



Public Transport Arotake Tuatahi 2021/22

*Performance Monitoring Report
1 July 2021 to 30 September 2021*



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Public Transport Arotake Tuatahi is Bay of Plenty Regional Council's first Public Transport performance monitoring report for 2021/22.

The report covers the period from 1 July 2021 to 30 September 2021 and provides an update on financial and non-financial performance, compared to what was agreed through Council's Long Term Plan 2021-2031. This report also provides updates of work over the quarter. The Bay of Plenty Regional Public Transport Plan provides the guidance and policies that direct the investment in public transport across the Bay of Plenty Region. Bay of Plenty Regional Council provides public passenger transport services across the region, supports national and local road safety programmes and funds on-going maintenance of an existing stock truck effluent facility. We also provide transport planning to meet our obligations under the Land Transport Management Act 2003. Our plans are laid out in the Regional Land Transport Plan, which we develop in partnership with the local councils and Waka Kotahi New Zealand Transport Agency (Waka Kotahi).

Executive Summary

Financial summary and forecast

for the three months ending 30 September 2021

- **Operating revenue** at the end of Quarter 1 2021/22 is \$1.2 million lower than budget. COVID-19 impact on fare revenue is estimated at \$0.4 million, Waka Kotahi have confirmed additional assistance to cushion these impacts up to 30 September. Waka Kotahi is yet to confirm funding for the WBOP Transport Systems Plan and Rotorua's optimisation 'A Balanced Approach' resulting in lower than planned subsidies of \$0.5 million, and lower fare revenue of \$0.2 million. The Super Gold Allocation will be received in October 2021.
- **Operating expenditure** at the end of Quarter 1 2021/22 is \$0.9 million lower than budget primarily due to the WBOP Transport Systems Plan \$2m and Rotorua's optimisation 'A Balanced Approach' \$1.6 million which are yet to be funded by Waka Kotahi. There is the potential for further cost savings as a result of the Tauranga network optimisation which is currently being negotiated with the operator.
- At the end of Quarter 1 **capital revenue** is \$0.3 million lower than budget and capital expenditure is \$0.5 million lower than budget.

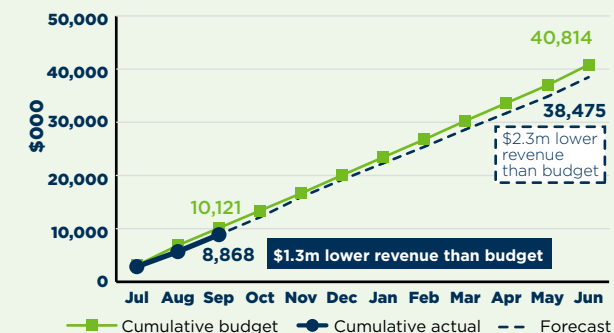
See Appendix 1 for further budget analysis

SUMMARY OF FINANCIAL PERFORMANCE

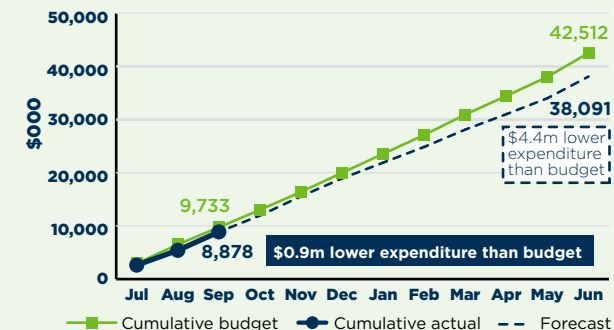
	YEAR TO DATE \$000				FULL YEAR \$000			
	BUDGET	ACTUAL	VARIANCE		BUDGET	FORECAST	VARIANCE	
Operating revenue	10,121	8,868	(1,253)	Lower	40,814	38,611	(2,203)	Lower
Operating expenditure	9,733	8,878	855	Lower	42,512	38,359	4,153	Lower
Total operating surplus (deficit)	388	(10)	(399)	Unfavourable	(1,698)	252	1,950	Favourable
Capital revenue	315	0	(315)	Lower	595	255	(340)	Lower
Capital expenditure	482	1	480	Lower	1,167	501	666	Lower

TRANSPORTATION BUDGET COMPARED TO ACTUAL 2021/22

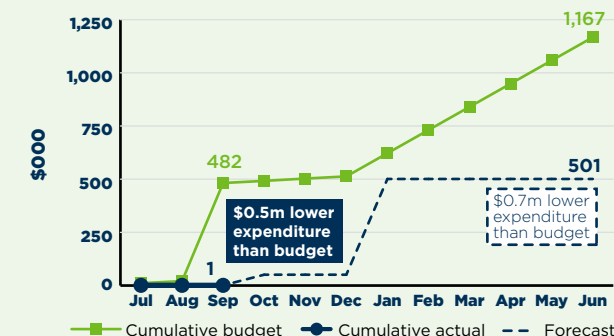
OPERATING REVENUE



OPERATING EXPENDITURE



CAPITAL EXPENDITURE



Long Term Plan 2021-2031 performance measures

Level of service:

Provide a quality cost-effective public transport system

Measure: Number of passenger transport trips taken in the region

TARGET	RESULT	YTD	RESULT
Increase from PY	534,728	●	●

Measure: Customer satisfaction of bus users

TARGET	RESULT	YTD	RESULT
80%	N/A	●	●

Measure: Planning and policy reports that are rated satisfactory or higher

TARGET	RESULT	YTD	RESULT
100%	79%	●	●

KEY:

- On track
- Not on track
- Data not available

N/A Data not yet available. Results for this measure will be available closer to the end of the financial year.

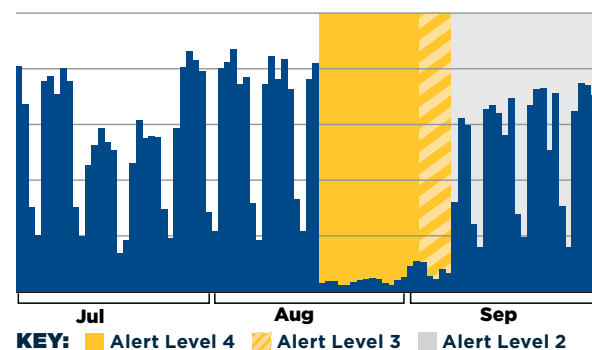
Passenger Transport

The Bay of Plenty moved to COVID-19 Alert Level 4 on 17 August 2021 at 11:59pm which saw patronage reduce by approximately 95%. Reduced services were implemented following the move to Alert Level 3 on 31 August 2021. The weeks following the drop to Level 2 at midnight on 7 September 2021 showed a steady recovery to approximately 80% of pre-August lockdown patronage levels. This is consistent with the experience of similar regions around the country.

Bus Patronage for all services over the period of this report (Q1 2021/22) was 534,728 which is down 28.3% on the same period 2020/21 and down 25.6% on 2019/20. The year on year decline was in part due to significantly increased patronage during the fare free RITS rollout month of July 2020, and reflects the impact of COVID-19 lockdown in August / September.

Along with most parts of New Zealand, the Bay of Plenty moved between COVID-19 Alert Levels during this reporting period, with reduced services and additional cleaning responsibilities for operators under Levels 3 and 4. At Level 2 face coverings remain mandatory on public transport. In the weeks following the move to Alert Level 2 patronage quickly recovered to >80% of pre-August lockdown levels.

