

Transport 2025

Feedback on travel and transport related issues in Christchurch

Life in Christchurch

Prepared by Monitoring & Research

Key Messages



Travel by car

Car travel remains the most common way to travel in Christchurch. Use of travel by car at least once a month remains consistently high amongst respondents at 94%.

Car travel rated the lowest of the modes for overall journey satisfaction, with only 48% of respondents who travel by car reporting they feel satisfied or very satisfied with journeys made by car. This is relatively consistent with previous years. The main concerns raised related to limitations restricting traffic flow/speed (e.g. congestion, roadworks, and speed restrictions such as speed limits and speedhumps).



Travel by walking

63% of respondents walk more than once a month to various activities. This was the same as 2024, and an increase from 55% in 2022, and 60% in 2023. 81% of respondents who walk regularly report they find walking in Christchurch easy or very easy and 80% are satisfied with their journey when walking.

Open feedback about walking tends to be a mix of sentiments with many expressing positive sentiment but many expressing concern as well. The main topics of concern include; sharing paths with cyclist and e-scooters, the condition of the footpaths, and dangerous / lacking crossings.



Travel by biking

Travel by bike has remained relatively consistent amongst respondents over the past 4 years with 35% saying they have travelled by bike more than once a month in the past 12 months. 78% of respondents who travel by bicycle find it easy or very easy to travel by this mode and 78% are also satisfied with their journey. Both the sense of ease and satisfaction has increased steadily since 2022, from 62% and 64% respectively.

Feedback generally includes topics such as positive feedback towards the cycle network, a wish for a greater cycle network in general or in specific areas, the importance of safety, and how the cycle network could be improved.



Travel by public transport

32% of respondents report using public transport at least once a month. Travel by public transport is trending up (25% in 2022, 29% in 2023, and 30% in 2024.) Ease of travel by public transport and satisfaction with the journey has also increased over time. 74% of public transport users report that travel by this mode is easy or very easy and 73% are satisfied with their journey when taking public transport.

While many are satisfied and provide positive feedback, key issues raised include mixed opinions on routes, locations of bus stops, reliability/unreliability, frequency, cost, the time it takes, concerns around safety, and mixed feedback about the drivers.



Travel by e-scooter

6% of respondents report using an e-scooter at least once a month, similar to results in 2023 (7%) and 2022 (6%). 73% of e-scooter users are satisfied with their journey using this mode of travel.

About this Report

Feedback from the community about travelling in Christchurch was collected via the Council's Life in Christchurch survey programme in November/December 2025. The Life in Christchurch surveys are an ongoing initiative designed to gather feedback from residents on various aspects of life in the city. These surveys cover a wide range of topics, and the feedback collected helps inform the Council's decision-making processes. Residents can subscribe to these surveys to regularly share their opinions and contribute to the future of their city.

The survey asked a series of closed (quantitative) questions, with a number of options provided for respondents to provide open, written feedback. The closed questions used five-point likert scales with a 'don't know' option where appropriate. Respondents could choose to not answer all questions as well. These responses are summarised in this report.

Who did we hear from

The survey was open in November and December 2025. During this time, we heard from 5,045 respondents.

These respondents were from all walks of life. There was a range of ages, a mix of genders (49% identified as men, 50% as women and 1% as non-binary/another gender) and ethnicities. All Wards and Community Boards were well represented and a small proportion even came from outside of Christchurch.

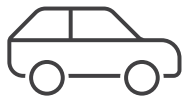
For more details on the demographics of those we heard from, please see "Demographics of respondents" at the end of the report.

Respondents By Community Board and Ward								
Waihoru Spreydon-Cashmere-Heathcote	25%	1248	Waimāero Fendalton-Waimairi-Harewood	18%	894	Waipapa Papanui-Innes-Central	17%	839
Spreydon	5%	263	Fendalton	6%	321	Papanui	3%	170
Cashmere	12%	606	Waimairi	5%	242	Innes	8%	391
Heathcote	8%	379	Harewood	7%	331	Central	6%	278
Waipuna Halswell-Hornby-Riccarton	16%	832	Waitai Coastal-Burwood-Linwood	16%	786	Te Pātaka o Rākaihautū Banks Peninsula	3%	153
Halswell	9%	441	Coastal	6%	308	Banks Peninsula	3%	153
Hornby	2%	114	Burwood	5%	259	Outside of Christchurch / unknown suburb	6%	289
Riccarton	5%	277	Linwood	4%	219			

How are people travelling in Christchurch?

