



Public Transport Arotake Tuawha 2021/22

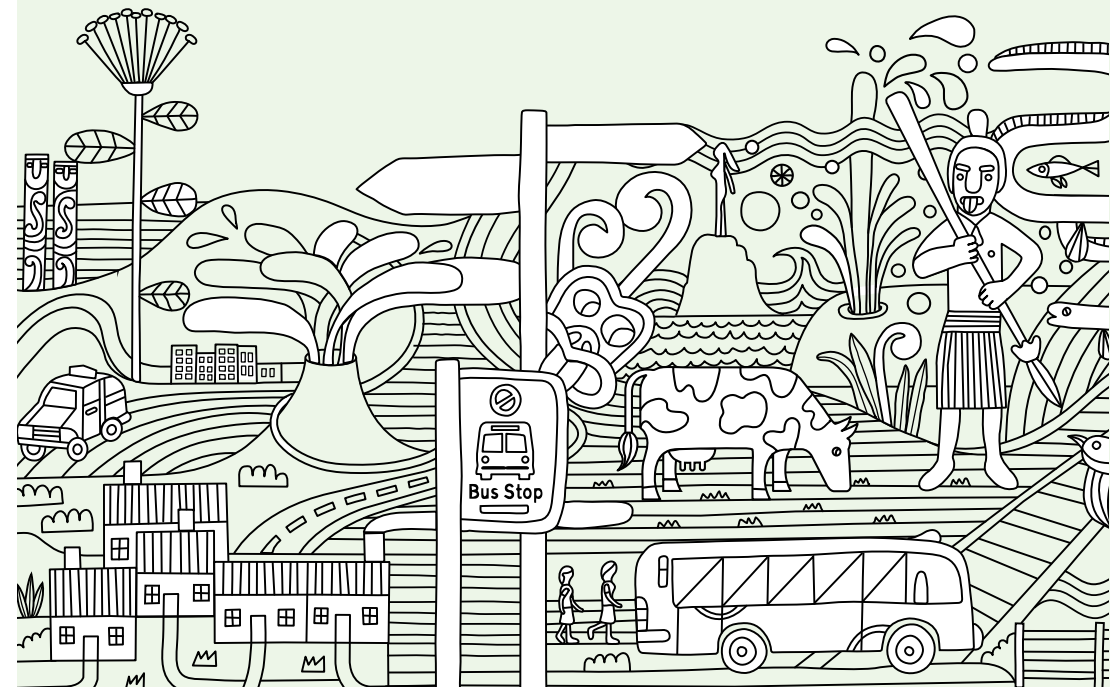
*Performance Monitoring Report
1 July 2021 to 30 June 2022*

Contents

Executive Summary	3
Financial summary and forecast	3
Long Term Plan 2021-2031 performance measures	4
Passenger Transport	4
Public Transport Updates	5
Tauranga network	5
Rotorua network	9
Eastern Bay network	10
Other updates	12
Customer experience	15
Contact centre and reception	15
Complaints	15
Customer service and promotion	16
Mystery Shopper	17
Information Technology / RITS	18
Total Mobility	20
Appendices	
Appendix 1 – Passenger Transport Activities - Financial Summary	21
Appendix 2 – Bay of Plenty Public Transport Patronage Summary	23
Appendix 3 – Bay of Plenty Public Transport Patronage by Route	24

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

The report covers the period from 1 July 2021 to 30 June 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 12 months ending 30 June 2022

- **Operating revenue** at the end of Quarter 4 2021/22 is \$3.05 million lower than budget, primarily related to fare revenue in Tauranga and Rotorua. Key drivers of this variance are the impacts of COVID-19 and the running of reduced timetables in Tauranga. Half price fares implemented by the Crown contributes to increased subsidy revenue, matched to a decrease in fare revenue.
- **Operating expenditure** at the end of Quarter 4 2021/22 is \$5.1 million lower than budget, primarily due to the Western Bay of Plenty Transport Systems Plan deferral (\$2.2 million) and Rotorua optimisation 'A Balanced Network' (\$1.6 million) which was not approved by Waka Kotahi. Software expenditure operations and maintenance, and employee expenses are also favourable to budget.
- At the end of Quarter 4 **capital revenue** is \$0.5 million lower than budget and **capital expenditure** is \$1.2 million lower than budget. Key drivers of the variance are Rotorua's optimisation 'A balanced approach' which was not approved by Waka Kotahi, and the Transport Management System project which will now commence in 2022/23 Financial Year.

Summary of Financial Performance

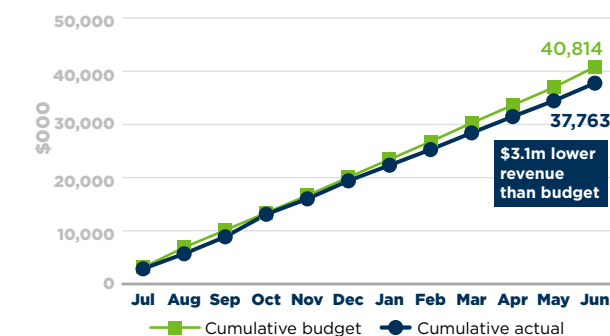
	Year to date \$000			
	Budget	Actual	Variance	
Operating revenue	40,814	37,763	(3,051)	Lower
Operating expenditure	42,512	37,386	5,126	Lower
Total operating surplus (deficit)	(1,698)	377	2,075	Favourable
Capital revenue	595	1	(595)	Lower
Capital expenditure	1,167	1	1,166	Lower

* 2021/22 data based on draft unaudited financials

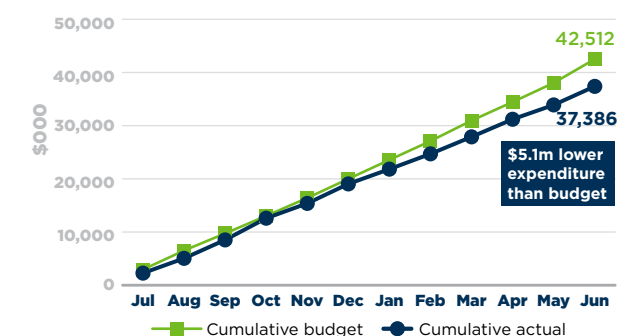
See Appendix 1 for further budget analysis

Transportation Budget compared to Actual 2021/22

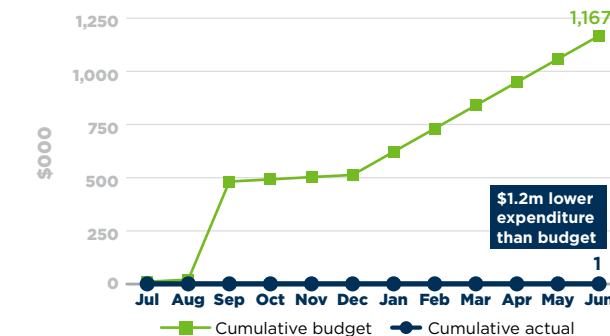
Operating Revenue



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 on PY (2,664,380)	2,253,818	●	●

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:

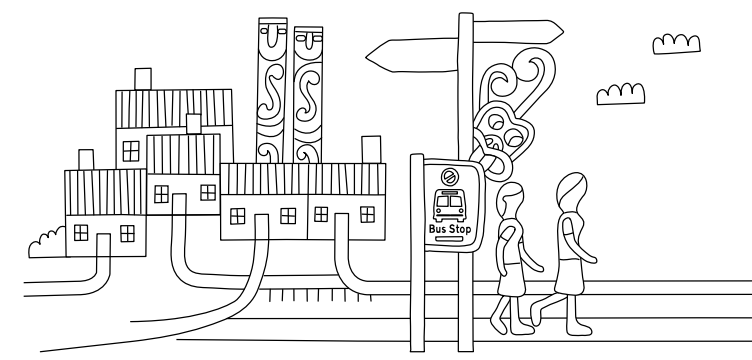
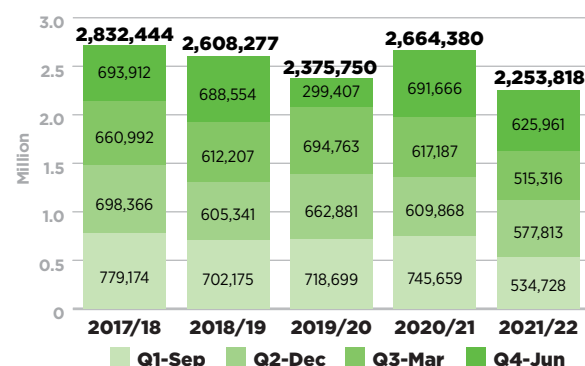
- On track
- Not on track
- Data not available

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 (Q4 2021/22) was 625,961, which is down 9.5% on the same period 2020/21 and down 15.4% for the full year on 2020/21. Tauranga remains on a reduced timetable due to the reduced availability of bus drivers. The year on year decline reflects the impact COVID-19 has had on passenger transport patronage in the Bay of Plenty, and the rest of New Zealand. The introduction of half price fares on 1 April 2022 encouraged a brief increase to patronage for the month of April, with week on week patronage dropping back in May and June.

Quarterly patronage - all services (excl Matakana Ferry)



Patronage by type (RITS only, excluding SchoolHopper) 01 July 2021 to 30 June 2022

	Tauranga City	Western Bay	Rotorua	Eastern Bay	Grand Total
Child	39%	45%	28%	38%	37%
Adult	29%	25%	39%	25%	30%
Senior	19%	19%	22%	26%	20%
Tertiary	8%	7%	6%	5%	8%
Accessibility	4%	3%	5%	6%	4%
Daysaver	1%	1%	0%	0%	1%



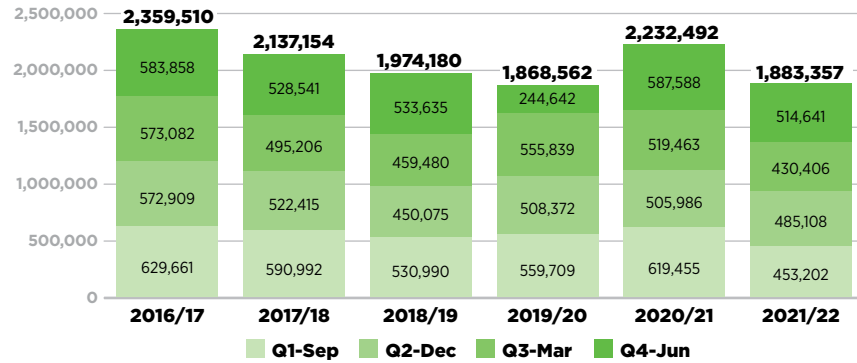
Public Transport Updates

Tauranga network

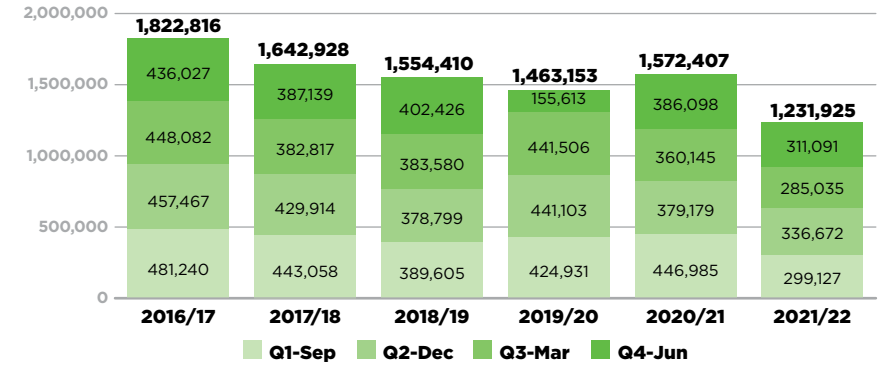
- Total Tauranga network (Urban and School) patronage for the reporting period decreased 12.4% on the same period last year and is 15.6% down on Full year 2020/21.
- Passenger patronage on the urban network was 311,091 a decrease of 19.4% on the same period last year and down 21.7% on the full year 2020/21.
- The security presence at the Durham Street and Farm Street bus interchanges continues, with Security Guards in place between the hours of 08:00 and 20:00 (Durham St) and 12:00 and 20:00 (Farm Street) 7 days per week. Council continues to monitor anti-social behaviour across the PT network through comprehensive reporting, good communication and involvement with other agencies.
- The Tauranga Urban bus services remains on a weekend timetable due to driver availability, which is a significant issue across most regions.
- In June Tauranga's central bus interchange moved from Willow Street to the new temporary location at Durham Street. The significant amount of background work has paid off ensuring the smooth transition with bus operators and customers being made aware of the changes prior to the move, and the change ambassadors receiving positive feedback from customers for the work they did before and during the move.

