



# Public Transport Arotake Tuatoru 2022/23

Performance Monitoring Report  
1 January to 31 March 2023

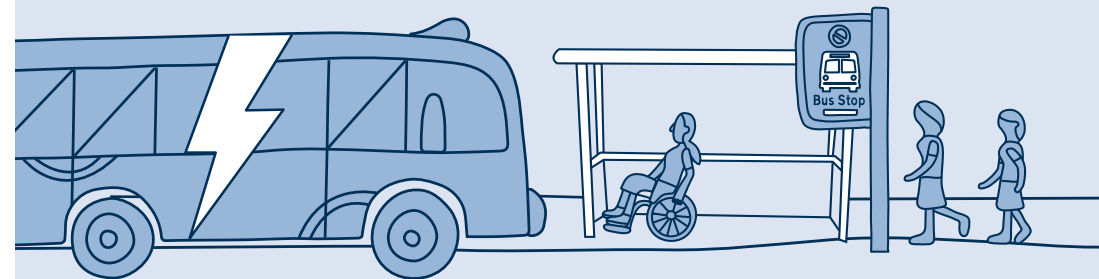


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## Public Transport Arotake Tuatoru is Bay of Plenty Regional Council's third Public Transport performance monitoring report for 2022/23.

The report covers the period from 1 January 2023 to 31 March 2023 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 2023

- Operating revenue** YTD at the end of Quarter 3 2022/23 is \$0.3 million higher than budget, and forecast for year end is \$0.4 million higher than budget. Operating Grants & Subsidies (Waka Kotahi Funding) form the basis of this variance; under budget fare income driven by half price fares (introduced by the Crown in April 2022 and now extending out until 30 June 2023) is funded through additional subsidy; Waka Kotahi have also signalled additional funding toward increased bus driver wages, which was approved by Council. This additional funding partially offsets the unfavourable forecasts for fare revenue; this revenue stream continues to be negatively impacted by the reduced timetable operating in Tauranga, but should improve to some degree with the move to a hybrid timetable on 1 May 2023.
- Operating expenditure** at the end of Quarter 3 2022/23 is \$0.3 million higher than budget, and forecast is \$0.9 million higher than budget. The forecast includes an increase to contract costs for school services, increases to bus driver wages, and rising indexation costs which are linked to inflation. Cost savings as a result of the Tauranga reduced timetable have been included in these forecasts. Consultancy fees are also forecasting over budget; consultants have been engaged to backfill multiple vacancies in the team, and there are a number of projects and strategies underway or planned for the remainder of the year including Bus Decarbonisation, the Business Case for WBOP Transport System Plan, and Regional Fares review.
- At the end of Quarter 3 **capital expenditure** is \$0.3 million lower than budget and \$0.5 million lower than forecast. Procurement of the Transport Management System project is not expected to commence until the 2023/24 year once requirements are fully developed; the current forecast is for the project to be phased over nine months from July 2023, with completion of the project now expected late in 2023/24 Financial Year or early 2024/25.

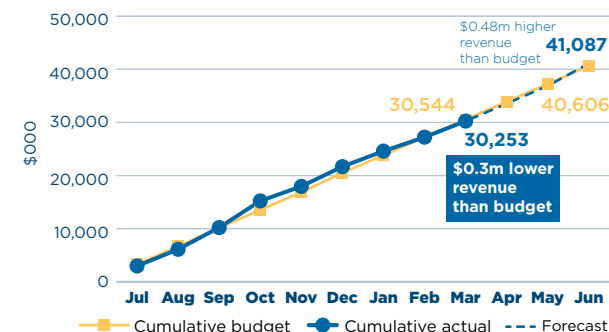
## Summary of Financial Performance

See Appendix 1 for further budget analysis

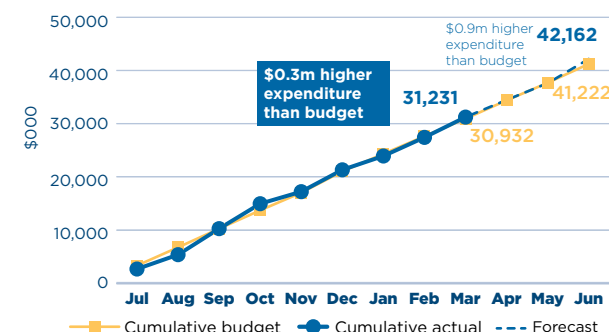
	Year to date \$000				Full year \$000			
	BUDGET	ACTUAL	VARIANCE		BUDGET	FORECAST	VARIANCE	
Operating Revenue	30,544	30,253	(292)	Lower	40,606	41,087	481	Higher
Operating Expenditure	30,932	31,231	(300)	Higher	41,222	42,162	(939)	Higher
<b>Total Operating surplus (deficit)</b>	<b>(387)</b>	<b>(979)</b>	<b>(591)</b>	Unfavourable	<b>(616)</b>	<b>(1,074)</b>	<b>(458)</b>	Unfavourable
Capital Revenue	177	0	(177)	Lower	236	0	(236)	Lower
Capital Expenditure	346	0	346	Lower	512	0	512	Lower

## Transportation Budget compared to Actual 2022/23

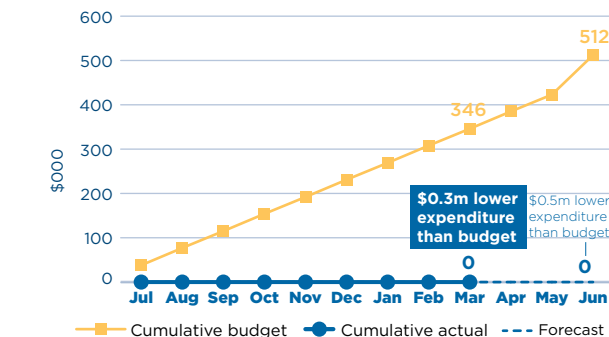
### Operating Revenue



### 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 2,253,819	1,968,711	●	●

**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:

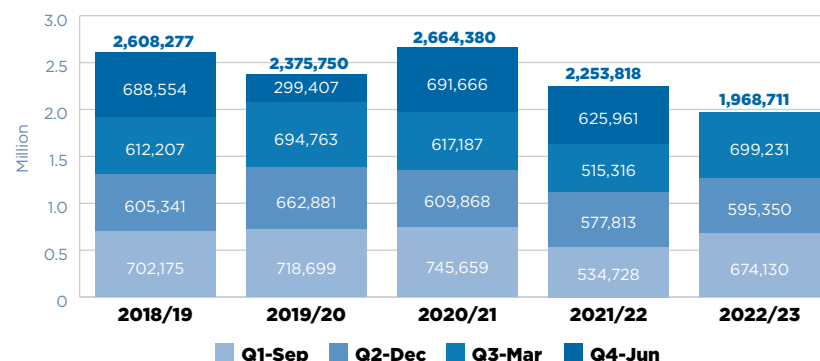
- On track
- Not on track
- Data not available

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 2022/23) was 699,231, an increase of 35.7% on the same period 2021/22 despite Tauranga remaining on a reduced timetable due to the unavailability of bus drivers.

### Quarterly patronage – all services (excl Matakana Ferry)



### Patronage by type (RITS only, excluding SchoolHopper) 01 July 2022 to 31 March 2023

	Tauranga City	Western Bay	Rotorua	Eastern Bay	Total
Child	432,496	24,633	95,766	7,238	560,133
Adult	354,756	15,696	123,949	6,469	500,870
Senior	164,034	8,027	50,404	4,966	227,431
Tertiary	93,083	3,461	19,433	1,146	117,123
Accessibility	52,501	1,366	14,811	1,730	70,408
Other	12,564	664	675	24	13,927
Daysaver	7,432	328	2,086	229	10,075
<b>Total</b>	<b>1,116,866</b>	<b>54,175</b>	<b>307,124</b>	<b>21,802</b>	<b>1,499,967</b>

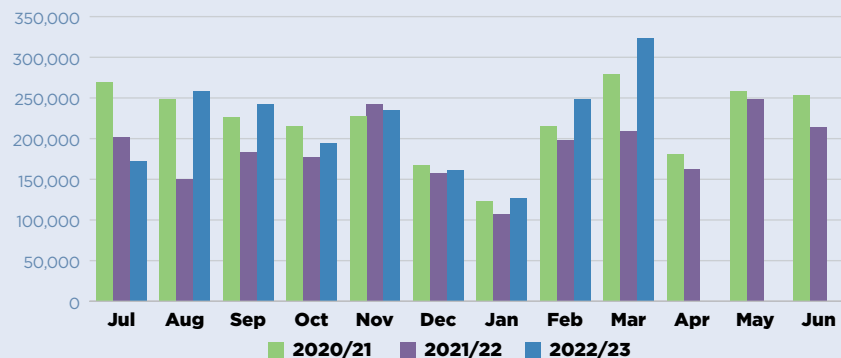
## Bay of Plenty Public Transport Patronage Summary

