


13. 10. 2008

**REPORT BY THE CHAIRPERSON OF THE  
HAGLEY/FERRYMEAD COMMUNITY BOARD  
1 OCTOBER 2008**

**PART A - MATTERS REQUIRING A COUNCIL DECISION**

**1. COLOMBO STREET BUS STOP EXTENSION (BETWEEN LICHFIELD STREET AND CITY MALL)**



<b>General Manager responsible:</b>	General Manager, City Environment, DDI 941-8608
<b>Officer responsible:</b>	Unit Manager, Transport and Greenspace
<b>Author:</b>	Tim Cheesebrough, Network Planning Team Leader James Brooks, Project Manager, ProDirections Christine Toner Consultation Leader

**PURPOSE OF REPORT**

1. To recommend to the Council that it resolve to approve the extension of two bus stops on Colombo Street, between Lichfield Street and City Mall, Platforms D and E of the Bus Xchange.

**EXECUTIVE SUMMARY**

2. Environment Canterbury (Ecan) and Christchurch City Council staff have requested that the Council resolve the extension and reconfiguration of two bus stops for the platforms (D and E) on Colombo Street, between Lichfield Street and City Mall, part of the Bus Xchange.
3. Currently there is Platform D on the east side and Platform E on the west side. Buses stop anywhere along each platform depending on their order of arrival. If a rear space is not available a bus may not be able to pull in front of another stopped bus. Thus we have a relatively frequent situation where a queue of buses develops in the traffic lane in Colombo Street, waiting for one bus to be able to pull in to its stop.
4. On the footpaths on both sides there is congestion at peak times with large groups of people standing in front of shop doors and windows, waiting for their bus. Bus passengers are often joined by other people who seem to be loitering there with no particular intent. After 3pm a major component of the waiting crowd is high school students, often high spirited, sometimes a nuisance, and usually noisy and insensitive. The latter comprise an 'element' on both Platform D and E that is considered intimidating to the clientele of many businesses in this stretch of Colombo Street.
5. Since the Bus Xchange was opened in 2001 there has been a 47 per cent increase in bus patronage overall. This financial year has seen an increase of six per cent to date. Forecast growth is projected to be five per cent per annum to 2015/16. Over the peak hours the bus volume at each platform from 2007/08 to 2012/13 goes from a bus arriving every 80 seconds to a bus arriving every 60 seconds. This will not only create overcrowding of the existing facilities but also unacceptable congestion on the footpaths and on the roadway that will impact on both public transport and private vehicles being able to enter the central city easily.
6. The proposed bus stop extensions are necessary to increase capacity of the Bus Xchange in response to increasing demand. This will manifest in a number of ways:
  - (a) The extensions will enable the separation of each platform into two – each part accommodating two buses and allowing space between each pair of buses so that each bus can pull in and two of the four buses for Platform D and three of the four buses on Platform E can pull out independently, that is without having to wait for another bus to move.
  - (b) This will reduce traffic congestion on Colombo Street caused by buses waiting to enter the platforms. At present this occurs at peak times and with increasing bus volume would occur more frequently if the platform extensions are not implemented.