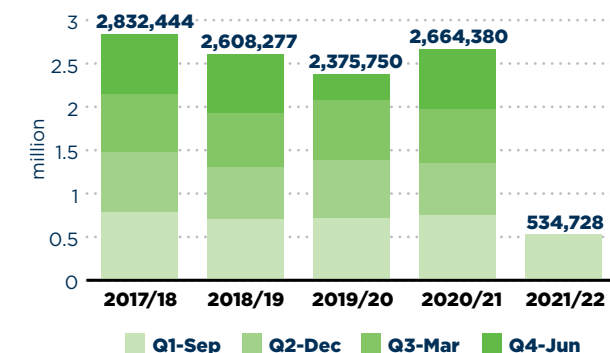
PATRONAGE DURING ALERT LEVELS



QUARTERLY PATRONAGE - ALL SERVICES

(excl Matakana Ferry)

	Q1-Sep	Q2-Dec	Q3-Mar	Q4-Jun	TOTAL
17/18	779,174	698,366	660,992	693,912	3,130,814
18/19	702,175	605,341	612,207	688,554	2,832,444
19/20	718,699	662,881	694,763	299,407	2,608,277
20/21	745,659	609,868	617,187	691,666	2,375,750
21/22	534,728	-	-	-	534,728



Public Transport Updates

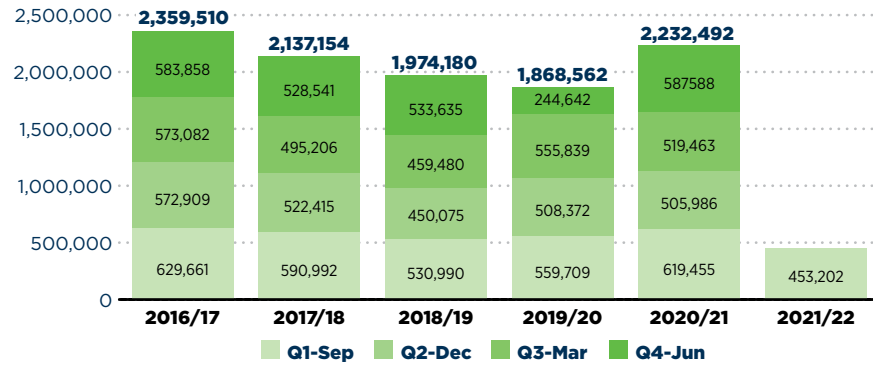
Tauranga network

- Total Tauranga network (Urban and School) patronage for the reporting period decreased 26.8% on the same period last year and 19.0% on 2019/20.
- Passenger patronage on the urban network was 299,127 a decrease of 33.1% on last year and 29.6% on 2019/20.
- Tauranga School dedicated services saw 154,075 trips taken, down 10.7% on last year but up 14.3% on 2019/20. There was a strong recovery in school patronage following the move to Level 2 with 64,204 trips taken in September (the highest September patronage since 2016/17).
- Security remains in place at the Willow Street, Farm Street and Greerton interchanges. Through detailed reporting we have been able to provide the police with key times and locations of interest, therefore allowing a specific police resource to be visible at those times and locations. This has resulted in a steady reduction in anti-social behaviour at key bus interchanges.
- Significant planning and organisation has gone into the implementation of the Pāpāmoa Beach – Pāpāmoa Plaza – Bayfair – Tauranga City Bus Network Refresh, which goes live on 15th November. Staff will be out across the network during the implementation week to support commuters with the changes.

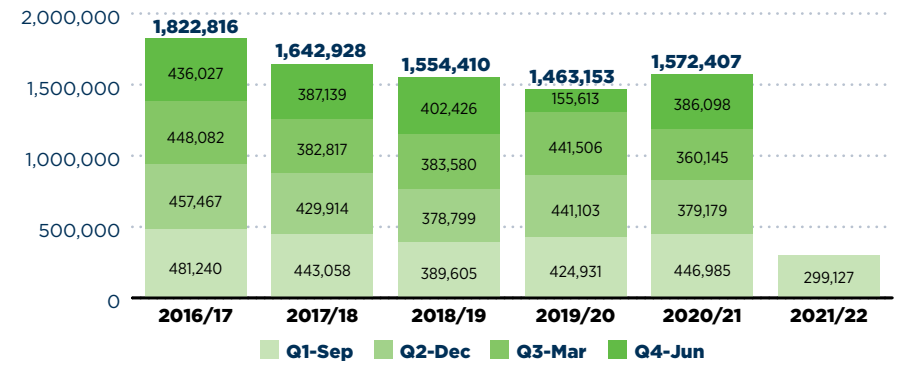


See Appendix 2
for the Regional
Patronage Summary

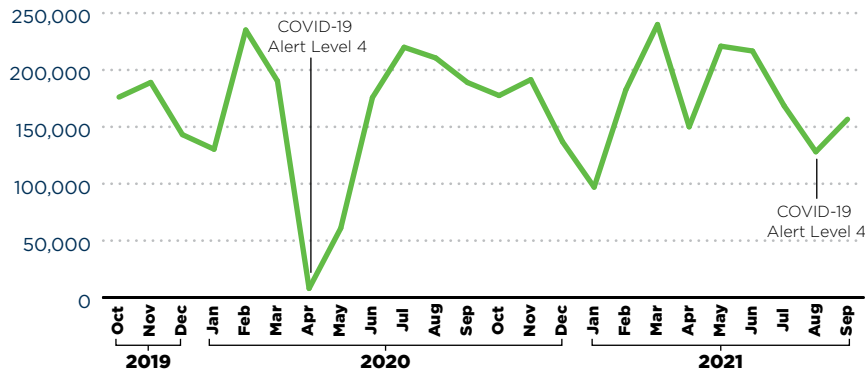
TOTAL BOARDINGS - TAURANGA NETWORK



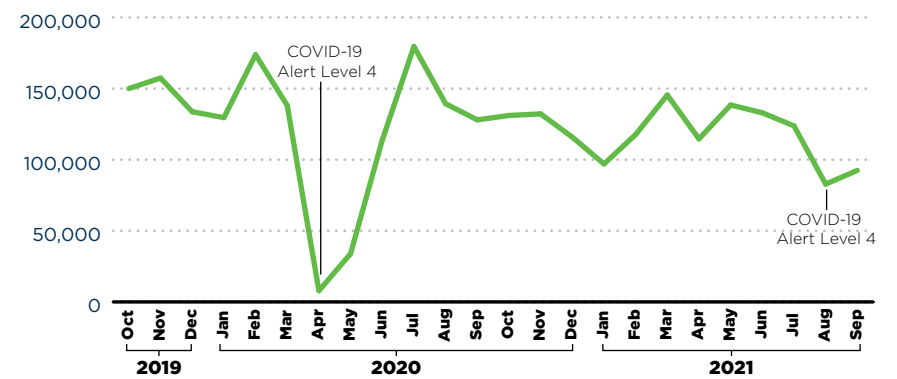
TAURANGA URBAN - TOTAL BOARDINGS



TAURANGA NETWORK - ROLLING 24 MONTHS



TAURANGA URBAN - ROLLING 24 MONTHS



TOP 5 ROUTES

Route	% of total patronage	# trips run in qtr	Pax per trip	% utilisation (55 pax)
55	13.3%	2412	16	29.9%
30	8.2%	1626	15	27.4%
HL	12.8%	2544	15	27.3%
CL	10.0%	2520	12	21.6%
1-Tga	8.5%	3288	8	14.1%

BOTTOM 5 ROUTES

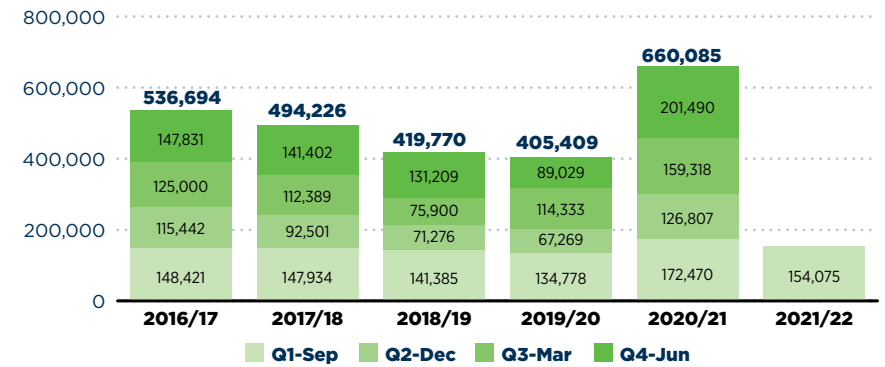
Route	% of total patronage	# trips run in qtr	Pax per trip	% utilisation (55 pax)
30x	0.8%	180	13	23.8%
52x	0.7%	252	9	15.6%
41	0.6%	480	4	7.3%
51	0.3%	360	3	4.9%
57	0.0%	96	0	0.6%

