



Public Transport Arotake Tuatoru 2021/22

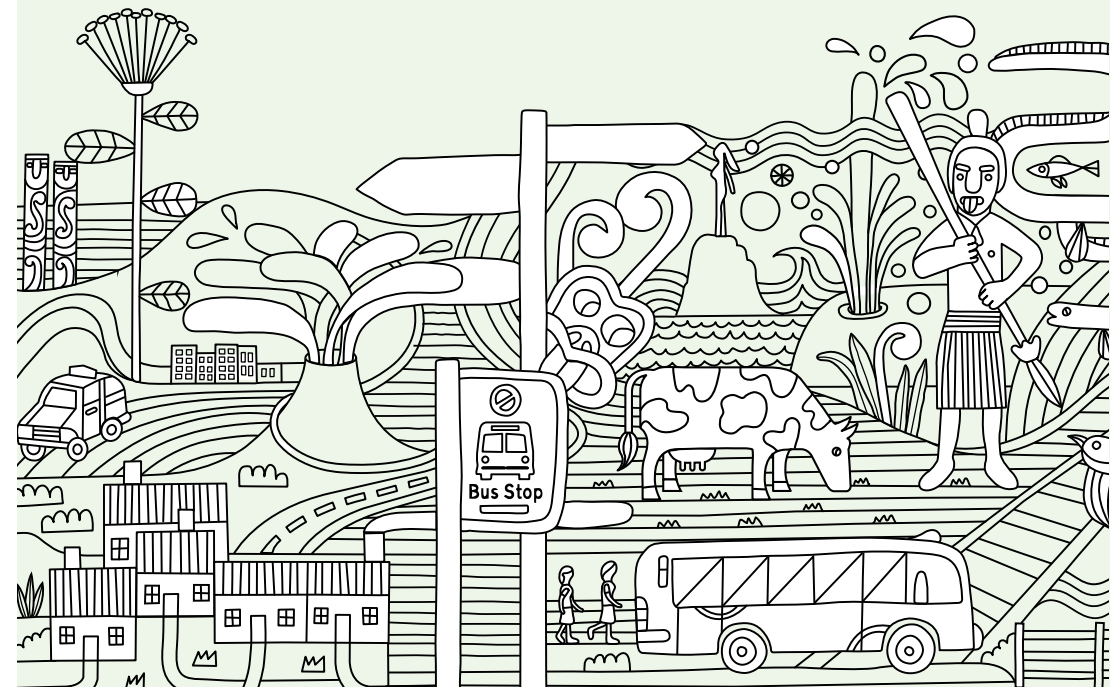
*Performance Monitoring Report
1 July 2021 to 31 March 2022*

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

The report covers the period from 1 July 2021 to 31 March 2022 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 nine months ending 31 March 2022

- Operating revenue** at the end of Quarter 3 2021/22 is \$1.9m lower than budget, and full year forecast is \$2.96m lower than budget. This is primarily related to fare revenue in Tauranga which continues to be driven by the impact of COVID-19 and running a weekend timetable on the Tauranga network from 21 February. Rotorua fare revenue is lower by \$0.6m due to the optimisation 'A Balanced Network' not going ahead this year. The decrease in fare revenue due to the implementation of the government initiative for half price fares is offset by an increase in Waka Kotahi subsidy.
- Operating expenditure** at the end of Quarter 3 2021/22 is \$3.1m lower than budget. Full year forecast is \$4.2m lower than budget primarily due to the Urban Form and Transport Initiative and Western Bay of Plenty Transport Plan (\$2m) and Rotorua optimisation 'A Balanced Network' (\$1.6m) not approved given timeframes have been extended by project partners to ensure relevant planning processes are completed first. The bus decarbonisation feasibility study (\$0.3m) is forecast to commence in 2022 and expected to be completed in 2023 resulting in a decreased forecast expense for consultancy in 2022.
- At the end of Quarter 3 2021/22 **capital revenue** is \$0.5m lower than budget and Capital expenditure is \$0.8m lower than budget. Forecast **capital expenditure** is \$1.1m lower than budget following Waka Kotahi's decision not to fund 'A Balanced Network' in Rotorua. The Transport Management System project will commence in 2022, with completion of the project expected in 2023.

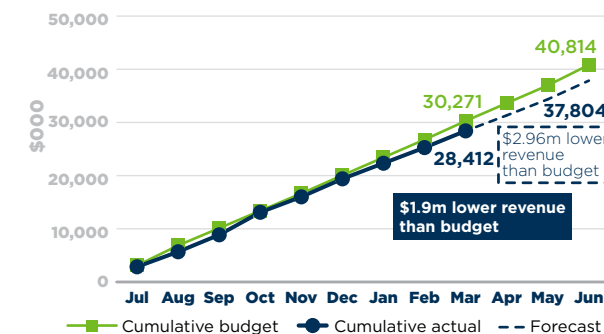
See Appendix 1 for further budget analysis

Summary of Financial Performance

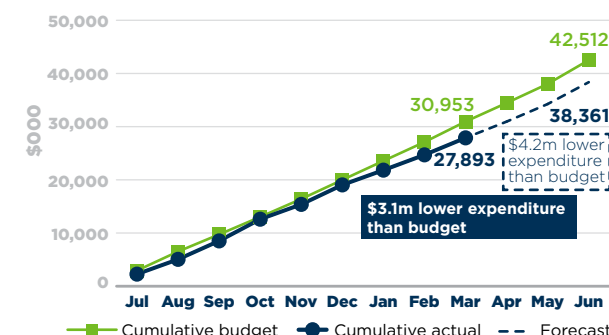
	Year to date \$000				Full year \$000			
	Budget	Actual	Variance		Budget	Forecast	Variance	
Operating revenue	30,271	28,412	(1,860)	Lower	40,814	37,857	(2,957)	Lower
Operating expenditure	30,953	27,893	3,059	Lower	42,512	38,361	4,151	Lower
Total operating surplus (deficit)	(681)	518	1,200	Favourable	(1,698)	(504)	1,194	Favourable
Capital revenue	510	1	(510)	Lower	595	29	(567)	Lower
Capital expenditure	840	1	839	Lower	1,167	56	1,111	Lower

Transportation Budget compared to Actual 2021/22

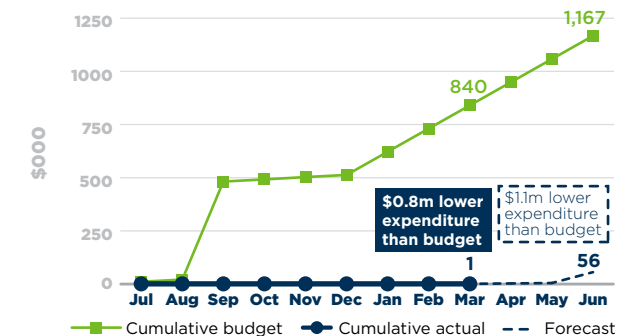
Operating Revenue



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	515,316	●	●

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%	N/A	●	●

Key:

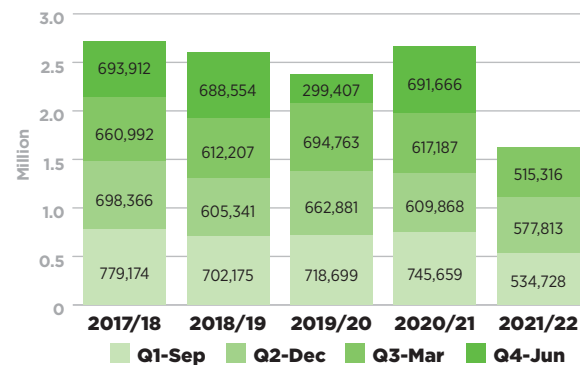
- On track
- Not on track
- Data not available

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

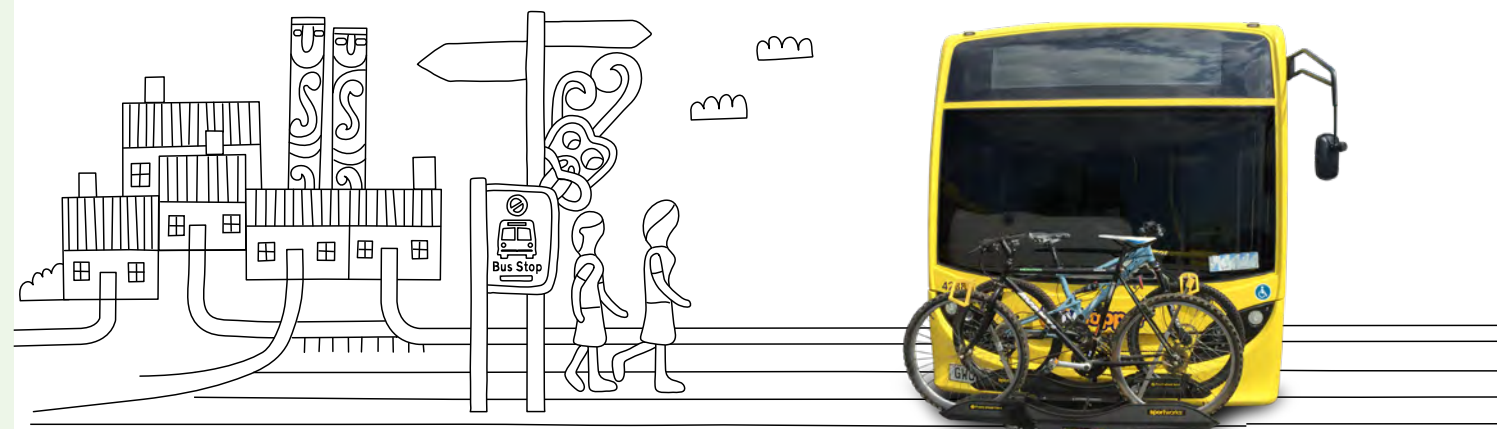
Passenger Transport

Bus Patronage for all services over the period of this report (Q3 2021/22) was 515,316, which is down 16.5% on the same period 2020/21 and down 25.8% on 2019/20. Tauranga moved to a reduced timetable on 21 February 2022 due to the reduced availability of bus drivers during the COVID Omicron outbreak in New Zealand. The year on year decline reflects, in part the ongoing, dynamic impact of COVID-19 alert system. Along with the rest of New Zealand, the Bay of Plenty moved to the COVID-19 red light setting on Sunday 23 January. The red setting required additional daily cleaning and touch-point cleaning, and face coverings remain mandatory.