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- (c) This congestion not only holds up the traffic flow, but also makes it difficult for private vehicles to enter the central city and use the short-term parking spaces located to the south of the bus platforms. All six short term parking spaces have been retained in the design (after consultation revealed that they are considered essential by local businesses, couriers and security firms servicing the banks and businesses).
  - (d) The platform extensions are also essential for the efficient operation of the new Transit Waiting Lounge being developed at 690 Colombo, next to the ramp linking Platforms D and E with the rest of the Bus Xchange.
  - (e) The Lounge is designed to attract passengers to wait inside, thus reducing congestion on the east side footpath.
  - (f) With the platform extensions, passengers will know where their bus is going to stop, whereas in the current scenario all buses share the entire platform, so any bus can stop anywhere along the full length, sometimes causing passengers to run up and down the platform. By making it easier for passengers to know where their bus will stop, the proposed bus platform extension will help reduce congestion on the footpaths.
  - (g) It is expected that the Transit Waiting Lounge will also be used to a lesser extent by north bound passengers waiting for buses departing from the west-side platforms, therefore effecting a reduction of congestion on that side as well.
  - (h) To further help reduce footpath congestion, the Real Time Timetable displays in the Metro Waiting Lounge and in shop windows beside the bus platforms will be enhanced to show where each bus is stopped and their time of arrival in minutes. Once bus passengers learn that this information is available, it is anticipated that many will use the Waiting Lounge while waiting for their bus.
7. At the same time, on the east side of Colombo Street, street furniture, clear screens and leaning structures will be removed from the footpath, resulting in much more space for foot traffic, queuing passengers and those passengers who choose to wait outside.
8. Three rounds of intensive one-to-one consultation have been carried out with property owners and tenants in the area, couriers, security firms and with the Central City Business Association and in the latter round with taxi companies. Details of the results of this study are summarised below.
9. A preferred option was developed, placing two bus stops to the north of the City Mall in the current Shuttle Stop and relocating Shuttle Stop south of Platform E (outside Ballantynes). This option also moved the south end of Platform D on the east side, north by about one meter to avoid triggering of the AMI sliding door by the movements of people boarding here. This option is now presented as the preferred option. After intensive consultation, the previous critics are now supportive of this option, and the opposition from business people north of the City Mall is limited to a few people who are concerned about bus fumes and again, the perceived unacceptable behaviour of some of the people who wait for buses. However there is support from retailers in this new location as well and most see the scheduled buses presenting little change from the existing shuttle bus.

**FINANCIAL IMPLICATIONS**

10. Costs for proposed street works for Platforms D and E including kerb work, signage and markings (approx \$250,000) will be met from the Transport Interchange budget.

**Do the Recommendations of this Report Align with 2006-16 LTCCP budgets?**

11. Yes.

**LEGAL CONSIDERATIONS**

12. The Council is the road controlling authority for all the roads along this section of the bus route, and has delegated the imposing of parking restrictions along the sides of these roads to the Board. The Land Transport rules provide for the installation of regulatory parking restrictions including bus stops.

Have you considered the legal implications of the issue under consideration?

13. Yes, see above.

**ALIGNMENT WITH LTCCP AND ACTIVITY MANAGEMENT PLANS**

14. LTCCP – Transport and Greenspace Capital Programme

**Do the recommendations of this report support a level of service or project in the 2006-16 LTCCP?**

15. As per above.

**ALIGNMENT WITH STRATEGIES**

**Do the recommendations align with the Council's strategies?**

16. Community Plan: Strategic Direction - Liveable City (3) Provide a safe, efficient and affordable transport system. Ensure access to goods and services, and work opportunities.
17. Christchurch City Council Parking Strategy S6.3 Commercial Areas (including central city) policies and methods: Policy 6G pt 11 Kerbside Parking Priority: Bus stops have No 1 priority over all other on-street parking use.
18. Christchurch Central City Revitalisation Strategy.

**CONSULTATION FULFILMENT**

19. Three rounds of intensive one-to-one consultation have been carried out with property owners, tenants in the area, the Central City Business Association, courier and security service providers, and in the latter round, with taxi companies and the Taxi Federation.
  - (a) Initially, all property owners, retail managers and business managers in Colombo Street between Lichfield Street and the City Mall, and the Manager of the Central City Business Association were visited by Council staff, shown the proposed plan of the Waiting Lounge, footpath changes and Option 1 bus stop extensions. Their feedback was recorded and a form was left for them to provide written feedback if they wished. Some interviewees provided further contact details for courier companies and security services whose drivers use the short-term parking spaces for delivery and pick up of goods and money. These contacts were followed up by telephone and personal visits.
  - (b) Key issues for retailers and businesses were as follows:
    - (i) Removal of short-term parking would create inconvenience, delay, loss of customers and in some cases could compromise the business very significantly.
    - (ii) The National Bank, Post Shop/Kiwi Bank, insurance companies and retailers need security services for the pick up and delivery of cash and other items. Security firms are not able to provide the level of service required to these businesses without short-term parking very close to the business premises. Security services cannot carry cash across the street or any distance away from their vehicle, in which a guard/driver remains 'on watch' throughout the deliver/collection process. Security people must be able to see each other throughout the process.
    - (iii) All retailers receive goods via delivery vehicle – mainly by courier, although some owners and managers bring their own product, change gas bottles, take away products for fashion shows or corporate business – all using the short-term parking or if that is already full, stopping on the yellow broken no stopping lines or the kerb build out currently at the south end of the existing bus stops.
    - (iv) One retailer and two insurance companies report that their customers use the short-term parking when they call in to drop off papers and product (suit hire) or to set down passengers (elderly or infirm insurance clients).