[See Appendix 2 for the Regional Patronage Summary](#)

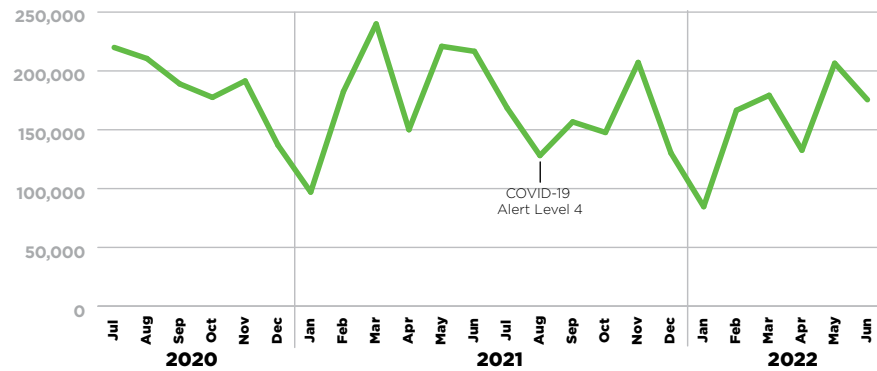
Tauranga network - total boardings



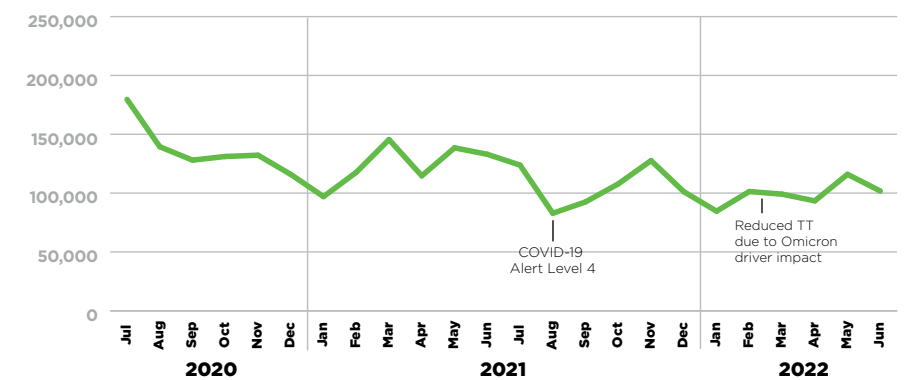
Tauranga urban - total boardings



Tauranga network - rolling 24 months



Tauranga urban - rolling 24 months



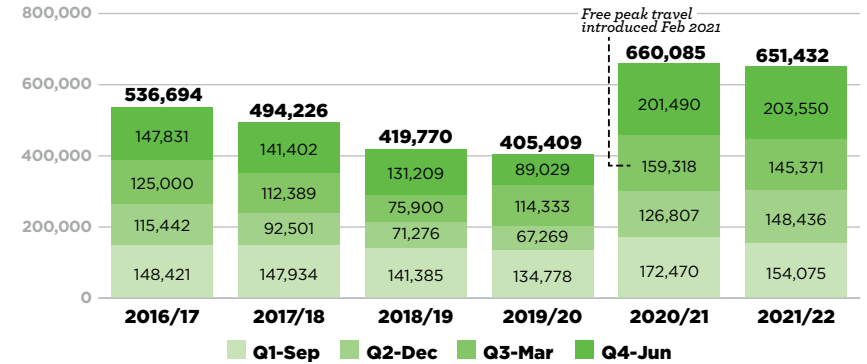
School network

Patronage for the Tauranga school network remained strong in the fourth quarter of 2021/22, with 203,550 trips making it the highest quarter since the inception of the Bayhopper School Bus network. This is an increase in patronage of 1% on the same period last year and down just 1.3% on the full year 2020/21.

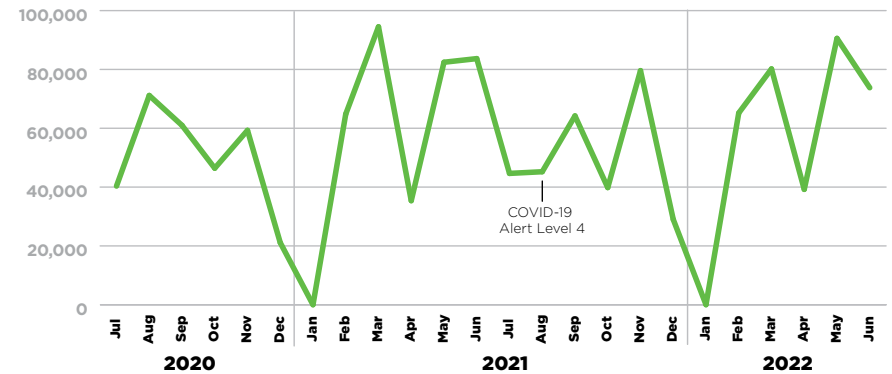
There are currently 126 trips being run per school day for the Tauranga school network – this level of services has not been impacted by the reduced Urban timetable.

We continue to work closely with schools and operators to make improvements across the network and on reliability.

Tauranga schools - total boardings



Tauranga schools - rolling 24 months

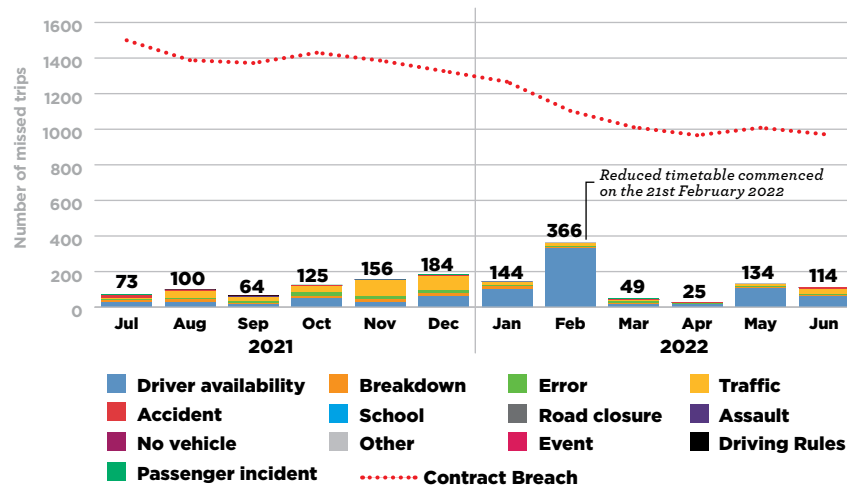


Reliability Tauranga urban

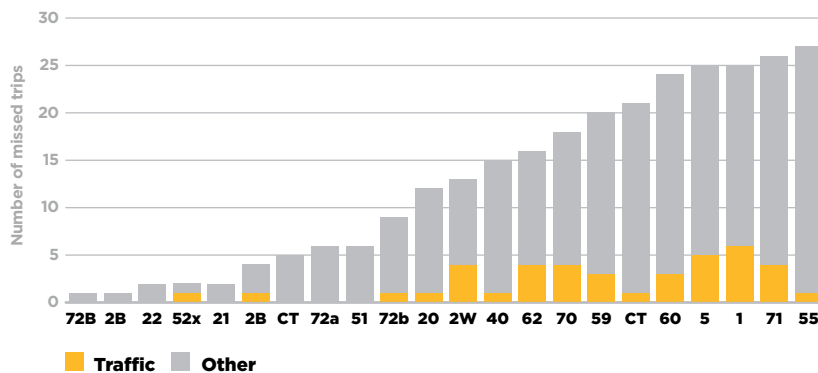
The fourth quarter (1 April 2022 to 30 June 2022) saw an average of 91 trips missed per month, just 0.46% of the total scheduled trips. This is a 51% improvement in average missed trips per month compared to last quarter.

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-19 continues to impact driver availability.

Reason for missed trips last 12 months

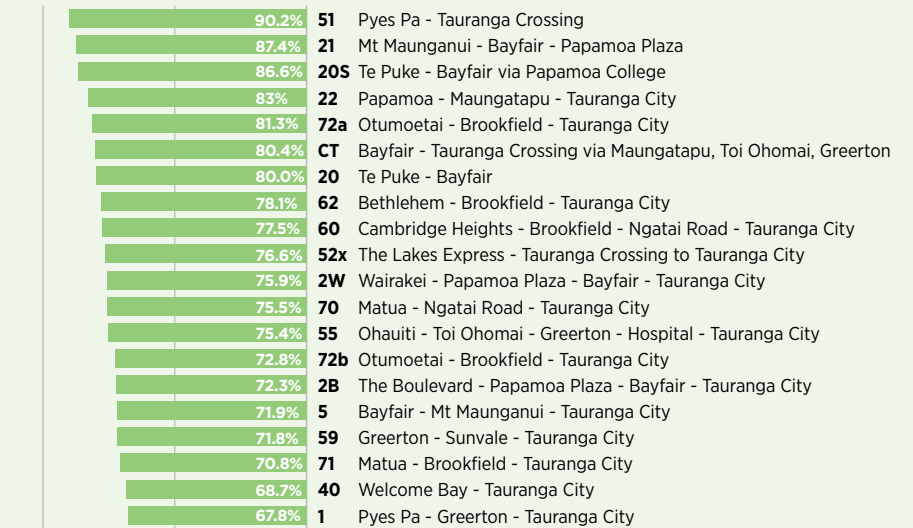


Tauranga urban missed trips by route 01 April to 30 June 2022



Punctuality within the Tauranga network

% of buses on time at the earliest stop



Rotorua network

The Rotorua service patronage for the reporting period was 3.3% higher than the same period 2020/21 and down 18.1% on the full year 2020/21. Patronage in the months of May and June were up slightly on the same months last year (10.0% and 6.1% respectively), following 10 months of year-on-year decline. This is likely to be the result of the introduction of 50% fares in early April. This trend continued into July and August 2022.