We asked respondents to think of their journeys to work, education, shopping, social activities, and sport and recreation over the past year and if they had travelled with the below modes of transport within Christchurch more often than once a month.

Travel by active modes increased overall in 2025.



Car travel remains the most used mode of transport amongst respondents and has remained relatively consistent over time. In 2025, **94% travelled by car** more often than once a month (n=4544).

In 2025, **27%** of respondents (n=1243) who regularly travel by car own or have access to a full electric or hybrid vehicle, which is trending up (24% in 2024, and 21% in 2023).



63% walk more than once a month to work, education, shopping, social activities, or recreation (n=2842).

This is consistent with 2024.



Cycling has remained relatively stable since 2022 with approximate a third of respondents cycling.

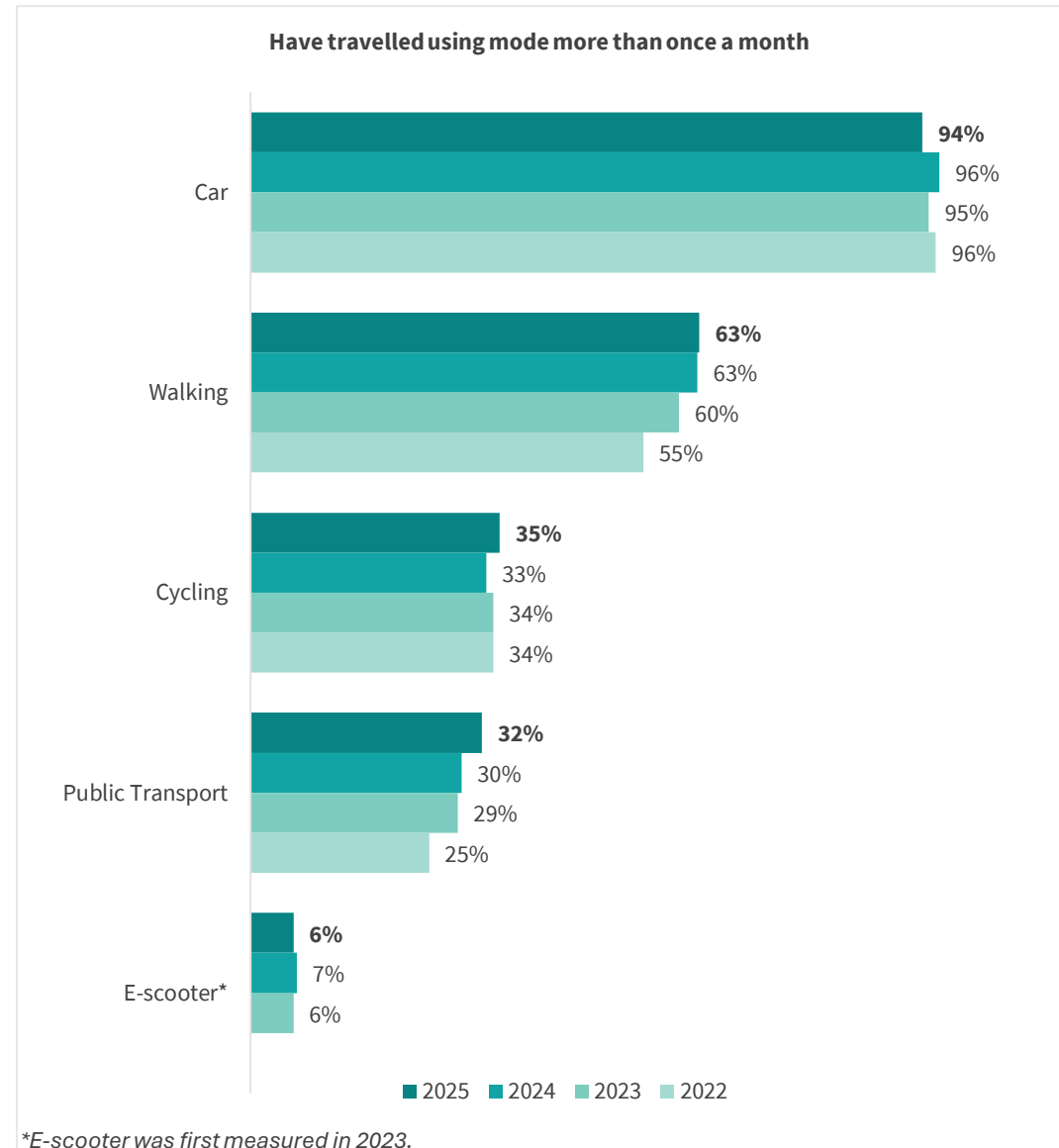
Amongst those biking, 41% (n=701) travel by e-bike, consistent with 2024 and 2023 (41% and 40% respectively).



