



Public Transport Arotake Tuawha 2022/23

Performance Monitoring Report
1 April to 30 June 2023

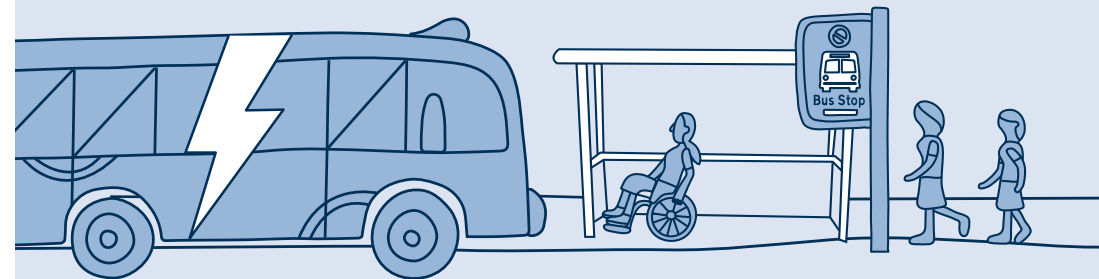


Contents

Executive summary	3
Financial summary and forecast	3
Long Term Plan 2021-2031 performance measures	4
Passenger Transport	4
Bay of Plenty Public Transport Patronage Summary	5
Public Transport updates	6
Tauranga network	6
Rotorua network	9
Western Bay network	11
Eastern Bay network	12
Intraregional network	13
Accessible transport	14
Total Mobility	14
The accessibility concession	14
Appendices	
Appendix 1 - Passenger Transport Activities - Financial Summary	15
Appendix 2 - Bay of Plenty Public Transport Patronage by Route	17
Appendix 3 - Customer experience	19

Public Transport Arotake Tuawha is Bay of Plenty Regional Council's final Public Transport performance monitoring report for 2022/23.

The report covers the period from 1 April to 30 June 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 12 months ending 30 June 2023

- Operating revenue** at the end of Quarter 4 2022/23 is \$3.34m 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) is funded through additional subsidy; Waka Kotahi have also provided additional funding toward increased bus driver wage expenses, which were approved by Council. This additional funding partially offsets the unfavourable forecasts for fare revenue; this revenue stream was negatively impacted by the reduced timetable operating in Tauranga. Also additional funding was received in June that was unbudgeted and a result of the government May 23 budget announcements to cover the funding shortfall experienced by PTA's in 2022/23.
- Operating expenditure** at the end of Quarter 4 2022/23 is \$2.86m higher than budget. Expenditure over budget includes an increase to contract costs for school services, increases to bus driver wages from September, and rising indexation costs which are linked to inflation. Cost savings as a result of the Tauranga reduced timetable have offset the unfavourable expenditure variances. Consultancy fees are also over budget; consultants have been accessed to backfill multiple vacancies in the team.
- At the end of Quarter 4 **capital revenue** is \$0.236m lower than budget and Capital expenditure is \$0.512m lower than budget. The delay in the commencement of the Procurement of the Transport Management System (TMS) has resulted in the lower variances. The TMS is now not expected to be started until later in the 23/24 financial year.

See Appendix 1
for further budget analysis

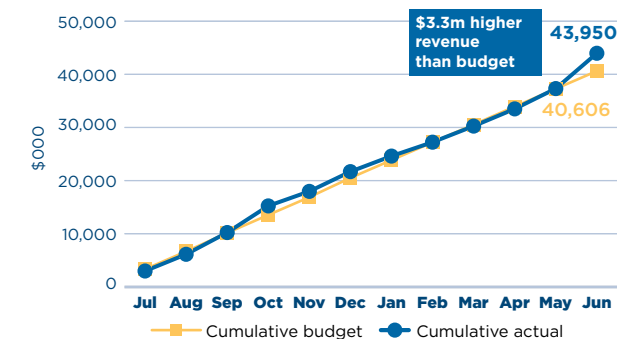
Summary of Financial Performance

	Year to date \$000			
	BUDGET	ACTUAL	VARIANCE	
Operating Revenue	40,606	43,950	3,344	Higher
Operating Expenditure	41,222	44,085	(2,863)	Higher
Total Operating surplus (deficit)	(616)	(135)	481	Favourable
Capital Revenue	236	0	(236)	Lower
Capital Expenditure	512	0	512	Lower

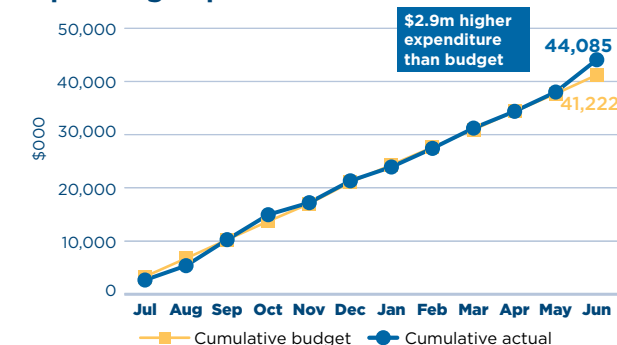
*2022/23 data based on draft unaudited financials