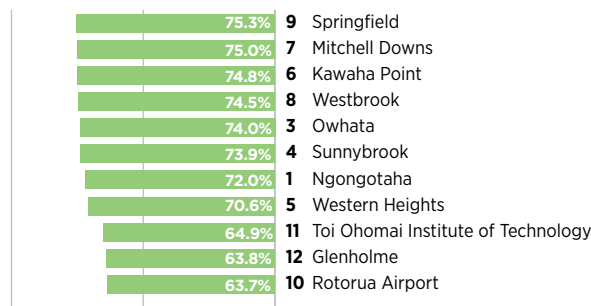
Council has embarked on a significant project to refresh the urban bus network in Rotorua. The project aims to make buses in Rotorua more attractive and simpler to use, while getting people around the city Centre more easily. This includes introducing new bus routes which go across the city, putting 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.

Public consultation was undertaken on the proposed changes via a comprehensive campaign held from 26 April to 24 May 2022 across multiple channels, and 199 responses were received.

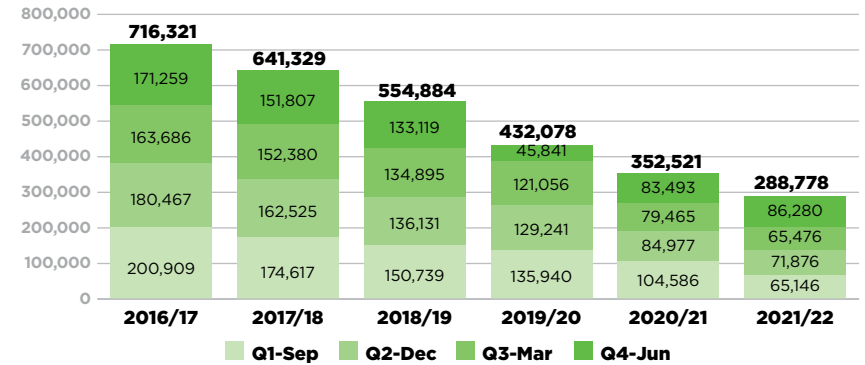
Staff have now finished reviewing the feedback in detail and have made a number of changes to the proposed network to reflect the comments and suggestions received. Work is now focussing on the feasibility of delivering new bus stops to enable the planned network, as well as validation of the draft timetables by the bus operator. A deliverable plan will be presented to the Public Transport Committee once developed.

Punctuality within the Rotorua network

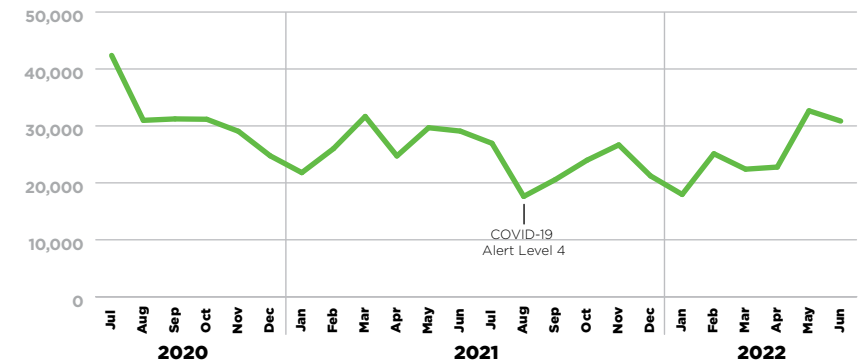
% of buses on time at the earliest stop



Rotorua Cityride - total boardings



Rotorua Cityride - rolling 24 months



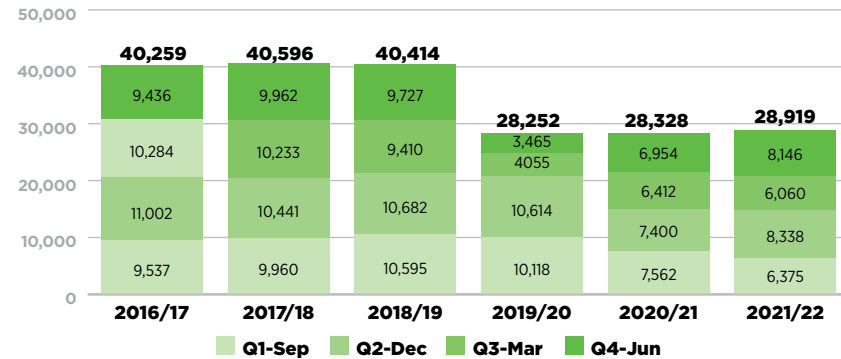
100%



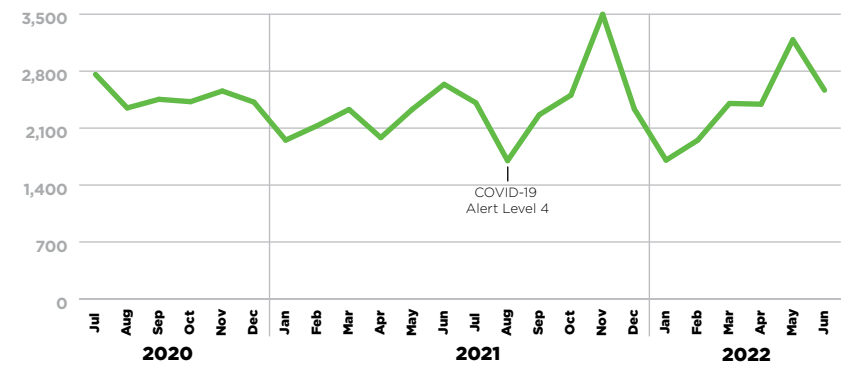
Eastern Bay network

Quarter 4 patronage in the Eastern Bay of Plenty was up 17.1% on the same period last year and up 2.1% on the full year 2020/21.

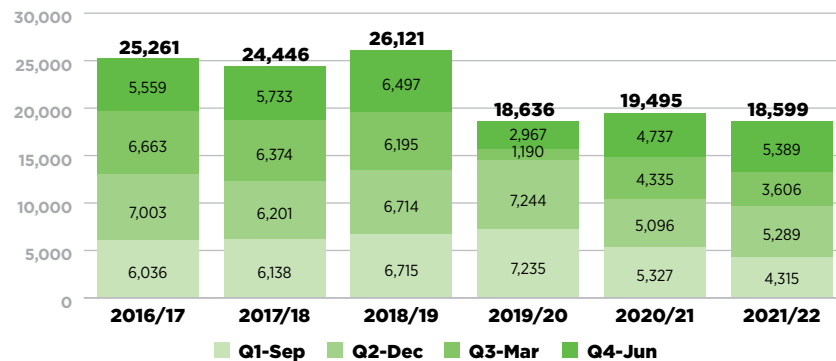
Eastern Bay of Plenty - total boardings



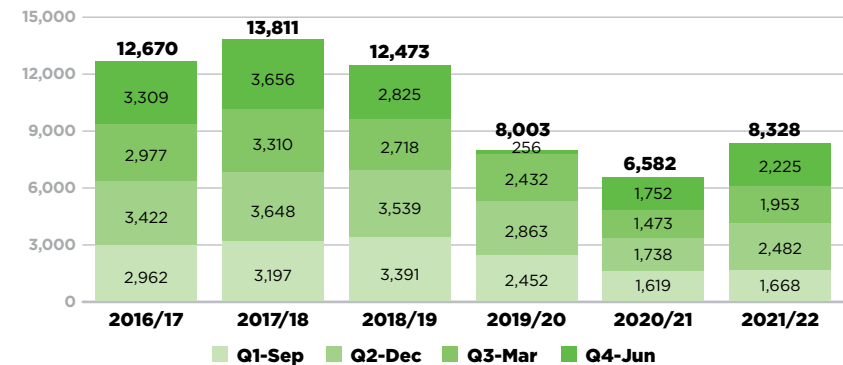
Eastern Bay of Plenty - rolling 24 months



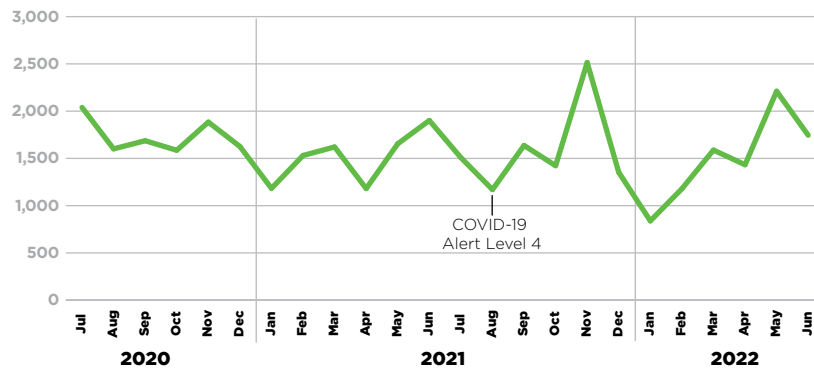
Whakatāne to Ōhope - total boardings



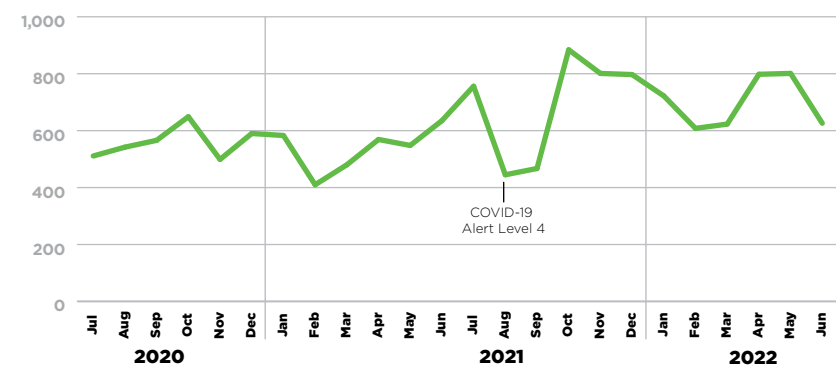
Kawerau and Ōpōtiki - total boardings



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.

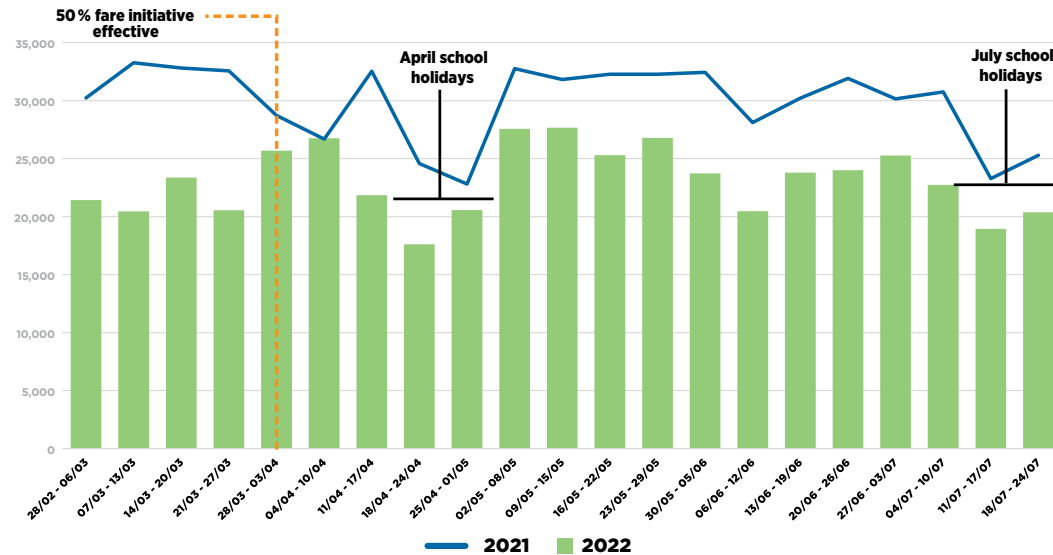
Other updates

Half price fares - 1 April 2022 to 31 January 2023

The Government announced on Sunday 17 July that half price fares would be extended to 31 January 2023.