SCHOOL NETWORK

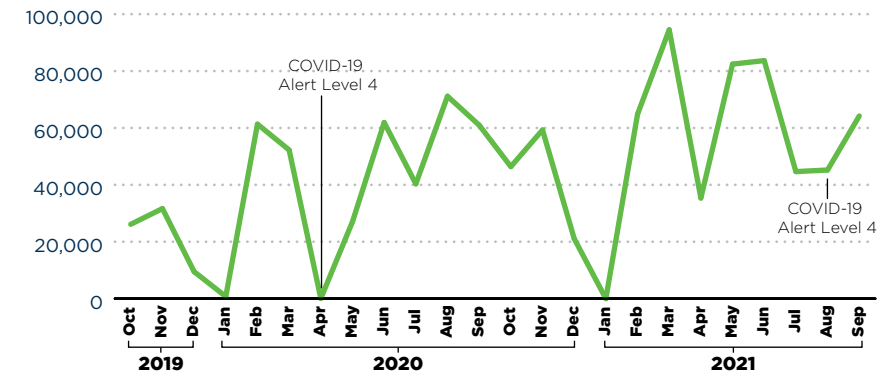
- All school bus services ceased with the move to Alert Level 4 on 18 August. These services recommenced with the change to Alert Level 3 on 1 September, using a strict booking registration process for students of essential workers only. Under the registration scheme during alert level 3 buses were run for 8 school routes for a total of 18 students.
- Patronage for the school network remained strong in the first quarter of 2021/22 with 154,075 trips made. Following the drop to Level 2 patronage rebounded to 64,204 trips taken in September alone, making it the 6th highest month since July 2018.
- We have worked closely with the three school bus operators and the schools to make small improvements across the network. This focused work has resulted in a reduction in complaints around school bus services.



TOTAL BOARDINGS - TAURANGA SCHOOLS



TAURANGA SCHOOLS - ROLLING 24 MONTHS



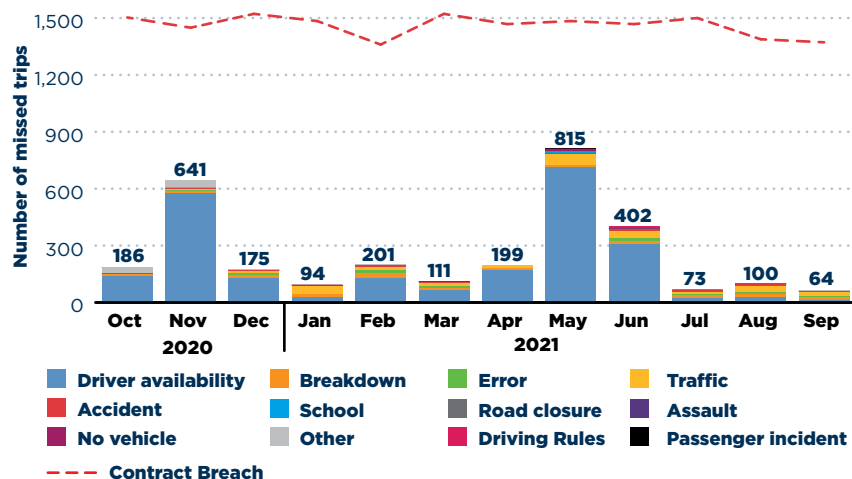
TOP 5 ROUTES

Route	Total Patronage
804A	5,823
712A	4,611
711b	4,317
710b	4,210
801a	4,068

RELIABILITY TAURANGA URBAN

The period 1 July 2021 to 30 September 2021 saw an average of 237 trips missed per month, 0.28% of the total scheduled trips. Both Council staff and operators continue to proactively monitor missed trips to ensure high levels of compliance with contract KPIs.

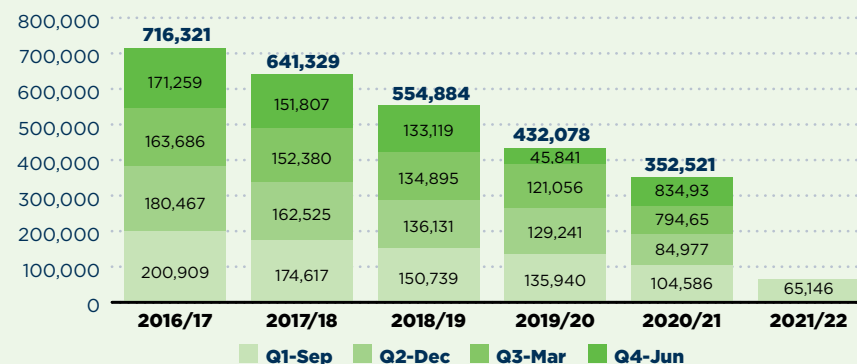
REASON FOR MISSED TRIPS LAST 12 MONTHS



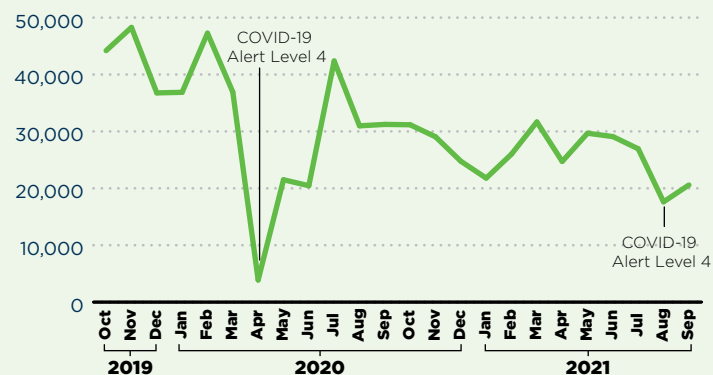
Rotorua network

The Rotorua service patronage for the reporting period was 37.7% lower than the same period 2020/21, and 52.1% on 2019/20. Ongoing roadworks on SH30, coupled with roadworks on SH36 and SH5 at Ngongotahā continue to cause delays as a result of traffic build-up around the area. Council staff, Rotorua Lakes Council and Waka Kotahi continue to work together to monitor roadworks and provide weekly updates to the operator and the travelling public.

ROTORUA CITYRIDE - TOTAL BOARDINGS



ROTORUA CITYRIDE - ROLLING 24 MONTHS



ROUTES % OF TOTAL PATRONAGE

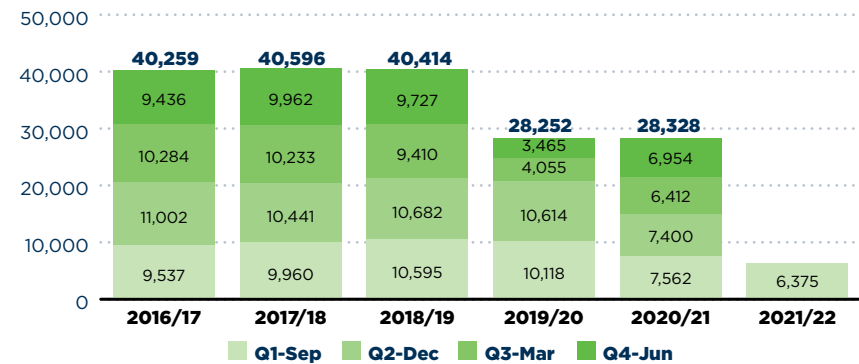
Route	% of total patronage
1-ROT	13.3%
3	11.2%
7	11.0%
10	10.9%
5	10.0%
8	8.5%
4	8.4%
9	7.5%
11	6.9%
6	6.5%
12	5.7%