AREA	QUARTERLY PATRONAGE COMPARISON			2022/23 FINANCIAL YEAR PATRONAGE		2022/23 FINANCIAL YEAR FARE BOX RECOVERY
	Quarter 3 2021/22	Quarter 3 2022/23	% change	TO MAR 2023	PY % change	
<b>Total Network<sup>1</sup></b>	<b>515,316</b>	<b>699,231</b>	<b>35.7%</b>	<b>1,968,711</b>	<b>20.9%</b>	<b>10.8%</b>
Tauranga BayHopper Urban	285,035	370,740	30.1%	1,035,253	12.4%	13.1%
Tauranga BayHopper Schools	145,371	188,856	29.9%	543,970	21.5%	n/a
Rotorua CityRide	65,476	109,530	67.3%	304,982	50.6%	15.2%
Murupara/Ruatāhuna	767	1,031	34.4%	2,983	38.2%	
Kawerau, Ōpōtiki and Whakatāne	1,953	3,407	74.4%	9,070	48.6%	
Ōhope	3,606	4,737	31.4%	15,229	15.3%	8.8%
Matatā	107	105	(1.9%)	314	(.6%)	
Pōtaka	394	473	20.1%	1,366	19.4%	28.7%
Te Puke	8,520	14,281	67.6%	37,868	83.4%	26.4%
Katikati/Ōmokoroa	3,843	5,748	49.6%	16,909	36.2%	12.9%
Katikati/Waihi Beach	244	323	32.4%	767	18.2%	6.3%
Ōmokoroa - Matakana Ferry	5,363	6,671	24.4%	22,483	47.3%	n/a

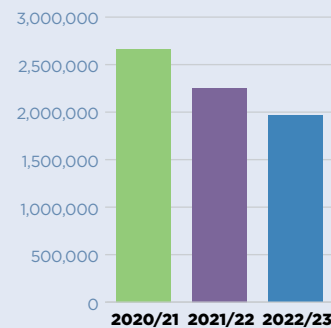
<sup>1</sup> excludes Ōmokoroa - Matakana Ferry

## Patronage - year to date

### All services total boardings by month

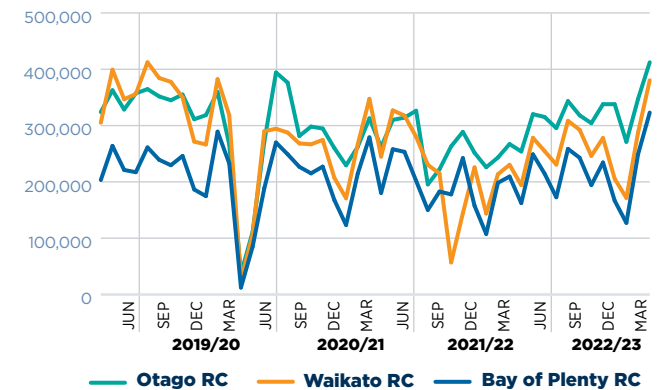


### Year to date boardings - all services



## Regional Councils total patronage by month

Retrieved from Waka Kotahi Achievement Reports



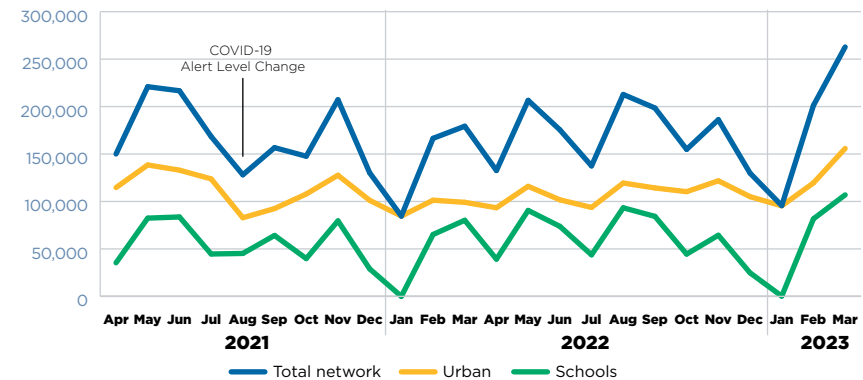
# Public Transport updates



## Tauranga network

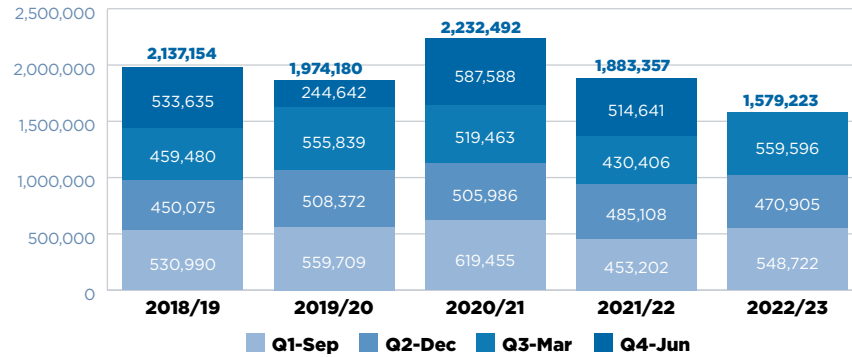
- Total Tauranga network (Urban and School) patronage for the reporting period increased 30% on the same period last year.
- Passenger patronage on the urban network was 370,7404, an increase of 30.1% on the same period last year.
- Since February 2022 the Tauranga Urban bus service was on a weekend timetable due to driver availability. On the 5th May the Tauranga Urban bus service moved to a hybrid timetable, with only four routes remaining on a weekend timetable. It is anticipated that all remaining routes will revert to full timetable under the Tauranga Phase 2 refresh in early 2023/24
- Patronage for the Tauranga school network in Quarter 3 was 188,856. This is an increase in patronage of 29.9% on the same period last year and is the highest March quarter since the school services started.

## Tauranga network - rolling 24 months

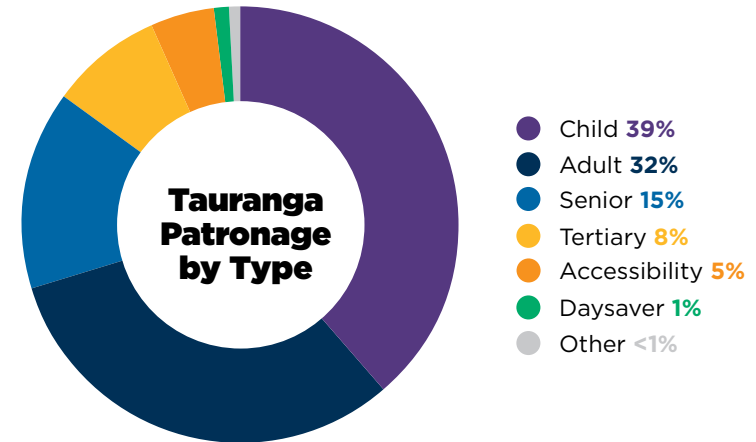


Positive patronage growth is a result of seasonality, half price fares and increased parking charges

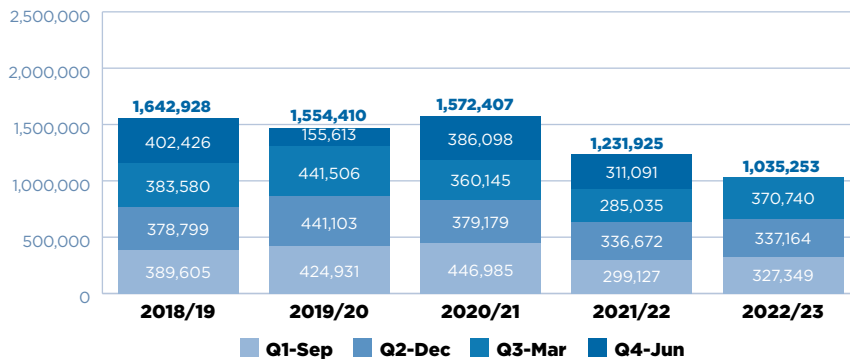
## Tauranga network - total boardings



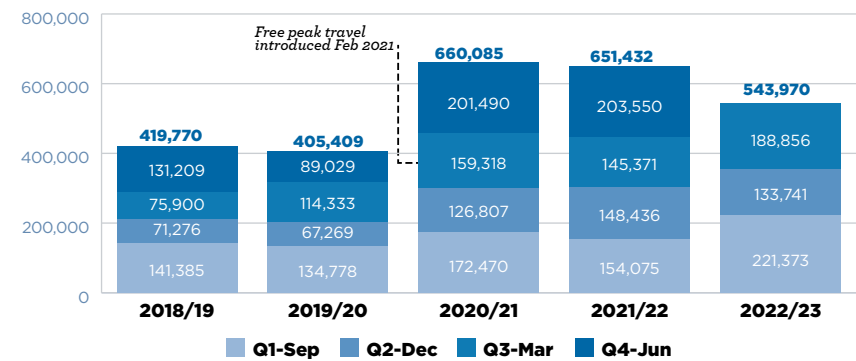
## Tauranga urban patronage by type year to date