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- (v) There is only one other short-term parking option nearby, a Loading Zone in Lichfield Street west of Colombo Street. While short-term parking is possible in both Christchurch City Council parking buildings, this is not suitable for courier deliveries (it takes too long, is too far away for multiple trips with many boxes and packages, and some courier vehicles do not fit the building entrances).
- (c) Most of the retailers and businesses in this area already experience the following problems associated with the existing bus stops, and those adjacent to the proposed extension are strongly opposed to the project as they do not want more exposure to:
  - (i) damage to the exterior of their properties;
  - (ii) Disturbance to their business operation through noise and nuisance caused by unruly and sometimes violent crowds assembled along the existing bus platforms and beyond;
  - (iii) Intimidation of staff and customers by people described above;
  - (iv) Dirt, dust, air pollution (requiring extra cleaning) and noise from buses idling and accelerating away outside their premises.
- 20. In response to significant concerns about the loss of all 10 minute parking in this stretch of Colombo Street, the designers reworked the design to provide **Option 2**, which included a 13 metre 'Loading Zone, time limit 5 minutes at any time' space on the east side, and an 18 metre 'Loading Zone, time limit 5 minutes at any time' space on the west side, for use by retailers and security vehicles servicing retailers, insurance companies, The National Bank and Post Shop/Kiwi Bank.
  - (a) Couriers and the security companies were happy with Option 2, as were most retailers, although there were still concerns about spreading the crowd of waiting bus patrons along the footpath and in front of retail shops, the bank and ATM machines, and other businesses.
  - (b) Two of the major property owners accepted that the changes are needed to expedite public transport and now that the short-term parking is retained, are happy for the proposal to go ahead.
  - (c) The owner of the Mid City Centre and several tenants of those premises were opposed to the second option, because it involved buses stopping immediately outside the door of their building. They were worried about fumes and noise but in particular about the bus passengers waiting outside the property and their effect on security at the ATM machine, access to and visibility of retail, bank and business doorways and signage, and the presence of 'undesirable' individuals who are perceived to frequent the bus platforms at times now.
  - (d) The manager of AMI on the eastern side of Colombo Street was concerned that the queuing and boarding passengers would set off the automatic door to the AMI office, exposing the receptionist and office staff to cold winds, bus fumes and noise continuously.
- 21. In response to the opposition to Option 2, a third option was developed, entailing moving one pair of buses on the western side of Colombo Street to the current location of the Shuttle stop – north of City Mall, and replacing the Shuttle stop south of Platform E, outside Ballantynes. Option 3 also included moving the southernmost boarding point on the eastern side of Colombo Street north a few metres so that the AMI doorway problem would be avoided.
  - (a) After extensive consultation, the property owner and the management of the National Bank, and other tenants of the Mid City Centre who had previously objected to Options 1 and 2, indicated that they are satisfied with the changes proposed and will support Option 3.

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- (b) Some concerns have been expressed by the Central Business Association (proposing that the buses should not be routed along Colombo Street at all) and by retailers and businesses on the western side of Colombo Street north of City Mall (that they do not want bus passengers waiting outside their premises).