Transportation Budget compared to Actual 2022/23

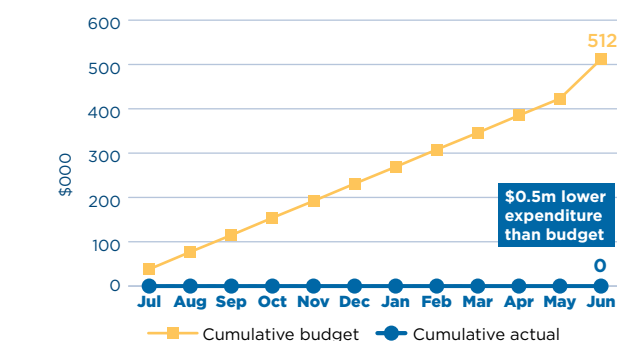
Operating Revenue



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	2,734,308	●	●

Measure: Customer satisfaction of bus users

TARGET	RESULT	YTD	RESULT
80%	68%	●	●

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

TARGET	RESULT	YTD	RESULT
100%	100%	●	●

Key:

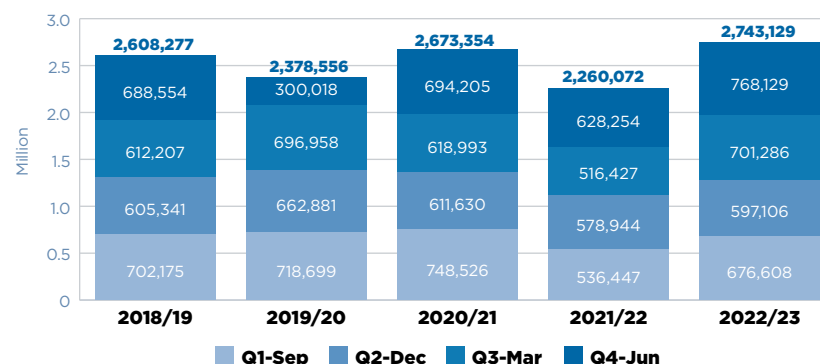
- On track
- Not on track
- Data not available

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 2022/23) was 768,129 an increase of 22.3% on the same period 2021/22. Tauranga moved to 96% of the full timetable on the 1st May this year.

Quarterly patronage – all services (excl Matakana Ferry)



**Note total patronage has been updated from Q3, 2019/20 to include intraregional (tertiary) patronage which was previously a trial*

Patronage by type (RITS only, excluding SchoolHopper) 01 July 2022 to 30 June 2023

	Tauranga City	Western Bay	Rotorua	Eastern Bay	Grand Total
Child	584,944	35,048	136,207	9,745	765,944
Adult	504,437	21,937	168,328	9,255	703,957
Senior	219,259	10,093	67,299	6,980	303,631
Tertiary	132,041	4,915	27,214	1,508	165,678
Accessibility	72,068	1,834	19,915	2,517	96,334
Other	17,686	1,058	867	30	19,641
Daysaver	7,556	334	2,151	232	10,273
Total Region	1,537,991	75,219	421,981	30,267	2,065,458

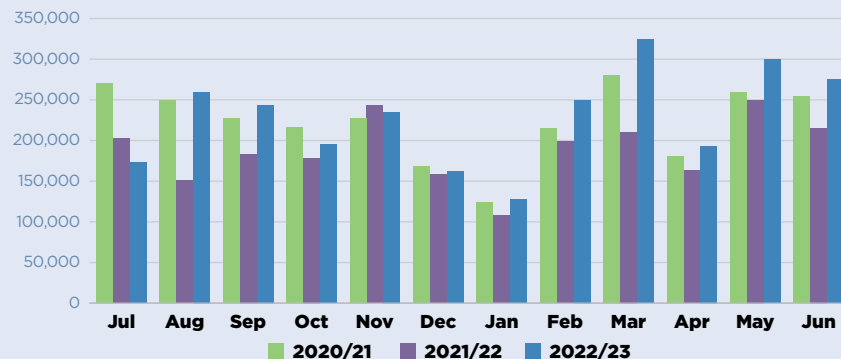
Bay of Plenty Public Transport Patronage Summary

AREA	QUARTERLY PATRONAGE COMPARISON			2022/23 FINANCIAL YEAR PATRONAGE		2022/23 FINANCIAL YEAR FARE BOX RECOVERY
	Quarter 4 2021/22	Quarter 4 2022/23	% change	TO JUN 2023	PY % change	
Total Network¹	625,961	765,597	22.3%	2,734,308	21.3%	10.8%
Tauranga BayHopper Urban	311,091	398,570	28.1%	1,433,823	16.4%	13.2%
Tauranga BayHopper Schools	203,550	220,797	8.5%	764,767	17.4%	n/a
Rotorua CityRide	86,280	114,146	32.3%	419,128	45.1%	13.2%
Murupara/Ruatāhuna	836	1,015	21.4%	3,998	33.5%	
Kawerau, Ōpōtiki and Whakatāne	2,225	3,897	75.1%	12,967	55.7%	
Ōhope	5,389	4,635	(14.0%)	19,864	6.8%	8.2%
Matatā	83	60	(27.7%)	374	(6.3%)	
Pōtaka	449	491	9.4%	1,857	16.6%	28.6%
Te Puke	11,050	16,322	47.7%	54,190	71.0%	28.8%
Katikati/Ōmokoroa	4,763	5,371	12.8%	22,280	29.7%	10.8%
Katikati/Waihi Beach	245	293	19.6%	1,060	18.6%	6.6%
Intraregional (Tertiary)	2,293	2,532	10.4%	8,821	41.0%	3.0%
Ōmokoroa - Matakana Ferry	5,580	7,309	31.0%	29,792	42.9%	n/a