## Tauranga urban - total boardings

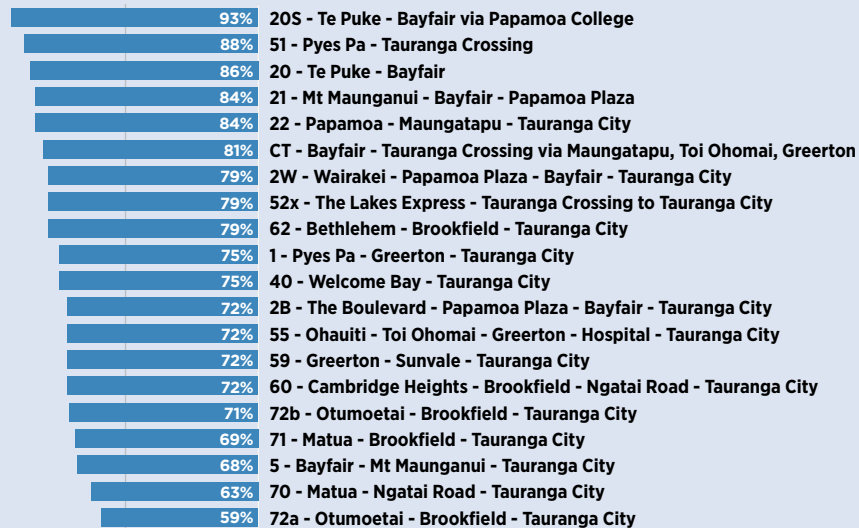


## Tauranga schools - total boardings



## Punctuality within the Tauranga network

% of buses on time at the earliest stop (Q3)



100%



## Reliability Tauranga urban

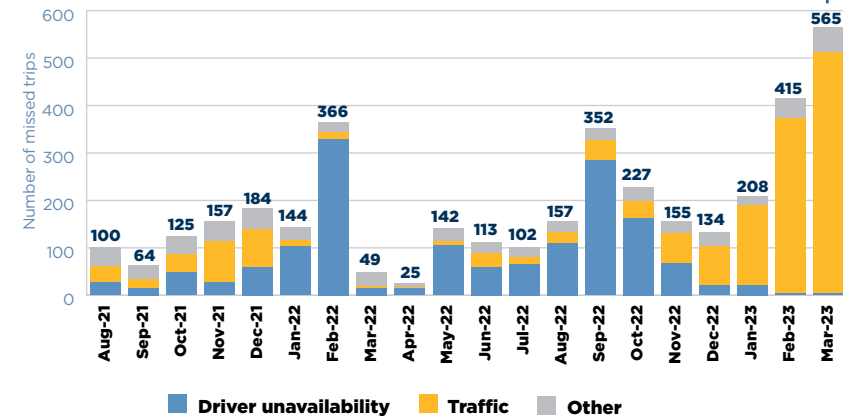
The third quarter of financial year 2022/23 saw an average of 396 trips dropped per month, or 2.01% of the total scheduled trips. This is an increase of 130% on the average number of missed trips per month compared to last quarter. Although this seems like a large increase compared to last quarter, dropped trips are still well below contract breach levels. Council staff continue to work with operators to proactively monitor missed trips to ensure high levels of compliance with contract KPIs.

Missed trips is largely driven by ongoing traffic issues caused by congestion and road works across the Tauranga network.

Top 3 routes with missed trips:

- Route 60 (67 trips)
- Route 62 (65 trips)
- Route CT (50 trips)

### Reason for missed trips last 20 months



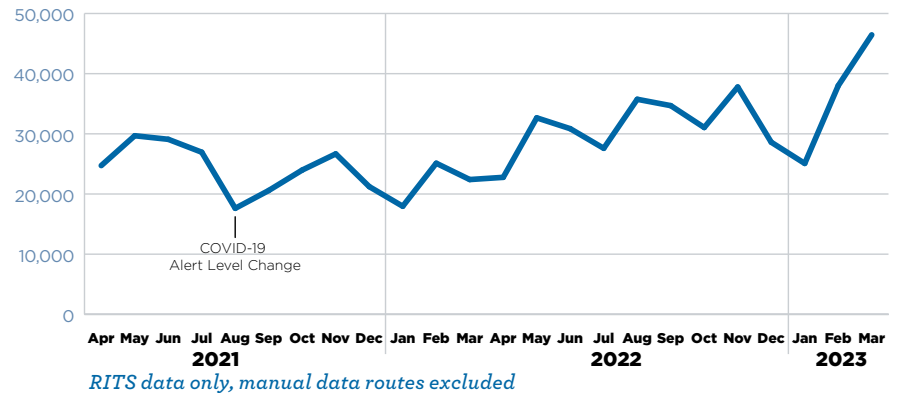




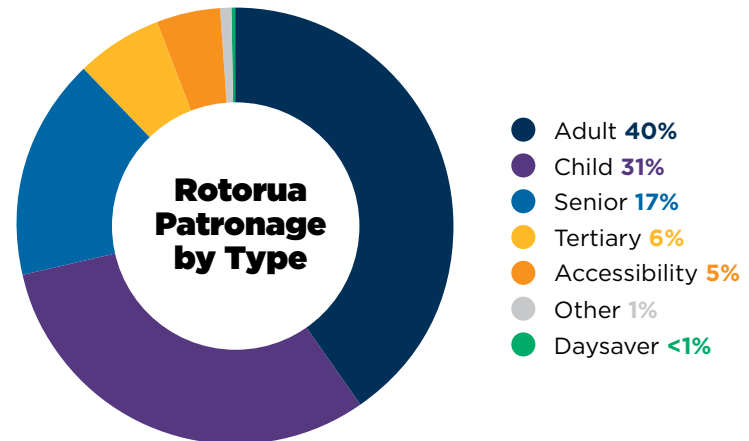
## Rotorua network

Bus patronage on the Rotorua network for the reporting period Quarter 3 2022/23 was 109,530 (67.3%) higher than the same period 2021/22. Patronage is showing a positive increase for all three quarters this financial year, after a sustained period of year-on-year decline. This is likely to be a combination of a number of factors, including the return of tourism to a part of the region profoundly impacted by COVID 19, the introduction of 50% fares in early April and the ongoing school fare free trial.

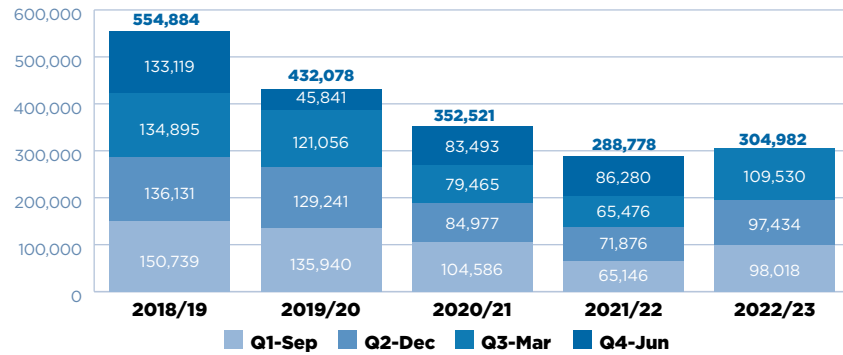
### Rotorua Cityride - rolling 24 months