**STAFF RECOMMENDATION**

It is recommended that Council:

- (a) **Revoke the bus stop** currently on the **west side** of Colombo Street commencing at a point 55m north from its intersection with Lichfield Street and extending in a northerly direction for a distance of 51 metres.
- (b) **Revoke the bus stop** currently on the **east side** of Colombo Street commencing at a point 55m north from its intersection with Lichfield Street and extending in a northerly direction for a distance of 50 metres.
- (c) **Revoke the P10 parking spaces** currently on the **west side** of Colombo Street commencing at a point 23m north from its intersection with Lichfield Street and extending in a northerly direction for a distance of 23 metres.
- (d) **Revoke the P10 parking spaces** currently on the **east side** of Colombo Street commencing at a point 31m north from its intersection with Lichfield Street and extending in a northerly direction for a distance of 13 metres.
- (e) **Resolve that the stopping of vehicles be prohibited at any time**, on the **west side** of Colombo Street commencing at its intersection with Lichfield Street and extending in a northerly direction for a distance of 23 metres.
- (f) **Resolve that a "loading zone, time limit 5 minutes at any time"** be created on the **west side** of Colombo Street commencing at a point of 23 metres north from its intersection with Lichfield Street and extending in a northerly direction for a distance of 22 metres.
- (g) **Resolve that a "bus stop" be installed** on the **west side** of Colombo Street commencing at a 74.5 metres north from its intersection with Lichfield Street and extending in a northerly direction for a distance of 44 metres.
- (h) **Resolve that the stopping of vehicles be prohibited at any time**, on the **east side** of Colombo Street commencing at its intersection with Lichfield Street and extending in a northerly direction for a distance of 27 metres.
- (i) **Resolve that a "loading zone, time limit 5 minutes at any time"** be created on the **east side** of Colombo Street commencing at a point 27 metres north from its intersection with Lichfield Street and extending in a northerly direction for a distance of 12 metres.
- (j) **Resolve that a "bus stop" be installed** on the **east side** at Colombo Street commencing at a point 39 metres north from its intersection with Lichfield Street and extending in a northerly direction for a distance of 71 metres.
- (k) **Revoke the shuttle stop** currently on the **west side** of Colombo Street commencing at a point 2.5m north from its intersection with Cashel Street and extending in a northerly direction for a distance of 21 metres.
- (l) **Resolve that a "shuttle stop" be installed** on the **west side** of Colombo Street commencing at a point 46 metres north from its intersection with Lichfield Street and extending in a northerly direction for a distance of 28.5 metres.
- (m) **Revoke part of the taxi stand** currently on the **west side** of Colombo Street commencing at a point 26 metres north from its intersection with Cashel Street and extending in a northerly direction for a distance of 10 metres.

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- (n) **Resolve that a "bus stop" be installed** on the **west side** of Colombo Street commencing at a point 0.5 metres north from its intersection with Cashel Street and extending in a northerly direction for a distance of 33 metres.
- (o) **Revoke the taxi access to Platform E between the hours of 11pm and 6am** currently on the **west side** of Colombo Street.
- (p) **Resolve that taxi access be granted to Platform E between the hours of 12pm and 5am** currently on the **west side** of Colombo Street.

**BOARD RECOMMENDATION**

That the staff recommendation be adopted with the following amendments:

- (a) That clause (f) be changed from '**Resolve that a "loading zone, time limit 5 minutes at any time"** be created on the **west side** of Colombo Street commencing at a point of 23 metres north from its intersection with Lichfield Street and extending in a northerly direction for a distance of 22 metres.', to read '**Resolve that a "loading zone, time limit 10 minutes at any time"** be created on the **west side** of Colombo Street commencing at a point of 23 metres north from its intersection with Lichfield Street and extending in a northerly direction for a distance of 22 metres
- (b) That clause (i) be changed from '**Resolve that a "loading zone, time limit 5 minutes at any time"** be created on the **east side** of Colombo Street commencing at a point 27 metres north from its intersection with Lichfield Street and extending in a northerly direction for a distance of 12 metres.', to read '**Resolve that a "loading zone, time limit 10 minutes at any time"** be created on the **east side** of Colombo Street commencing at a point 27 metres north from its intersection with Lichfield Street and extending in a northerly direction for a distance of 12 metres'.