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	2,832,444
18/19	702,175	605,341	612,207	688,554	2,608,277
19/20	718,699	662,881	694,763	299,407	2,375,750
20/21	745,659	609,868	617,187	691,666	2,664,380
21/22	534,728	577,813	515,316	-	1,627,857





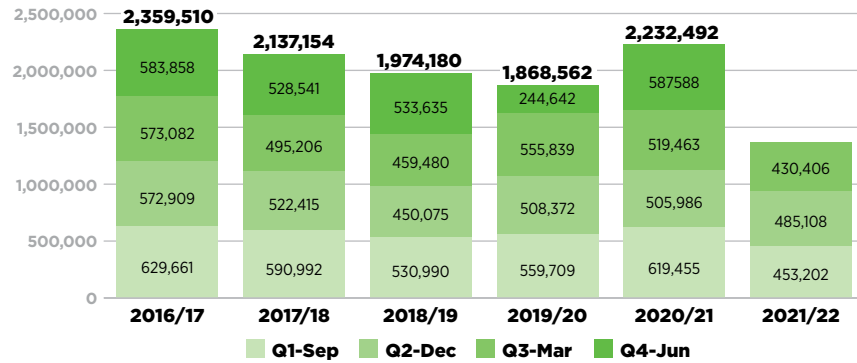
Public Transport Updates

Tauranga network

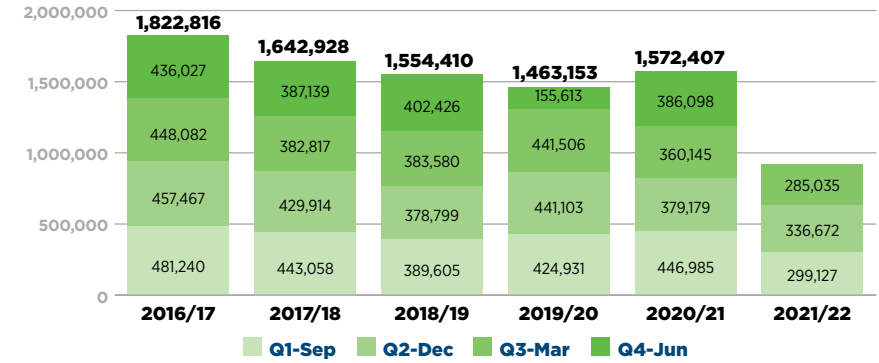
- Total Tauranga network (Urban and School) patronage for the reporting period decreased 17.1% on the same period last year and 22.6% on 2019/20.
- Passenger patronage on the urban network was 285,035 a decrease of 20.9% on last year and 35.4% on 2019/20.
- Tauranga School dedicated services saw 145,371 trips taken, down 8.8% on last year and up 27.1% on 2019/20.
- The security presence at the Willow Street and Farm Street bus interchanges continues, with extended hours of coverage added for key times of the day.
- Tauranga bus services moved to a weekend timetable on 21 February 2022 as a result of the COVID Omicron outbreak, which impacted driver availability.
- In June Tauranga's central bus interchange will move from Willow Street to the new temporary location at Durham Street. This move is a temporary solution whilst the Tauranga City precinct is redeveloped. A significant amount of background work was undertaken during the third quarter to ensure a smooth transition for the bus operator and customers.

See Appendix 2
for the Regional
Patronage Summary

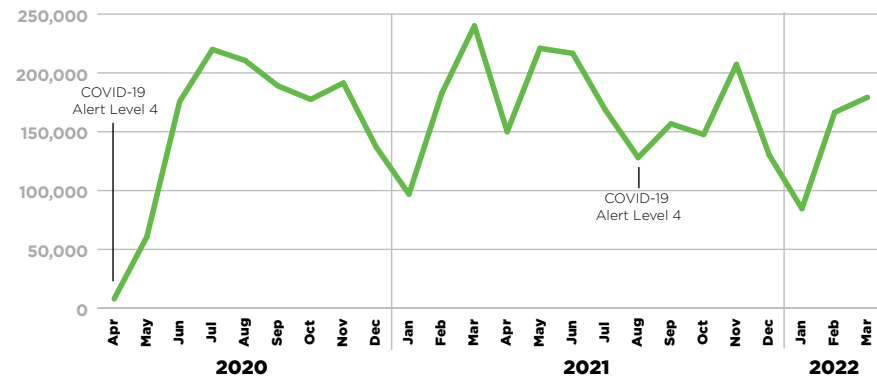
Tauranga network - total boardings



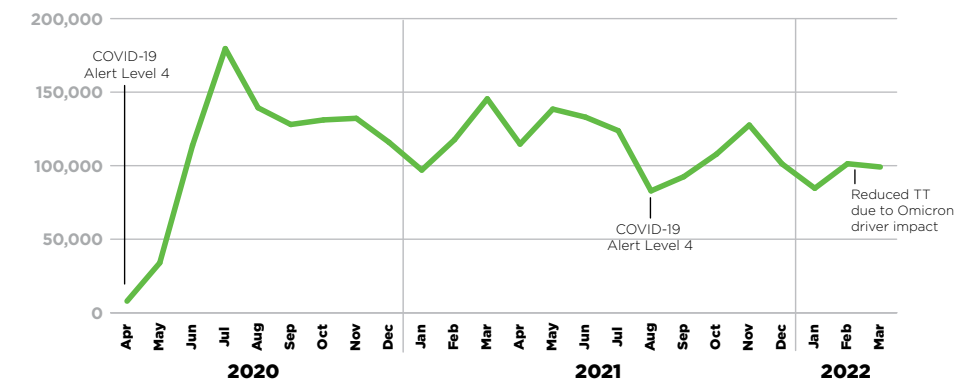
Tauranga urban - total boardings



Tauranga network - rolling 24 months



Tauranga urban - rolling 24 months



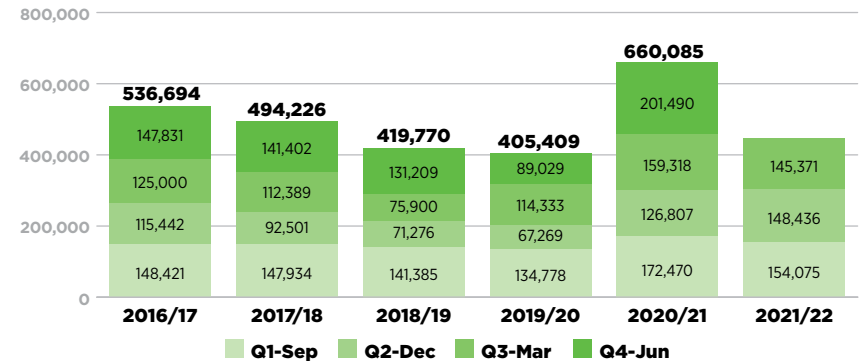
School network

Patronage for the school network remains strong in the third quarter of 2021/22 with 145,371 over two months due to school holidays. There were 65,185 trips taken in February making this the highest patronage for the month February since the inception of the Bayhopper School Bus network.

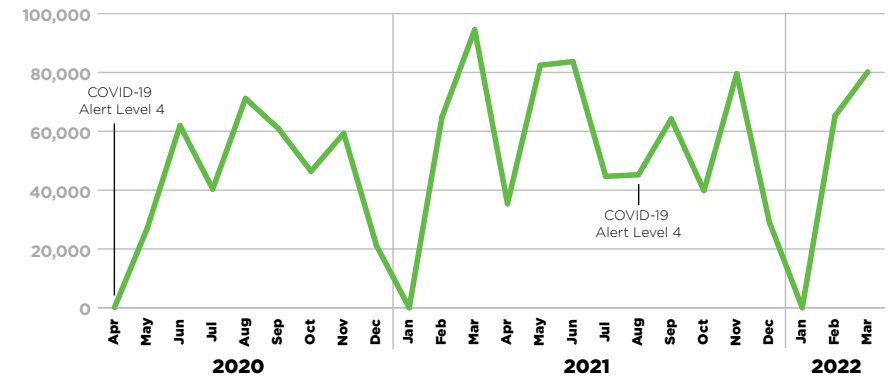
There is a relatively low decrease in patronage of 8.8% between Quarter 3 2020/21 and Quarter 3 2021/22, likely due to the impact of COVID-19 in early 2022.

We continue to work closely with the three school bus operators and the schools to make improvements across the network.

Tauranga schools - total boardings



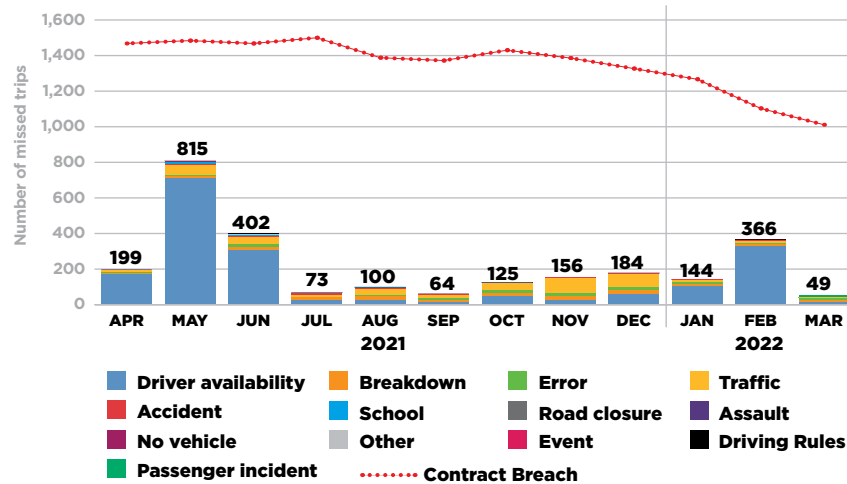
Tauranga schools - rolling 24 months



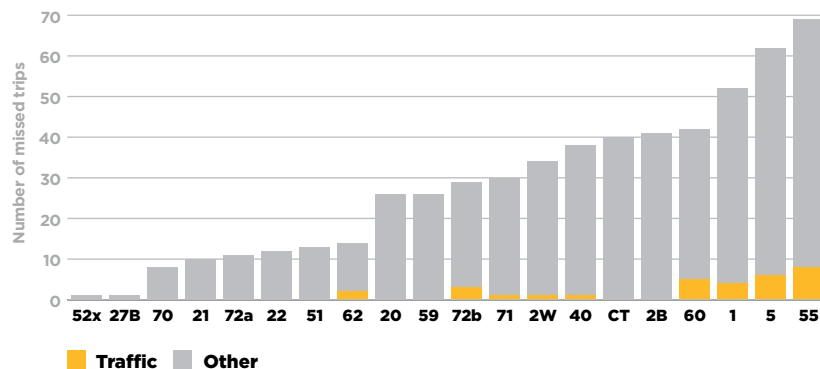
Reliability Tauranga urban

The third quarter (1 January 2022 to 31 March 2022) saw an average of 186 trips missed per month 0.83% 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 although this situation remains volatile as COVID impacts driver availability.