Travel by **public transport** at least once a month **has increased by 7%** since 2022.



Travel by **E-scooter** at least once a month has remained relatively **consistent** since 2023.



Who takes what type of mode of transport?

There are several significant differences in respondents' ages, incomes and where they live or work when it comes to how they choose to travel.

 Respondents of certain ages tend to use different modes more.	 Where respondents live have an influence on travel choices.	 There is a relationship between income and mode(s) of transport used
- Respondents aged 24 years and under are more likely to use public transport or bike, compared to other age groups. - Respondents aged 25- 34 years are more likely to use active modes (walk, bike, public transport and e-scooter) compared to other age groups. - Respondents aged 35 – 49 years are more likely to travel by biking or e-scooter. - Those aged between 50 – 64 years are more likely to travel by car or biking, and are less likely to use public transport. - Respondents aged 65 years and over are more likely to travel by public transport.	- The ward a respondent lives in does not significantly impact decisions to travel by car more than once a month. - Respondents who live and/or work more centrally are more likely to choose active modes of transport - Respondents from Cashmere, Waimairi, Central, Riccarton and Linwood are more likely to use public transport.	- Respondents with higher incomes are more likely to report using cars, bikes, and e-scooters more than once a month. - Respondents with lower household incomes were significantly more likely to report using public transport more than once a month.

Changes to how people are travelling in Christchurch



Public transport and **cycling** saw the greatest proportions of respondents using these transport modes **more frequently** than they did 12 months ago. **30%** (n= 446) of public transport users and **28%** (n= 461) of cyclists increased their frequency of use compared to 12 months ago.



Car travel and **e-scooting** were the two modes of transport that saw a greater percentage of respondents using this travel mode **less often** now than respondents using it more often (20% and 24% respectively). All other modes saw a greater percentage of respondents using the travel modes more often now than respondents using them less often.



Across **all transport modes**, the majority of respondents (56% - 72%) use each travel mode at about the same frequency as 12 months ago.

“

“As we have just retired my husband and I are quite likely to use our SuperGold card and travel more on the bus saving on parking fees etc.”

“I have moved from 6kms from the centre of town to 2kms.”

“I drive more often now as I have employment to be able to pay for petrol and access things like the gym or pub quizzes.”

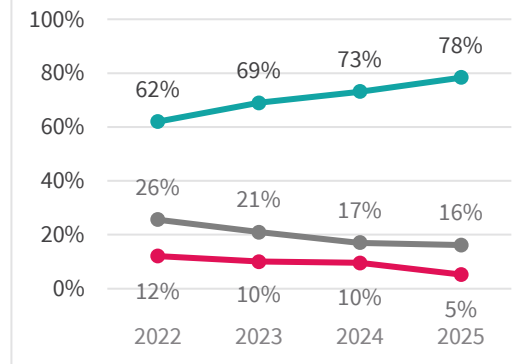
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Ease of travel

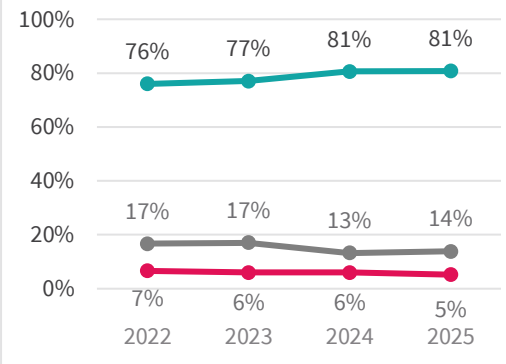
It has been getting easier to travel by active modes of transport in Christchurch since 2022