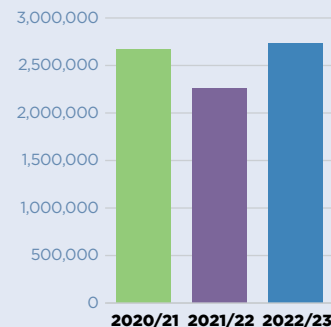
¹ excludes Intraregional (Tertiary) and Ōmokoroa - Matakana Ferry

Patronage - year to date

All services total boardings by month

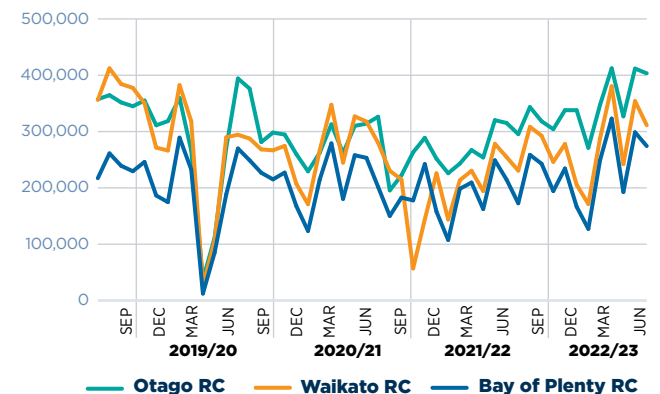


Year to date boardings - all services



Regional Councils total patronage by month

Retrieved from Waka Kotahi Achievement Reports



*Note total patronage has been update from Q3, 2019/20 to include intraregional (tertiary) patronage which was previously a trial.

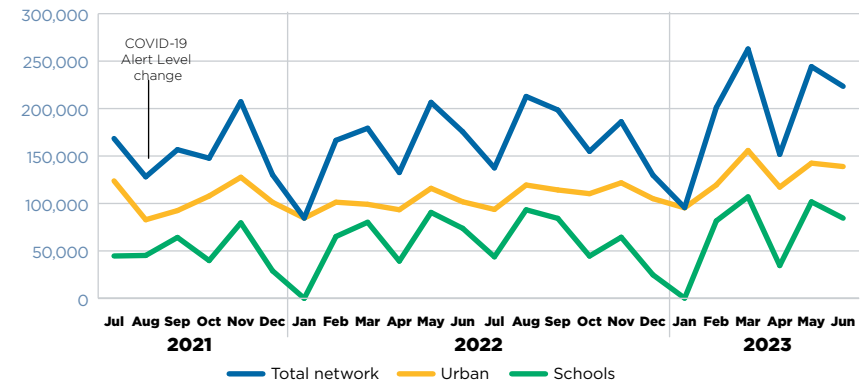
Public Transport updates



Tauranga network

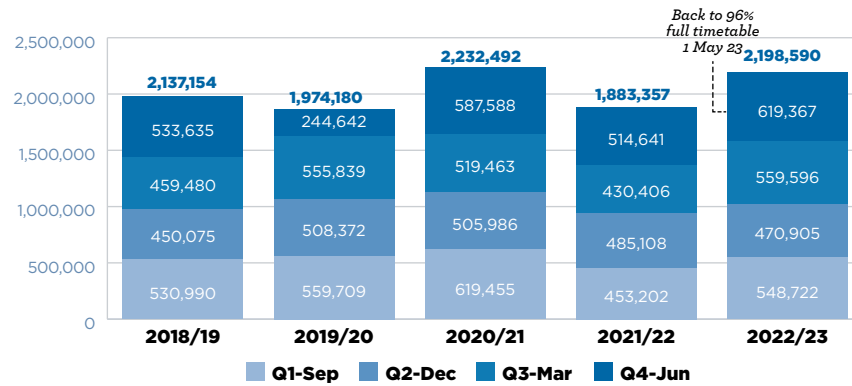
- Total Tauranga network (Urban and School) patronage for the reporting period increased 20.3% on the same period last year.
- Passenger patronage on the urban network was 398,570 an increase of 28.1% on the same period last year.
- The Tauranga Urban bus service moved from a weekend timetable to 96% of the full timetable on the 1st May 2023. This leaves only four routes remaining on a weekend timetable.
- School - Patronage for the Tauranga school network in quarter 4 was 220,797. This is an increase in patronage of 8.5% on the same period last year.