Data suggests following the introduction of half price fares, patronage increased by an average of 16.44% compared to the average of the three weeks immediately preceding the initiative. However, for the weeks following the April school holidays, there was a general downward trend in patronage which reflects 2020/21 seasonality trends, as outlined in the graph below.

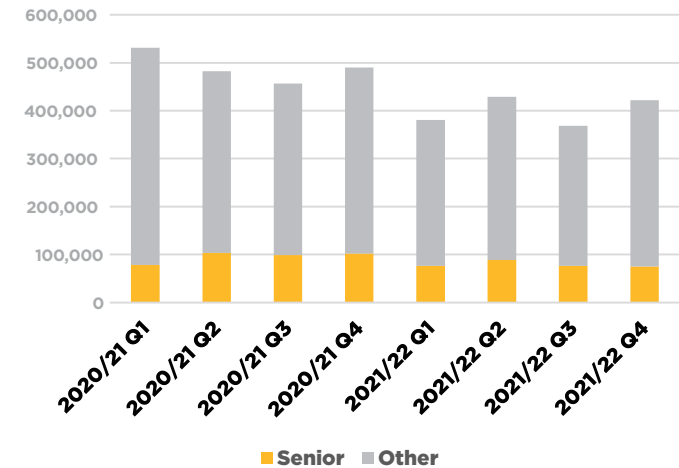
Tauranga urban bus patronage by week



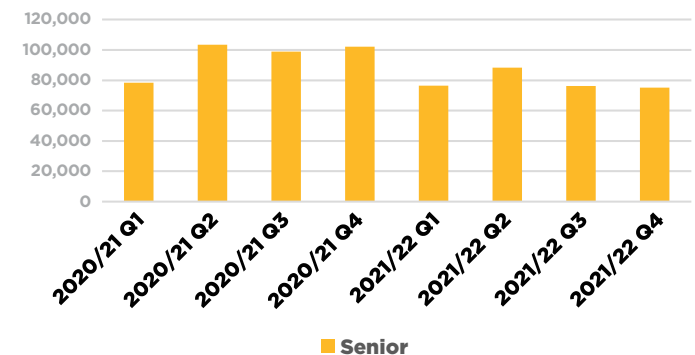
SuperGold Card Patronage

SuperGold card patronage is down 1% on the prior quarter. Overall SuperGold card patronage is down 17% on the prior year, in line with all other patronage which is down 19%. This is likely to be due to ongoing impacts of COVID-19 on passenger travel behaviour.

SuperGold Card vs other Patronage on the Urban Network



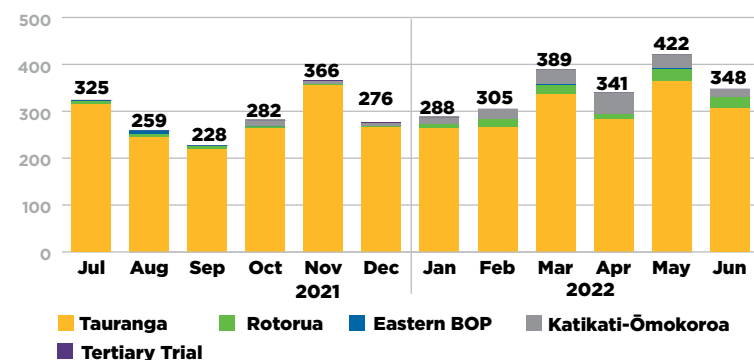
SuperGold Card Patronage on the Urban Network



Bike rack use

Bike rack use continues to be relatively steady since August 2020 with an average of 370 trips per month in Quarter 4, up 13% on the Quarter monthly average.

Bike rack tickets by unit



Bike Rack Use by Unit

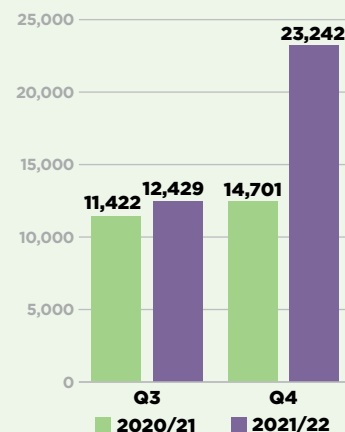
	Tauranga	Rotorua	Eastern Bay	Katikati - Ōmokoroa	Tertiary Trial	TOTAL
2021	Jul	316	7	2	0	325
	Aug	246	6	7	0	259
	Sep	219	8	1	0	228
	Oct	264	4	0	14	282
	Nov	356	3	0	6	366
	Dec	267	2	0	6	276
2022	Jan	266	7	0	15	288
	Feb	266	17	2	20	305
	Mar	337	20	1	31	389
	Apr	283	12	1	45	341
	May	364	27	2	29	422
	Jun	307	23	1	17	348

School fare free trial

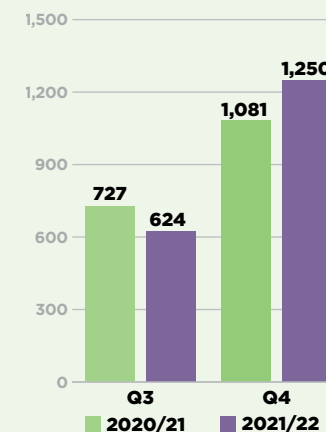
Take up of the school fare free trial in Rotorua is showing strong growth with an increase in patronage of 58.1% compared to same quarter last year.

Whakatāne-Ōhope patronage is also showing growth with an increase of 15.6% compared to same quarter last year.

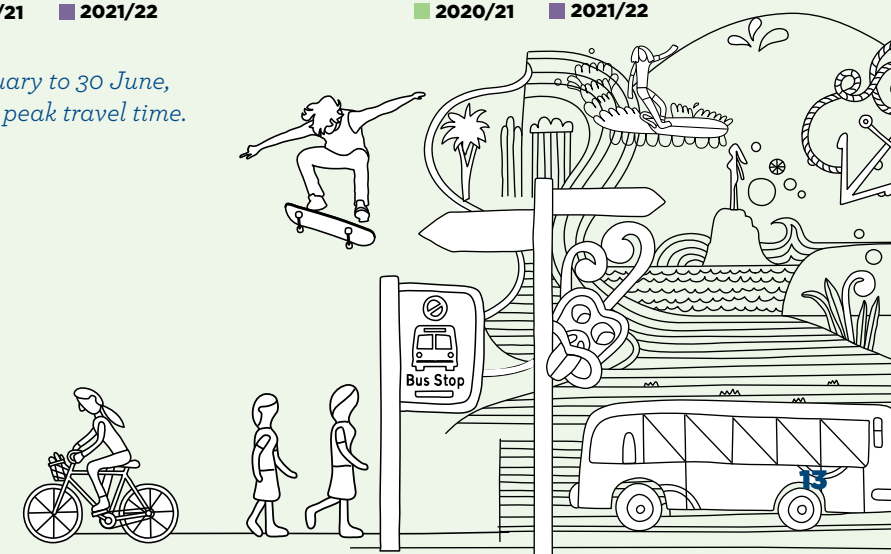
Rotorua school patronage



Whakatāne - Ōhope school patronage



Data is 1 February to 30 June, school days at peak travel time.



Tertiary/Commuter Services

Total tertiary services boardings for the 4th quarter were 2293, down 9.7% on the same period last year.

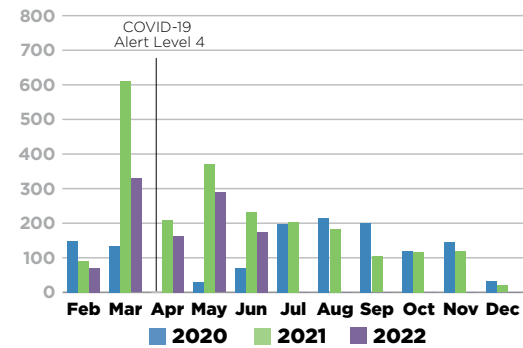
Average monthly patronage has increased this quarter for all tertiary/commuter services. Route 104 (Murupara-Rotorua) has the largest average monthly increase from 26 to 127 passengers, which is double last year's patronage. All other routes patronage is down on the same quarter last year.

2020	Budgeted Cost	Estimated Waka Kotahi Subsidy per PAX	Estimated Local Share per PAX
Route 101 Whakatāne-Tauranga	\$91,481	\$121.18	\$57.91
Route 102 Rotorua-Tauranga	\$49,078	\$38.10	\$18.27
Route 103 Katikati-Tauranga	\$55,349	\$47.84	\$22.92
Route 104 Murupara-Rotorua	\$49,181	\$73.77	\$28.49
Route 105 Tauranga-Rotorua	\$49,067	\$30.00	\$14.27

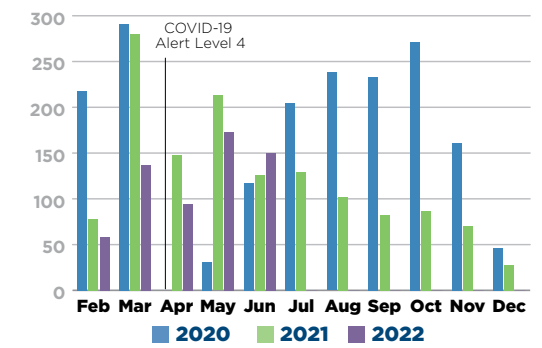
2021	Budgeted Cost	Estimated Waka Kotahi Subsidy per PAX	Estimated Local Share per PAX
Route 101 Whakatāne-Tauranga	\$90,777	\$30.54	\$14.72
Route 102 Rotorua-Tauranga	\$47,413	\$28.62	\$13.98
Route 103 Katikati-Tauranga	\$55,512	\$42.90	\$21.15
Route 104 Murupara-Rotorua	\$48,094	\$61.47	\$29.61
Route 105 Tauranga-Rotorua	\$47,576	\$26.23	\$12.83

2022	Budgeted Cost	Estimated Waka Kotahi Subsidy per PAX	Estimated Local Share per PAX
Route 101 Whakatāne-Tauranga	\$90,375	\$44.84	\$21.54
Route 102 Rotorua-Tauranga	\$48,670	\$40.56	\$19.48
Route 103 Katikati-Tauranga	\$55,269	\$41.76	\$20.06
Route 104 Murupara-Rotorua	\$48,774	\$57.58	\$27.66
Route 105 Tauranga-Rotorua	\$48,670	\$37.78	\$18.15