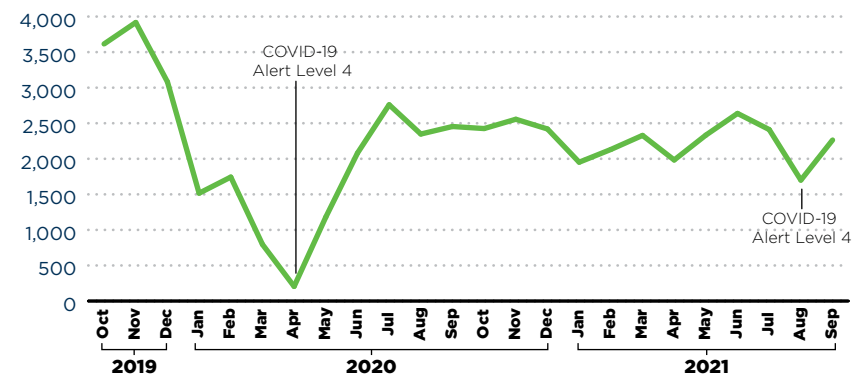
Eastern Bay network

Quarter 1 patronage in the Eastern Bay of Plenty was down 15.7% on the same period last year and 37.0% on 2019/20. During the quarter significant work went into the new bus stop at The Hub in Whakatāne, which is planned to be in operation on 15th November. The Kawerau 135 extension is running well now with month on month growth continued right up to the August lockdown.

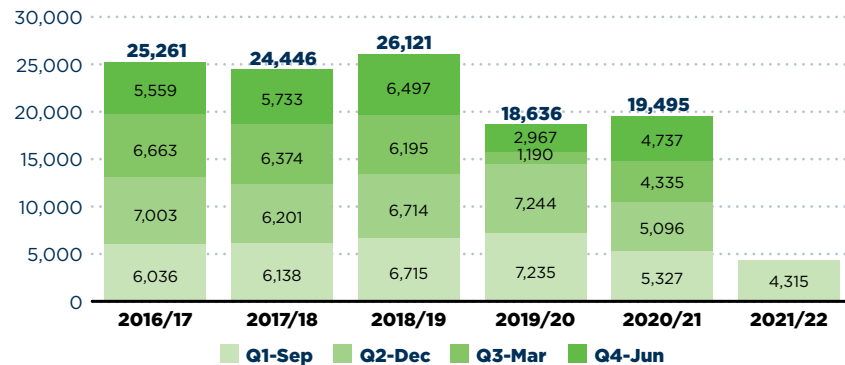
EASTERN BAY OF PLENTY - TOTAL BOARDINGS



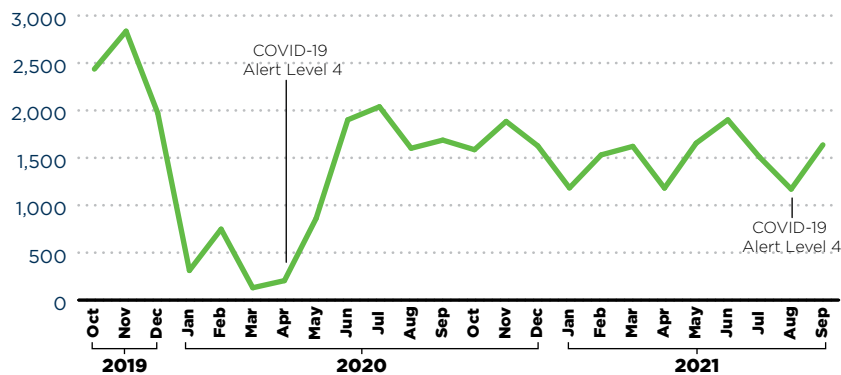
EASTERN BAY OF PLENTY - ROLLING 24 MONTHS



WHAKATĀNE TO ŌHOPE - TOTAL BOARDINGS



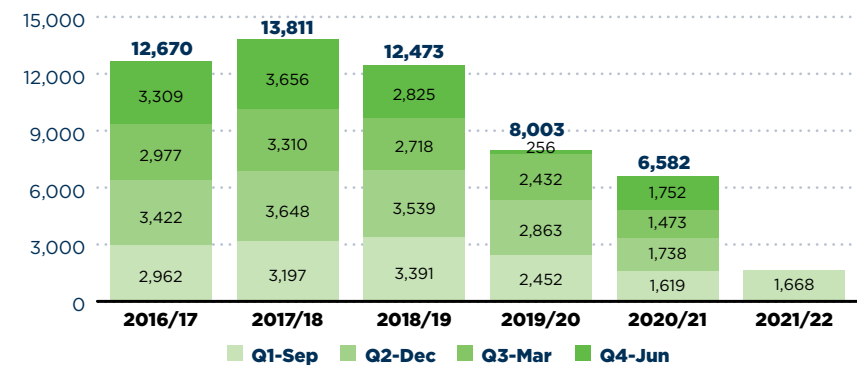
WHAKATĀNE TO ŌHOPE - ROLLING 24 MONTHS



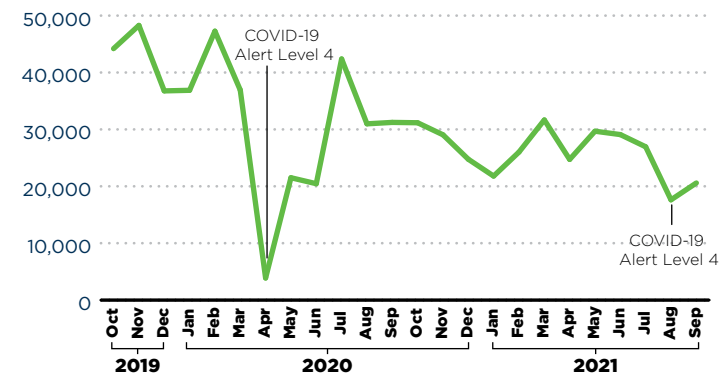
ROUTE 135 - KAWERAU TO WHAKATĀNE

Patronage on the improved Kawerau to Whakatāne route continued to increase with 231 trips taken in July, and 61 boardings on Wednesday 11 August – the highest single day usage since January 2018.

KAWERAU AND ŌPŌTIKI TOTAL BOARDINGS



KAWERAU AND ŌPŌTIKI - ROLLING 24 MONTHS



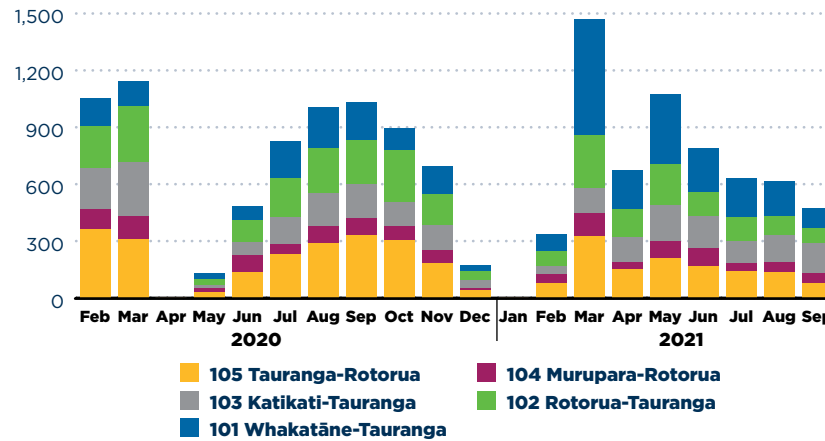
Note: April and June 2019/2020 are not reported due to COVID-19, the RITS ticketing rollout and subsequent reduced services in the region.