### Rotorua patronage by type year to date



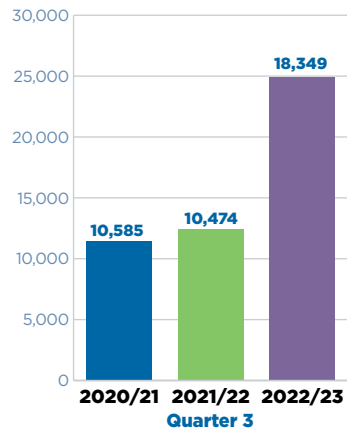
## Rotorua Cityride - total boardings



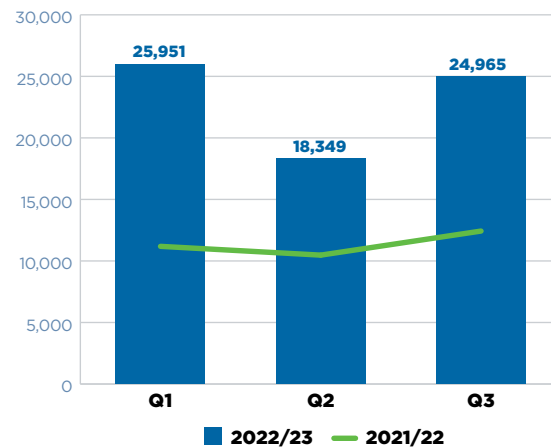
## School fare free trial

A school fare free trial commenced January 2022 for children traveling on the urban network at peak times. Take up of the school fare free trial in Rotorua continues to show strong growth, with an increase in patronage of 100.9% compared to same quarter last year.

Patronage Q3



Patronage by Quarter

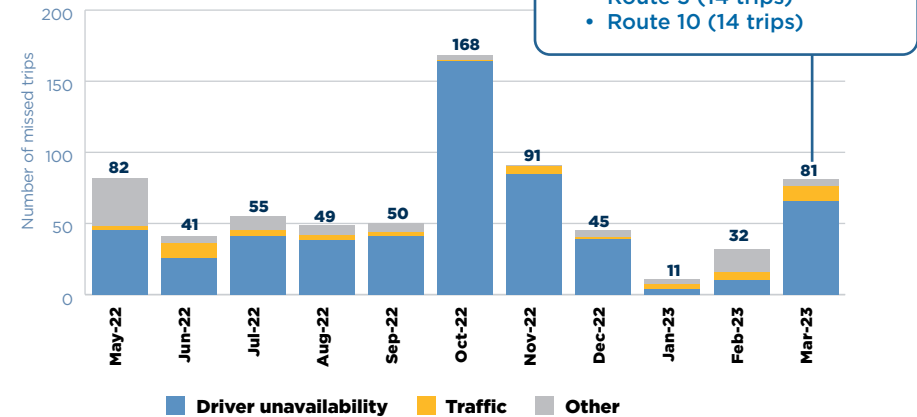


## Reliability Rotorua urban

The third quarter of financial year 2022/23 saw an average of 41 trips dropped per month, or 0.21% of the total scheduled trips. This is a decrease of 59% on the average number of 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.

### Reason for missed trips last eleven months

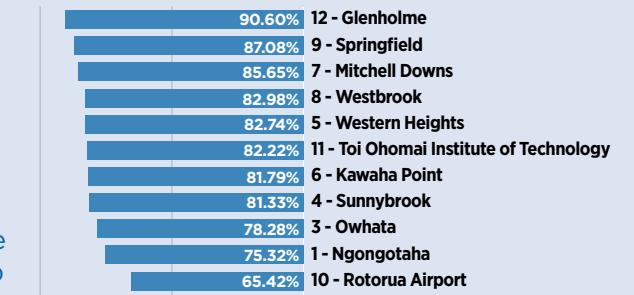


Top 3 routes with missed trips:

- Route 1 (16 trips)
- Route 3 (14 trips)
- Route 10 (14 trips)

## Punctuality within the Rotorua network

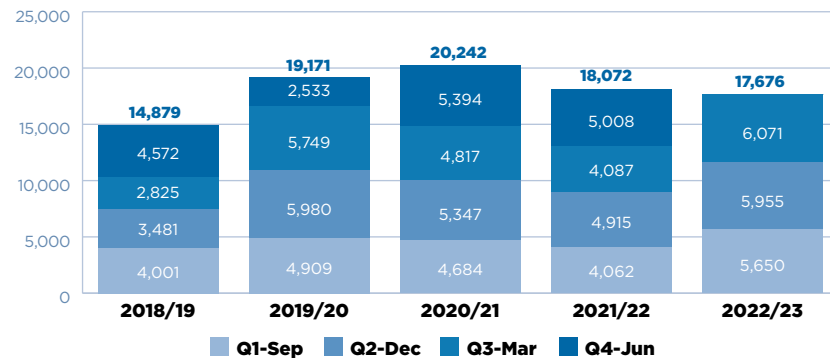
% of buses on time at the earliest stop (Q3)



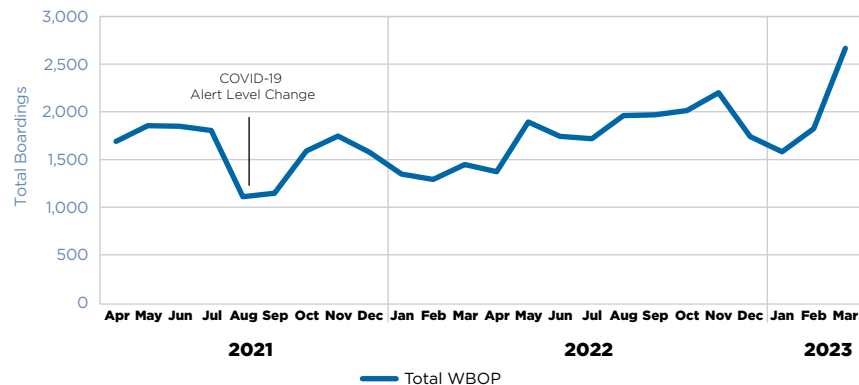
# Western Bay network

There were 6,071 passenger trips on the Western Bay of Plenty network during Quarter 3 2022/23, an increase of 48.5% on the same period last year and 26% on 2020/21. These positive patronage increase may be due, in part, to the extended 50% fare initiative.

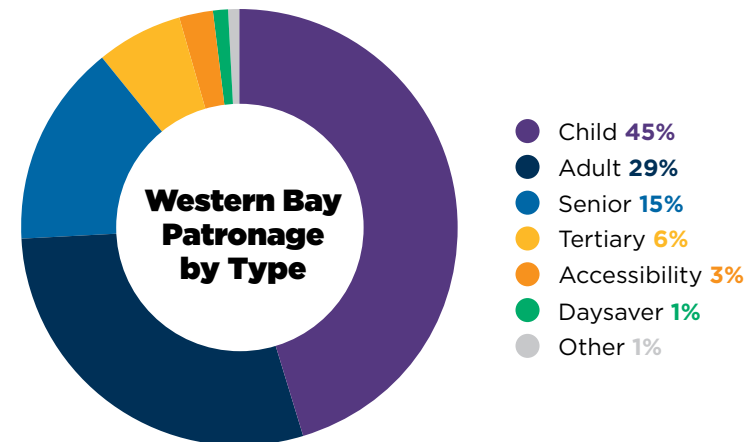
## Western Bay of Plenty - total boardings



## Western Bay of Plenty - rolling 24 months



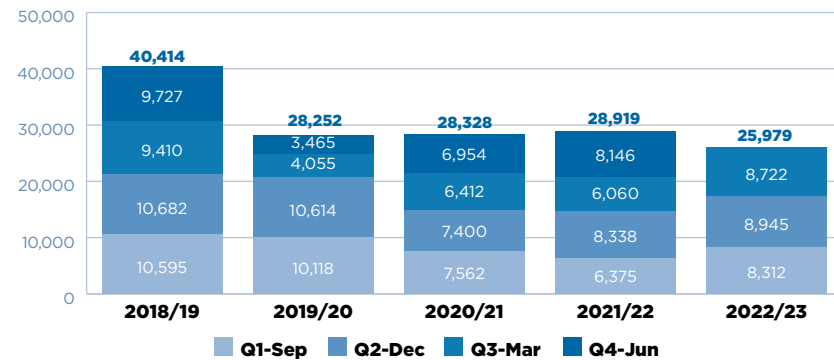
## Western Bay patronage by type year to date



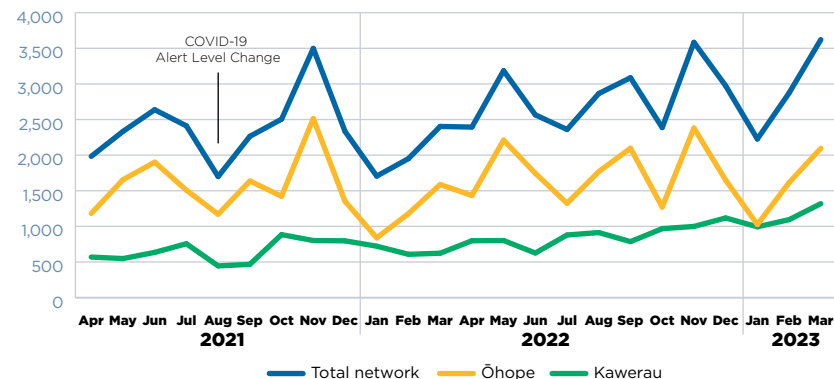
# Eastern Bay network

There were 8,722 passenger trips on the Eastern Bay of Plenty network during Quarter 3 2022/23, an increase of 43.9% on the same period last year and 36% on 2020/21. Strong patronage trends continue with the Kawerau/Ōpōtiki service up 74% on the same quarter last year and the Ōhope service being 31.4% up on the same quarter last year. As with Rotorua, this may be due, in part, to the extended 50% fare initiative.