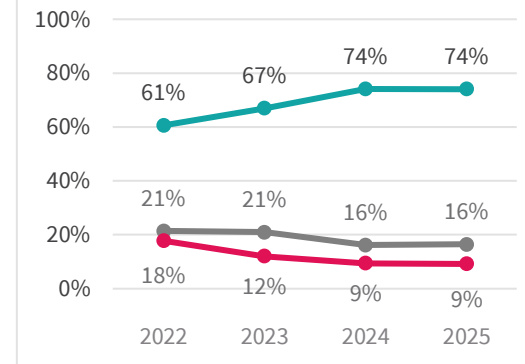
78% (n=1343) of respondents who travel by **bicycle** find it **easy or very easy** to travel by this mode.



81% (n=2467) of respondents who **walk** regularly find walking in Christchurch **easy or very easy**.



74% (n=1161) of **public transport** users report that travel by this mode is **easy or very easy**.



— Easy/Very easy — Neither — Difficult/Very difficult

What makes cycling difficult for respondents (top 7 reasons)

- Sharing the roads with cars
- Inconsiderate and dangerous behaviour from other road users
- Not enough separated cycleways
- Sharing the roads with buses and heavy vehicles
- Cycleways are not in the right locations
- Not enough cycle lanes (a designated strip on the road)
- Narrowed lanes are making it difficult to use some roads and streets

What makes walking difficult for respondents (top 6 reasons)

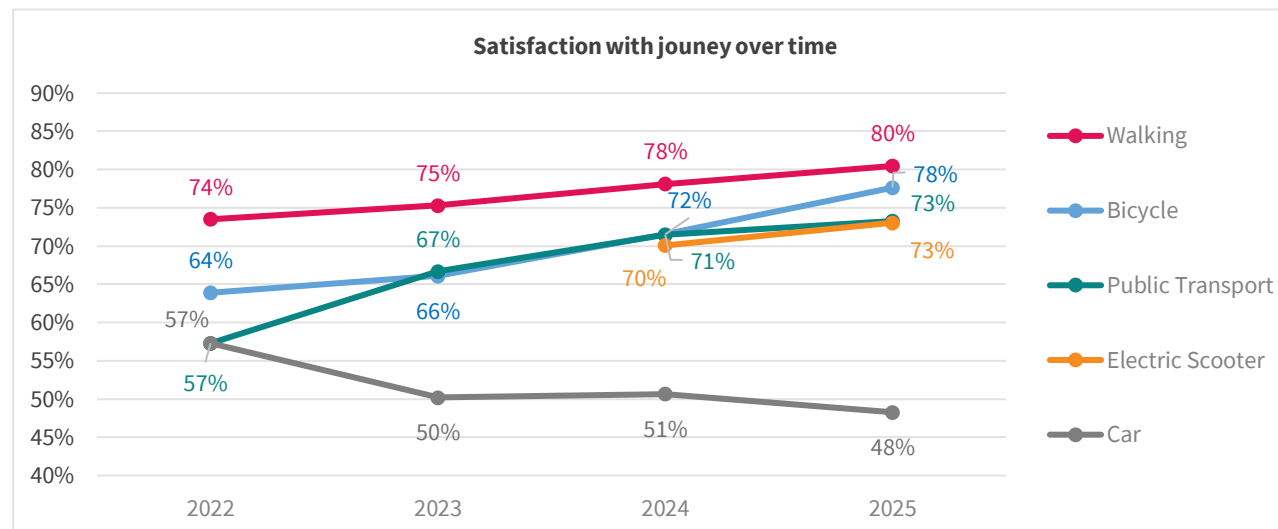
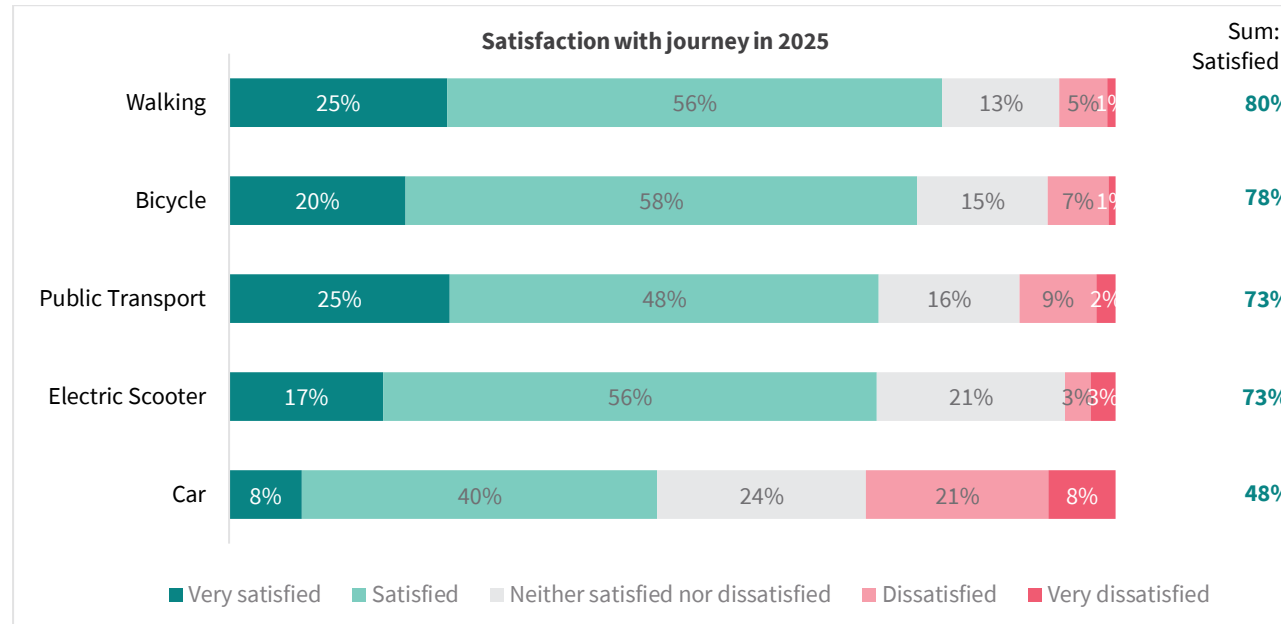
- The quality of footpaths
- Electric scooters on the footpaths
- Construction activity encroaching on footpaths
- People on bikes using the footpaths
- The location and quality of pedestrian crossings
- Electric scooters in shared public spaces