Other updates

TERTIARY/ COMMUTER SERVICES

Total tertiary services averaged 573 boardings per month in Quarter 1, down 40% on the average for the same period last year. However, 2021 calendar year to 30 September was up 7% compared to the same period the first year of the trial, largely due to 101% year on year growth in Route 101 Whakatāne to Tauranga. The most significant year on year declines were in routes 102, Rotorua to Tauranga and 105, Tauranga to Rotorua (down 13% and 25% respectively).

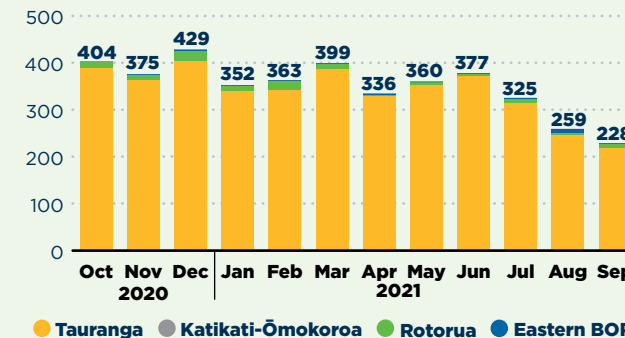
TOTAL BOARDINGS - TERTIARY SERVICES



BIKE RACK USE

Bike rack use averaged 270 trips per month in Quarter 1, down 28% on the 12 month rolling average.

BIKE RACK TICKETS BY UNIT



BIKE RACK USE BY UNIT

	Tauranga	Rotorua	Eastern Bay	Katikati - Ōmokoroa	TOTAL
Oct-20	390	11	2	1	404
Nov-20	365	9	1	0	375
Dec-20	405	21	1	2	429
Jan-21	340	11	1	0	352
Feb-21	343	19	1	0	363
Mar-21	388	10	1	0	399
Apr-21	329	4	1	2	336
May-21	353	6	0	1	360
Jun-21	373	3	1	0	377
Jul-21	316	7	2	0	325
Aug-21	246	6	7	0	259
Sep-21	219	8	1	0	228

Customer experience

Contact centre and reception

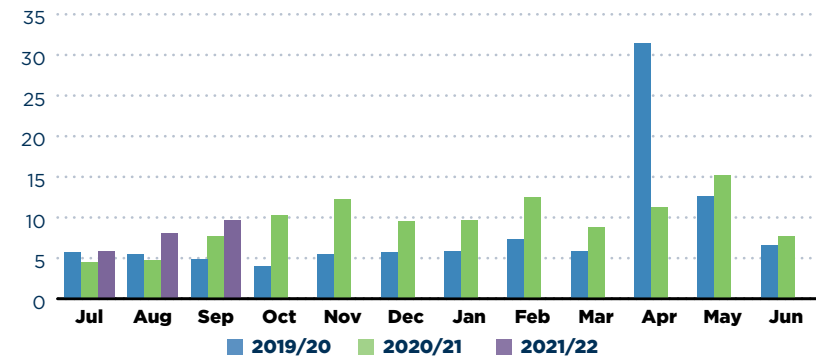
In Quarter 1 2021/22, during business hours, a total of 3,794 transport related calls were received. This equated to around 36% of all calls to Bay of Plenty Regional Council taken for this period. After hours, Tauranga City Council dealt with 1,320 transport related calls and this equated to 83% of all after hours calls taken during this period:

- The majority of calls related to Bee Card and timetable queries.
- The majority of face-to-face queries at Council receptions are Bee Card related.
- The majority of the complaints received relate to buses not running, and buses not stopping for customers.

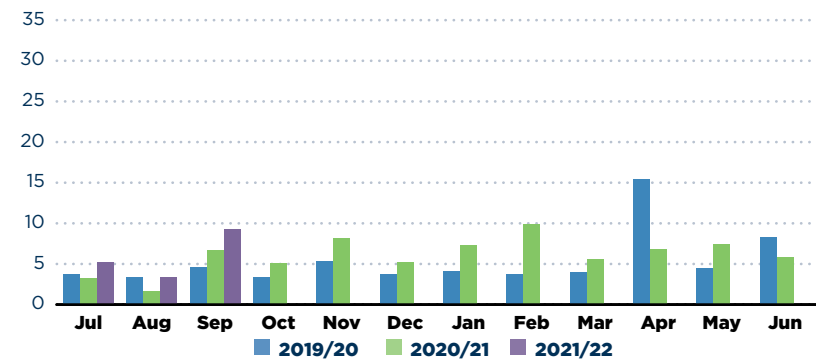


NUMBER OF COMPLAINTS PER 10K BOARDINGS

TAURANGA



ROTORUA



Customer service and promotion

ZENDESK SUPPORT

- Of the 7,577 Baybus tickets created in Zendesk Support during Quarter 1, only 140 tickets or 3.2% remained unsolved.
- 82.2% of these tickets were created from phone calls to the Call Centre with the remaining 17.8% received via email, website forms or Facebook.
- A smaller portion of tickets (244 or 3.2%) were forwarded to the Transport Operations team requiring further investigation.

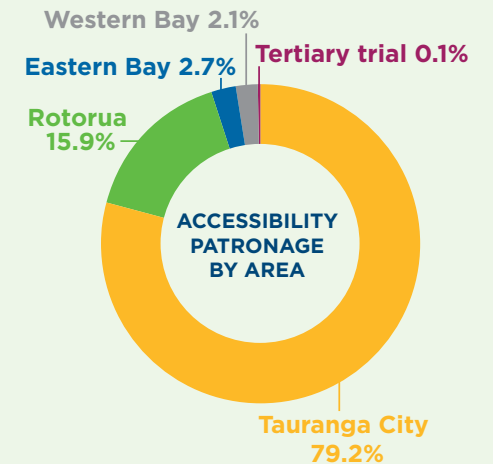
TRIDENT HIGH SCHOOL SPECIAL EDUCATION UNIT WHAKATĀNE

Trident High School Special Education Unit is a transition unit in Whakatāne attended by students aged between 16 and 22 with a range of special needs. The school has been running a project where students learn how to use buses. Staff worked with students to assist them complete their own Accessibility Concession application forms and submit the forms to Council. Staff then took a bus to the school and the students were issued with their Bee Cards to go on a bus trip, learning how to tag on and off, flag down the bus, push the stop button (or tell the driver where they want to get off) and get comfortable with using the bus service. This helped the students gain another level of independence in the community.



THE ACCESSIBILITY CONCESSION

The Accessibility Concession went live on 1 July 2021; as at the end of September 2021, 492 applications had been processed and accepted. A total of 9,601 accessibility concession trips were taken during Quarter 1 by 470 concession holders (an average of 18 trips per user over the quarter).

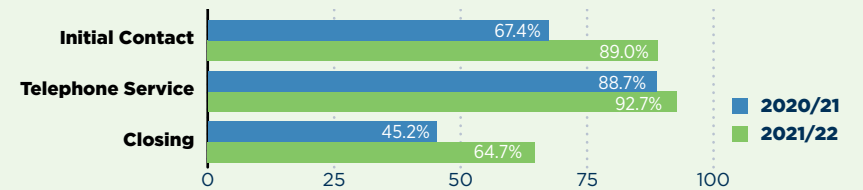


Mystery Shopper

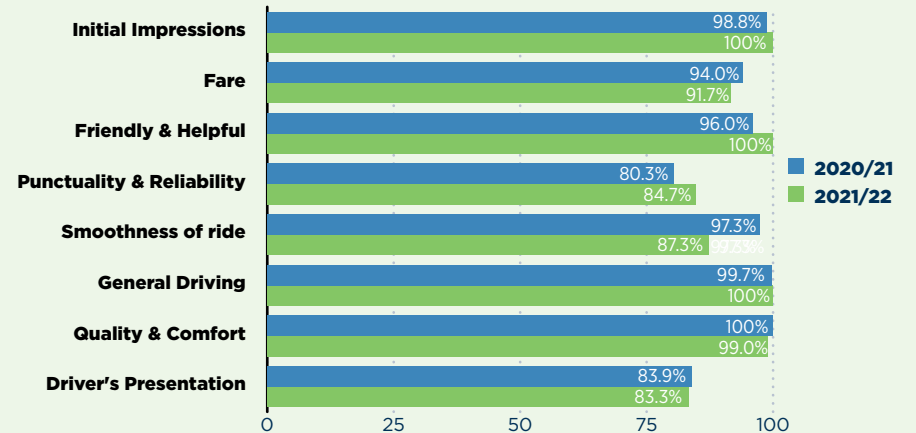
- Tauranga and Rotorua mystery shopper results remain positive during this quarter.
- Rotorua Punctuality and Reliability and Smoothness of Ride results continue to be impacted by major ongoing road works in the area. However, Quality and Comfort has been maintained at 100%.
- Tauranga reached 100% for both Initial Impressions and being Friendly and Helpful. Punctuality and Reliability also improved 5% on last years' results.
- The Call Centre continues to increase ratings in all areas with a notable increase in call closing, which has improved to 67.4%.