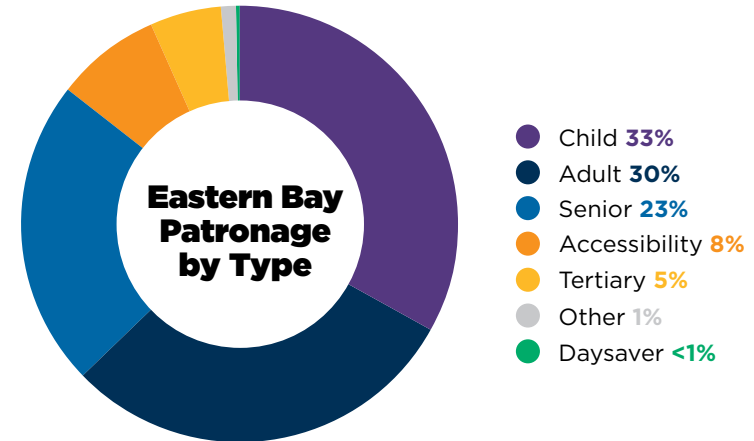
## Eastern Bay of Plenty - total boardings



## Eastern Bay of Plenty - rolling 24 months



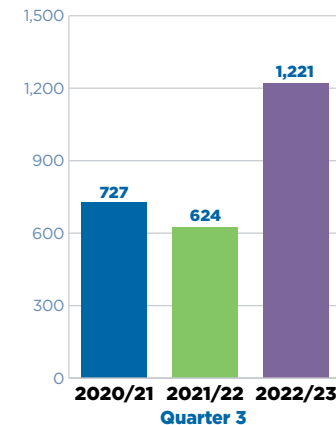
## Eastern Bay patronage by type year to date



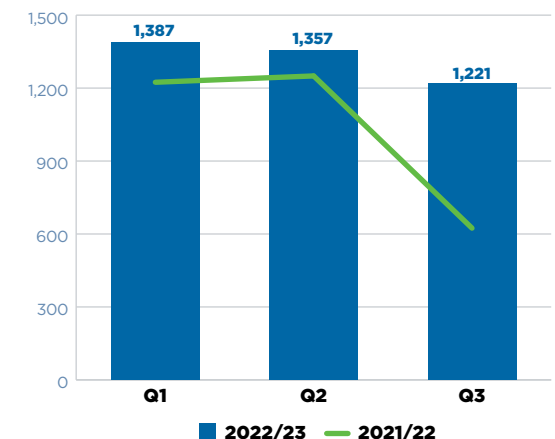
## Whakatāne - Ōhope school patronage

A school fare free trial commenced January 2022 for children traveling on the urban network at peak times. Whakatāne-Ōhope patronage is showing an increase of 95.7% compared to same quarter last year.

### Patronage Q3



### Patronage by Quarter

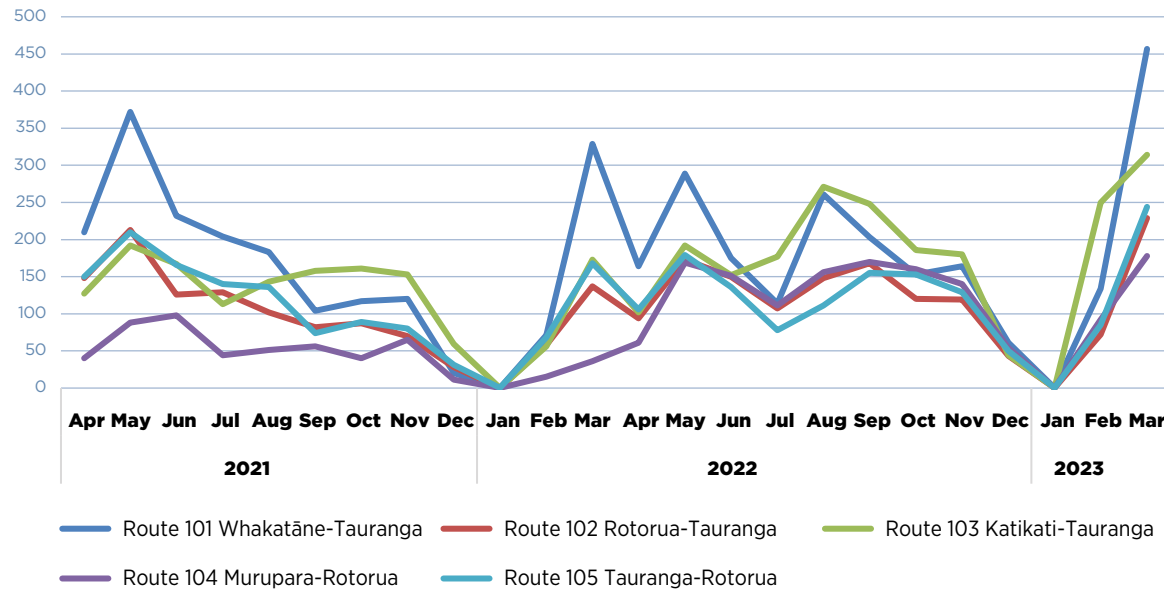


# Intraregional network

Total intraregional network boardings for Quarter 3 2022/23 was 2,055, an increase of 85.0% on the same quarter last year.

Average monthly patronage has increased this quarter for all five intraregional network services. Route 104 (Murupara-Rotorua) continues to have the largest average quarterly increase of 102% compared to last year.

## Intraregional network services by route rolling 24 months



# Accessible transport

## Total Mobility

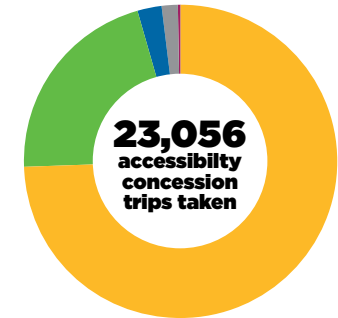
Total Mobility (TM) is a nationwide scheme which assists eligible people with impairments to access appropriate transport to meet their daily needs and enhance their community participation. TM consists of subsidised door to door transport services in areas where scheme transport providers operate.

With the subsidy increase from 50% to 75% being made permanent from 1 April 2023, the expectation is that this will attract more people to join the Total Mobility scheme and increase the use of TM by current members. Although this quarter is showing a drop in patronage of 2% when compared to the previous quarter it is still up on the previous year.

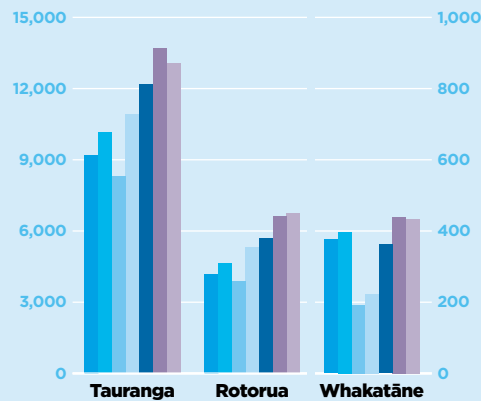
The permanent 75% subsidy is expected to continue to attract more people to join the Total Mobility scheme and show an increase in use and expenditure.

## The accessibility concession

In the third quarter 2023, 1 January to 31 March 2023 there were 67 applications processed with 51 accepted, and a total of 1,588 accepted applications processed since go live on 1 July 2021. A total of 23,056 accessibility concession trips were taken during Quarter 3.