**(Note:** Tim Carter declared a possible conflict of interest and took no part in the discussion or voting thereon. Yani Johanson recorded his vote against the adoption of clauses (k) and (l) in the foregoing decision.)

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**BACKGROUND (THE ISSUES)**

22. Ecan and Transport Planners of the Christchurch City Council have requested that the Council resolve the extension and reconfiguration of the two bus stop platforms (D and E) on Colombo Street, between Lichfield Street and City Mall, part of the Bus Xchange. The bus stop extensions are necessary to increase capacity of the Bus Xchange in response to increasing demand (47 percent increase in bus patronage overall since the Bus Xchange opened in 2001 and six per cent increase this financial year).
23. Platforms D and E currently become extremely congested at peak times, making the footpath nearly impassable and waiting unpleasant for passengers. Local businesses have complained about passengers and other people 'loitering' in shop doorways, concealing advertising signage and blocking entranceways. From Ecan's Bus Xchange passenger count on 6 September 2007, patronage at platforms D and E from 7am-6pm was as follows:

<b>Platform</b>	<b>7am - 6pm passenger count</b>
D boarding	2021
D alighting	1470
D total	3491
<hr/>	
E boarding	1387
E alighting	1944
E total	3331

24. The Metro Strategy 2006 has a target of growing public transport use by five percent per annum to 2015/16. Under this scenario patronage to the Bus Xchange will grow by 28 percent between 2007/08 and 2012/13. Assuming peak bus numbers grow in line to support this patronage growth then total bus numbers using Colombo Street bus stops would grow as shown in the following am and pm tables:

<b>AM Peak</b>	<b>2008</b>	<b>2012</b>
Platform D	45	57
Platform E	44	56
<b>PM Peak</b>		
Platform D	37	47
Platform E	36	46

25. This growth is anticipated to create even more undesirable congestion in and around the existing Bus Xchange, involving major fire safety concerns prior to the new transport interchange being completed, unless additional capacity is added.
26. In addition, the Council is advised by Ecan that any capacity issues within the off-street part of the Bus Xchange are expected to be addressed by shifting services to platforms D and E.
27. Over the am peak hour the bus volume at each platform from 2007/08 to 2012/13 is anticipated to rise from a bus arriving about every 80 seconds to a bus arriving every 60 seconds. The current three stops on each platform allows an average of four minutes dwell time per bus. In reality of course bus arrivals are not evenly spread throughout the peak hour with some bus arrivals coinciding, and a tendency to schedule more buses around certain times within the hour.
28. The key data available on the proposal to expand Platforms D and E shows that an extra stop on Platform D and E will allow the current level of service of four minutes per bus to be maintained at 2012 bus volumes. Otherwise the level of service will decline by a quarter with just three minutes per bus by 2012 with current bus stop numbers.
29. Three minutes per bus is likely to be insufficient when allowing for the factors above. It is likely that there will be bus congestion and queuing of buses on Platforms D and E with effects on the overall efficiency of Colombo Street for all buses. Buses queued to stop on D and E may also block the way for buses going to/from the off-street platform in the Xchange.

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30. To relieve the footpath congestion, a new Metro Waiting Lounge is to be developed at 690 Colombo Street in the shop that was the Shoe Clinic, next to the ramp linking Platforms D and E with the rest of the Bus Xchange. Construction of the Metro Waiting Lounge is to start soon and is expected to be finished before the Christmas period.
31. At the same time, on the east side of Colombo Street, street furniture, clear screens and leaning structures will be removed from the footpath, resulting in much more space for foot traffic, queuing passengers and those passengers who choose to wait outside.
32. In addition, bus platform extensions are essential for the efficient operation of the Metro Waiting Lounge. The changes will enable the separation of each platform into two – each part accommodating two buses and allowing space between buses so that each bus can pull in and pull out independently, without having to wait for another bus to move. By having pairs, this will enable improved efficiency for buses entering and exiting the platform and reduce confusion for patrons by separating each platform into two parts.
33. Real Time Timetable displays in the Metro Waiting Lounge and in shop windows beside the bus platforms will be enhanced to show where each bus is stopped and projected time of arrival in minutes. Once bus passengers learn that this information is available, it is anticipated that most will use the Lounge.
34. Several options for the bus platform extensions have been proposed, and three rounds of public consultation have been completed with the property owners, business owners and managers and service providers such as couriers and security services. In the latter round, taxi companies and the Taxi Federation were included.