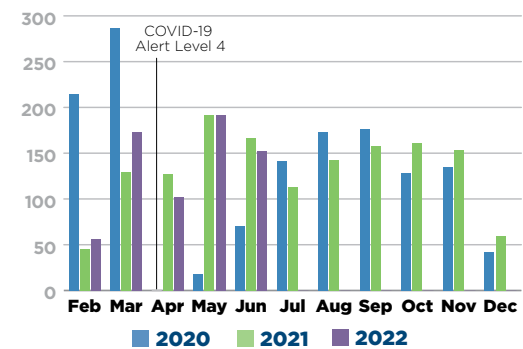
Route 101 Whakatāne-Tauranga



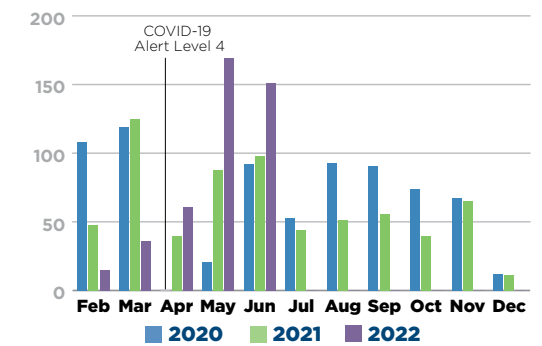
Route 102 Rotorua-Tauranga



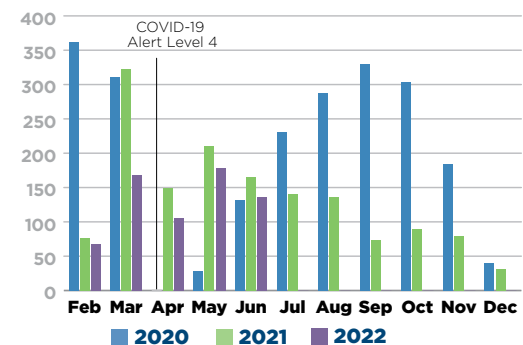
Route 103 Katikati-Tauranga



Route 104 Murupara-Rotorua



Route 105 Tauranga-Rotorua



Customer experience



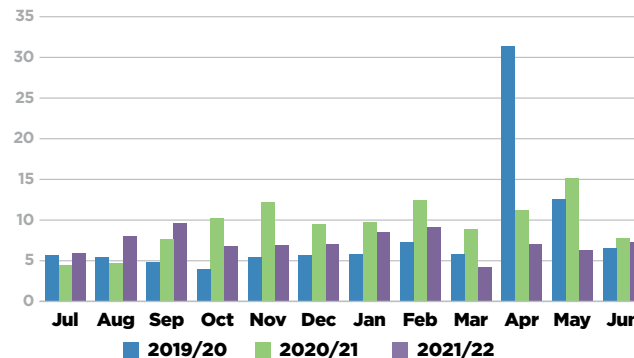
Contact centre and reception

In Quarter 4, a total of 4,582 transport related calls were received during business hours, a slight decrease from prior quarter. This equated to around 41% of all calls to Bay of Plenty Regional Council taken for this period. An additional 1,664 transport related calls were received after hours, and this equated to 79% of all after hours calls taken during this period.

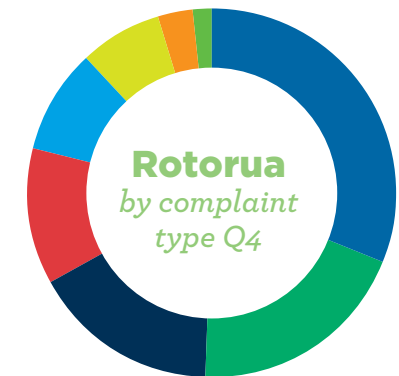
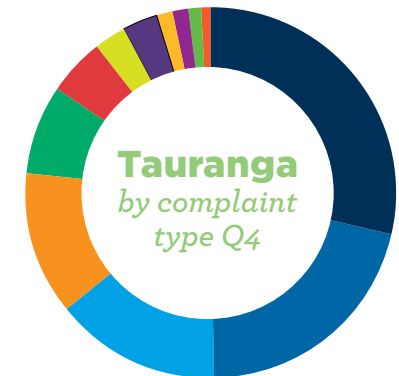
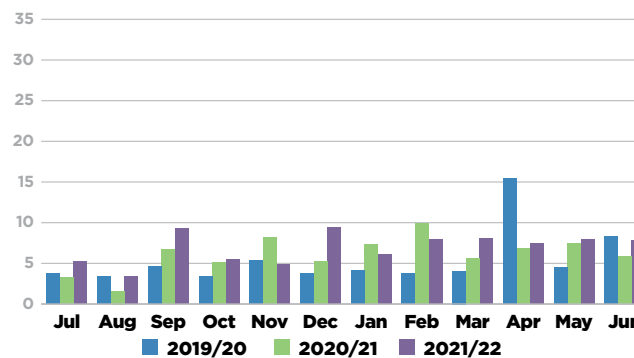
The majority of calls related to timetable queries. We dealt with 2,779 visits to our receptions with BeeCards being the main query.

Complaints

Tauranga complaints per 10k boardings



Rotorua complaints per 10k boardings

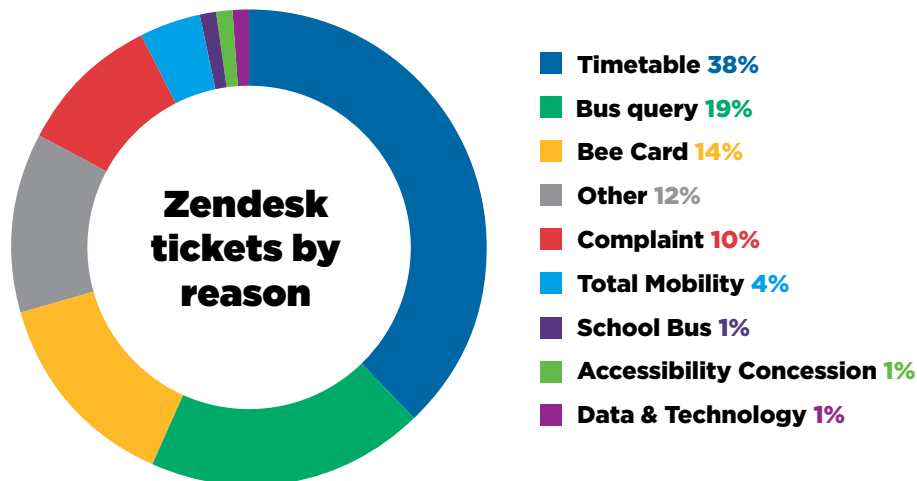


- Late Bus/bus did not run
- Early bus
- Bus did not stop
- Safety/personal security
- Driver behaviour
- Ticketing issues
- Other
- Technology - wifi/app
- Inconsiderate/poor driving
- Bus full/size/accessibility
- Accident/harm/injury

Customer service and promotion

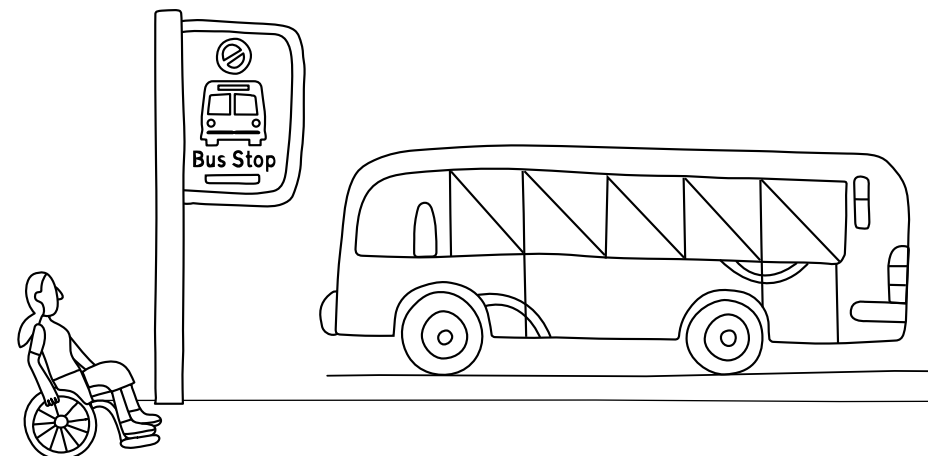
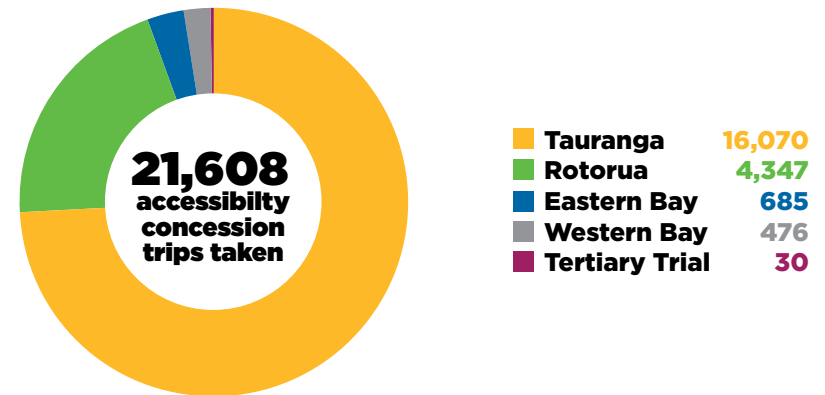
Zendesk support

- Of the 5,658 Baybus tickets created in Zendesk Support during Quarter 4, which is an increase by 3.2% on prior quarter. Only 119 tickets (2.9%) remained unsolved at quarter end.
- 86.2% of these tickets were created from phone calls to the Call Centre (a reduction of 1.4% on last quarter) with the remaining 13.8% received via email, website forms or Facebook.
- A smaller portion of tickets 162 (2.9%) were forwarded to the Transport Operations team requiring further investigation. Which is a 27% reduction on last quarter.



The accessibility concession

In the fourth quarter, 1 April 2022 to 30 June 2022 there were 79 applications processed with 64 accepted, and a total of 1,392 accepted applications processed since go live on 1 July 2021. A total of 21,608 accessibility concession trips were taken during Quarter 4.