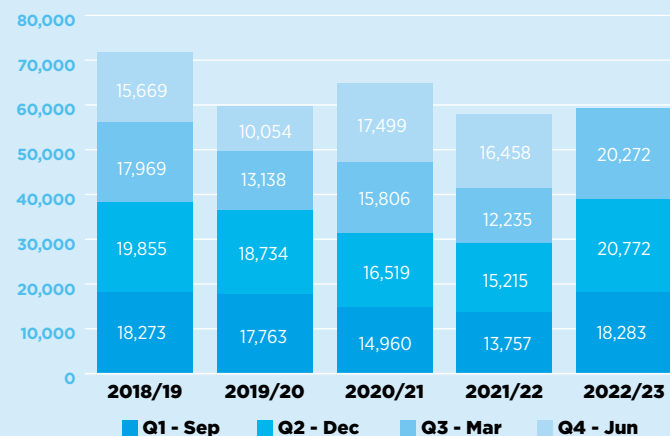


Total Mobility patronage by area

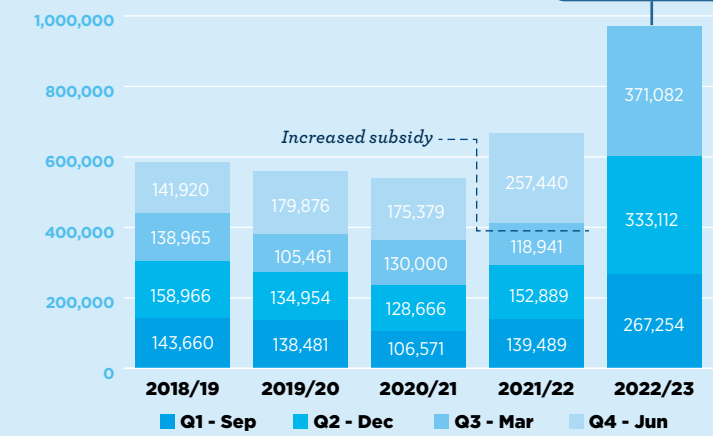


	2021/22			2022/23		
	Q1	Q2	Q3	Q1	Q2	Q3
Tauranga	9,208	10,167	8,147	10,894	12,204	13,703
Rotorua	4,173	4,650	3,897	5,342	5,717	6,630
Whakatāne	376	398	191	222	362	439
						433

Passenger trips on Total Mobility



Expenditure Total Mobility

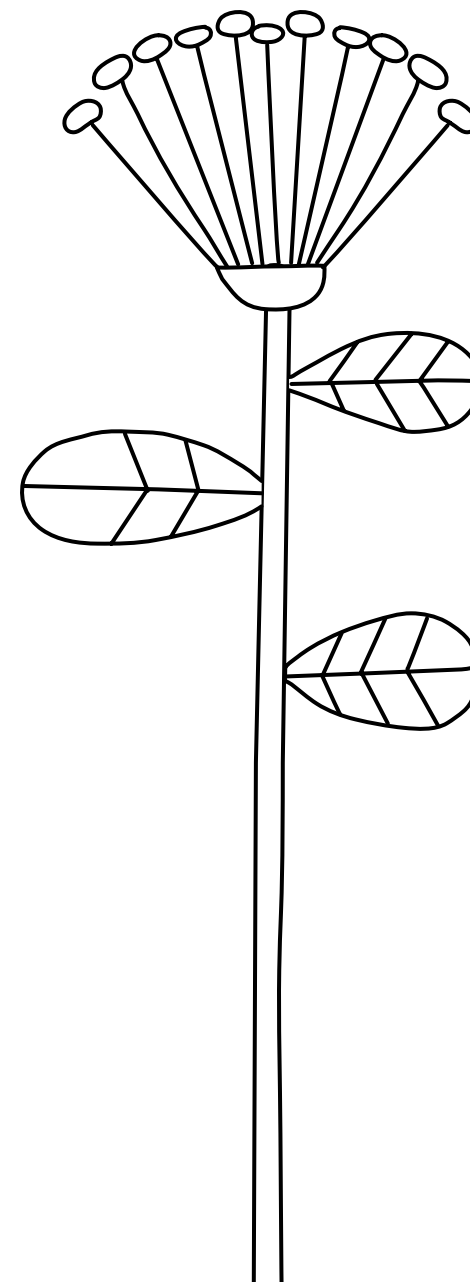


**Ridewise** - Ridewise is used to monitor usage of the scheme, process Total Mobility applications and transactions. As at 31 March 2023 there were 4,323 registered Total Mobility scheme members, with 273 new applications received in the January to March 2023 period.

# Appendix 1

## Passenger Transport Activities - Financial Summary

	2022/23 YEAR TO DATE		2022/23 FULL YEAR	
	BUDGET \$000	ACTUAL \$000	BUDGET \$000	FORECAST \$000
<b>PASSENGER TRANSPORT SERVICES</b>				
Tauranga Passenger Transport	18,909	19,915	25,222	25,221
Rotorua Passenger Transport	3,572	3,350	4,768	5,213
Western Bay Passenger Transport	1,029	978	1,375	1,326
Eastern Bay Passenger Transport	565	584	757	819
Regional Passenger Transport	437	355	582	477
<b>Tertiary/Commuter Services</b>				
Tauranga	77	77	103	103
Rotorua	99	94	132	140
Western Bay	155	155	206	206
Whakatāne	82	78	109	106
<b>Total Cost – Passenger Transport Services</b>	<b>24,924</b>	<b>25,586</b>	<b>33,256</b>	<b>33,612</b>
Fare and Other Revenue	(3,075)	(2,247)	(4,099)	(2,762)
Subsidy	(10,331)	(11,121)	(13,786)	(15,093)
<b>Net Cost - Passenger Transport Services</b>	<b>11,519</b>	<b>12,218</b>	<b>15,370</b>	<b>15,757</b>
<b>OTHER PASSENGER TRANSPORT ACTIVITIES</b>				
Total Mobility Services & Hoists (including ridewise operating costs)	789	965	1,054	1,402
Ferries (Matakana)	41	35	55	49
Road Safety	178	82	238	195
Stock Trucks	25	25	34	33
Bus Shelter - new & maintenance	133	28	178	178
Administration, Depreciation & Finance Costs	1,337	1,153	1,785	1,556
Carless Wednesday	389	224	389	224
Rotorua Network Enhancement	0	0	0	130
Transport System Plan	394	313	534	584
Transport and Urban Planning	2,721	2,820	3,700	4,200
<b>Total Other Passenger Transport Activities</b>	<b>6,007</b>	<b>5,645</b>	<b>7,966</b>	<b>8,550</b>
Fare & Other Revenue	(4)	(30)	(5)	(105)
Carless Wednesdays Partner Contributions	(285)	(134)	(285)	(134)
Subsidy	0	0	0	(66)
Subsidy	(1,040)	(906)	(1,343)	(1,835)
Subsidy	(1,040)	(906)	(1,343)	(1,902)
<b>Net Cost - Other Passenger Transport Activities</b>	<b>4,679</b>	<b>4,575</b>	<b>6,333</b>	<b>6,409</b>



	2022/23 YEAR TO DATE		2022/23 FULL YEAR	
	BUDGET \$000	ACTUAL \$000	BUDGET \$000	FORECAST \$000
<b>CAPITAL PROJECTS</b>				
Electronic Ticketing Tauranga	0	0	0	0
Carbon Budget Calculator	0	0	50	0
Remix Optimisation Software	0	0	0	0
Transport Management Solution	346	0	462	0
Rotorua Network Enhancement	0	0	0	0
<b>Total capital expenditure</b>	<b>346</b>	<b>0</b>	<b>512</b>	<b>0</b>

#### LOW COST LOW RISK - included above

Intraregional network - Whakatāne-Tauranga	82	78	109	110
Intraregional network - Murupara-Rotorua	99	94	132	133
Intraregional network - Rotorua-Tauranga	77	77	103	104
Intraregional network - Katikati-Tauranga	155	155	206	208
Carless Wednesday	292	224	389	224
Short Term Bus Service Enhancements - Eastern Bay	0	0	0	0
<b>Total Cost - LCLR</b>	<b>704</b>	<b>628</b>	<b>939</b>	<b>779</b>
Revenue & Subsidy	(594)	(437)	(697)	(550)
<b>Net Cost - Low cost low risk</b>	<b>110</b>	<b>191</b>	<b>242</b>	<b>228</b>

