

Officer responsible City Streets Manager	Author George Hadley
Corporate Plan Output: 9.5.16 Shuttle Bus	

The purpose of this report is to provide information regarding the initial start-up period for the Shuttle.

PASSENGER FIGURES

The service commenced on 12 December 1998 and was immediately well received by the Christchurch community and the number of people using the service initially has far exceeded expectations. It was very difficult to predict the number of people who would use the service. However, based on a similar service that operates in Perth, Australia, it was felt that a patronage of 300,000 passengers per annum would be an excellent result.

Christchurch Transport Ltd, the service operator, have been undertaking passenger counts for the City Council. Between 24/12/98 and 24/1/99, a period of 29 days, an estimated total of 62,000 passengers were carried by the Shuttle service. If this level of patronage continued it would equate to approximately 750,000 passengers per annum. The minimum number of passengers carried in a single day was 1,000 on Sunday 3/1/99, whereas the largest number of people carried was 3,200 on Friday 22/1/99.

As can be seen from the above figures the patronage far exceeds initial predictions. One of the problems that this has created is that at the busiest times the Shuttle is operating at full capacity, which is 41 passengers. The outcome of this is that there have been occasions when passengers have been unable to board the Shuttle and are left waiting at the stop. Whilst it is too early to recommend that an additional vehicle be provided to cater for this demand, if the current passenger usage continues it will certainly need to be considered in the future.

The Shuttle vehicle did experience initial start up problems, as would be expected from a totally new vehicle using the very latest in battery and electric motor technology. Because of these early problems passenger numbers were not recorded for the initial period of operation. The Shuttle vehicles, although they are still experiencing minor problems, are now working consistently throughout the day.

OTHER MATTERS

The response from a wide variety of sources has been very encouraging eg:

1. Numerous passengers have telephoned the City Council to express their appreciation of the service and enquire about the electric shuttle.
2. The Shuttle drivers have also reported a positive response from passengers.
3. There have been numerous requests from other organisations, technical journals, television and press for information regarding the service and the shuttle vehicle.
4. The Inner City Promotions Team have expressed their satisfaction with the service.

5. City centre retailers and businesses, who although it is too early to report the effect on turnover, have welcomed the introduction of this service.
6. Additional Shuttle publicity leaflets have had to be printed due to the heavy demand.

STEERING GROUP

During the planning and implementation stages of the service a working party consisting of representatives from Christchurch City Council, Christchurch Transport Ltd, Designline Ltd (the Shuttle manufacturer) and Canterbury Regional Council was formed. Now that the service is running the Committee's views are sought on the formation of a steering group. This will probably consist of representatives from the same organisations and monitor the operation of the service and provide management direction to the various business partners involved with the project.

- Recommendation:**
1. That this information be received.
 2. That a steering group be formed to monitor the operation of the Shuttle service and provide management direction to the various business partners involved with the project.

Chairman's

- Recommendation:**
1. That the above recommendation be adopted.
 2. That the need for the allocation of additional funds for an expanded shuttle service be considered at the Committee's Annual Plan meeting.