CALL CENTRE MYSTERY SHOPPER AVERAGE RATING



TAURANGA MYSTERY SHOPPER AVERAGE RATING



ROTORUA MYSTERY SHOPPER AVERAGE RATING





Information Technology / RITS

Council staff continue to work with operators to improve driver log-in behaviour in an effort to improve accuracy of reporting and public facing technology such as Transit application and Baybus Live Tracking. This work has shown real improvements in driver / system interaction.

It is anticipated that the web-based reporting dashboard commissioned by the RITS consortium will be operationalised early in Quarter 2 2021/22.

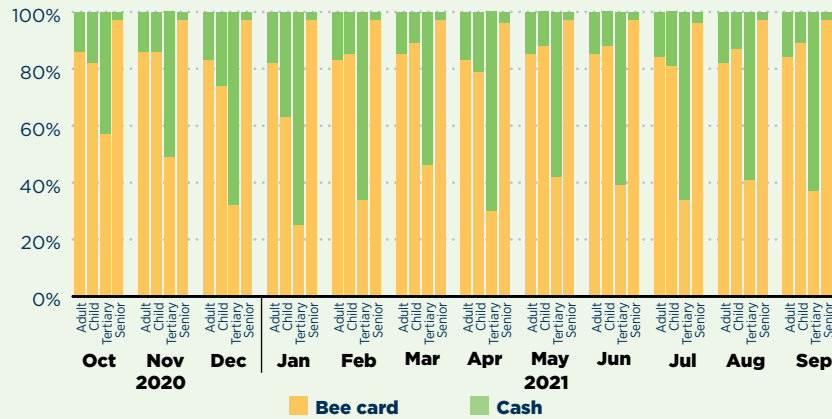
REGIONAL INTEGRATED TICKETING SOLUTION

As at the end of September 2021 there was a total of 59,834 cards issued in the Bay of Plenty region, a 4.2% increase on Quarter 4 2020/21 with 2,412 new cards issued in the reporting period.

Notably, seniors are the highest users of Bee Card compared to cash (97% in Tauranga and 90% in Rotorua in the reporting period). Conversely, Tertiary students are lagging at 37% in Tauranga and 44% in Rotorua for Bee Card usage. Council will work with operators and tertiary institutions in an effort to lift the tertiary card use rate.

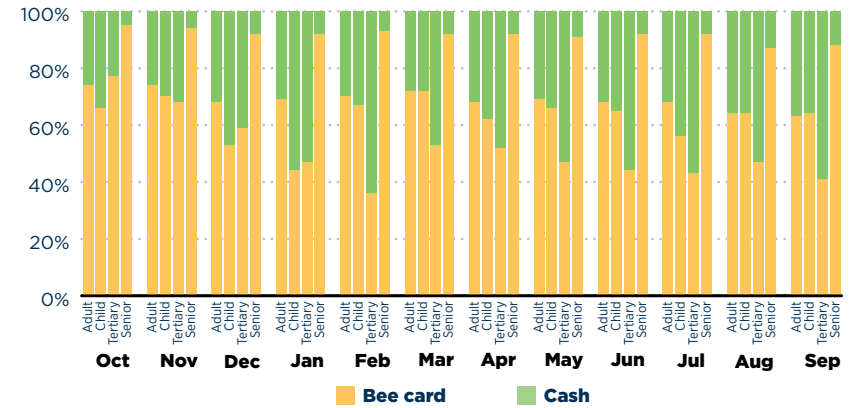
TAURANGA BEE CARD USE

TAURANGA URBAN - BEE CARD vs CASH

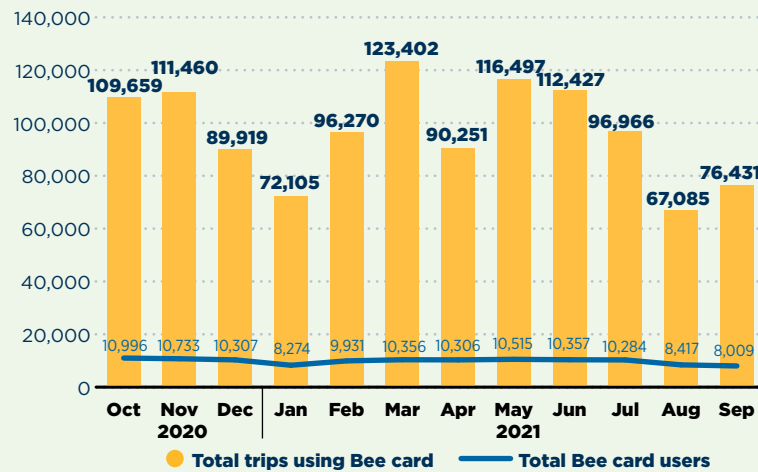


ROTORUA BEE CARD USE

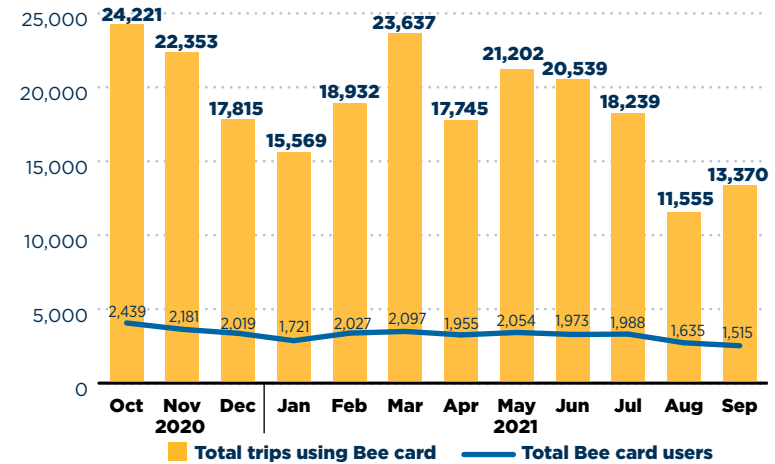
ROTORUA CITYRIDE - BEE CARD vs CASH



TAURANGA BEE CARD USE



ROTORUA BEE CARD USE



Total Mobility

Total Mobility is a nationwide scheme which assists eligible people with impairments to access appropriate transport to meet their daily needs and enhance their community participation. Total Mobility consists of subsidised door to door transport services in areas where scheme transport providers operate.