Reason for missed trips last 12 months

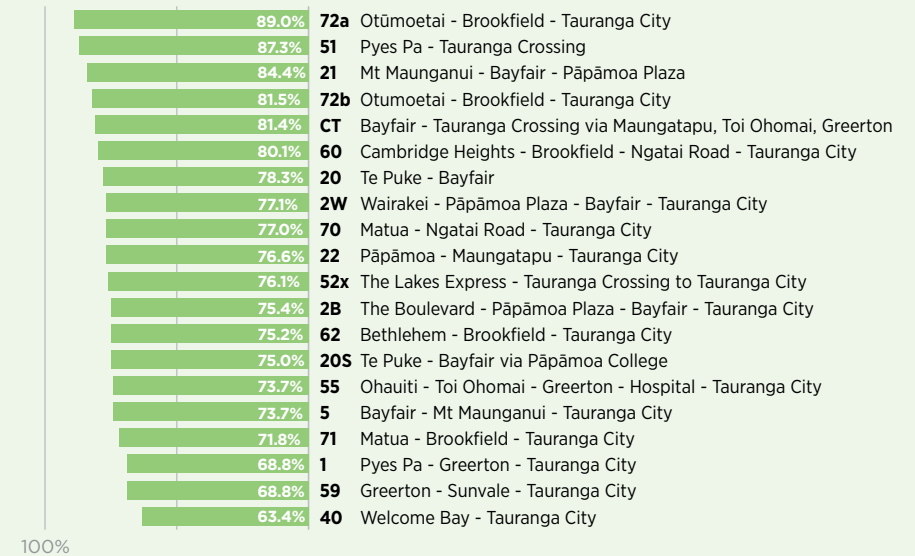


Tauranga urban missed trips by route 01 January to 31 March 2022



Punctuality within the Tauranga network

% of buses on time at first stop



Rotorua network

The Rotorua service patronage for the reporting period was 17.6% lower than the same period 2020/21, and 45.9% down on 2019/20.

Council is refreshing the urban bus network in Rotorua and currently inviting feedback from the community. This project will improve the existing bus routes and also change the way buses circulate in the City Centre.

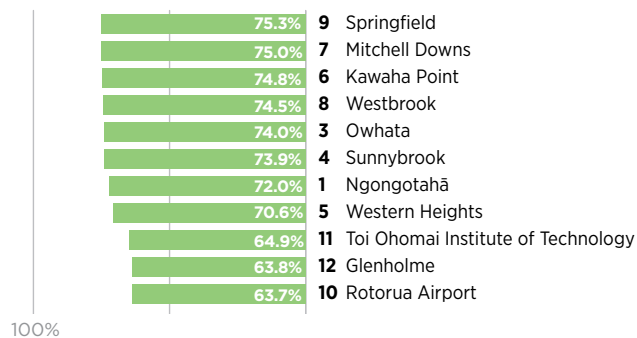
The project aims to make buses in Rotorua more attractive and simpler to use, while getting people around the City Centre more easily. This includes introducing new bus routes which go across the city, putting buses on some new streets and removing them from others where fewer people catch the bus. These changes will provide better value for money, encourage more people to enjoy the benefits of public transport and leave their car at home.

Proposed key changes include:

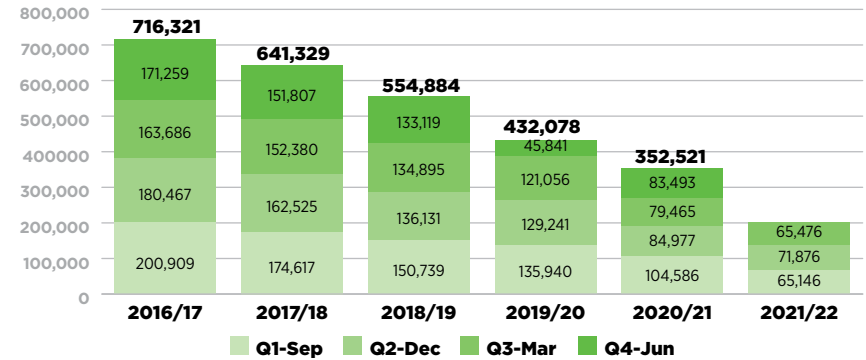
- The current 11 urban bus routes will be simplified and merged into 5 new routes
- Simplified and improved bus route naming, where the old route numbers will be replaced with letters A to E and colour coded
- Reduced Sunday bus frequencies to match customer demand
- Dedicated school and tertiary/commuter bus services will stay the same.

Punctuality within the Rotorua network

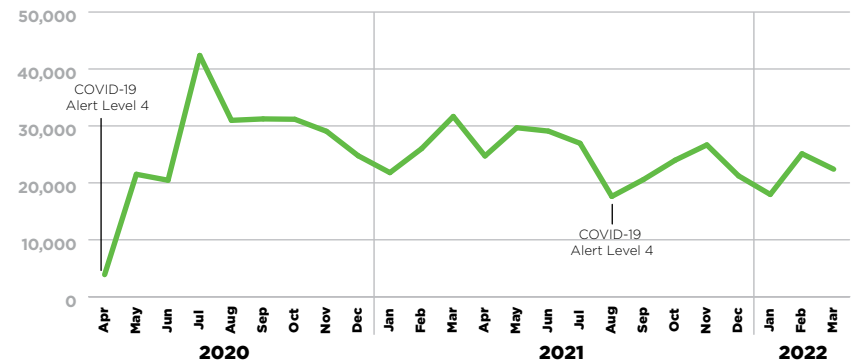
% of buses on time at first stop



Rotorua Cityride - total boardings



Rotorua Cityride - rolling 24 months

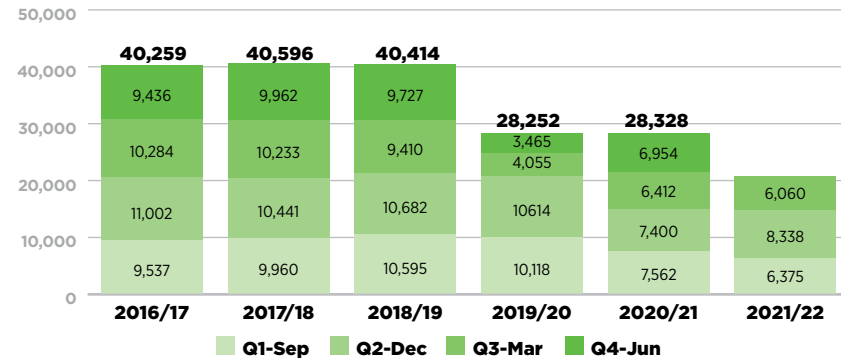




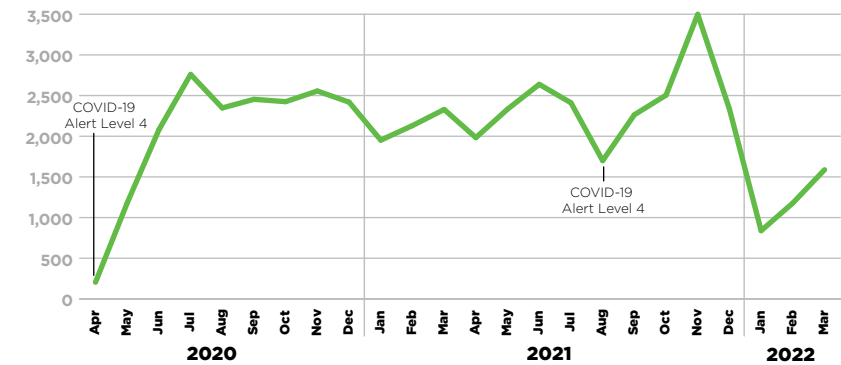
Eastern Bay network

Quarter 3 patronage in the Eastern Bay of Plenty was down 5.5% on the same period last year and 49.4% down on 2019/20.

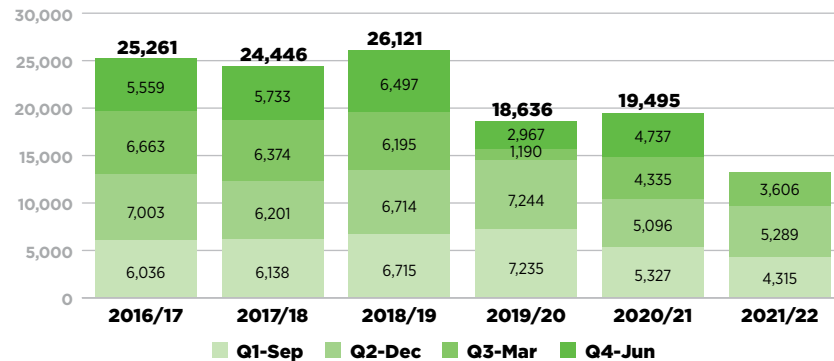
Eastern Bay of Plenty - total boardings



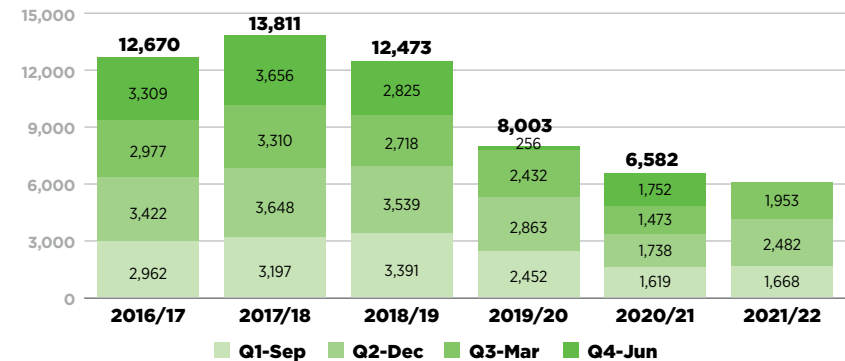
Eastern Bay of Plenty - rolling 24 months



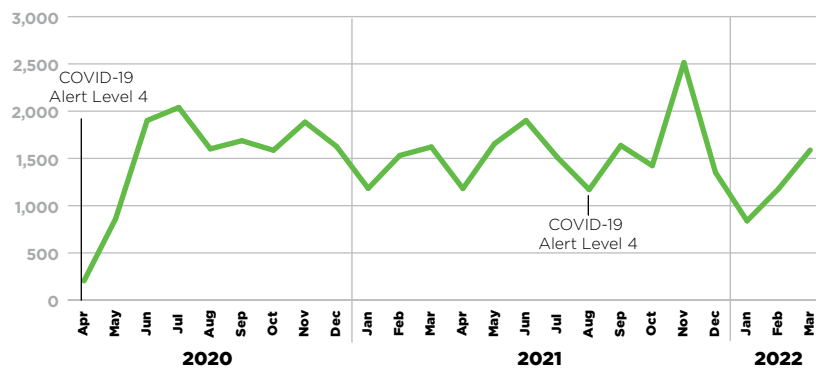
Whakatāne to Ōhope - total boardings



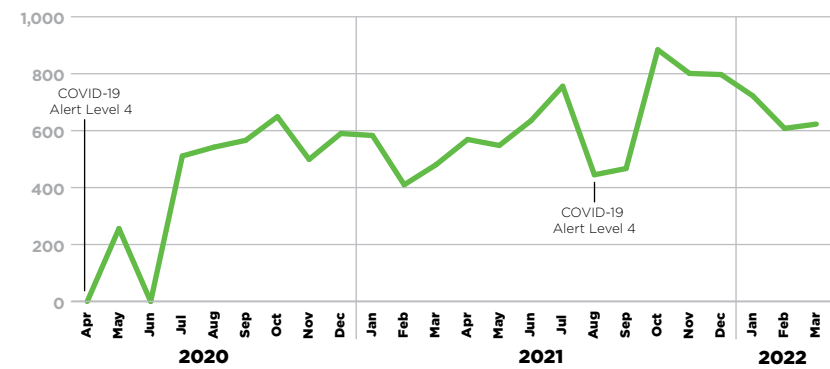
Kawerau and Ōpōtiki - total boardings



Whakatāne to Ōhope - rolling 24 months



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.