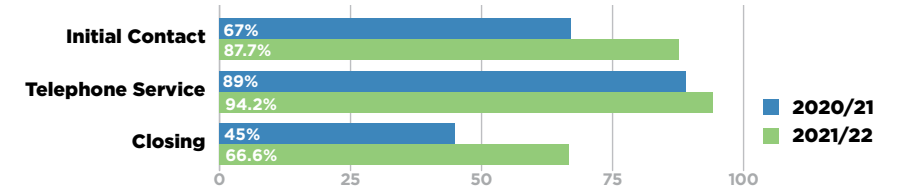


Mystery Shopper

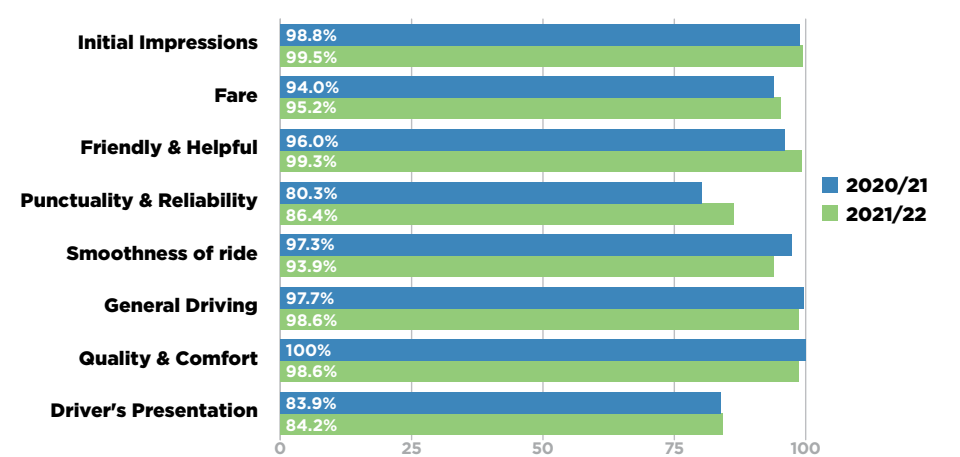
- The Mystery Shopper results for the quarter continue to be positive.
- In quarter 4 punctuality and reliability in Tauranga have improved from the previous quarter by 3% from 83%.
- The measures of initial impressions, friendliness and helpfulness, general driving, quality, and comfort received ratings of 95% or higher.
- In Rotorua Initial Impressions, Quality & Comfort and Fare remain high at 97% and 100%. The remaining categories: Friendly and helpful, Punctuality & Reliability, Smoothness of ride, General Driving and Drivers Presentation have all improved between 1% and 3%, with 81% being the lowest and the highest 95%.
- The Call Centre continues to receive good ratings with initial contact at 88% and telephone service at 94%. Call closing continues to improve with an increase of 2% on last quarter bringing the average up to 67%.



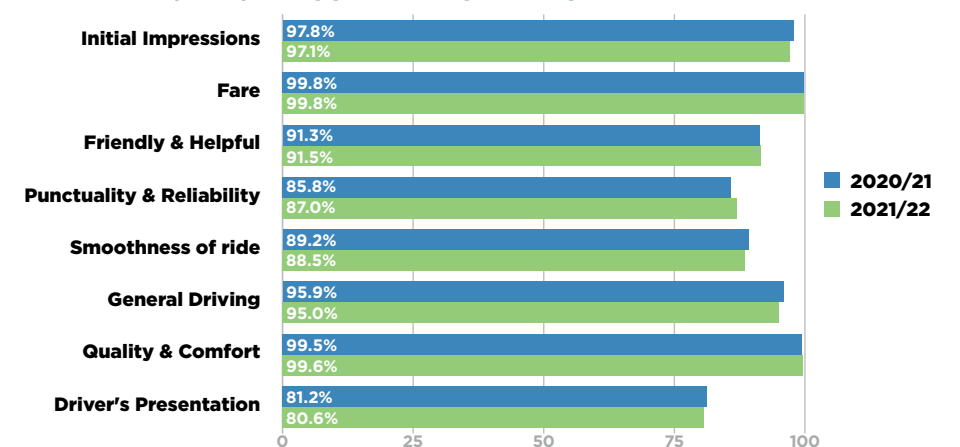
Call Centre Mystery Shopper average rating



Tauranga Mystery Shopper average rating



Rotorua Mystery Shopper average rating





Information Technology / RITS

Real Time Tracking and Technology

The web-based reporting dashboard commissioned by Otago, Waikato and Bay of Plenty Regional Councils was made operational in early May 2022, and is now in the process of being rolled out to Councillors. Phase 2 of the report roll out will include fare revenue data into the dashboard.

Council staff are working operators to enable live tracking on some of the non-RITS enabled routes to further enhance the customer experience.

Regional Integrated Ticketing Solution

Seniors remain the highest users of Bee Card compared to cash (97% in Tauranga and 87% in Rotorua in the reporting period). Conversely, Tertiary students continue to lag behind at 29% in Tauranga and 34% in Rotorua for Bee Card usage.

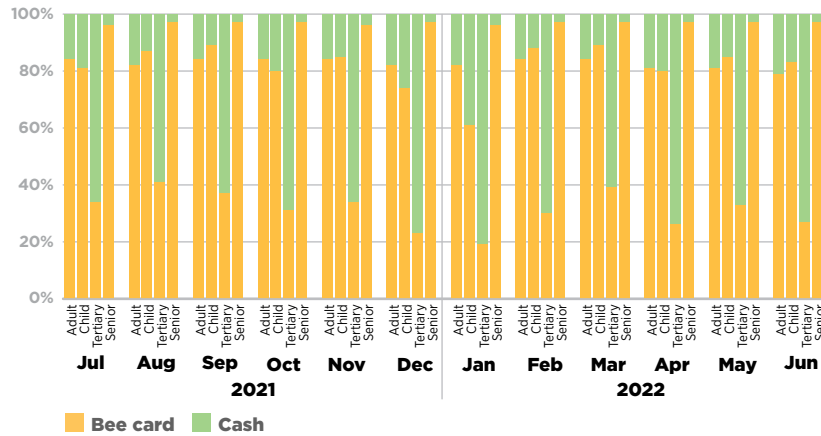
To promote the Bee Card tertiary concession the Transport Operations team participated at the Toi Ohomai / Te Pūkenga Semester 2 Orientation Week in June.

The team travelled to Windemere Campus (Tauranga), Mokoia Campus (Rotorua) and Whakatāne Campus to promote the Bayhopper and Cityride urban bus services and to highlight the benefits of using a Bee Card when travelling by bus.

Students could apply for a Bee Card onsite, have a tertiary concessions loaded on their cards and learn about the Regional Tertiary Commuter Services.

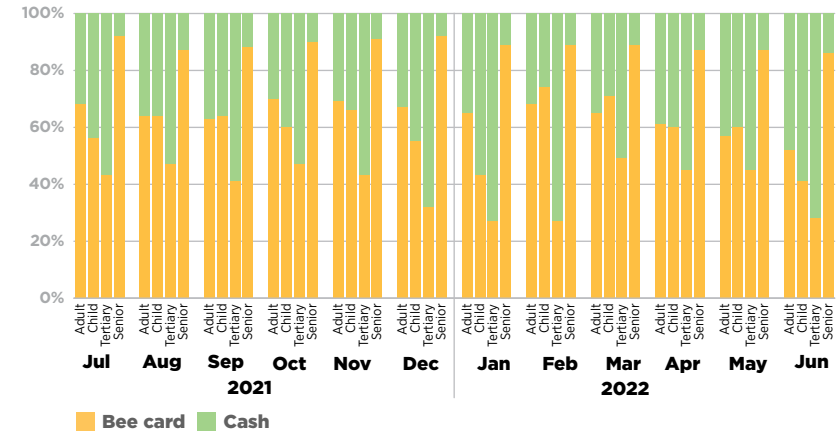
Tauranga Bee Card use

Tauranga urban - Bee Card vs Cash

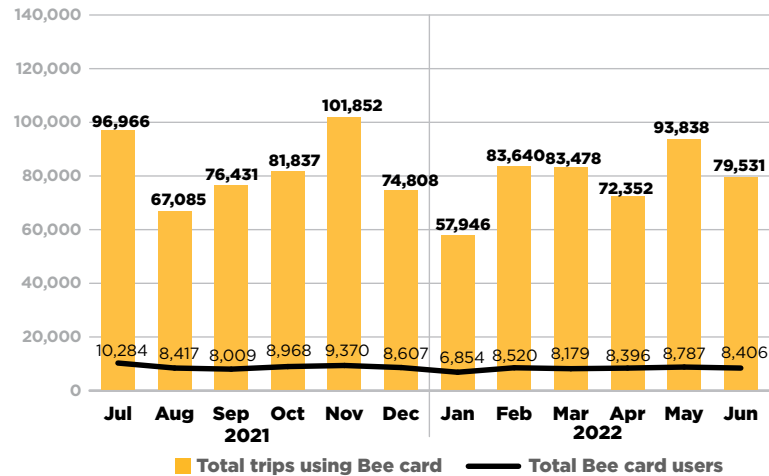


Rotorua Bee Card use

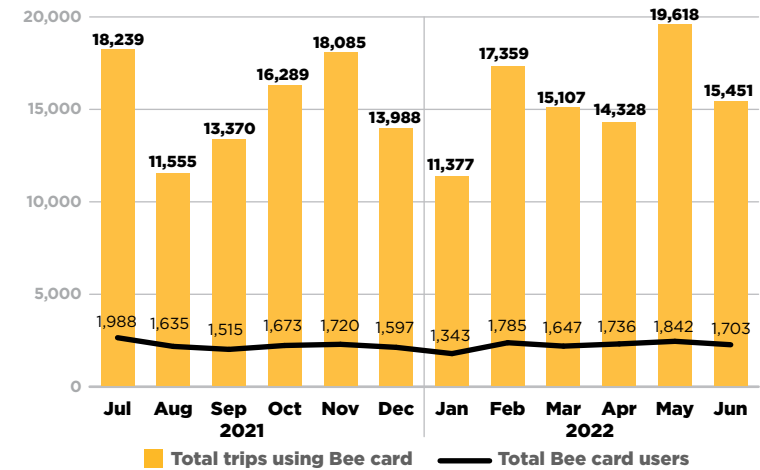
Rotorua Cityride - Bee Card vs Cash



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.

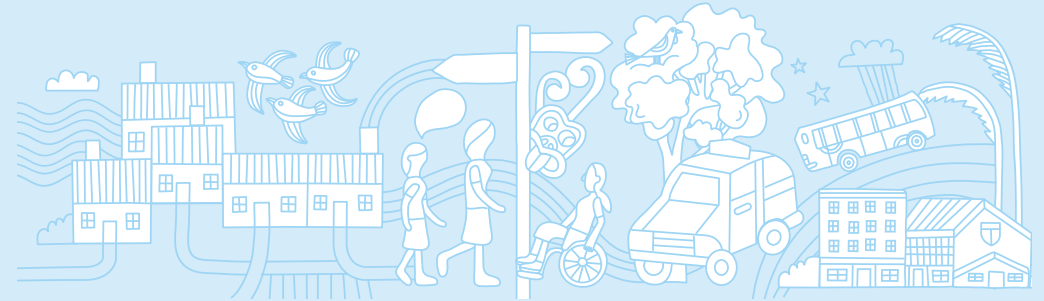
The 75% subsidy has resulted in an increase in use of TM since its introduction in April.

The Total Mobility team are working with TM transport providers in the Eastern Bay to help resolve driver and vehicle availability issues.