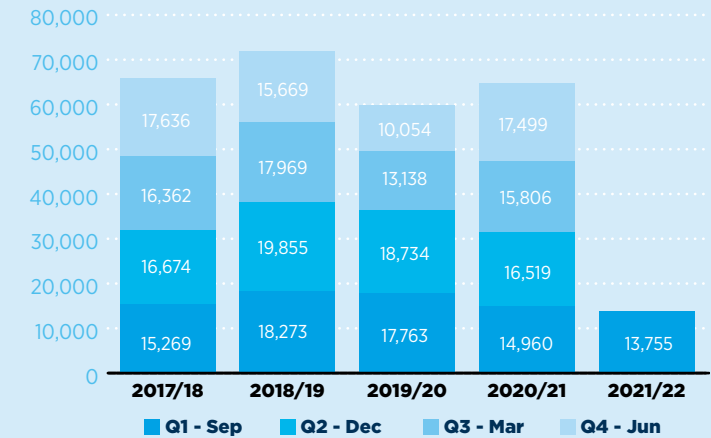
COVID-19

The effects of COVID-19 continued to affect the travel patterns of people using the Total Mobility scheme throughout the 20/21 financial year. Trips and membership were up 10% and 8% respectively, yet expenditure was down around 9%. Anecdotally it has been suggested that people were cautious to return to 'normal' instead preferring to travel locally resulting in shorter trips taken.

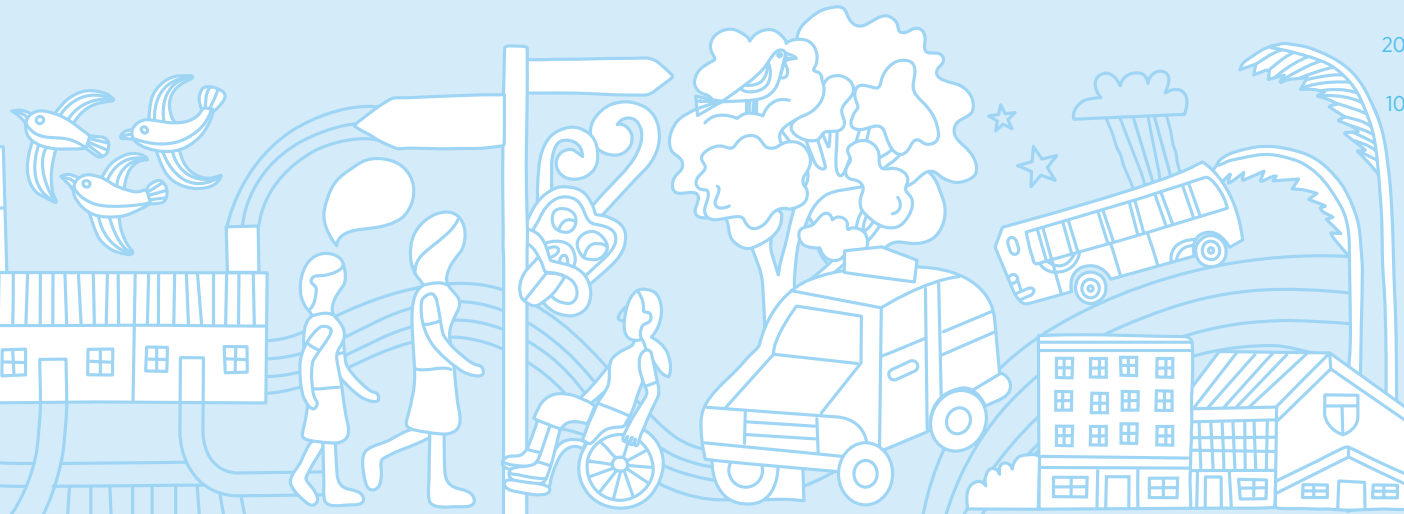
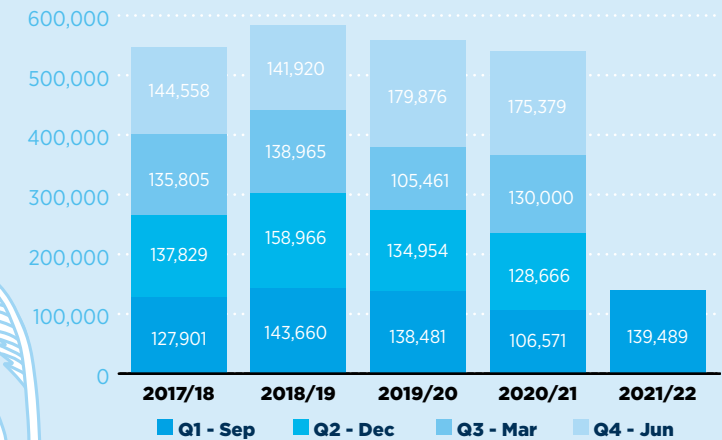
The financial impact of COVID-19 has been significant in Rotorua and on the small Whakatāne based Total Mobility transport provider and we are currently seeking more operators for this town.

Patronage for the first three months of the new financial year shows the effect of the move to COVID-19 Alert Level Three on 17 August 2021.