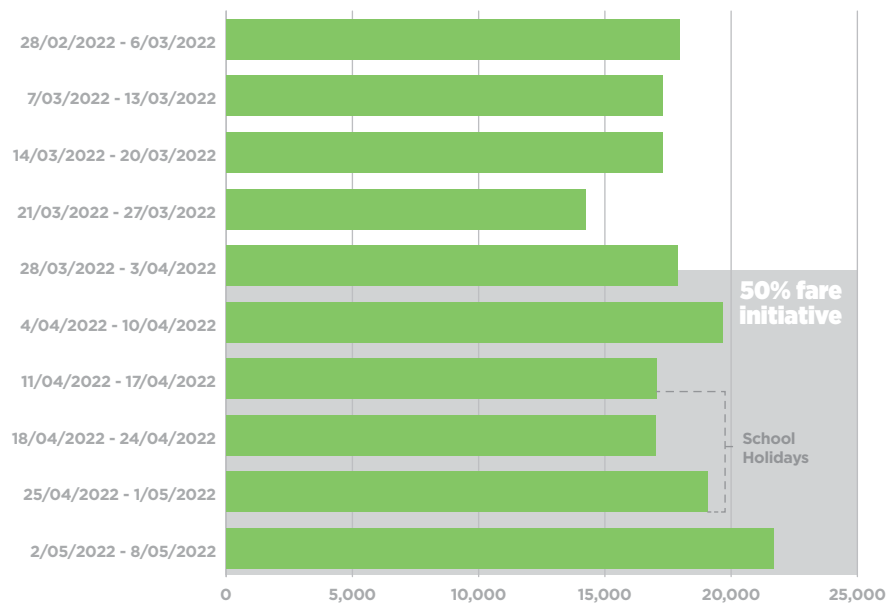
Other updates

Half price fares - 1 April 2022 to 30 June 2022

The Government announced on Monday 14 March that half price fares would be applied across the country for a three-month period. Discounted fares started on the 1 April and are currently scheduled to end on 30 June. They have extended to August then from September half price fares for community service card holders.

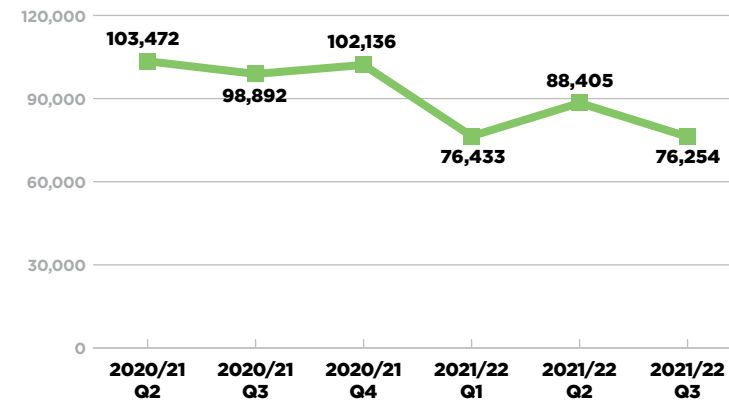
Early data suggests the half price fares have encouraged an increase in patronage for the month of April. The chart below shows that patronage for the region (RITS only, excluding child tickets) has increased by an average of 15% on the average of the three weeks preceding the initiative. Note that this includes the impact of the school holiday period.

Bay of Plenty region bus patronage by week



SuperGold Card Patronage

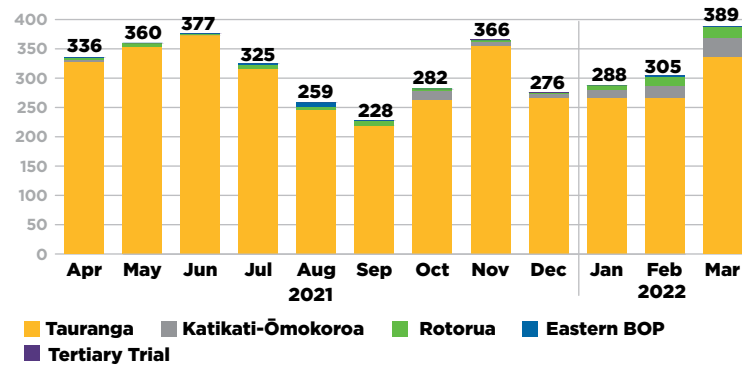
The decrease in SuperGold card patronage is reflective of the current Covid environment. It indicates that SuperGold card holders are more hesitant to take the bus in this uncertain environment.



Bike rack use

Bike rack use has been relatively steady since August 2020 with an average of 327 trips per month in Quarter 3, up 6% on the Quarter 2 monthly average.

Bike rack tickets by unit



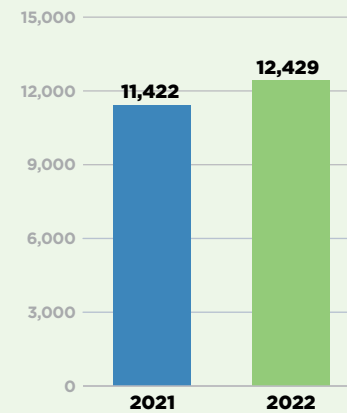
Bike Rack Use by Unit

	Tauranga	Rotorua	Eastern Bay	Katikati - Ōmokoroa	Tertiary Trial	TOTAL		
2021	Apr	329	4	1	2	0	336	
	May	353	6	0	1	0	360	
	Jun	373	3	1	0	0	377	
	Jul	316	7	2	0	0	325	
	Aug	246	6	7	0	0	259	
	Sep	219	8	1	0	0	228	
	Oct	264	4	0	14	0	282	
	Nov	356	3	0	6	1	366	
	Dec	267	2	0	6	1	276	
	2022	Jan	266	7	0	15	0	288
		Feb	266	17	2	20	0	305
		Mar	337	20	1	31	0	389

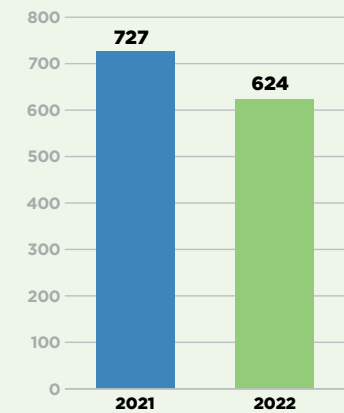
School fare free trial

The school fare free trial in Rotorua is showing comparative growth for the first two months of the new school year compared to 2021 with an increase in patronage of 8.8%. Whakatāne-Ōhope patronage has reduced compared to the first two school months in 2021 by 14.2%. This is likely to be the result of an increase in students choosing to do online learning.

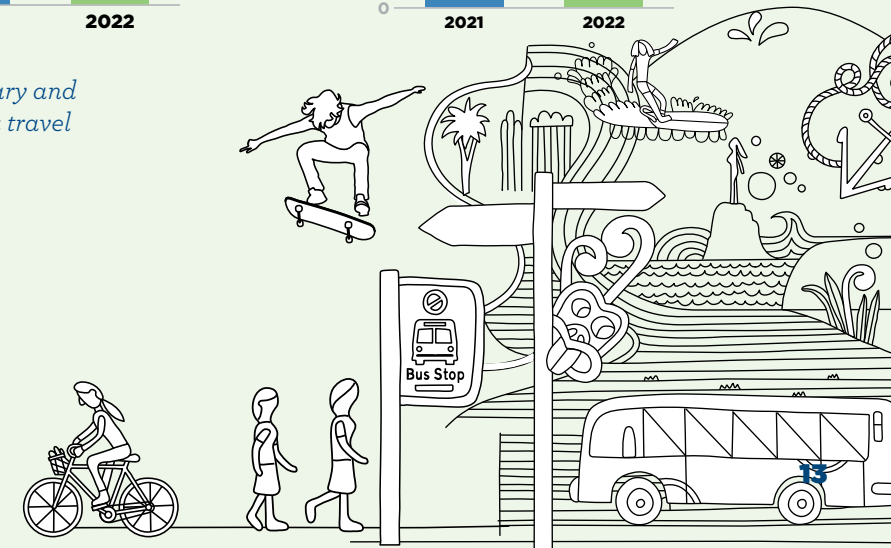
Rotorua school patronage



Whakatāne - Ōhope school patronage



Data is February and March at peak travel



Tertiary/Commuter Services

Total tertiary services averaged 521 boardings for the second two tertiary months of Quarter 3, down 42% the same period last year. The most significant declines were on routes 104 (Murupara-Rotorua) and route 102 (Rotorua-Tauranga), down 71% and 46% respectively.

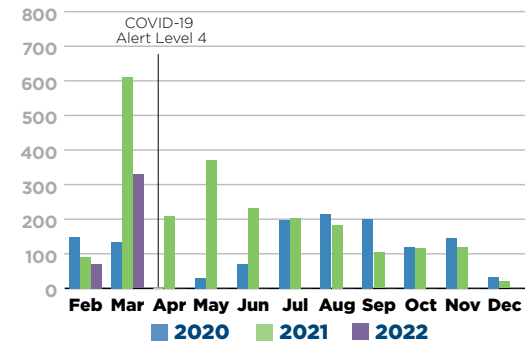
Similar to schools, this is likely to be the result of an increase in students choosing to do online learning.