What makes using public transport difficult for respondents (top 6 reasons)

- The routes and connections are not direct enough
- The service is not frequent enough
- It doesn't always turn up on time
- Road congestion and journey time
- The service is unreliable
- Bus stops are not conveniently located

Journey Satisfaction

We asked respondents to consider journey satisfaction when considering aspects such as time taken to get to their destination, the quality of roads, footpaths and cycleways, safety, and ease of travel.



Satisfaction with journeys is improving when walking, cycling, taking public transport, or an electric scooter.

80% (n=2158) of respondents are **satisfied** with their journey when **walking**. This has trended upwards since 2022.

78% (n=1284) of respondents are **satisfied** with their journey when **biking**. This has trended upwards since 2022.

73% (n=1121) of respondents are **satisfied** with their journey when taking **public transport**. This has trended upwards since 2022.

73% (n=206) of respondents are **satisfied** with their journey when using an **e-scooter**. This is up on 2024 (71%).

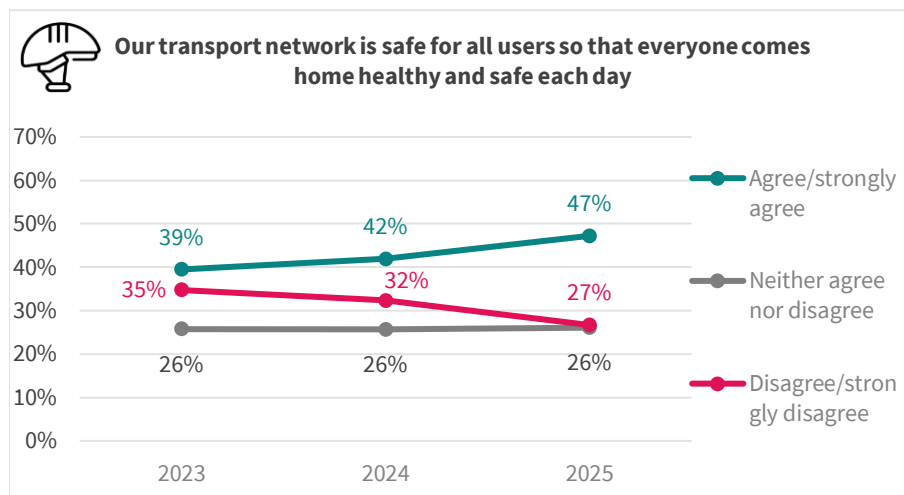
48% (n=2158) of respondents are **satisfied** with their journey when using a **car**. This is trending downwards compared to 2022.