Tauranga network - rolling 24 months

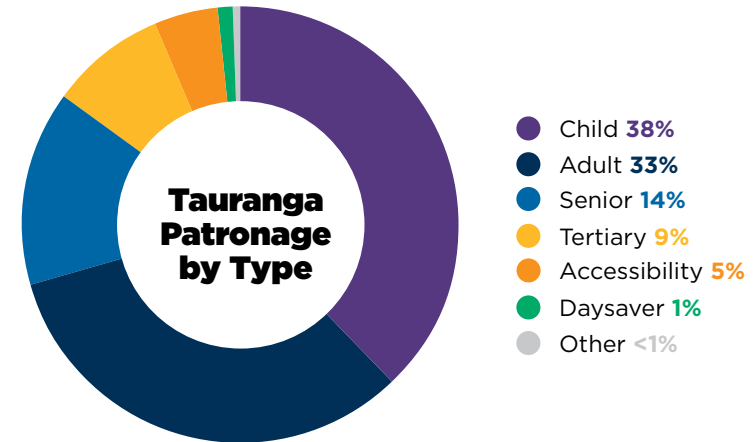


Positive patronage growth continues to improve on previous years

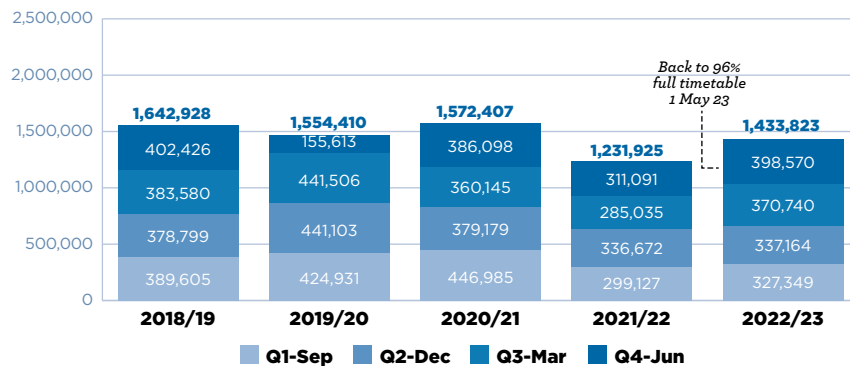
Tauranga network - total boardings



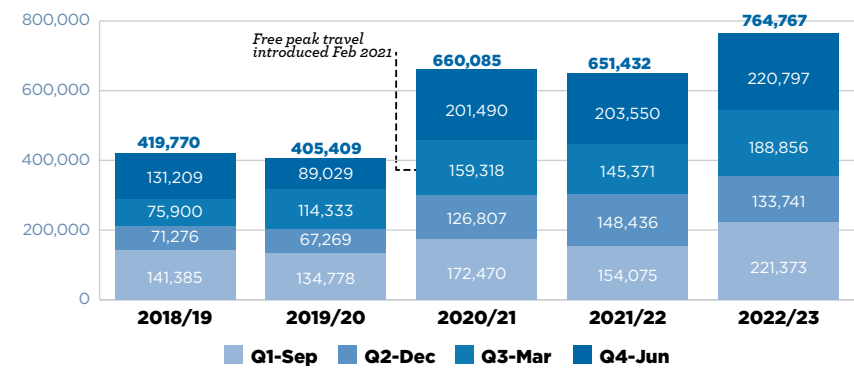
Tauranga urban patronage by type year to date



Tauranga urban - total boardings



Tauranga schools - total boardings



Punctuality within the Tauranga network

% of buses on time at the earliest stop (Q4)

89%	51 - Pyes Pa - Tauranga Crossing
86%	21 - Mt Maunganui - Bayfair - Papamoa Plaza
86%	22 - Papamoa - Maungatapu - Tauranga City
84%	20S - Te Puke - Bayfair via Papamoa College
83%	20 - Te Puke - Bayfair
80%	2W - Wairakei - Papamoa Plaza - Bayfair - Tauranga City
80%	CT - Bayfair - Tauranga Crossing via Maungatapu, Toi Ohomai, Greerton
75%	52x - The Lakes Express - Tauranga Crossing to Tauranga City
74%	62 - Bethlehem - Brookfield - Tauranga City
74%	1 - Pyes Pa - Greerton - Tauranga City
74%	72a - Otumoetai - Brookfield - Tauranga City
73%	60 - Cambridge Heights - Brookfield - Ngatai Road - Tauranga City
71%	5 - Bayfair - Mt Maunganui - Tauranga City
71%	2B - The Boulevard - Papamoa Plaza - Bayfair - Tauranga City
70%	55 - Ohauti - Toi Ohomai - Greerton - Hospital - Tauranga City
69%	71 - Matua - Brookfield - Tauranga City
68%	59 - Greerton - Sunvale - Tauranga City
65%	40 - Welcome Bay - Tauranga City
60%	70 - Matua - Ngatai Road - Tauranga City
59%	72b - Otumoetai - Brookfield - Tauranga City

100%



Reliability Tauranga urban

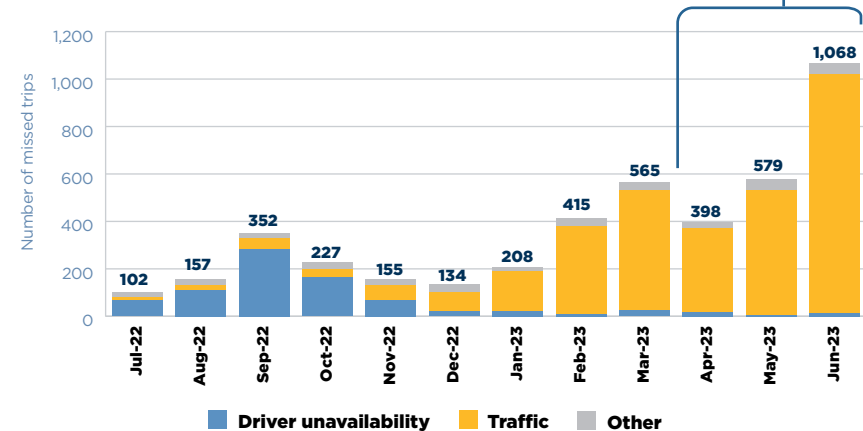
The fourth quarter of the financial year 2022/23 saw an average of 682 trips dropped per month, or 2.96% of the total scheduled trips. Compared to the previous quarter this is an increase of an 72% of average number of missed trips per month.