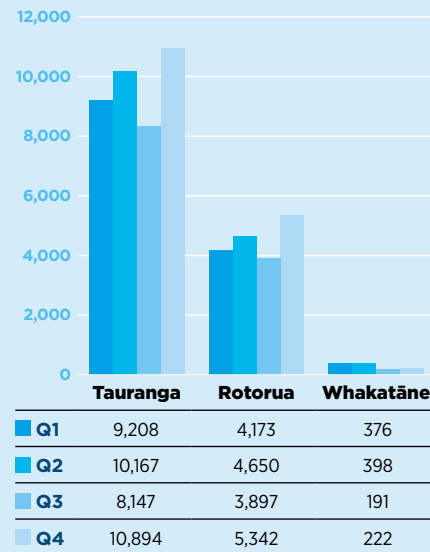
Ridewise

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

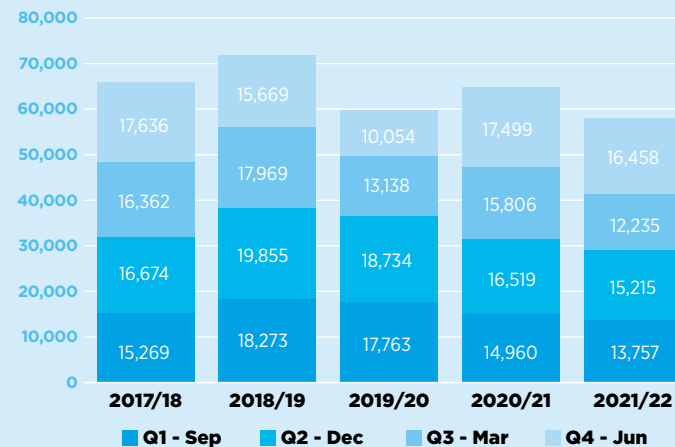
As at 30 June 2022 there were 3,775 registered Total Mobility scheme members, with 255 new applications received in the April to June period.



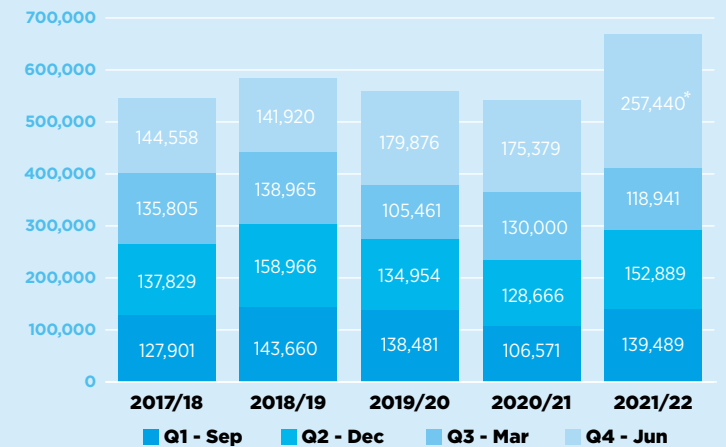
Total Mobility patronage by area



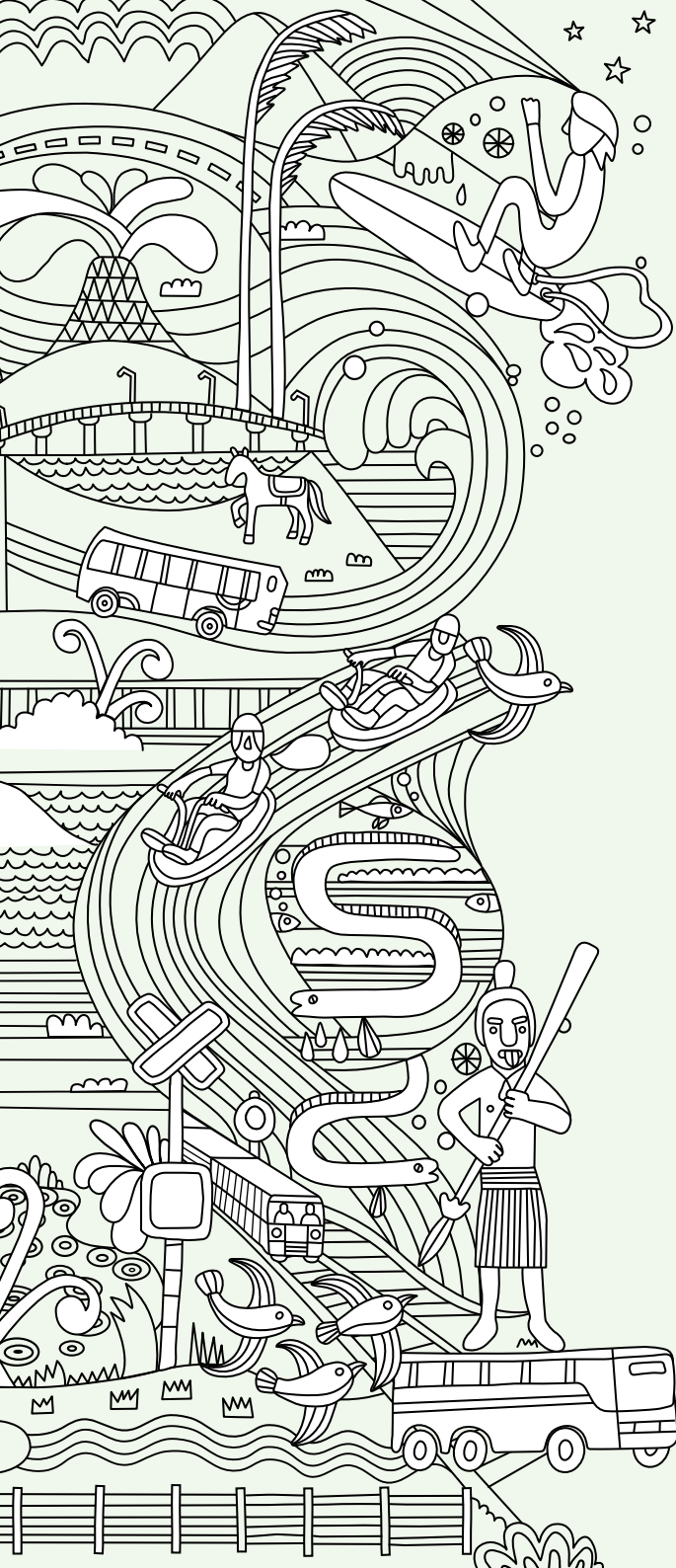
Passenger trips on Total Mobility



Expenditure Total Mobility



*Expenditure has increase due to the half prices fares initiative from Government, which is funded by Waka Kotahi



Appendix 1

Passenger Transport Activities - Financial Summary

PASSENGER TRANSPORT SERVICES

Tauranga Passenger Transport	24,095	23,745
Rotorua Passenger Transport	4,433	4,216
Western Bay Passenger Transport	1,237	1,179
Eastern Bay Passenger Transport	473	743
Regional Passenger Transport (including Mamaku trial)	538	501

Tertiary/Commuter Services

Tauranga	113	96
Rotorua	147	123
Western Bay	224	190
Whakatāne	118	104

Total Cost – Passenger Transport Services

Fare and Other Revenue	(5,183)	(2,840)
Subsidy	(12,639)	(13,976)
Net Cost - Passenger Transport Services	13,555	14,127

OTHER PASSENGER TRANSPORT ACTIVITIES

Total Mobility Services & Hoists (including Ridewise operating costs)	865	844
Ferries (Matakana)	51	29
Road Safety	187	192
Stock Trucks	207	29
Bus Shelter – new & maintenance	167	85
Administration, Depreciation & Finance Costs	1,424	1,185
Rotorua Network Enhancement	1,605	37
Transport System Plan	3,148	269
Transport and Urban Planning	3,208	3,075
Carless Wednesday	273	698
Total Other Passenger Transport Activities	11,135	6,443

Fare & Other Revenue

Carless Wednesday Contributions	(139)	(447)
Subsidy	(3,000)	(540)

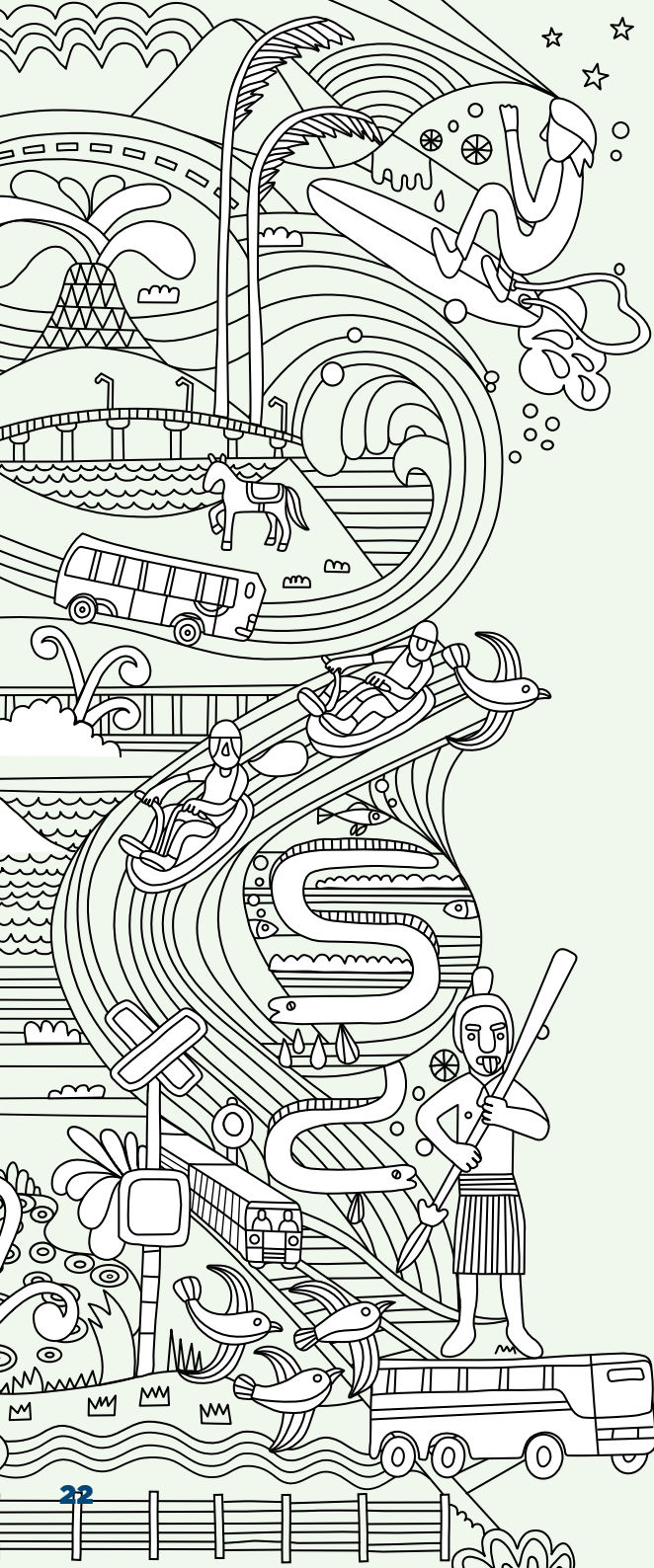
Net Cost - Other Passenger Transport Activities

Net Cost - Other Passenger Transport Activities	7,991	5,344
--------------------------------------------------------	--------------	--------------

2021/22 FULL YEAR

BUDGET \$000	ACTUAL \$000
-----------------	-----------------

	24,095	23,745
	4,433	4,216
	1,237	1,179
	473	743
	538	501
	113	96
	147	123
	224	190
	118	104
	31,377	30,943
	(5,183)	(2,840)
	(12,639)	(13,976)
	13,555	14,127
	865	844
	51	29
	187	192
	207	29
	167	85
	1,424	1,185
	1,605	37
	3,148	269
	3,208	3,075
	273	698
	11,135	6,443
	(5)	(111)
	(139)	(447)
	(3,000)	(540)
	7,991	5,344