2020	Budgeted Cost	Estimated Waka Kotahi Subsidy per PAX	Estimated Local Share per PAX
Route 101 Whakatāne-Tauranga	\$30,494	\$54.76	\$26.17
Route 102 Rotorua-Tauranga	\$16,359	\$16.39	\$7.86
Route 103 Katikati-Tauranga	\$18,450	\$18.74	\$8.98
Route 104 Murupara-Rotorua	\$16,394	\$36.83	\$14.22
Route 105 Tauranga-Rotorua	\$16,356	\$12.39	\$5.90

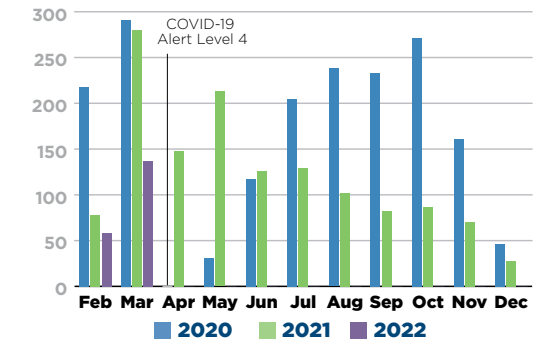
2021	Budgeted Cost	Estimated Waka Kotahi Subsidy per PAX	Estimated Local Share per PAX
Route 101 Whakatāne-Tauranga	\$30,259	\$21.98	\$10.59
Route 102 Rotorua-Tauranga	\$15,804	\$22.51	\$11.00
Route 103 Katikati-Tauranga	\$18,504	\$54.24	\$26.74
Route 104 Murupara-Rotorua	\$16,031	\$47.26	\$22.76
Route 105 Tauranga-Rotorua	\$15,859	\$20.27	\$9.91

2022	Budgeted Cost	Estimated Waka Kotahi Subsidy per PAX	Estimated Local Share per PAX
Route 101 Whakatāne-Tauranga	\$30,125	\$38.41	\$18.45
Route 102 Rotorua-Tauranga	\$16,223	\$42.43	\$20.38
Route 103 Katikati-Tauranga	\$18,423	\$58.72	\$28.21
Route 104 Murupara-Rotorua	\$16,258	\$162.58	\$78.10
Route 105 Tauranga-Rotorua	\$16,223	\$35.06	\$16.84

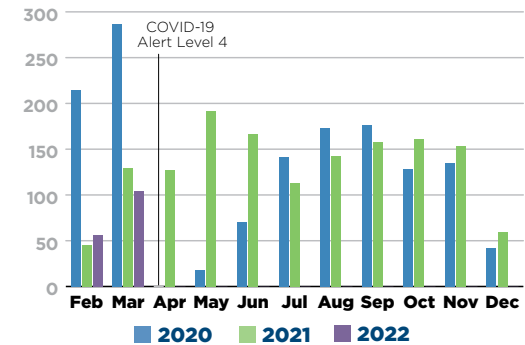
Route 101 Whakatāne-Tauranga



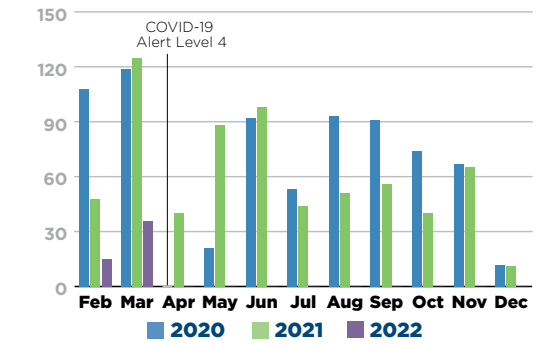
Route 102 Rotorua-Tauranga



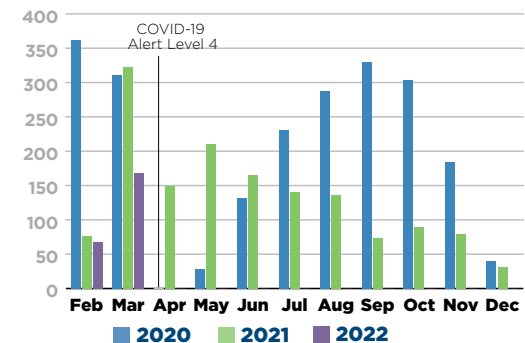
Route 103 Katikati-Tauranga



Route 104 Murupara-Rotorua



Route 105 Tauranga-Rotorua



Customer experience

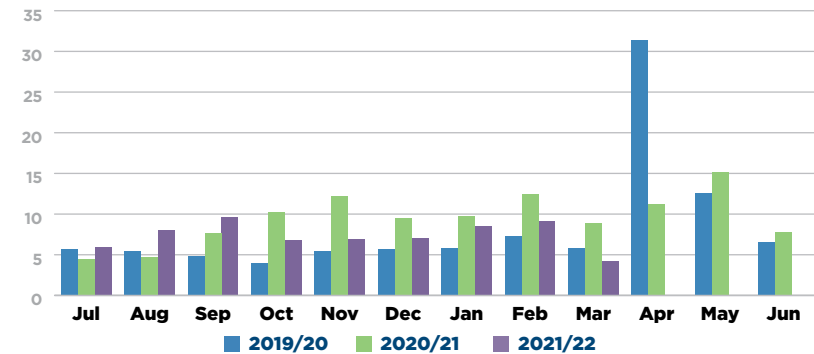


Contact centre and reception

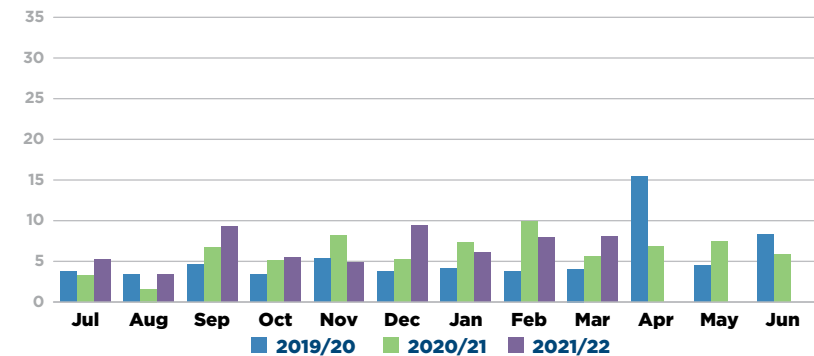
In Quarter 3, during business hours, a total of 5,398 transport related calls were received. This equated to around 45% of all calls to Bay of Plenty Regional Council taken for this period. After hours, Tauranga City Council dealt with an additional 1,620 transport related calls, and this equated to 65% of all after hours calls taken during this period.

Complaints

Tauranga complaints per 10k boardings



Rotorua complaints per 10k boardings



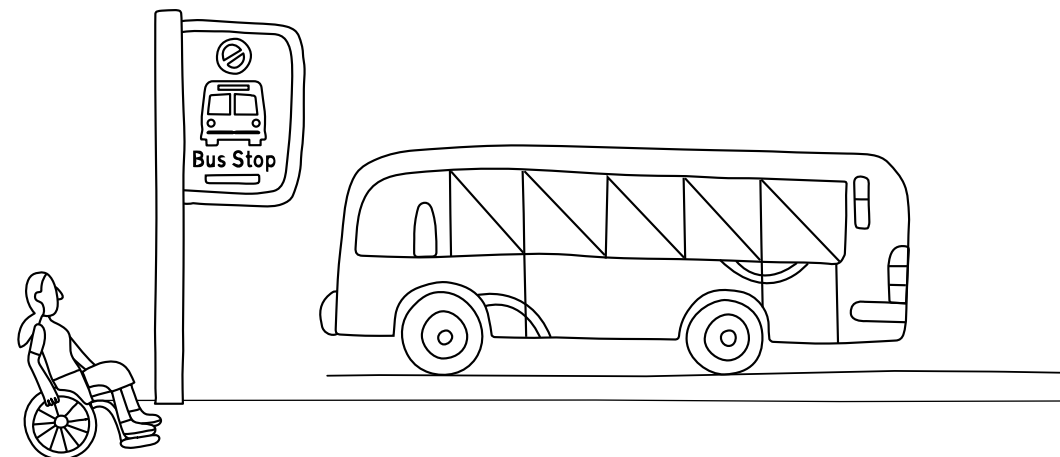
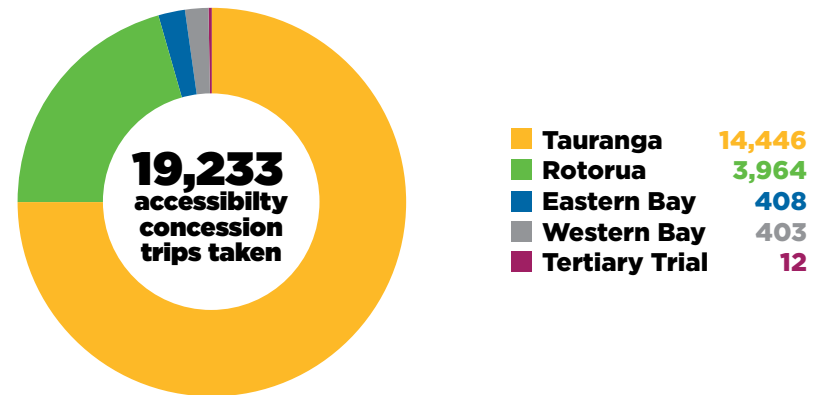
Customer service and promotion

Zendesk support

- Of the 5481 Baybus tickets created in Zendesk Support during Quarter 3, only 196 tickets or 3.58% remained unresolved at the end of the quarter.
- 87.6% of these tickets were created from phone calls to the Call Centre with the remaining 12.4% received via email, website forms or Facebook.
- A smaller portion of tickets (222 or 4.1%) were forwarded to the Transport Operations team requiring further investigation.

The accessibility concession

In the third quarter, 1 January 2022 to 31 March 2022 there were 110 applications processed and accepted with a total of 1,328 applications processed since go live on 1 July 2021. A total of 19,233 accessibility concession trips were taken during Quarter 3.

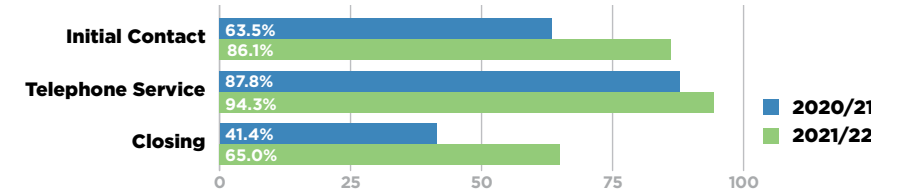


Mystery Shopper

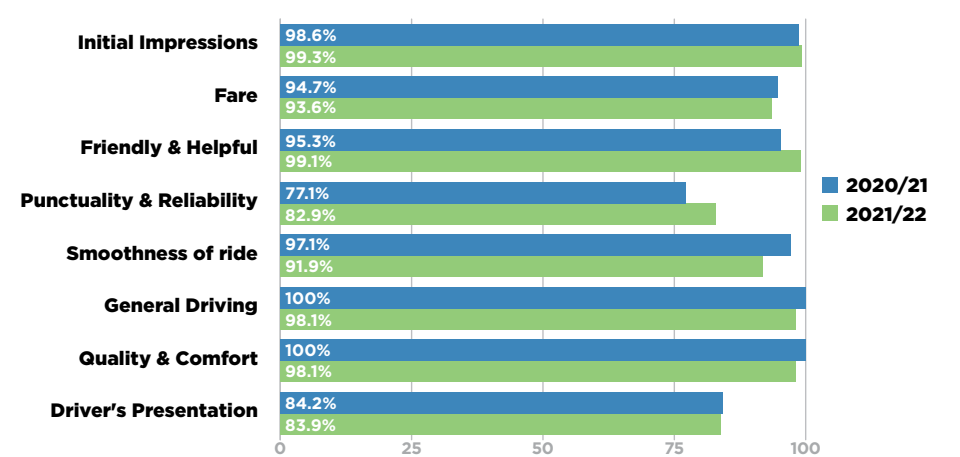
- The Mystery Shopper results for the quarter continue to be positive.
- In December punctuality and reliability in Tauranga declined. This is due to the current level of roadworks in the city. The measures of initial impressions, friendliness and helpfulness, general driving, quality and comfort received ratings of 95% or higher.
- In Rotorua there was an improvement in the friendly and helpful measure, from 86% to 91.7%. Punctuality, reliability and smoothness of ride have both improved bringing their average up to 86% and 87%.
- The Call Centre continues to receive good ratings in terms of initial contact and telephone service. Call closing has improved by 5% this quarter bringing its average up to 65%.