The change to 96% TT increased the number trips exposed to traffic delays, driving up the missed trips proportionality. However, in the June quarter missed trips relating to traffic nearly doubled with an average per month 628 compared to the March quarter 348.

Top 3 routes with missed trips for Q4:

- Route 55 (405 trips)
- Route 40 (326 trips)
- Route 1 (164 trips)

Reason for missed trips last 12 months

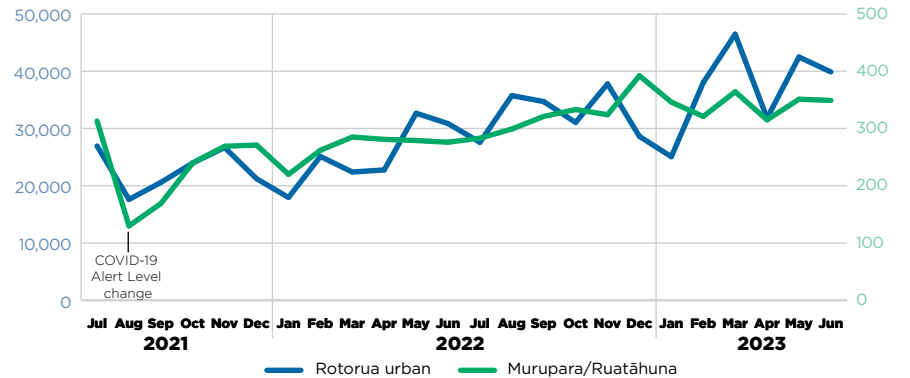




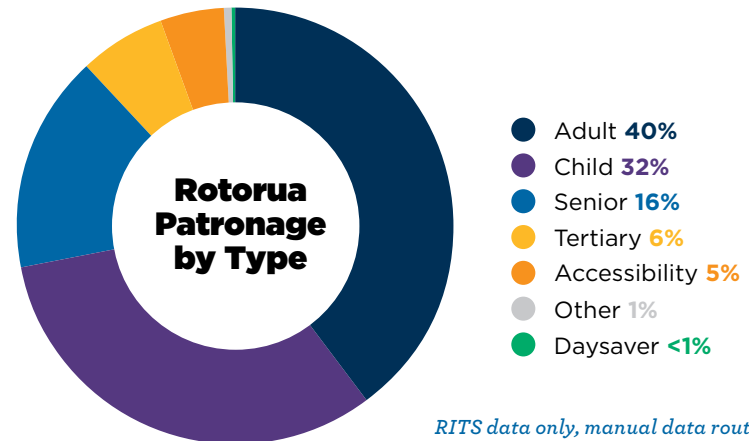
Rotorua network

Bus patronage on the Rotorua network for the reporting period Quarter 4 2022/23 was 115,161 (32.3%) higher than the same period 2021/22. Patronage has shown a positive increase for all four quarters of this financial year, following a period of year-on-year decline. This is likely to be, in part, the result of the introduction of 50% fares in early April and the ongoing school fare free trial.

Rotorua network - rolling 24 months

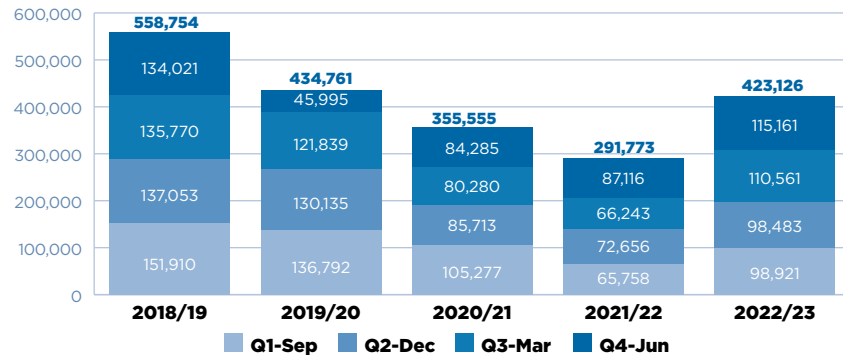


Rotorua patronage by type year to date



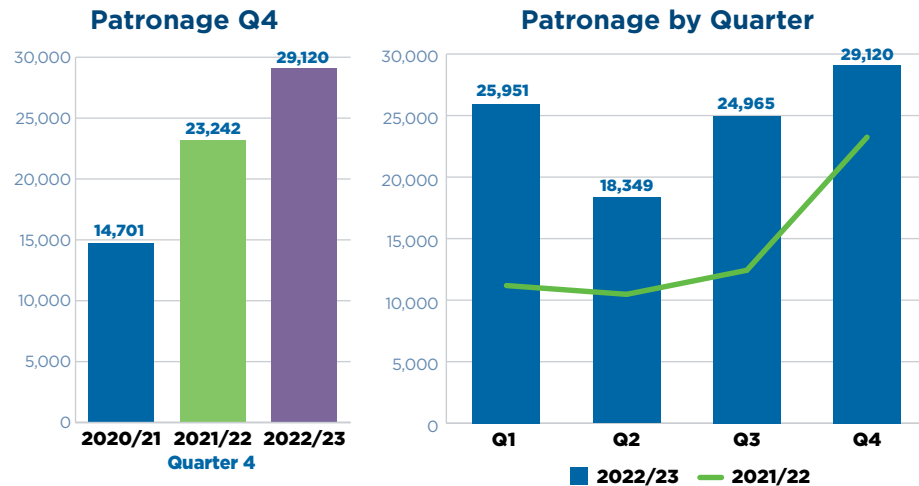
RITS data only, manual data routes excluded

Rotorua network - 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 for 2022/23 of 71.6% compared to last year.

