subsidies, so there will be more consultation regarding funding options for major improvements as the Strategy is implemented.

This is Stage 3 of the process – another opportunity for you to have your say!

Stage	What Happens
<b>Stage 1:</b> <b>April – May 2009</b> <b>COMPLETE</b>	<b>Review Started:</b> Brochures were sent to all households and community groups asking for feedback about public transport in Timaru now and in the future. Over 900 comments were received.
<b>Stage 2:</b> <b>May - July 2009</b> <b>COMPLETE</b>	<b>Feedback Analysed:</b> All of the public feedback was analysed to come up with proposed improvements.
<b>Stage 3:</b> <b>August - September 2009</b>	<b>Proposed Improvements Distributed:</b> Proposed improvements are sent out in brochures to all households and community groups asking for feedback. <b>HAVE YOUR SAY</b>
<b>Stage 4:</b> <b>September - October 2009</b>	<b>Proposed Improvements Reviewed:</b> Public feedback is analysed. More consultation is carried out and targets are changed if needed.
<b>Stage 5:</b> <b>October – December 2009</b>	<b>New Metro Strategy Finalised:</b> The targets are finalised and the new Metro Strategy is prepared. It is adopted by both Councils and launched before the end of 2009.

Want to know more?

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