

Christchurch Transport Operations Centre Frequently Asked Questions - July 2013

1. What is the Christchurch Transport Operations Centre?

The Christchurch Transport Operations Centre is a partnership between the Christchurch City Council, the NZ Transport Agency and Environment Canterbury to monitor and manage the roading network, both local roads and state highways to improve traffic flows, thereby reducing congestion and delays on all routes, but in particular along key commuter, public transport and freight routes. The centre will also build systems to inform the customers of the state of the network, enabling customers to make smart transport choices.

2. Who is operating the Christchurch Transport Operations Centre?

The Christchurch Transport Operations Centre is a partnership with the Christchurch City Council, the NZ Transport Agency and Environment Canterbury.

3. Where is it located?

It is based on the fourth floor of the Christchurch City Council's Civic Building, 53 Hereford Street.

4. What does the Centre actually do?

The Christchurch Transport Operations Centre staff will:

- monitor what is happening on the roading network through live video links;
- be involved in a number of real-time traffic monitoring surveys;
- review customer complaints to identify hotspots and introduce mitigation measures;
- review and map all temporary traffic management plans to improve traffic congestion and reduce delays;
- ensure real-time traffic information is widely available to all road users; and
- look to introduce a range of initiatives all designed to improve traffic flows throughout the city.
- manage road closures for all rebuild works, such as SCIRT and the vertical rebuild, to ensure optimum traveller choices.

5. How do I access the information about what is happening on the road network being produced through the Christchurch Transport Operations Centre?

The one source for real-time information about what is happening on our roads is the transportforchristchurch.govt.nz website. This website will keep

you up-to-date with planned events on our roading network, from road works sites where there are delays through to road closures and any weight restrictions on various roads and bridges.

6. Can I access this information from my phone?

Yes, road users wanting this information on the go can download the transportforchristchurch mobile app. It operates on iPhone, iPod Touch and Android devices and can be accessed from the following link or QR codes:

<http://www.transportforchristchurch.govt.nz/mobile-app-for-christchurch-road-users/>

iPhone



Android



7. What work are you doing to improve traffic congestion?

The Christchurch Transport Operations Centre has started to look at how to improve traffic delays and minimise driver frustration, in particular at road works sites, with a series of trials already underway. The trials are looking at whether we can use less signage, new road layouts, alternative speed management and better messaging to make it easier for road users.

It is also working on optimising travel along key corridors by altering traffic signal operations and lane configurations.

8. When will these trials be finished?

The first results of this work are expected to be known within the next couple of months. It is important to understand that the safety of both road workers and road users remains our top priority and we will only be making changes where we do not compromise any levels of safety.

9. How long will the issues we're experiencing take to resolve?

The Christchurch Transport Operations Centre is already working on a number of initiatives to improve the city's traffic problems. However, it will take time to for road users to notice significant change as much of what we are doing will result in incremental change over time that will make it easier to move about Christchurch.

10. What other things are you doing to improve traffic congestion?

The Christchurch Transport Operations Centre will be mapping customer feedback about traffic and the network's performance to identify hotspots; it will monitor real-time traffic flows on key commuter, freight and public transport routes; review and map all temporary traffic management plans to reduce congestion and delays; and ensure real-time traffic information is available to all road users. Other projects will be identified as the traffic environment changes.

11. What else is planned to make it easier for me to get about the city?

Work is already underway where road users can sign up to email and text alerts about the roads they travel on regularly, so we can personally let them know of upcoming temporary works or emergency situations and suggested detours to enable them to avoid roads with delays.