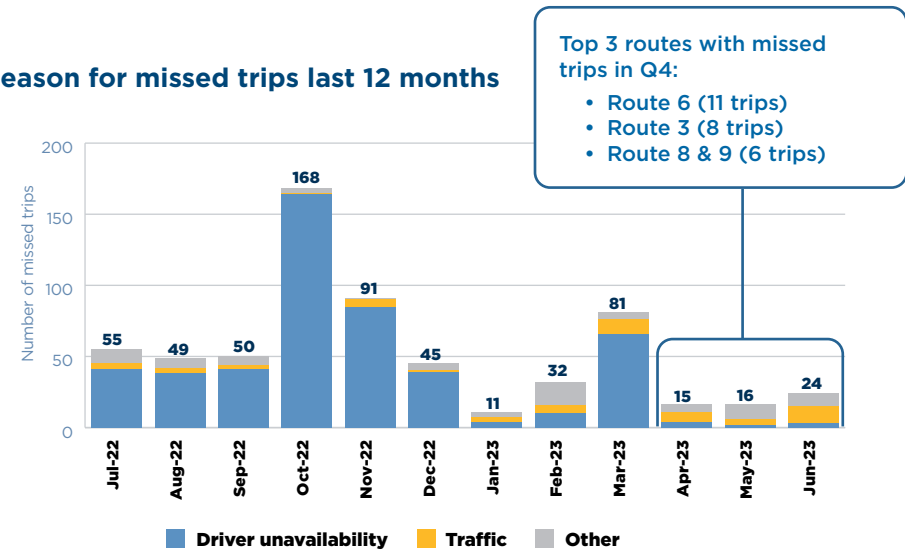


Reliability Rotorua urban

The fourth quarter of financial year 2022/23 saw an average of 18 trips dropped per month, or 0.13% of the total scheduled trips. This is a decrease of 56% on the average number of missed trips per month compared to last quarter.

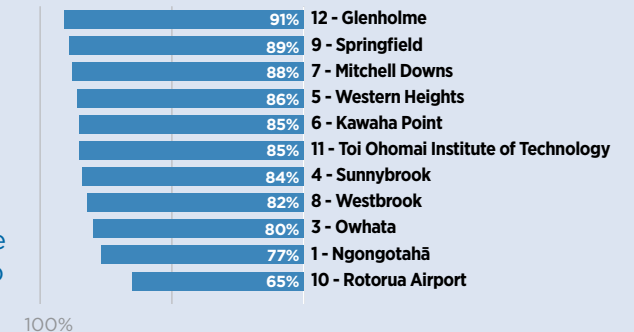
Both Council staff and operators continue to proactively monitor missed trips to ensure high levels of compliance with contract KPIs.

Reason for missed trips last 12 months



Punctuality within the Rotorua network

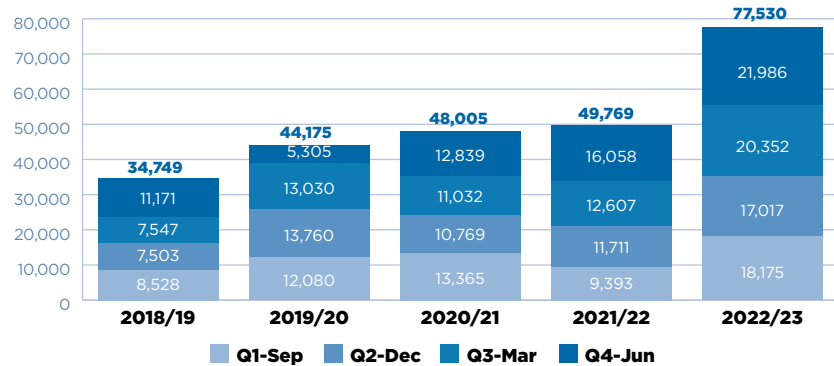
% of buses on time at the earliest stop (Q4)



Western Bay network

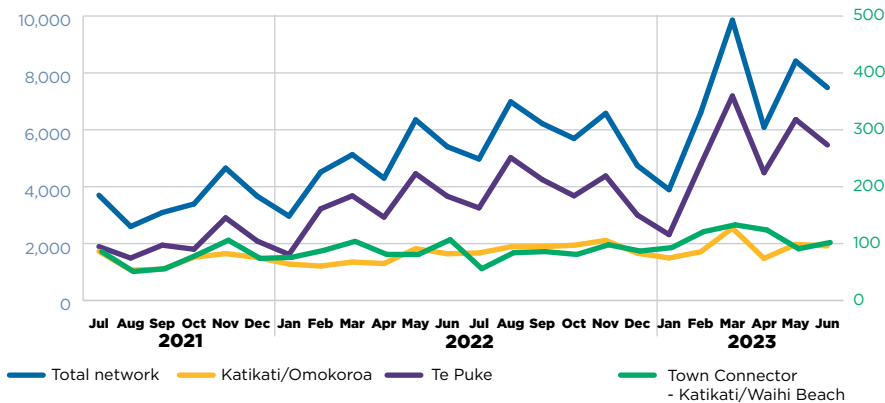
There were 21,986 passenger trips on the Western Bay of Plenty network during Quarter 4 2022/23, an increase of 36.9% on the same period last year. This positive patronage increase may be due, in part, to the extended 50% fare initiative.