Transport Safety

The safety of our transport network is improving, though it still receives mixed reviews from respondents.

Trending up, 47% (n=2199) of respondents agree or strongly agree that our transport network is safe for all users so that everyone comes home healthy and safe each day (9% strongly agree, 39% agree).

Similarly, fewer respondents who cycle, walk, or scooter report having had an accident or close call in the past 12 months when travelling by those modes (36% in 2025, 46% in 2024, and 50% in 2023).

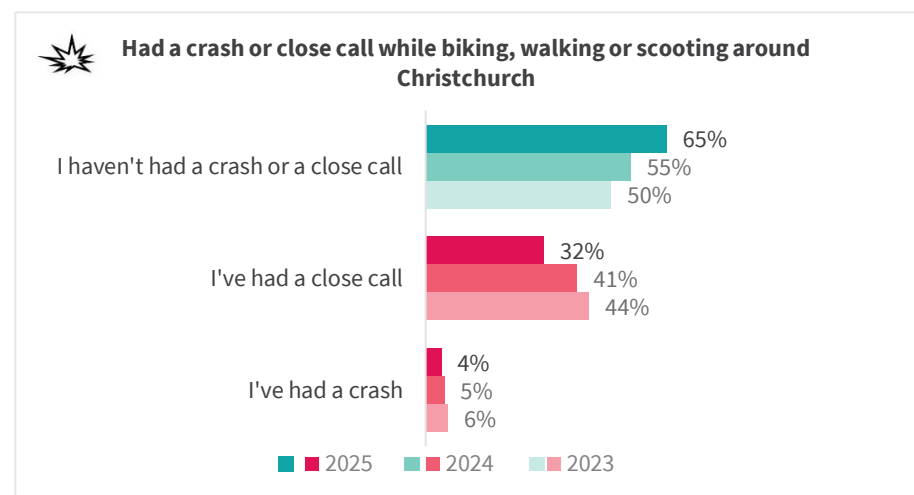


Over 1800 respondents provided additional feedback about their safety when travelling in Christchurch.

Safety concerns are less about infrastructure alone and more about behaviour, enforcement, and conflicts between different road users.

Often issues with unsafe, impatient or aggressive behaviour leads to requests for additional safety infrastructure or rules, whether this is:

- separated/protected cycleways
- restricting e-scooters from footpaths
- greater safety at bus stops and interchanges
- greater policing and cameras etc.



In 2025, 4% of respondents had an accident and 32% had a close call while biking, walking, or scooting around Christchurch.

Similar to last year, the majority of both accidents and close calls were experienced by cyclists (83%, n=165 and 62%, n=891 respectively). Notably, a large proportion of pedestrians (43%, n=616) had also experienced a close call.

The most common conflicts are (35 or more mentions):

- Bicycle-motor vehicle close calls/crashes, Bicycle-bicycle close call, Bicycle-pedestrian close call
- Pedestrian - bicycle close call, Pedestrian - motor vehicle close call, Pedestrian - scooter close call
- Scooter - motor vehicle close call

What you told us about your travel in Christchurch

We asked respondents if there was anything they would like to tell us about their travel.

Feedback highlights the different experiences respondents have with the various modes and that while time/convenience matter, so does safety.

Over 1250 provided a variety of additional commentary about travelling by car.

Many respondents offered further explanation of their current travel mode (e.g. how/when they drove, or they used additional modes) or why they couldn't take another mode.

A significant proportion of the rest of the respondents tended to raise frustrations or points with negative sentiment, including (but not limited to):

- Traffic and traffic congestion,
- Roadworks and road cones,
- Parking,
- Speed rules and calming measures,
- Traffic light phasing,
- The narrowing of roads due to e.g. cycle lanes,
- The condition of the road,
- Mentions of specific areas of Christchurch such as the Central city area, and
- Other people's behaviours.