#### BUS SHELTER INSTALLATIONS - INCLUDED ABOVE

Tauranga City Council	0	0	31	31
Rotorua District Council	0	0	27	27
Regional	0	0	19	19
Western Bay	0	0	16	16
Whakatane	0	0	33	33



# Appendix 2 Bay of Plenty Public Transport Patronage by Route

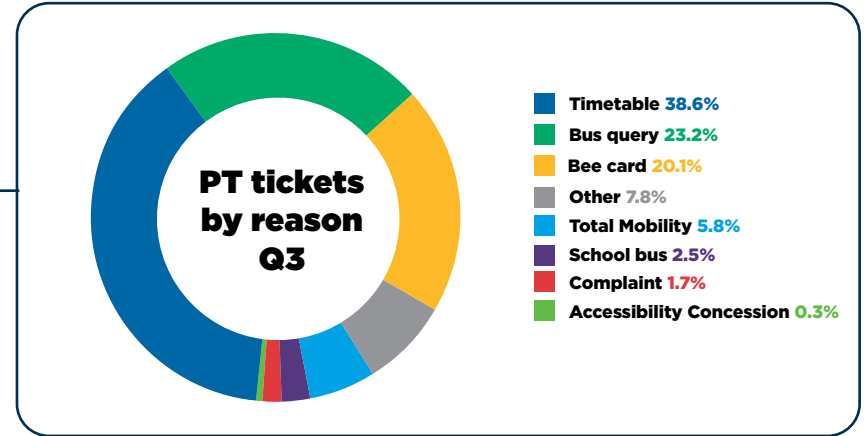
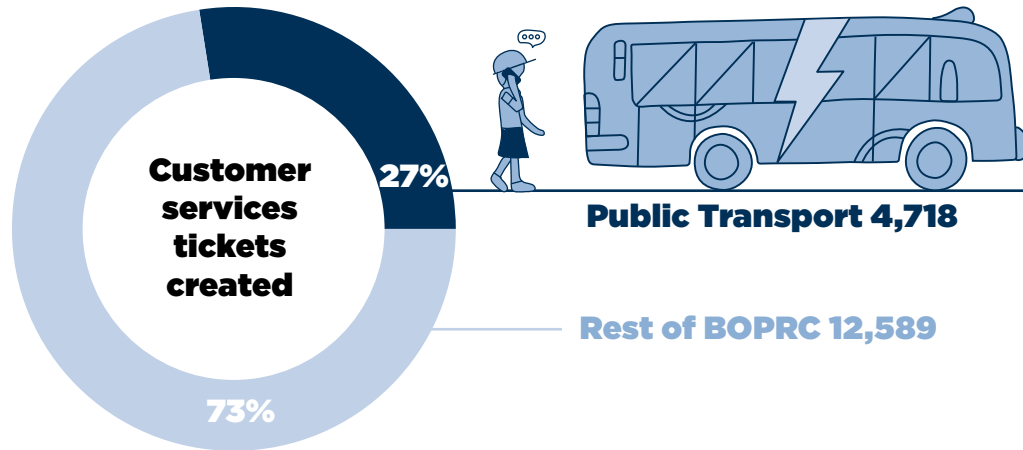
Route	2022												2022 Total	2023			2023 Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar	
<b>Tauranga Urban Unit - Tauranga Urban</b>																	
<b>1</b>	7,028	9,138	8,867	7,848	9,992	8,547	7,936	9,874	8,920	8,315	10,187	8,138	<b>104,790</b>	7,279	8,924	11,549	<b>27,752</b>
<b>2B</b>	10,208	12,748	11,494	11,650	14,337	12,389	11,519	14,220	13,971	13,228	14,027	12,412	<b>152,203</b>	11,288	13,510	18,140	<b>42,938</b>
<b>2W</b>	9,243	9,491	9,096	9,727	11,208	9,874	9,976	11,920	11,340	11,447	12,334	11,253	<b>126,909</b>	10,747	11,183	15,325	<b>37,255</b>
<b>5</b>	13,729	11,691	10,470	11,036	11,563	10,294	9,969	12,056	12,845	14,352	14,787	17,261	<b>150,053</b>	16,325	17,286	22,139	<b>55,750</b>
<b>21</b>	1,152	882	948	1,196	1,175	989	1,298	1,277	1,359	1,728	1,628	2,247	<b>15,879</b>	2,144	2,282	2,594	<b>7,020</b>
<b>22</b>	867	3,065	3,371	2,283	4,079	3,315	2,401	4,288	3,879	2,666	3,675	1,691	<b>35,580</b>	1,164	3,842	5,124	<b>10,130</b>
<b>40</b>	6,247	7,907	7,875	7,736	9,759	8,572	7,467	9,694	8,996	8,324	9,558	7,787	<b>99,922</b>	6,851	9,889	12,181	<b>28,921</b>
<b>51</b>	373	300	322	309	291	288	258	223	275	325	292	398	<b>3,654</b>	259	237	292	<b>788</b>
<b>52x</b>	649	581	691	692	1,169	1,010	805	1,102	1,096	1,025	1,177	828	<b>10,825</b>	864	964	1,269	<b>3,097</b>
<b>55</b>	11,081	15,875	14,808	12,242	16,223	14,167	11,803	15,870	14,264	12,406	14,413	10,536	<b>163,688</b>	9,315	14,100	18,996	<b>42,411</b>
<b>59</b>	1,949	2,657	3,659	3,166	3,887	3,402	2,984	4,352	3,686	3,405	3,987	2,828	<b>39,962</b>	2,487	4,038	5,383	<b>11,908</b>
<b>60</b>	3,864	6,556	6,106	4,838	7,098	6,301	4,819	7,752	7,500	6,244	7,884	5,468	<b>74,430</b>	4,371	7,266	9,006	<b>20,643</b>
<b>62</b>	5,326	6,050	5,647	5,544	6,689	5,913	5,951	7,084	7,043	7,177	7,795	6,668	<b>76,887</b>	6,217	7,230	9,291	<b>22,738</b>
<b>70</b>	768	1,175	1,252	1,038	1,482	1,264	1,190	1,585	1,569	1,569	1,658	1,365	<b>15,915</b>	1,255	1,636	2,058	<b>4,949</b>
<b>71</b>	3,056	2,852	3,542	3,623	4,194	4,089	4,193	5,117	5,073	5,336	5,514	4,822	<b>51,411</b>	4,588	5,465	7,312	<b>17,365</b>
<b>72a</b>	1,480	2,381	2,207	1,766	2,550	2,252	1,794	2,664	2,534	2,299	2,528	1,767	<b>26,222</b>	1,476	2,088	2,735	<b>6,299</b>
<b>72b</b>	1,802	2,484	2,421	1,959	2,514	2,339	2,090	2,879	2,478	2,440	2,643	1,931	<b>27,980</b>	1,728	2,580	2,931	<b>7,239</b>
<b>CT</b>	5,793	5,492	6,319	6,731	7,753	6,739	7,255	7,458	7,398	8,028	7,694	7,669	<b>84,329</b>	7,048	6,985	9,504	<b>23,537</b>
<b>Total</b>	<b>84,615</b>	<b>101,325</b>	<b>99,095</b>	<b>93,384</b>	<b>115,963</b>	<b>101,744</b>	<b>93,708</b>	<b>119,415</b>	<b>114,226</b>	<b>110,314</b>	<b>121,781</b>	<b>105,069</b>	<b>1,260,639</b>	<b>95,406</b>	<b>119,505</b>	<b>155,829</b>	<b>370,740</b>
<b>Tauranga Urban Unit - Te Puke</b>																	
<b>20</b>	1,522	2,734	3,076	2,553	3,710	3,039	2,785	4,293	3,639	3,211	3,756	2,701	<b>37,019</b>	2,122	4,271	6,404	<b>12,797</b>
<b>20S</b>	96	488	604	376	747	625	469	730	609	468	623	303	<b>6,138</b>	193	506	785	<b>1,484</b>
<b>Total</b>	<b>1,618</b>	<b>3,222</b>	<b>3,680</b>	<b>2,929</b>	<b>4,457</b>	<b>3,664</b>	<b>3,254</b>	<b>5,023</b>	<b>4,248</b>	<b>3,679</b>	<b>4,379</b>	<b>3,004</b>	<b>43,157</b>	<b>2,315</b>	<b>4,777</b>	<b>7,189</b>	<b>14,281</b>
<b>Northern Corridor - Katikati to Tauranga</b>																	
<b>80</b>	722	805	848	798	1,029	905	888	1,051	898	1,037	1,122	773	<b>10,876</b>	844	860	1,106	<b>2,810</b>
<b>81</b>	558	406	504	501	792	738	783	835	993	905	989	677	<b>8,681</b>	552	852	1,142	<b>2,546</b>
<b>Total</b>	<b>1,280</b>	<b>1,211</b>	<b>1,352</b>	<b>1,299</b>	<b>1,821</b>	<b>1,643</b>	<b>1,671</b>	<b>1,886</b>	<b>1,891</b>	<b>1,942</b>	<b>2,111</b>	<b>1,450</b>	<b>19,557</b>	<b>1,396</b>	<b>1,712</b>	<b>2,248</b>	<b>5,356</b>