Western Bay of Plenty - total boardings

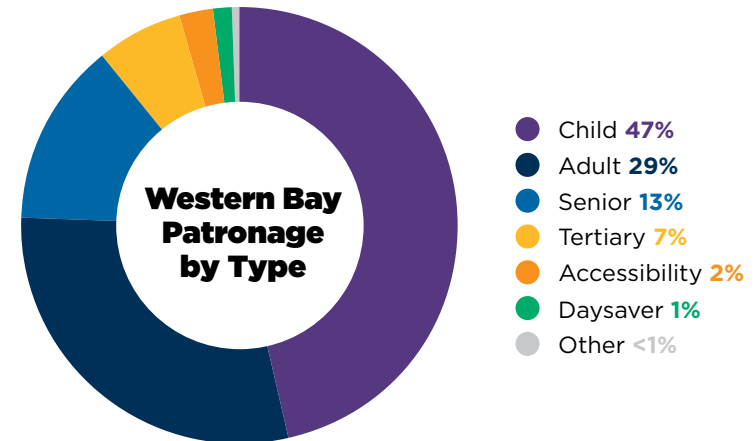


Note - Te Puke patronage is now included in the Western Bay network

Western Bay of Plenty - rolling 24 months



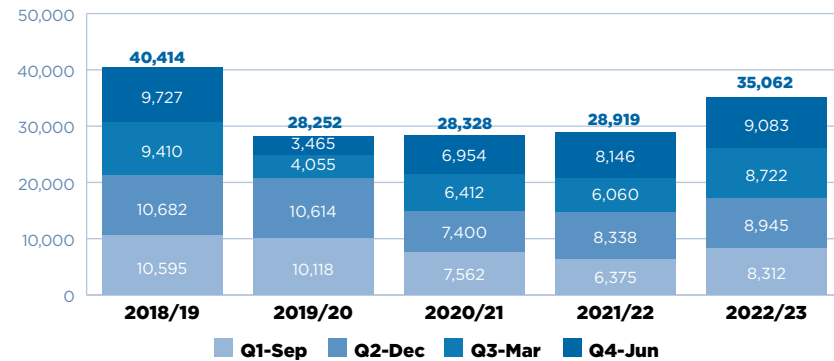
Western Bay patronage by type year to date



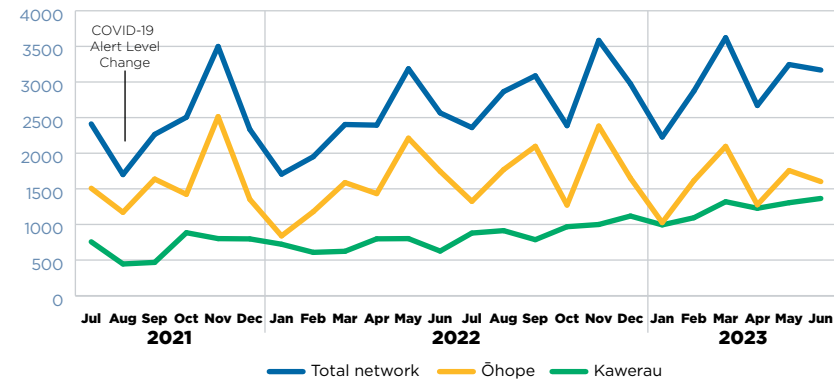
Eastern Bay network

There were 9,083 passenger trips on the Eastern Bay of Plenty network during Quarter 4 2022/23, an increase of 11.5% on the same period last year and 30.6% on 2020/21. Strong patronage trends continue with the Kawerau/Ōpōtiki service up 75.1% on the same quarter last year.

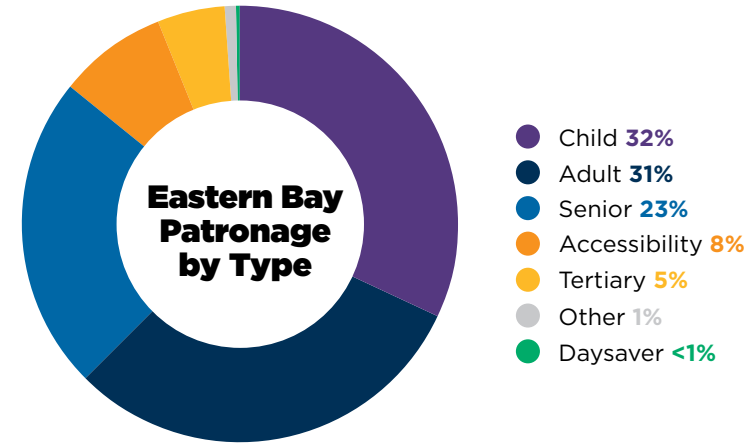
Eastern Bay of Plenty - total boardings



Eastern Bay of Plenty - rolling 24 months



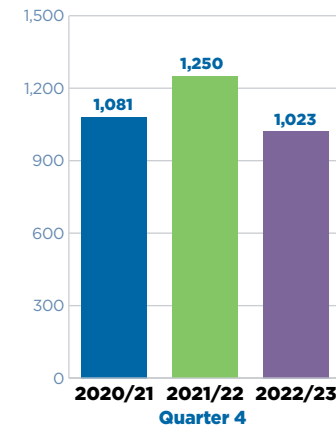
Eastern Bay patronage by type year to date