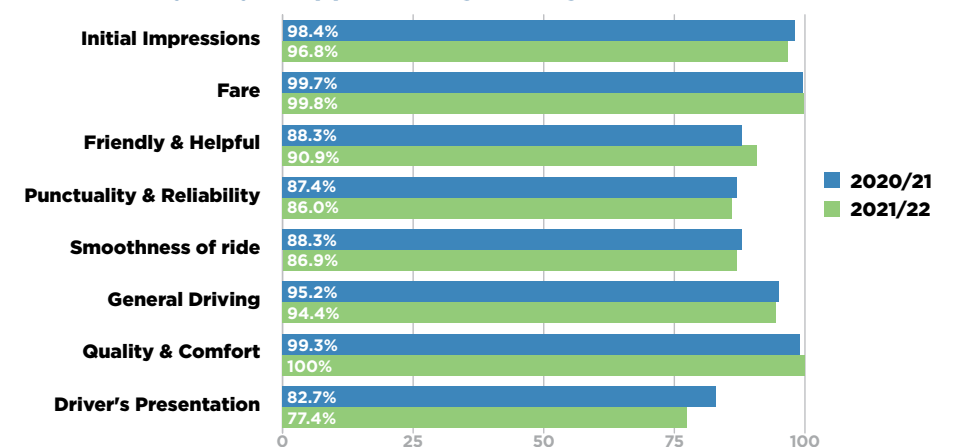
Call Centre Mystery Shopper average rating



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. The web-based reporting dashboard commissioned by the RITS consortium was operationalised in early May 2022. The dashboard will provide additional interactive patronage, revenue and journey analysis reporting capability to Council staff, improving response times and accuracy.

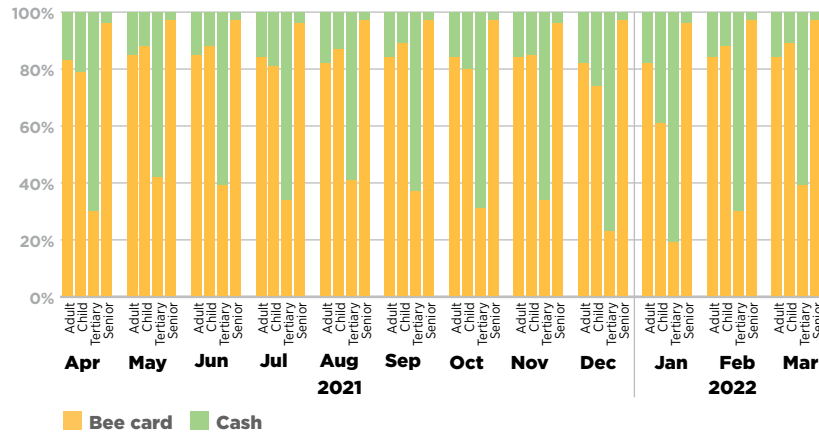
Regional Integrated Ticketing Solution

Seniors are the highest users of Bee Card compared to cash (97% in Tauranga and 89% in Rotorua in the reporting period). Conversely, Tertiary students continue to lag behind at 28% in Tauranga and 34% in Rotorua for Bee Card usage.

The Bee Card promotion, specifically targeting tertiary students, has been postponed until later in 2022 to avoid confusing messaging with the increased public communications required for half price fares and reduced timetable. The campaign encourages students to get a Bee Card, load their tertiary concession to save on fares, and to top up online. It'll mostly be a digital campaign, while also providing content directly to Toi Ohomai and University of Waikato for them to share through their student communication channels.

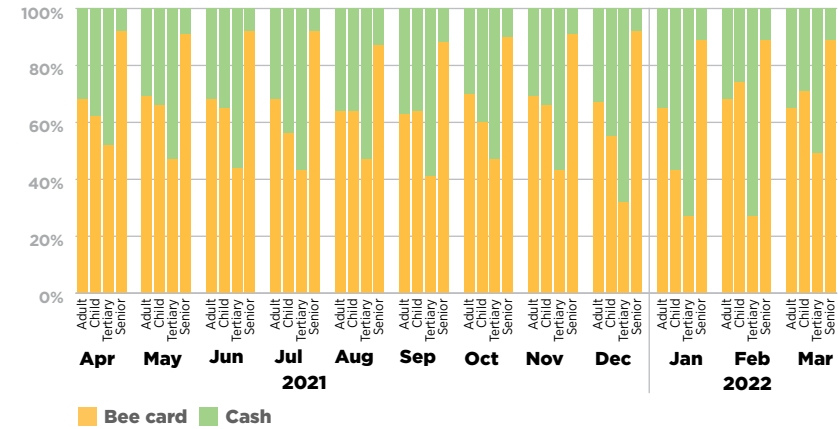
Tauranga Bee Card use

Tauranga urban - Bee Card vs Cash

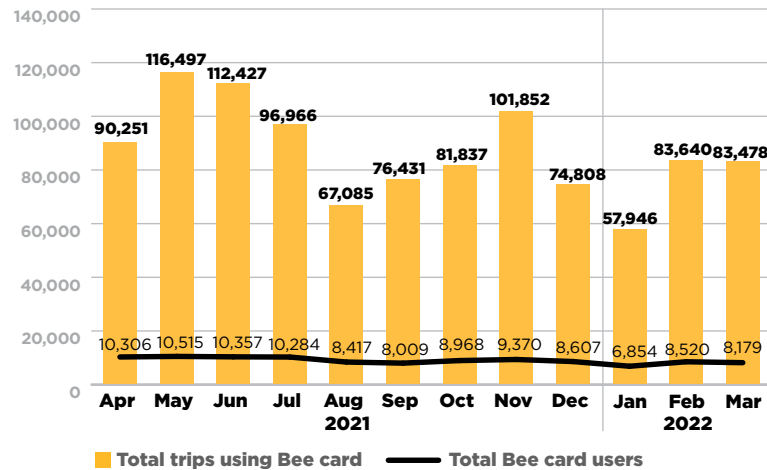


Rotorua Bee Card use

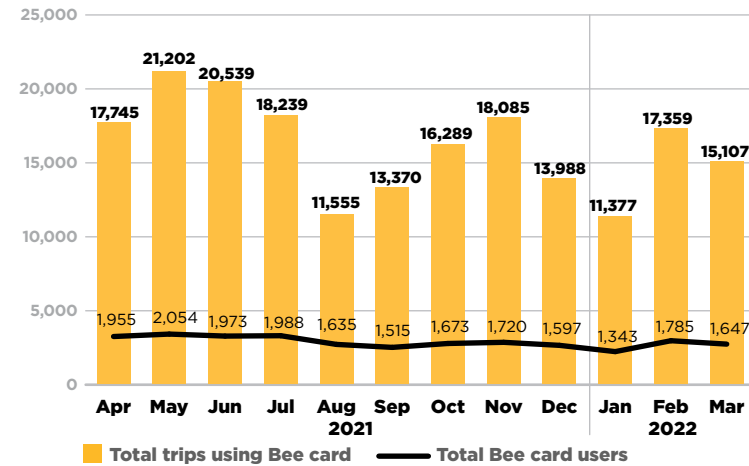
Rotorua Cityride - Bee Card vs Cash



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 continues to affect the use of the Total Mobility scheme with many members still reluctant to resume travel patterns similar to those before COVID.

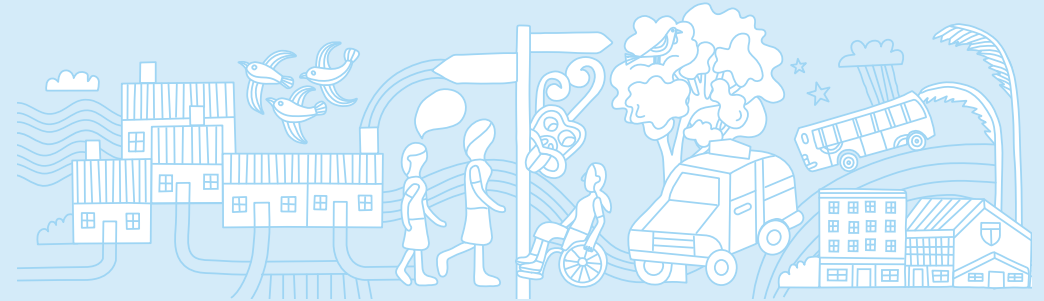
Transport providers report that many people now regularly only use Total Mobility to travel to the doctor or grocery shopping however the ability to have groceries delivered has also affected how the scheme is used.

Retaining drivers in the transport industry is also affecting our Total Mobility scheme transport providers, kiwifruit orchards and supermarkets are drawing from the pool of drivers.

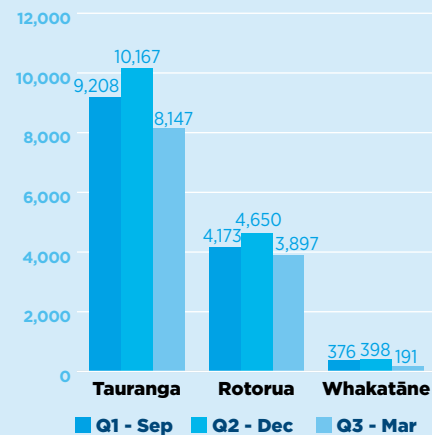
Ridewise

Ridewise is used to monitor usage of the scheme, process Total Mobility applications and transactions.

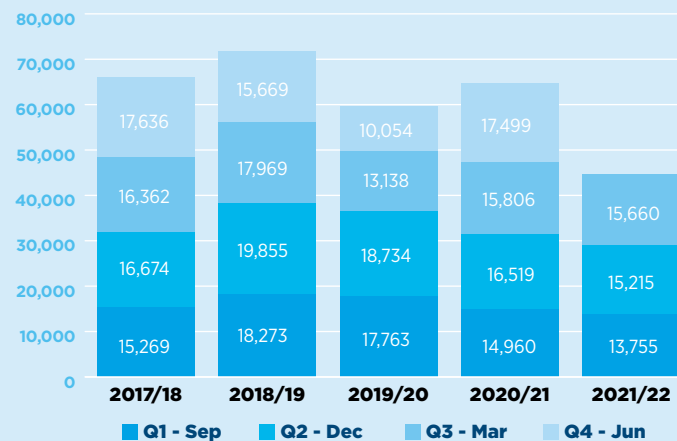
As at 31/03/2022 there were 3,520 registered Total Mobility scheme members, with 156 new applications received in the Jan-Mar period.