**2021/22
FULL YEAR**

BUDGET \$000	ACTUAL \$000
-----------------	-----------------

CAPITAL PROJECTS

Electronic Ticketing Tauranga	0	1
Carbon Budget Calculator	50	0
Remix Optimisation Software	76	0
Transport Management Solution	450	0
Rotorua Network Enhancement	591	0
Total capital expenditure	1,167	1

LOW COST LOW RISK - included above

Tertiary/Commuter services - Whakatāne-Tauranga	189	161
Tertiary/Commuter services - Murupara-Rotorua	199	170
Tertiary/Commuter services - Rotorua-Tauranga	99	84
Tertiary/Commuter services - Katikati-Tauranga	115	98
Rotorua Network Enhancement	2,196	37
Carless Wednesday	273	698
Short Term Bus Service Enhancements - Eastern Bay	187	172
Total Cost - LCLR	3,258	1,420
Carless Wednesday Revenue	(139)	(447)
Revenue & Subsidy	(1,711)	(491)
Net Cost - Low cost low risk	1,408	482

BUS SHELTER INSTALLATIONS - INCLUDED ABOVE

Tauranga City Council	0	0
Rotorua District Council	0	0
Western Bay of Plenty District Council	0	0

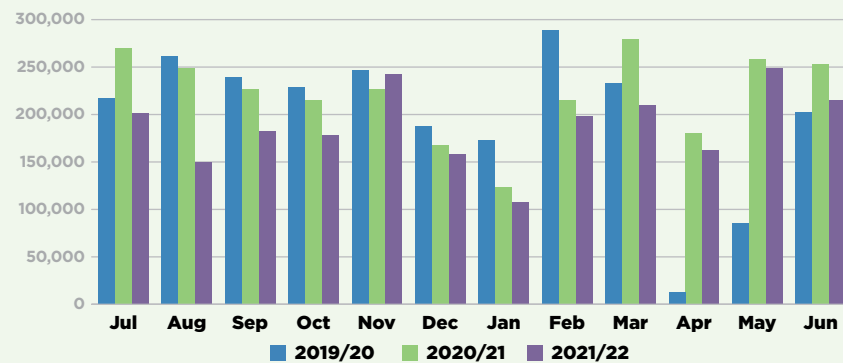
Appendix 2 Bay of Plenty Public Transport Patronage Summary

AREA	QUARTERLY PATRONAGE COMPARISON			2021/22 FINANCIAL YEAR PATRONAGE		2021/22 FINANCIAL YEAR FARE BOX RECOVERY
	Quarter 4 2020/21	Quarter 4 2021/22	% change	TO 30 JUN 2022	PY % change	
Total Network¹	691,666	625,961	(9.5%)	2,253,818	(15.4%)	15.0%
Tauranga BayHopper Urban	386,098	311,091	(19.4%)	1,231,925	(21.7%)	17.8%
Tauranga BayHopper Schools	201,490	203,550	1.0%	651,432	(1.3%)	n/a
Rotorua CityRide	83,493	86,280	3.3%	288,778	(18.1%)	18.2%
Murupara/Ruatāhuna	792	836	5.6%	2,995	(1.3%)	
Kawerau, Ōpōtiki and Whakatāne	1,752	2,225	27.0%	8,328	26.5%	
Ōhope	4,737	5,389	13.8%	18,599	(4.6%)	11.6%
Matatā	132	83	(37.1%)	399	(30.8%)	
Pōtaka	333	449	34.8%	1,593	(4.8%)	32.5%
Te Puke	7,445	11,050	48.4%	31,697	14.2%	28.2%
Katikati/Ōmokoroa	5,158	4,763	(7.7%)	17,178	(11.4%)	16.0%
Katikati/Waihi Beach	236	245	3.8%	894	5.8%	9.1%
Ōmokoroa - Matakana Ferry	5,714	5,580	(2.3%)	20,844	(15.0%)	n/a

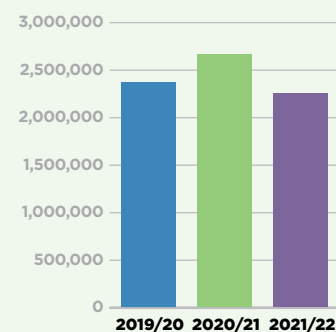
¹ excludes Ōmokoroa - Matakana Ferry

Patronage - year to date

All services total boardings by month

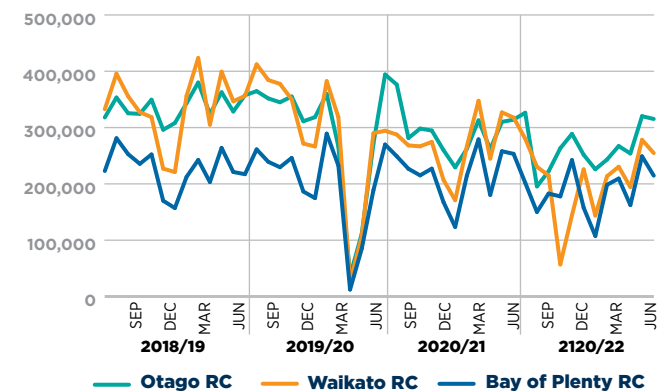


Total boardings - all services



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	May 22	Jun 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	9,992	8,547	51,420	
2B					8,251	12,732	20,983	10,208	12,748	11,494	11,650	14,337	12,389	72,826	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	11,208	9,874	58,639	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	11,563	10,294	68,783	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	1,175	989	6,342	New route. Replaces route GL between Bayfair and Pāpāmoa Plaza
22					1,730	1,664	3,394	867	3,065	3,371	2,283	4,079	3,315	16,980	New route. Replaces route 36/41
30	10,031	6,855	7,635	9,176	5,108		38,805							0	Removed route. Replaced by route 2B/2W
30x	977	689	691	635	436		3,428							0	Removed route. Replaced by route 2B/2W
33	6,972	4,134	4,735	6,630	3,241		25,712							0	Removed route. Replaced by route 2B/2W
36	3,467	2,867	3,194	2,678	2,065		14,271							0	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	9,759	8,572	48,096	
41	806	545	577	747	303		2,978							0	Removed route. Replaced by route 22
51	429	248	287	409	369	379	2,121	373	300	322	309	291	288	1,883	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	1,169	1,010	4,792	
55	15,895	11,270	12,537	13,155	18,068	13,505	84,430	11,081	15,875	14,808	12,242	16,223	14,167	84,396	Route changes. Partially replaces route HL
57	11	15	5	9	4		44							0	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	3,887	3,402	18,720	
60	6,874	5,111	5,982	5,993	8,283	5,655	37,898	3,864	6,556	6,106	4,838	7,098	6,301	34,763	
62	7,338	4,285	4,762	6,192	7,610	6,287	36,474	5,326	6,050	5,647	5,544	6,689	5,913	35,169	
70	1,494	955	1,003	1,095	1,381	1,123	7,051	768	1,175	1,252	1,038	1,482	1,264	6,979	
71	3,521	2,178	2,370	3,026	3,149	3,106	17,350	3,056	2,852	3,542	3,623	4,194	4,089	21,356	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	2,550	2,252	12,636	
72b	2,761	1,943	2,201	2,536	3,221	2,312	14,974	1,802	2,484	2,421	1,959	2,514	2,339	13,519	
CL	12,774	7,862	9,256	11,823	5,783		47,498							0	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	7,753	6,739	38,827	Route changes.
GL	1,804	1,038	1,302	1,736	828		6,708							0	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							0	Removed route. Partially replaced by routes 2/5 and route 55 timetable changes
	123,773	82,864	92,489	107,849	127,616	101,207	635,798	84,615	101,325	99,095	93,384	115,963	101,744	596,126	

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

Route	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	2021 Total	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 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	3,710	3,039	16,634	New route. Replaces route 221 and GL extension to Te Puke
20S					211	191	402	96	488	604	376	747	625	2,936	New route. Replaces route 221 and GL extension to Te Puke
221	1,894	1,492	1,945	1,802	1,206		8,339							0	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	4,457	3,664	19,570	
Northern Corridor - Katikati to Tauranga															
80	970	604	611	914	1,023	842	4,964	722	805	848	798	1,029	905	5,107	
81	757	463	488	605	626	669	3,608	558	406	504	501	792	738	3,499	
Total	1,727	1,067	1,099	1,519	1,649	1,511	8,572	1,280	1,211	1,352	1,299	1,821	1,643	8,606	
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	3,955	3,929	19,741	
3	2,876	1,881	2,562	2,918	3,253	2,373	15,863	1,769	2,937	2,644	2,385	3,247	3,219	16,201	
4	2,222	1,453	1,778	1,923	2,127	1,958	11,461	1,501	2,321	2,084	2,275	3,298	2,846	14,325	
5	2,574	1,860	2,058	2,258	2,720	2,080	13,550	1,601	2,528	2,236	1,956	3,125	2,680	14,126	
6	1,709	1,148	1,390	1,694	1,826	1,461	9,228	1,171	1,635	1,634	1,732	2,592	2,129	10,893	
7	3,050	1,908	2,197	2,618	2,887	2,390	15,050	2,048	2,902	2,514	2,672	3,699	3,688	17,523	
8	2,167	1,602	1,767	1,956	2,142	1,718	11,352	1,362	2,072	1,830	1,808	2,264	2,466	11,802	
9	2,166	1,281	1,469	1,711	2,185	1,733	10,545	1,448	1,975	1,605	1,744	2,604	2,275	11,651	
10	3,027	1,897	2,191	2,580	2,814	2,084	14,593	2,003	2,522	2,141	2,518	4,174	4,061	17,419	
11	1,994	1,259	1,262	1,622	1,634	1,377	9,148	1,725	1,673	1,518	1,361	2,076	2,215	10,568	
12	1,641	1,077	1,001	1,289	1,434	1,017	7,459	879	1,172	1,289	1,198	1,624	1,345	7,507	
Total	26,944	17,618	20,584	23,982	26,668	21,226	137,022	17,961	25,114	22,401	22,769	32,658	30,853	151,756	
Rotorua Unit - Murupara															
15	211	103	134	159	193	179	979	143	196	192	239	200	228	1,198	
Total	211	103	134	159	193	179	979	143	196	192	239	200	228	1,198	
Eastern Corridor - Kawerau/Ōpōtiki to Whakatāne and Tauranga															
135	231	173	176	461	384	348	1,773	253	285	35	349	344	236	1,502	
147	32	18	28	21	38	51	188	36	111	149	155	188	145	784	
143a	204	152	124	152	199	162	993	170	176	170	255	221	191	1,183	
143b	289	102	139	250	180	236	1,196	263	36	33	39	48	54	473	
Total	756	445	467	884	801	797	4,150	722	608	387	798	801	626	3,942	
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	2,211	1,745	8,995	
Total	1,508	1,170	1,637	1,423	2,514	1,352	9,604	839	1,179	1,588	1,433	2,211	1,745	8,995	
TOTAL	156,813	104,759	118,355	137,618	162,348	128,359	808,252	107,178	132,855	128,695	122,851	158,111	140,503	790,193	

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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