PASSENGER TRIPS ON TOTAL MOBILITY



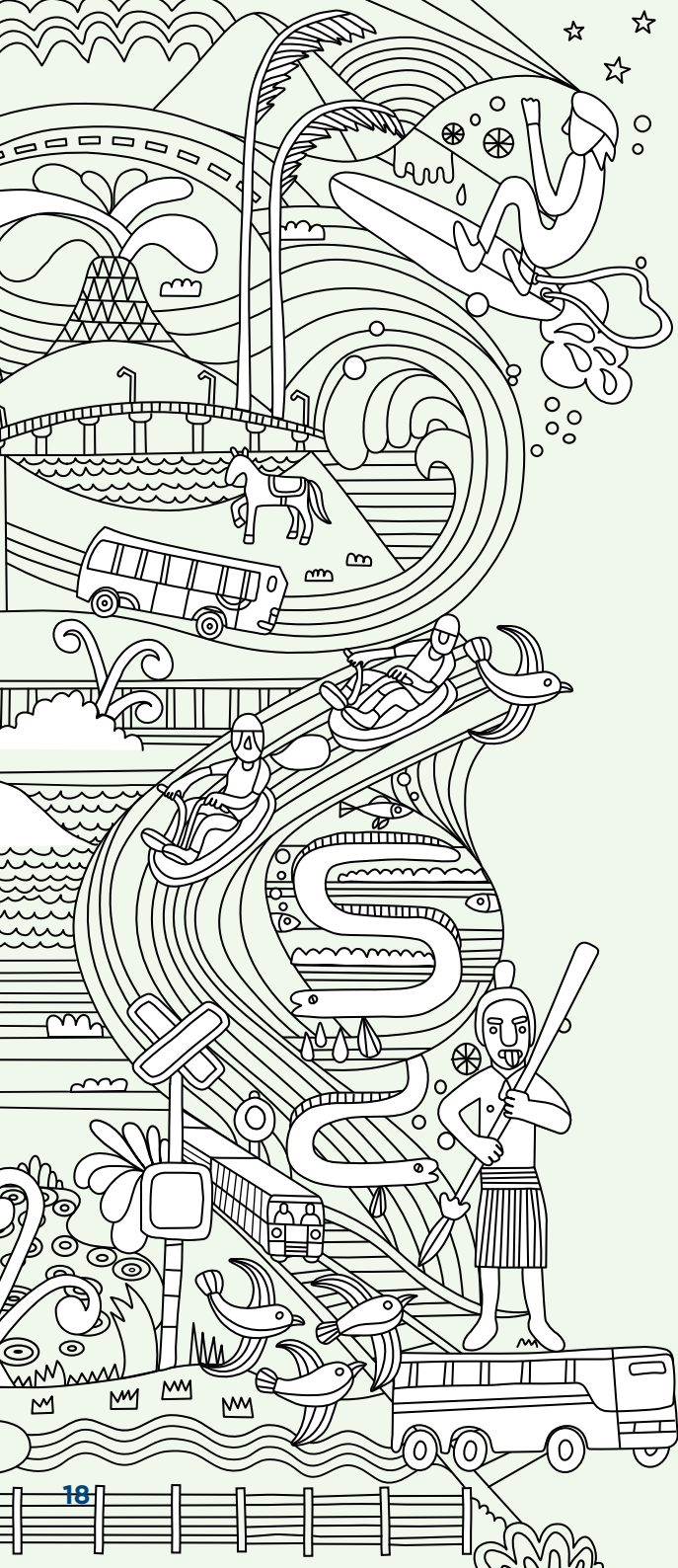
EXPENDITURE ON TOTAL MOBILITY



Appendix 1

Passenger Transport Activities - Financial Summary

	2021/22 YEAR TO DATE		2021/22 FULL YEAR	
	BUDGET \$000	ACTUAL \$000	BUDGET \$000	FORECAST \$000
PASSENGER TRANSPORT SERVICES				
Tauranga Passenger Transport	6,527	6,048	24,095	24,310
Rotorua Passenger Transport	1,075	925	4,433	4,122
Western Bay Passenger Transport	289	266	1,237	1,258
Eastern Bay Passenger Transport	112	139	473	576
Regional Passenger Transport (including Mamaku trial)	134	111	538	553
Tertiary/Commuter Services				
Tauranga	28	24	113	137
Rotorua	37	38	147	147
Western Bay	56	48	224	231
Whakatāne	29	28	118	120
Total Cost - Passenger Transport Services	8,288	7,628	31,377	31,455
Fare & Other Revenue	(1,296)	(522)	(5,183)	(3,639)
Subsidy	(3,604)	(3,225)	(12,639)	(13,911)
Net Cost - Passenger Transport Services	3,389	3,881	13,555	13,904
OTHER PASSENGER TRANSPORT ACTIVITIES				
Total Mobility Services & Hoists (including ridewise operating costs)	216	200	865	898
Ferries (Matakana)	13	7	51	45
Road Safety	36	32	187	195
Stock Trucks	0	0	207	207
Bus Shelter - new & maintenance	13	0	167	167
Administration, Depreciation & Finance Costs	338	235	1,424	1,331
Carless Wednesday	68	20	273	273
Rotorua Network Enhancement	0	10	1,605	50
Transport System Plan	90	1	3,148	456
Transport and Urban Planning	670	745	3,208	3,283
Total Other Passenger Transport Activities	1,445	1,250	11,135	6,905
Fare & Other Revenue	(1)	(25)	(5)	(28)
Subsidy	(259)	(134)	(3,139)	(1,185)
Net Cost - Other Passenger Transport Activities	1,185	1,091	7,991	5,692



	2021/22 YEAR TO DATE		2021/22 FULL YEAR	
	BUDGET \$000	ACTUAL \$000	BUDGET \$000	FORECAST \$000
CAPITAL PROJECTS				
Electronic Ticketing Tauranga	0	1	0	1
Carbon Budget Calculator	12	0	50	50
Remix Optimisation Software	19	0	76	0
Transport Management Solution	450	0	450	450
Rotorua Network Enhancement	0	0	591	0
Total capital expenditure	482	1	1,167	501
LOW COST LOW RISK - included above				
Tertiary/Commuter services – Whakatāne–Tauranga	47	43	189	199
Tertiary/Commuter services – Murupara–Rotorua	50	46	199	210
Tertiary/Commuter services – Rotorua–Tauranga	25	23	99	104
Tertiary/Commuter services – Katikati–Tauranga	29	27	115	122
Rotorua Network Enhancement	0	10	2,196	50
Carless Wednesday	68	20	273	273
Short Term Bus Service Enhancements - Eastern Bay	47	47	187	187
Total Cost – LCLR	265	214	3,258	1,145
Revenue & Subsidy	(171)	(138)	(686)	(711)
Net Cost - Low cost low risk	94	77	2,572	434
BUS SHELTER INSTALLATIONS - INCLUDED ABOVE				
Tauranga City Council	0	0	29	0
Rotorua District Council	0	0	25	0
Western Bay of Plenty District Council	0	0	30	0
Whakatāne District Council	0	0	31	0



Appendix 2 Bay of Plenty Public Transport Patronage Summary

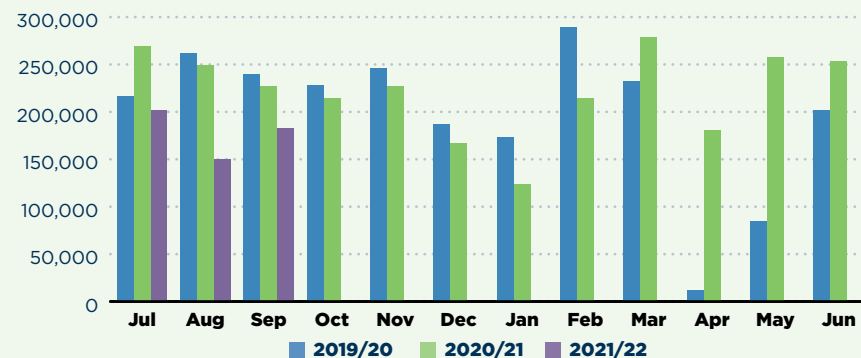


AREA	QUARTERLY PATRONAGE COMPARISON			2021/22 FINANCIAL YEAR PATRONAGE		2021/22 FINANCIAL YEAR FARE BOX RECOVERY
	Quarter 1 2020/21	Quarter 1 2021/22	% change	TO 30 SEP 2021	% change	
Total Network¹	745,659	534,728	(28.3%)	534,728	(28.3%)	14.6%
Tauranga BayHopper Urban	446,985	299,127	(33.1%)	299,127	(33.1%)	14.7%
Tauranga BayHopper Schools	172,470	154,075	(10.7%)	154,075	(10.7%)	n/a
Rotorua CityRide	104,586	65,146	(37.7%)	65,146	(37.7%)	16.6%
Murupara/Ruatāhuna	691	612	(11.4%)	612	(11.4%)	
Kawerau, Ōpōtiki and Whakatāne	1,619	1,668	3.0%	1,668	3.0%	
Ōhope	5,327	4,315	(19.0%)	4,315	(19.0%)	15.8%
Matatā	141	103	(27.0%)	103	(27.0%)	
Pōtaka	475	289	(39.2%)	289	(39.2%)	20.0%
Te Puke	8,681	5,331	(38.6%)	5,331	(38.6%)	10.3%
Katikati/Ōmokoroa	4,481	3,893	(13.1%)	3,893	(13.1%)	7.8%
Katikati/Waihi Beach	203	169	(16.7%)	169	(16.7%)	7.4%
Ōmokoroa - Matakana Ferry	5,714	4,460	(21.9%)	4,460	(21.9%)	n/a

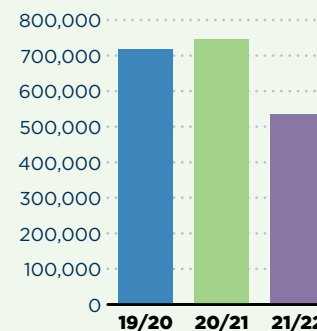
¹ excludes Ōmokoroa - Matakana Ferry

PATRONAGE - YEAR TO DATE

ALL SERVICES TOTAL BOARDINGS BY MONTH

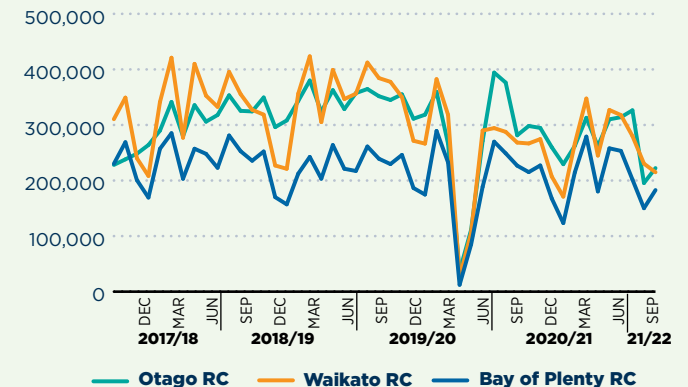


TOTAL BOARDINGS - ALL SERVICES



TOTAL PATRONAGE BY MONTH - REGIONAL COUNCILS

Retrieved from Waka Kotahi Achievement Reports





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or email support@baybus.zendesk.com