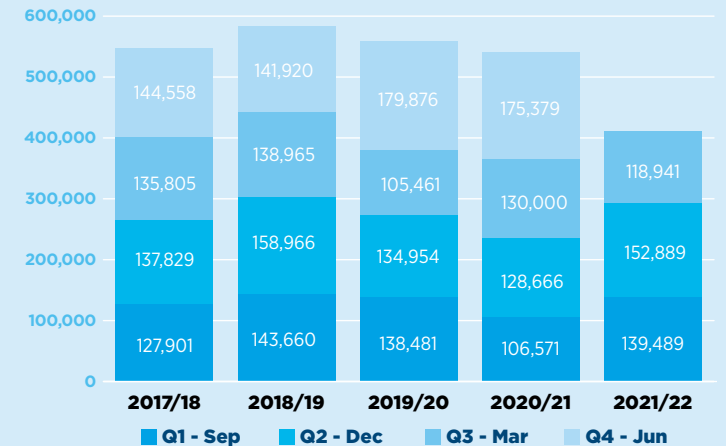
Total Mobility patronage by area

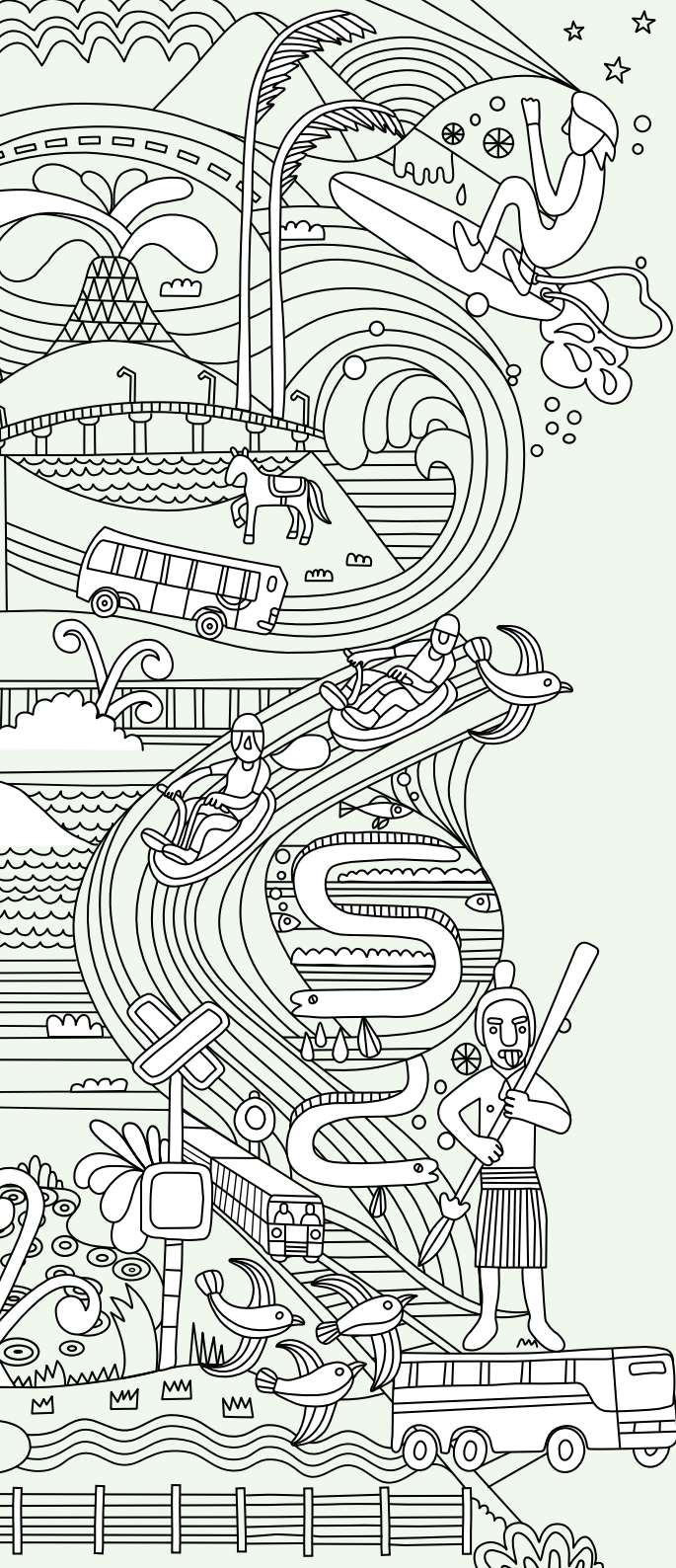


Passenger trips on Total Mobility



Expenditure Total Mobility

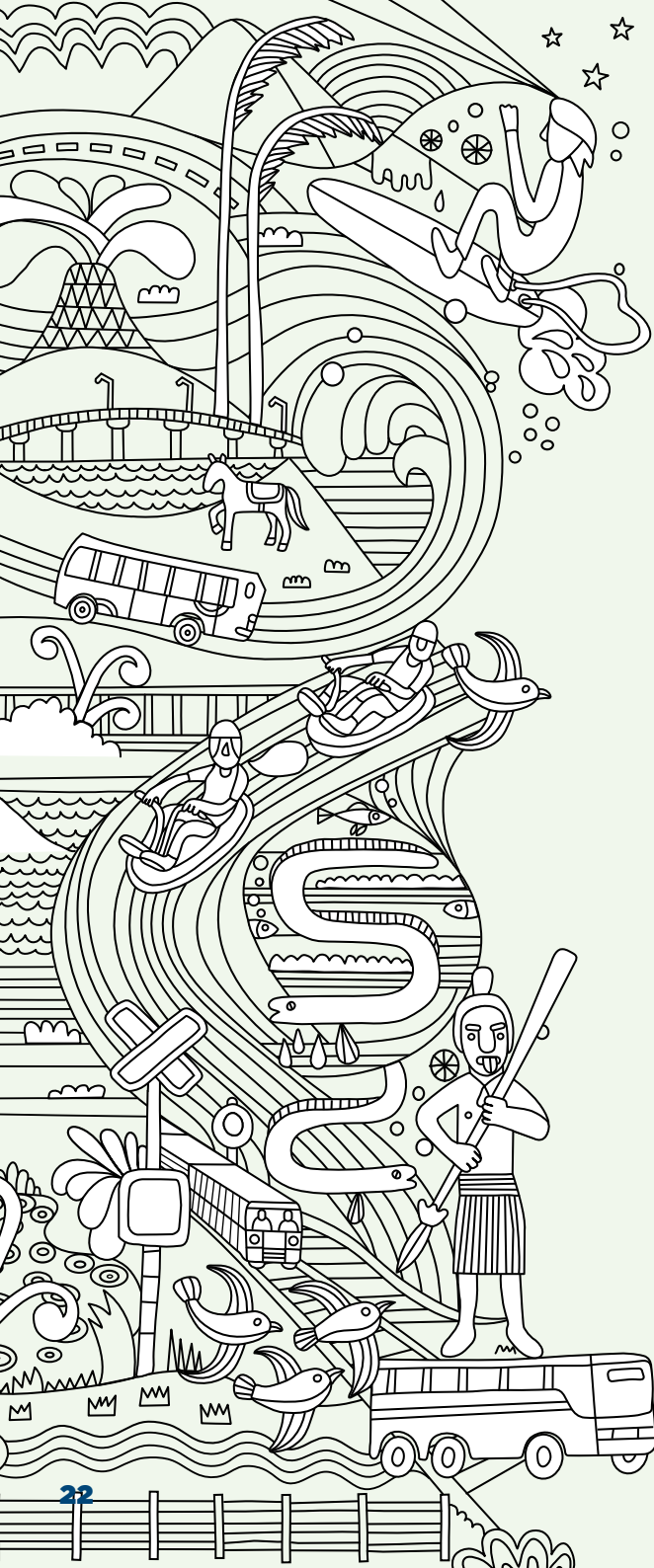




Appendix 1

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	18,239	18,530	24,095	24,123
Rotorua Passenger Transport	3,224	3,166	4,433	4,211
Western Bay Passenger Transport	866	866	1,237	1,162
Eastern Bay Passenger Transport	337	511	473	720
Regional Passenger Transport (including Mamaku trial)	403	377	538	532
Tertiary/Commuter Services				
Tauranga	84	71	113	108
Rotorua	111	89	147	126
Western Bay	168	140	224	201
Whakatāne	88	78	118	108
Total Cost - Passenger Transport Services	23,522	23,828	31,377	31,291
Fare and Other Revenue	(3,887)	(2,503)	(5,183)	(2,790)
Subsidy	(9,468)	(10,442)	(12,639)	(14,084)
Net Cost - Passenger Transport Services	10,166	10,883	13,555	14,418
OTHER PASSENGER TRANSPORT ACTIVITIES				
Total Mobility Services & Hoists (including ridewise operating costs)	649	543	865	794
Ferries (Matakana)	38	22	51	34
Road Safety	163	114	187	189
Stock Trucks	0	10	207	24
Bus Shelter - new & maintenance	40	(0)	167	167
Administration, Depreciation & Finance Costs	1,050	806	1,424	1,457
Carless Wednesday	205	370	273	523
Rotorua Network Enhancement	802	36	1,605	50
Transport System Plan	2,124	100	3,148	569
Transport and Urban Planning	2,361	2,065	3,208	3,264
Total Other Passenger Transport Activities	7,431	4,065	11,135	7,069
Fare & Other Revenue	(4)	(127)	(5)	(163)
Subsidy	(2,027)	(453)	(3,139)	(972)
Net Cost - Other Passenger Transport Activities	5,401	3,485	7,991	5,934



	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	37	0	50	50
Remix Optimisation Software	57	0	76	0
Transport Management Solution	450	0	450	5
Rotorua Network Enhancement	296	0	591	0
Total capital expenditure	840	1	1,167	56
LOW COST LOW RISK - included above				
Tertiary/Commuter services - Whakatāne-Tauranga	142	118	189	170
Tertiary/Commuter services - Murupara-Rotorua	149	125	199	179
Tertiary/Commuter services - Rotorua-Tauranga	74	62	99	89
Tertiary/Commuter services - Katikati-Tauranga	87	72	115	104
Rotorua Network Enhancement	802	36	2,196	50
Carless Wednesday	205	519	273	523
Short Term Bus Service Enhancements - Eastern Bay	140	125	187	172
Total Cost - LCLR	1,599	1,057	3,258	1,287
Revenue & Subsidy	(853)	(566)	(686)	(699)
Net Cost - Low cost low risk	746	491	2,572	588
BUS SHELTER INSTALLATIONS - INCLUDED ABOVE				
Tauranga City Council	0	0	710	710
Rotorua District Council	0	0	50	50
Western Bay of Plenty District Council	0	0	30	30

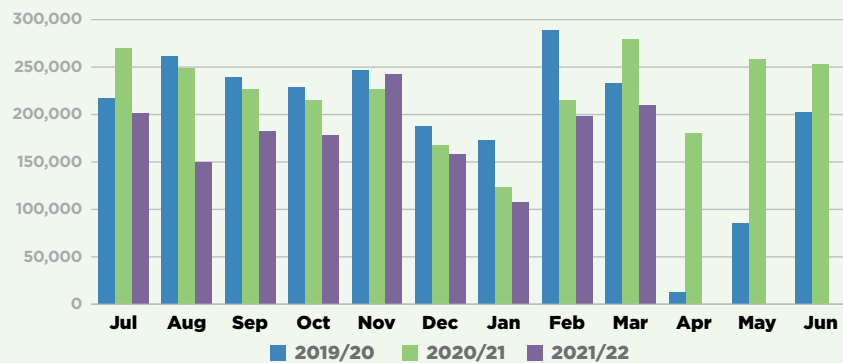
Appendix 2 Bay of Plenty Public Transport Patronage Summary