**THE OBJECTIVES**

35. The objectives for the project are as follows:
  - Reduce congestion on the roads.
  - Reduce congestion and improve pedestrian flow on the footpaths.
  - Improve public safety by providing a safe, comfortable and well lit waiting area.
  - Increase capacity of the current Bus Exchange.
  - Improve the efficiency of the current Bus Exchange.
36. The scope of the project covers:
  - Addition of one bus stop each for both Platforms D and E in Colombo Street.
  - Rationalisation of existing street furniture of Platform D.
  - Small kerb alteration work to extend existing kerb alignment.
  - Removal of existing mountable kerb island.
  - Removal of P10 restricted parking.

**THE OPTIONS AND ASSESSMENT**

**Option 1**

37. This option involves the extension of both platforms on the east and west of Colombo Street achieved by the removal of the kerb build-outs, removing all short-term parking on the west side, and all but one short term park on each side. The result is a 74 metre long bus platform (in two sections) and one (8.5 metre) 'Loading Zone' on the east side; and an 85 metre long bus platform (in two sections) and one (8.5 metre) 'Loading Zone' on the east side.
38. Pros for Option 1:
  - (a) The new platform layouts allow all four buses in Platform D and E to exit independently. This will eliminate the time buses currently wait to exit platform D and E due to buses in front still loading passengers.



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39. Cons for Option 1:

- (a) Strong opposition by some retailers and property owners to the loss of short term parking and extension of bus stop platforms in front of their shops and businesses.
- (b) Removal of six existing P10 parks.

**Option 2**

40. This option involves the extension of both Bus Platforms on both sides of Colombo Street, achieved by the removal of the kerb build-outs, moving the front of the west side bus stop as far north as possible in relation to Cashel Street, and removing one P10 parking space on the west side. The result is a 79 metre long bus platform and a 18 metre 'Loading Zone, P5 time limit at all times' spaces on the west side, and a 69.5 metre long bus platform and a 13 metre 'Loading Zone, P5 time limit at all times' spaces on the east side.

41. Pros for Option 2:

- (a) The new platform layouts:
  - (i) Increase the efficiency of the Bus services provided for platform D and E.
  - (ii) Increase the capacity of the current Bus Xchange – enabling it to accommodate the predicted future growth for public transport (buses) until the new Transport Interchange has been built.
  - (iii) Allow buses to enter in pairs and adds a fourth bus stop to both Platform D and E. This will reduce congestion on Colombo Street caused by multiple buses queuing to enter platform D and E during peak periods.
  - (iv) Allow three of the four buses in both Platform D and E to exit independently. This will eliminate the time buses currently wait to exit platform D and E due to buses in front still loading passengers.
- (b) The P5 Loading Zones allow for retailers, couriers, freight companies and security vehicles to service local retailers and provide more frequent turnover of parking – subject to enforcement.
- (c) Rationalisation of existing street furniture and widening of footpath in some areas provides greater footpath capacity for pedestrians and improves visibility. This will also reduce footpath congestion.
- (d) The new, safe and comfortable off-street waiting facility will encourage people to wait there rather than on the street.
- (e) Increased facade lighting and the installation of additional cameras will increase public safety and improve local retail store security. This will also help discourage vandalism of retail frontages.
- (f) New Real Time Timetable Displays will show live updates of incoming buses. This will help clarity, promote the use of the waiting lounge and reduce queuing on Colombo Street by bus patrons.

42. Cons for Option 2:

- (a) Removal of six existing P10 public parks and replacing with five P5 Loading Zones (limited to any vehicle loading or unloading any item).
- (b) More expensive option than Option 1.
- (c) Greater kerb work required when compared to Option 1.

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- (d) One bus from Platform D and E cannot exit independently. Not the most optimal solution for ECan and the bus companies.