Approximately 800 provided additional commentary about their experience travelling by bike.

The comments about travelling by bike tended to be a mixture of positive sentiment to concerns, to wish lists. Cycle safety was also an overarching theme.

A significant proportion of comments were positive or complementary around cycling and cycle lanes/ways. Many mentioned that they wanted more cycleways (often in general), and specific places where there were gaps in the cycleway network (e.g. when cycleways/lanes stop). A few mentioned a need for more bike parking as well.

The main other topics included concerns around:

- Driver behaviour,
- Crossings and intersections (including the phasing of traffic lights),
- Narrow lanes (often when drivers get close to cyclists, or parked cars opening doors), and
- The condition of the cycle lanes/ways.

Some also mentioned that they felt the design of the cycleways could be better or simplified.

“

“I am compelled to drive into the city as there is no bus service within 2kms of my home.”

“Congestion is increasing, especially in the last year.”

“The amount of roadworks has been very frustrating and other traffic management left in place for large amounts of time for work off the road”

“All the road humps are annoying. I hope they're really helping!”

“Poor parking options inside the four avenues”

“I love the cycle ways. I do more cycling because of them and feel much safer.”

“More separated bike ways please.”

“Connectivity between the cycleways could be improved to make it even easier to cycle.”

“Cars drive into cycle ways on a regular basis and many cycle lanes are too narrow especially the painted ones.”

“Some cycle lanes on major roads are rough”

”

Over 750 provided additional commentary about their experience travelling by walking.

The topics tended to be a mix of sentiment. Feedback ranged from explaining their mode choice, to expressing positive sentiment around walking in the city (e.g. flat terrain, it's easy, walking around rivers or around/in parks), to expressing concern about specific challenges.

Key issues for pedestrians included e-scooters and cyclists speeding past or being in the way on both shared paths and footpaths. Another major challenge was around crossing the road, whether a crossing was missing or dangerous, or missing footpaths as a whole. Safety from cars when walking was also a topic of concern (whether these cars were blocking a footpath, backing out of a driveway or being inconsiderate at crossings or in general).

Several also felt the footpaths could be in better condition, including maintenance of hedges/trees protruding on the footpaths.

Other topics included influencing factors such as distances needed to travel, the reason for the trip, weather, and feeling like cars are prioritised.

Approximately 600 provided additional commentary about their experience travelling by public transport.

Additional feedback reiterated that respondents have mixed experiences with public transport.

Many respondents provided positive feedback around the service, including generic compliments on the service, or more specific feedback towards drivers or particular bus route. However, several of the topics raised mirrored the findings of what makes taking public transport difficult and were often suggestions of something they thought could be improved.

Challenging areas / suggestions for improvement included:

- The bus routes: e.g. the destinations/locations, the locations of the bus stops, the directness of the routes, specific bus routes, and the time it takes to travel from a to b.
- The frequency and timetable: e.g. earlier start times, later finish times, and greater frequency of buses.
- Reliability: e.g. reliability could be improved in both terms of arrival times, fewer cancellations.
- Some bus drivers could be more friendly or helpful.

Less commonly mentioned, but still notable topics includes some concerns around safety when taking the bus, the cost, suggestions of the use of trains/light rail, noting they took the bike with them on public transport, commentary on the bus shelters, and the airport and hospital as particular destination of interest

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“Christchurch is flat so walking is a good option if it isn't too far.”

“The speed of some scooters & e-bikes on pathways is dangerous, rider problem.”

“Footpath condition is often poor and crossing points are not numerous enough. Cars park on pavement without any regulation”

“Mostly it is a very good experience. The drivers are pleasant and most drive smoothly.”

“It's easy when the buses go where we want to go, such as into central city, Christchurch Hospital, Sumner, Lyttelton, Diamond Harbour. Many other places take too long because there are not enough cross-suburb routes.”

“My closest bus stop is 10 mins walk away so not that convenient (timewise). Also have to get two buses therefore wait times quickly add up!”

“Often very unreliable time or arrival”

“An hourly service at the weekend is just not frequent enough and they stop too early to get home.