AREA	QUARTERLY PATRONAGE COMPARISON			2021/22 FINANCIAL YEAR PATRONAGE		2021/22 FINANCIAL YEAR FARE BOX RECOVERY
	Quarter 3 2020/21	Quarter 3 2021/22	% change	TO 31 MAR 2022	PY % change	
Total Network¹	617,187	515,316	(16.5%)	1,790,203	(9.3%)	9.3%
Tauranga BayHopper Urban	360,145	285,035	(20.9%)	1,014,218	(14.5%)	10.9%
Tauranga BayHopper Schools	159,318	145,371	(8.8%)	487,099	6.2%	n/a
Rotorua CityRide	79,465	65,476	(17.6%)	225,267	(16.3%)	11.7%
Murupara/Ruatāhuna	815	767	(5.9%)	2,440	8.8%	
Kawerau, Ōpōtiki and Whakatāne	1,473	1,953	32.6%	6,901	42.9%	
Ōhope	4,335	3,606	(16.8%)	14,643	(.8%)	8.0%
Matatā	142	107	(24.6%)	345	(22.5%)	
Pōtaka	462	394	(14.7%)	1,278	(4.7%)	21.4%
Te Puke	6,215	8,520	37.1%	23,576	16.0%	17.0%
Katikati/Ōmokoroa	4,598	3,843	(16.4%)	13,714	(3.7%)	11.4%
Katikati/Waihi Beach	219	244	11.4%	722	18.6%	6.5%
Ōmokoroa - Matakana Ferry	5,715	5,363	(6.2%)	17,076	(9.2%)	n/a

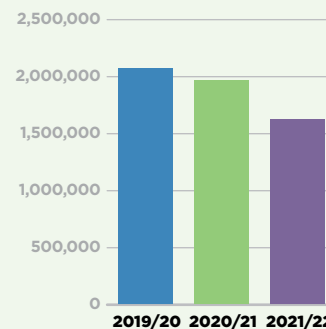
¹ excludes Ōmokoroa - Matakana Ferry

Patronage - year to date

All services total boardings by month

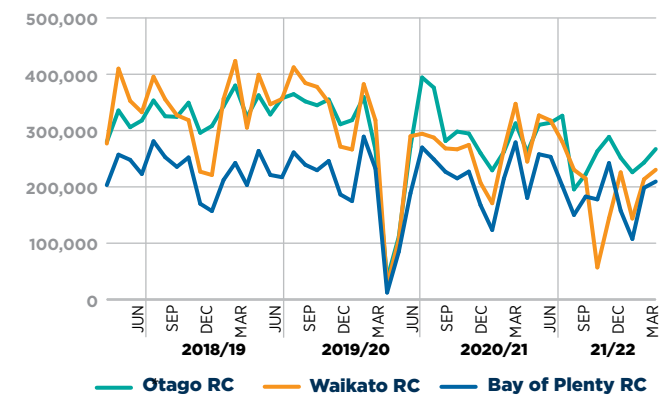


Total boardings - all services



Regional Councils total patronage by month

Retrieved from Waka Kotahi Achievement Reports



Appendix 3

Bay of Plenty Public Transport Patronage by Route

	Route	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	2021 Total	Jan 22	Feb 22	Mar 22	Apr 22	2022 Total	Network Refresh November 2021
Tauranga Urban Unit - Tauranga Urban	1	10,351	7,409	7,703	8,397	11,661	9,121	54,642	7,028	9,138	8,867	7,848	32,881	
	2B					8,251	12,732	20,983	10,208	12,748	11,494	11,650	46,100	New route. Replaces route 30/30x/33 and CL/HL between Bayfair and Tauranga City
	2W					6,478	10,870	17,348	9,243	9,491	9,096	9,727	37,557	New route. Replaces route 30/30x/33 and CL/HL between Bayfair and Tauranga City
	5					7,486	13,928	21,414	13,729	11,691	10,470	11,036	46,926	New route. Partially replaces routes CL/HL between Bayfair, Mount Maunganui and Tauranga City
	21					678	1,194	1,872	1,152	882	948	1,196	4,178	New route. Replaces route GL between Bayfair and Pāpāmoa Plaza
	22					1,730	1,664	3,394	867	3,065	3,371	2,283	9,586	New route. Replaces route 36/41
	30	10,031	6,855	7,635	9,176	5,108		38,805						Removed route. Replaced by route 2B/2W
	30x	977	689	691	635	436		3,428						Removed route. Replaced by route 2B/2W
	33	6,972	4,134	4,735	6,630	3,241		25,712						Removed route. Replaced by route 2B/2W
	36	3,467	2,867	3,194	2,678	2,065		14,271						Removed route. Replaced by route 22
	40	8,798	5,992	6,904	7,399	9,404	7,618	46,115	6,247	7,907	7,875	7,736	29,765	
	41	806	545	577	747	303		2,978						Removed route. Replaced by route 22
	51	429	248	287	409	369	379	2,121	373	300	322	309	1,304	Route changes. Access to Pyes Pa Memorial gardens to partially replace route 57
	52x	1,017	591	555	708	947	705	4,523	649	581	691	692	2,613	
	55	15,895	11,270	12,537	13,155	18,068	13,505	84,430	11,081	15,875	14,808	12,242	54,006	Route changes. Partially replaces route HL
	57	11	15	5	9	4		44						Removed route. Partially replaced by Route 51 weekend trips extension
	59	2,546	1,987	2,240	2,424	2,985	2,242	14,424	1,949	2,657	3,659	3,166	11,431	
	60	6,874	5,111	5,982	5,993	8,283	5,655	37,898	3,864	6,556	6,106	4,838	21,364	
	62	7,338	4,285	4,762	6,192	7,610	6,287	36,474	5,326	6,050	5,647	5,544	22,567	
	70	1,494	955	1,003	1,095	1,381	1,123	7,051	768	1,175	1,252	1,038	4,233	
	71	3,521	2,178	2,370	3,026	3,149	3,106	17,350	3,056	2,852	3,542	3,623	13,073	Route changes. Morning peak trip added
72a	2,595	1,939	2,206	2,389	2,997	2,131	14,257	1,480	2,381	2,207	1,766	7,834		
72b	2,761	1,943	2,201	2,536	3,221	2,312	14,974	1,802	2,484	2,421	1,959	8,666		
CL	12,774	7,862	9,256	11,823	5,783		47,498						Removed route. Replaced by routes 2/5 and route changes on 22	
CT	7,240	4,332	4,808	6,823	7,331	6,635	37,169	5,793	5,492	6,319	6,731	24,335	Route changes.	
GL	1,804	1,038	1,302	1,736	828		6,708						Removed route. Replaced by route 21 between Pāpāmoa, Bayfair and Mount Maunganui	
HL	16,072	10,619	11,536	13,869	7,819		59,915						Removed route. Partially replaced by routes 2/5 and route 55 timetable changes	
Total	123,773	82,864	92,489	107,849	127,616	101,207	635,798	84,615	101,325	99,095	93,384	378,419		

	Route	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	2021 Total	Jan 22	Feb 22	Mar 22	Apr 22	2022 Total	Network Refresh November 2021
Tauranga Urban Unit - Te Puke	20					1,490	1,896	3,386	1,522	2,734	3,076	2,553	9,885	New route. Replaces route 221 and GL extension to Te Puke
	20S					211	191	402	96	488	604	376	1,564	New route. Replaces route 221 and GL extension to Te Puke
	221	1,894	1,492	1,945	1,802	1,206		8,339						Removed route. Replaced by route 20/20S
	Total	1,894	1,492	1,945	1,802	2,907	2,087	12,127	1,618	3,222	3,680	2,929	11,449	
Northern Corridor - Katikati to Tauranga	80	970	604	611	914	1,023	842	4,964	722	885			1,607	
	81	757	463	488	605	626	669	3,608	558	459			1,017	
	Total	1,727	1,067	1,099	1,519	1,649	1,511	8,572	1,280	1,211	1,352	1,299	5,142	
Rotorua Unit - Murupara	15	211	103	134	159	193	179	979	143	196	192	239	770	
	Total	211	103	134	159	193	179	979	143	196	192	239	770	
Rotorua Unit - Rotorua Urban	1	3,518	2,252	2,909	3,413	3,646	3,035	18,773	2,454	3,377	2,906	3,120	11,857	
	3	2,876	1,881	2,562	2,918	3,253	2,373	15,863	1,769	2,937	2,644	2,385	9,735	
	4	2,222	1,453	1,778	1,923	2,127	1,958	11,461	1,501	2,321	2,084	2,275	8,181	
	5	2,574	1,860	2,058	2,258	2,720	2,080	13,550	1,601	2,528	2,236	1,956	8,321	
	6	1,709	1,148	1,390	1,694	1,826	1,461	9,228	1,171	1,635	1,634	1,732	6,172	
	7	3,050	1,908	2,197	2,618	2,887	2,390	15,050	2,048	2,902	2,514	2,672	10,136	
	8	2,167	1,602	1,767	1,956	2,142	1,718	11,352	1,362	2,072	1,830	1,808	7,072	
	9	2,166	1,281	1,469	1,711	2,185	1,733	10,545	1,448	1,975	1,605	1,744	6,772	
	10	3,027	1,897	2,191	2,580	2,814	2,084	14,593	2,003	2,522	2,141	2,518	9,184	
	11	1,994	1,259	1,262	1,622	1,634	1,377	9,148	1,725	1,673	1,518	1,361	6,277	
	12	1,641	1,077	1,001	1,289	1,434	1,017	7,459	879	1,172	1,289	1,198	4,538	
Total	26,944	17,618	20,584	23,982	26,668	21,226	137,022	17,961	25,114	22,401	22,769	88,245		
Eastern Corridor - Kawerau/ Ōpōtiki to Whakatāne and Tauranga	135	231	173	176	461	384	348	1,773	253	285	35	349	922	
	147	32	18	28	21	38	51	188	36	111	149	155	585	
	143a	204	152	124	152	199	162	993	170	176	170	255	864	
	143b	289	102	139	250	180	236	1,196	263	36	33	39	144	
	Total	756	445	467	884	801	797	4,150	722	608	387	798	2,515	
Eastern Corridor - Ōhope to Whakatāne	122	1,508	1,170	1,637	1,423	2,514	1,352	9,604	839	1,179	1,588	1,433	5,039	
	Total	1,508	1,170	1,637	1,423	2,514	1,352	9,604	839	1,179	1,588	1,433	5,039	
TOTAL ALL ROUTES		156,813	104,759	118,355	137,618	162,348	128,359	808,252	107,178	132,855	128,695	122,851	491,579	

Note: Table excludes school and tertiary routes. RITS data only. Includes Murupara and Western Bay routes not reported elsewhere in PT Arotake



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