**Option 3**

43. This option involves the extension of both bus platforms on both sides of Colombo Street, achieved by the removal of the kerb build-outs, locating one pair of buses on the west side bus stop (Platform E) north of Cashel Street (City Mall) in the current Shuttle Stop and relocating the Shuttle Stop south of the second pair of buses (outside Ballantynes). The result is a 76.5 metre long bus platform (in two sections) and a 22 metre 'Loading Zone, P5 time limit at all times' spaces on the west side, and a 66.5 metre long bus platform and a 12 metre 'Loading Zone, P5 time limit at all times' spaces on the east side.

44. Pros for Option 3:

- (a) The new platform layouts:
  - (i) Increase the efficiency of the bus services provided for platform D and E.
  - (ii) Increase the capacity of the current Bus Xchange – enabling it to accommodate the predicted future growth for public transport (buses) until the new Transport Interchange has been built.
  - (iii) Allow buses to enter in pairs and adds a fourth bus stop to both Platform D and E. This will reduce congestion on Colombo Street caused by multiple buses queuing to enter platform D and E during peak periods.
  - (iv) Allow two of the four buses on Platform D and three of the four buses on Platform E to exit independently. This will help eliminate the time buses currently wait to exit platform D and E due to buses in front still loading passengers.
- (b) The P5 Loading Zones allow for retailers, couriers, freight companies and security vehicles to service local retailers and provide more frequent turnover of parking – subject to enforcement.
- (c) Rationalisation of existing street furniture and widening of footpath in some areas provides greater footpath capacity for pedestrians and improves visibility. This will also reduce footpath congestion.
- (d) The new, safe and comfortable off street waiting facility will encourage people to wait there rather than on the street.
- (e) Increased facade lighting and the installation of additional cameras will increase public safety and improve local retail store security. This will also help discourage vandalism of retail frontages.
- (f) New Real Time Displays will show live updates of incoming buses. This will help clarity, promote the use of the waiting lounge and reduce queuing on Colombo Street by bus patrons.
- (g) Most widely accepted option by retailers, landowners and service companies when compared to option 1 and 2.

45. Cons for Option 3:

- (a) Not the most optimal solution for bus operations. Two buses from Platform D and one bus from Platform E cannot exit independently
- (b) More expensive option than both Option 1 and 2.
- (c) Greater kerb work required when compared to Option 1.

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**Option 4 (Status Quo)**

46. The current situation is under pressure even now, with frequent queuing of buses in the traffic lanes as they wait for a space on the platform. The current cluttered and crowded footpath is also unsatisfactory – it is not an acceptable level of service for passengers nor for the surrounding business community and clients/customers thereof. Leaving the platforms as they are will create increasing congestion as the numbers and frequency of buses increases as forecast. There are health and safety issues and a fire risk. It is not recommended as it will discourage public transport patrons from using this service. It will encourage people to use private modes of transport to avoid the inconveniences and congestion from increased bus patronage. With predicted increases in bus patronage this will deem the current Bus Xchange unsafe, with major fire safety concerns prior to the new transport interchange being completed.