”

Demographics of respondents

Age	n=	%
Under 18 years	5	0.1%
18 - 24 years	48	1%
25 - 34 years	277	6%
35 - 49 years	788	18%
50 - 64 years	1434	33%
65 - 79 years	1546	36%
80 years and over	222	5%
Total stated	4320	

Gender	n=	%
As a man	2102	49%
As a woman	2163	50%
Non-binary / another gender	29	1%
Total stated	4294	

Ethnicity	n=	%
European	3948	92%
Māori	185	4%
Pacific Peoples	38	1%
Asian	131	3%
MELAA	44	1%
Other	375	9%
<i>New Zealander/Kiwi/Pākehā</i>	337	8%
<i>Other</i>	39	1%
Total stated	4280	

Difficulties with seeing, hearing, walking or climbing stairs, self care, communication	n=	%
No difficulty with any of these	3041	71%
Some difficulty with one or more of these	1094	26%
A lot of difficulty with one or more of these	105	2%
Cannot do one or more of these at all	20	0.5%
Total stated	4260	

Household Composition	n=	%
Living alone	809	19%
Couple - no children	1661	39%
Family with mainly pre-school age children	155	4%
Family with mainly school-age children	483	11%
Family with mainly independent children	777	18%
Living at home with my parents	40	1%
Living with friends / flatmates	150	4%
Other	192	5%
Total stated	4267	

Current Employment Status	n=	%
I am in full time paid employment	2154	43%
I am in part time paid employment	743	15%
I am not in paid employment	933	19%
I am a full time student	59	1%
Other (please specify)	1135	23%
Total stated	5024	

Household Income	n=	%
\$20,000 or less	57	2%
\$20,001 - \$30,000	227	6%
\$30,001 - \$50,000	407	12%
\$50,001 - \$70,000	406	12%
\$70,001 - \$100,000	577	16%
\$100,001 - \$150,000	771	22%
\$150,001 or more	1059	30%
Total stated	3504	

Current City Living In	n=	%
I live in Christchurch (including Banks Peninsula)	4756	94%
I live elsewhere in Canterbury (e.g. Rolleston, Lincoln, Rangiora, Kaiapoi)	242	5%
I don't live in Christchurch or Canterbury	47	1%
Total stated	5045	

Current City Primarily Working In	n=	%
My main workplace is in Christchurch (including Banks Peninsula)	2692	93%
My main workplace is elsewhere in Canterbury (e.g., Rolleston, Lincoln, Rangiora, Kaiapoi)	131	5%
My main workplace is outside Christchurch and Canterbury	74	3%
Total stated	2897	

Community Board & Ward Living In	n=	%
Banks Peninsula	153	3%
- Banks Peninsula	153	3%
Waipuna Halswell – Hornby - Riccarton	832	18%
- Halswell	441	9%
- Hornby	114	2%
- Riccarton	277	6%
Waimāero Fendalton – Waimairi - Harewood	894	19%
- Fendalton	321	7%
- Waimairi	242	5%
- Harewood	331	7%
Waitai Coastal – Burwood - Linwood	786	17%
- Coastal	308	6%
- Burwood	259	5%
- Linwood	219	5%
Waipapa Papanui - Innes - Central	839	18%
- Papanui	170	4%
- Innes	391	8%
- Central	278	6%
Waihoru Spreydon – Cashmere - Heathcote	1248	26%
- Spreydon	263	6%
- Cashmere	606	13%
- Heathcote	379	8%
Total stated	4752	

Community Board & Ward Primarily Working In	n=	%
Banks Peninsula	44	2%
- Banks Peninsula	44	2%
Waipuna Halswell – Hornby - Riccarton	492	18%
- Halswell	116	4%
- Hornby	104	4%
- Riccarton	272	10%
Waimāero Fendalton – Waimairi - Harewood	333	12%
- Fendalton	108	4%
- Waimairi	106	4%
- Harewood	119	4%
Waitai Coastal – Burwood - Linwood	198	7%
- Coastal	45	2%
- Burwood	52	2%
- Linwood	101	4%
Waipapa Papanui - Innes - Central	1108	41%
- Papanui	79	3%
- Innes	33	1%
- Central	996	37%
Waihoru Spreydon – Cashmere - Heathcote	516	19%
- Spreydon	280	10%
- Cashmere	108	4%
- Heathcote	128	5%
Total stated	2691	