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

Route	2022												2022 Total	2023			2023 Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar	
<b>Rotorua Unit - Rotorua Urban</b>																	
1	2,454	3,377	2,906	3,120	3,955	3,929	3,532	4,193	4,277	4,255	5,118	4,058	<b>45,174</b>	3,461	5,050	5,840	<b>14,351</b>
3	1,769	2,937	2,644	2,385	3,247	3,219	2,957	3,590	3,912	3,368	4,092	2,880	<b>37,000</b>	2,755	4,606	5,600	<b>12,961</b>
4	1,501	2,321	2,084	2,275	3,298	2,846	2,896	3,650	3,688	2,959	3,512	2,667	<b>33,697</b>	2,155	3,058	3,518	<b>8,731</b>
5	1,601	2,528	2,236	1,956	3,125	2,680	2,351	3,665	3,282	2,772	3,911	2,744	<b>32,851</b>	2,243	3,748	4,670	<b>10,661</b>
6	1,171	1,635	1,634	1,732	2,592	2,129	1,852	2,267	2,043	2,010	2,480	2,155	<b>23,700</b>	1,912	2,419	3,258	<b>7,589</b>
7	2,048	2,902	2,514	2,672	3,699	3,688	3,173	4,092	3,767	3,442	4,077	3,088	<b>39,162</b>	2,700	4,094	5,196	<b>11,990</b>
8	1,362	2,072	1,830	1,808	2,264	2,466	2,147	3,087	3,076	2,420	2,976	2,195	<b>27,703</b>	1,800	2,838	3,330	<b>7,968</b>
9	1,448	1,975	1,605	1,744	2,604	2,275	2,033	2,658	2,608	2,446	3,092	2,178	<b>26,666</b>	1,801	2,763	3,661	<b>8,225</b>
10	2,003	2,522	2,141	2,518	4,174	4,061	3,362	3,965	3,551	3,291	3,595	2,850	<b>38,033</b>	2,611	4,023	4,586	<b>11,220</b>
11	1,725	1,673	1,518	1,361	2,076	2,215	2,146	2,665	2,645	2,455	2,921	2,446	<b>25,846</b>	2,447	3,403	4,138	<b>9,988</b>
12	879	1,172	1,289	1,198	1,624	1,345	1,142	1,909	1,837	1,629	2,008	1,344	<b>17,376</b>	1,192	2,000	2,654	<b>5,846</b>
<b>Total</b>	<b>17,961</b>	<b>25,114</b>	<b>22,401</b>	<b>22,769</b>	<b>32,658</b>	<b>30,853</b>	<b>27,591</b>	<b>35,741</b>	<b>34,686</b>	<b>31,047</b>	<b>37,782</b>	<b>28,605</b>	<b>347,208</b>	<b>25,077</b>	<b>38,002</b>	<b>46,451</b>	<b>109,530</b>
<b>Rotorua Unit - Murupara</b>																	
15	143	196	192	239	200	228	192	213	243	252	229	274	<b>2,601</b>	244	229	266	<b>739</b>
<b>Total</b>	<b>143</b>	<b>196</b>	<b>192</b>	<b>239</b>	<b>200</b>	<b>228</b>	<b>192</b>	<b>213</b>	<b>243</b>	<b>252</b>	<b>229</b>	<b>274</b>	<b>2,601</b>	<b>244</b>	<b>229</b>	<b>266</b>	<b>739</b>
<b>Eastern Corridor - Kawerau/Ōpōtiki to Whakatāne and Tauranga</b>																	
135	253	285	35	349	344	236	388	411	135		287	545	<b>3,268</b>	438	557	608	<b>1,603</b>
147	36	111	149	155	188	145	66	64	44	52	78	69	<b>1,157</b>	92	75	100	<b>267</b>
143a	170	176	170	255	221	191	203	106	215	275	223	255	<b>2,460</b>	234	163	262	<b>659</b>
143b	263	36	33	39	48	54	222	185	229	299	227	249	<b>1,884</b>	206	299	349	<b>854</b>
<b>Total</b>	<b>722</b>	<b>608</b>	<b>387</b>	<b>798</b>	<b>801</b>	<b>626</b>	<b>879</b>	<b>766</b>	<b>623</b>	<b>626</b>	<b>815</b>	<b>1,118</b>	<b>8,769</b>	<b>970</b>	<b>1,094</b>	<b>1,319</b>	<b>3,383</b>
<b>Eastern Corridor - Ōhope to Whakatāne</b>																	
122	839	1,179	1,588	1,433	2,211	1,745	1,324	1,769	2,042	638	2,381	1,649	<b>18,798</b>	1,026	1,136	1,627	<b>3,789</b>
<b>Total</b>	<b>839</b>	<b>1,179</b>	<b>1,588</b>	<b>1,433</b>	<b>2,211</b>	<b>1,745</b>	<b>1,324</b>	<b>1,769</b>	<b>2,042</b>	<b>638</b>	<b>2,381</b>	<b>1,649</b>	<b>18,798</b>	<b>1,026</b>	<b>1,136</b>	<b>1,627</b>	<b>3,789</b>
<b>TOTAL</b>	<b>107,178</b>	<b>132,855</b>	<b>128,695</b>	<b>122,851</b>	<b>158,111</b>	<b>140,503</b>	<b>128,619</b>	<b>164,813</b>	<b>157,959</b>	<b>148,498</b>	<b>169,478</b>	<b>141,169</b>	<b>1,700,729</b>	<b>126,434</b>	<b>166,455</b>	<b>214,929</b>	<b>507,818</b>

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

# Appendix 3 - Customer experience



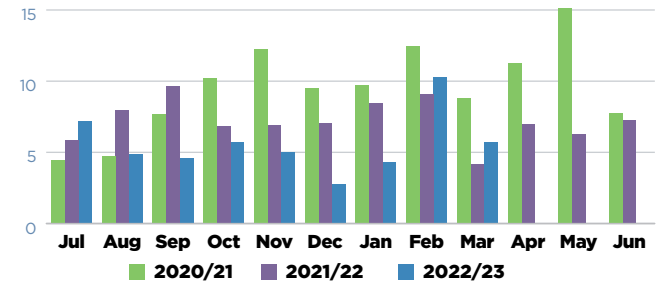
In Quarter 3, during business hours, a total of 12,589 calls were received by the Bay of Plenty Regional Council and Bay Bus. 4,718 of these were transport related calls. This equated to around 37% of all calls taken for this period. Of the 2,305 calls taken by After hours, 1,592 or 69% were transport related calls. The majority of transport related calls are timetable queries and the majority of face-to-face queries at Council receptions are Bee Card related.

## Support tickets

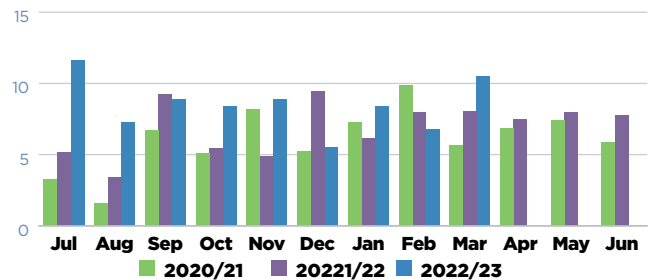
- Of the 4,650 Baybus tickets created in Support during Quarter 3, 2023, only 28 tickets or 0.6% remained unsolved.
- 93.7% of these tickets were created from phone calls to the Call Centre with the remaining 6.3% received via email, website forms or Facebook.
- A smaller portion of tickets 90 or 1.9% were forwarded to the Transport Operations team requiring further investigation.

## Complaints

### Tauranga complaints per 10k boardings



### Rotorua complaints per 10k boardings





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**For information relating to bus  
services across the region,  
please visit [www.baybus.co.nz](http://www.baybus.co.nz),  
call 0800 4 BAYBUS (0800 4 229 287)  
or email [support@baybus.zendesk.com](mailto:support@baybus.zendesk.com)**