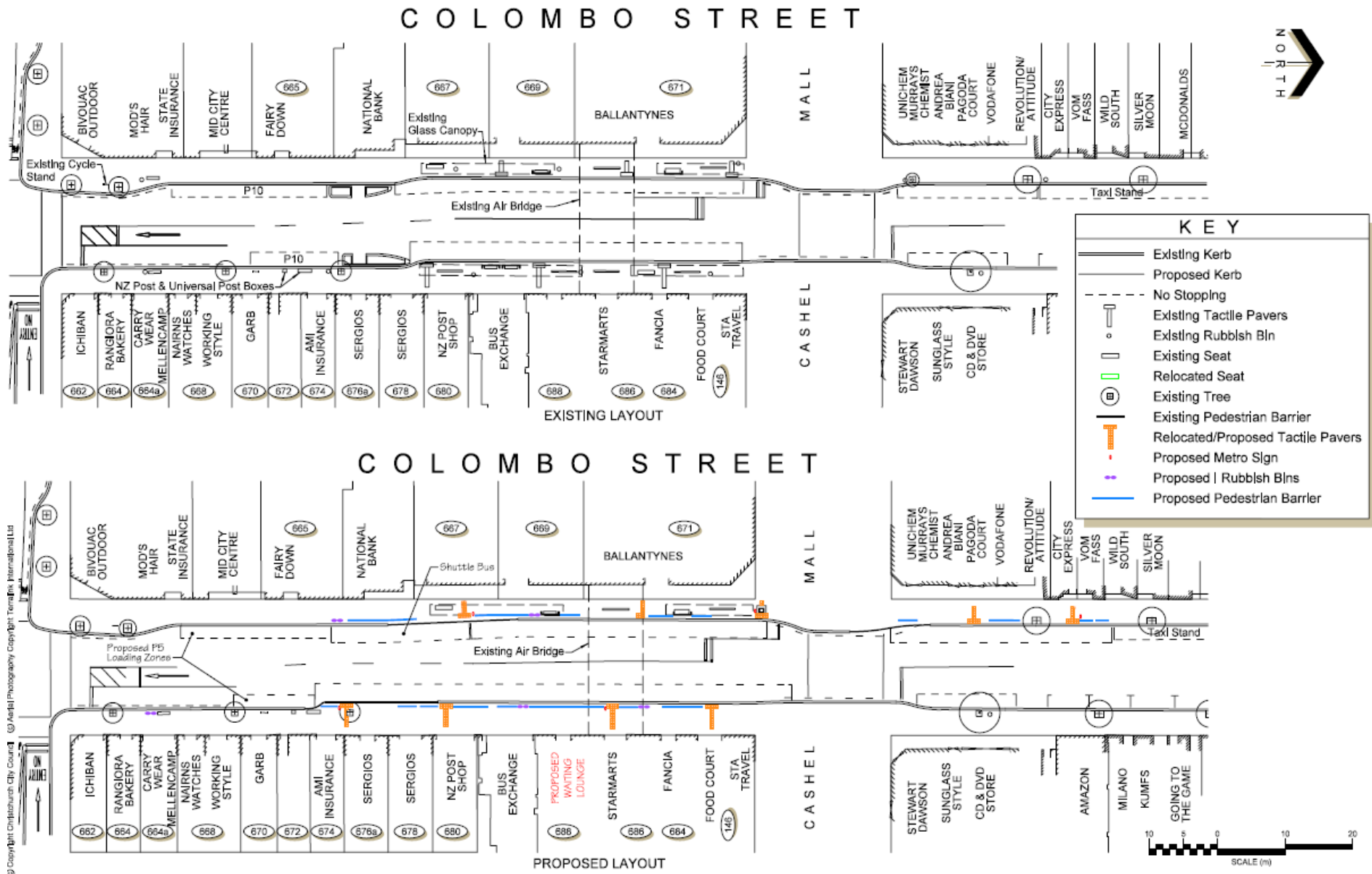
**47. Other options considered but not explored further**

(a) A number of other options were considered by the design team. These included:

- (i) Reducing the gap between the buses. This would not meet current standards, would not allow buses to exit independently and would not cater for the new 13.5m buses due to be introduced by bus companies.
- (ii) Moving part of the platforms north. The proposed design has moved the buses as far north as possible so as not to cause conflict with the Cashel Street/Colombo Street intersection traffic signals and the City Centre tramway project.
- (iii) Move part of the platform south of the Lichfield Street/Colombo Street intersection along Colombo Street. This was deemed to provide inconvenience for bus patrons, be too far away from the current Bus Xchange and cause the same concerns by local retailers.
- (iv) Move the fourth Bus stops for each platform into the current Bus Xchange. The current Bus Xchange does not have the capacity to do this. This would also change the proposed routes for these buses.
- (v) Provide temporary parking south of the Lichfield Street/ Colombo Street intersection along Colombo Street. This was deemed to provide no greater benefit than current car parking buildings (that provide one hour free parking).

**THE PREFERRED OPTION**

48. The preferred option is Option 3.



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