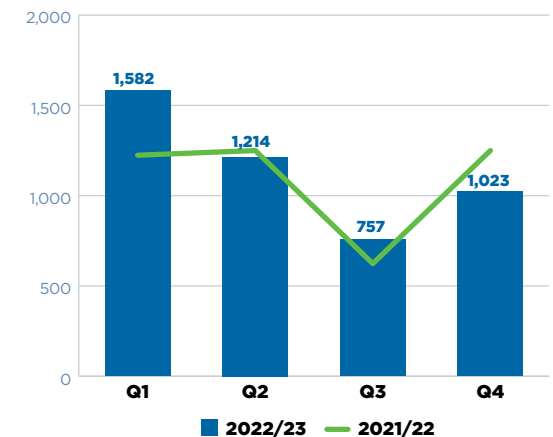
Whakatāne - Ōhope school patronage

A school fare free trial commenced January 2022 for children traveling on the urban network at peak times. Whakatāne-Ōhope patronage is showing a decrease of 27.3% compared to same quarter last year.

Patronage Q4



Patronage by Quarter



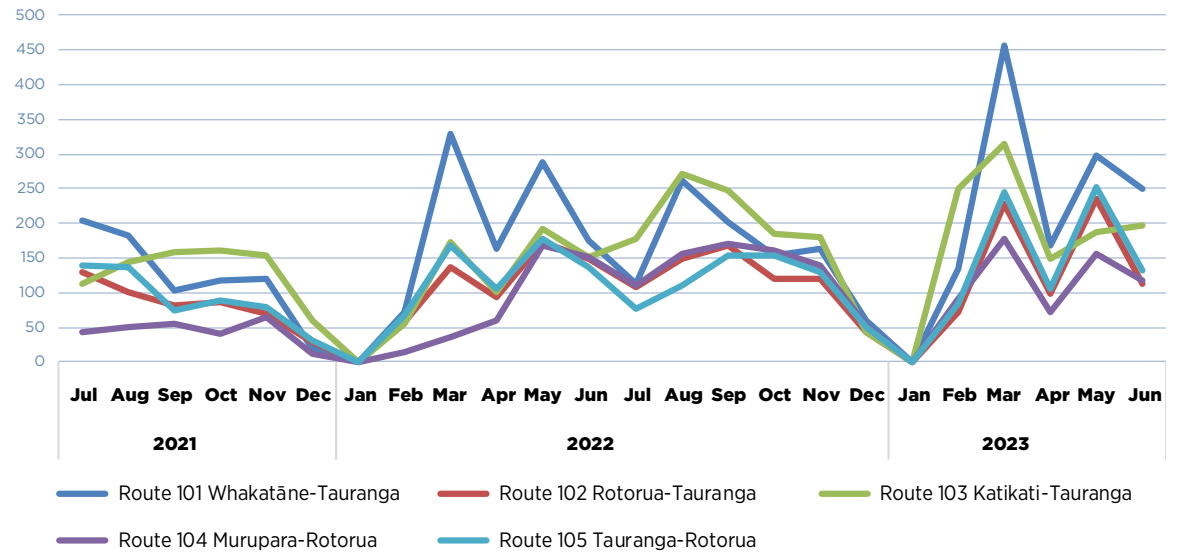


Intraregional network

Total intraregional network boardings for Quarter 4 2022/23 was 2,532 an increase of 10.0% on the same quarter last year and 23% on the prior quarter.

Average monthly patronage has increased overall for the intraregional network this quarter for by 14%. Murupara-Rotorua patronage had a small patronage reduction of 9% this quarter which is similar to last season.

Intraregional network services by route rolling 24 months



Successful visits to Tauranga and Rotorua for Toi Ohomai O-Week with 73 new Bee cards given out. The service continues to be well received based on customer feedback:

Intraregional route 101 is often packed and is great for students who live in the Eastern Bay and study at Toi Ohomai or Waikato University.

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.

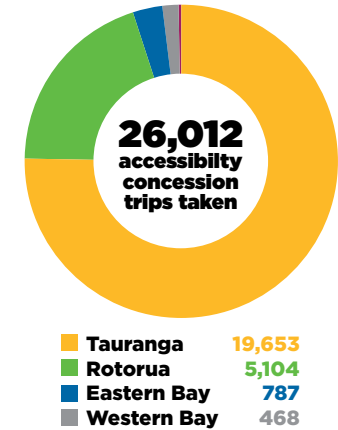
There has been a positive increase in the number of TM members with the subsidy increase from 50% to 75% being made permanent from 1 April 2023, this is reflected in the increase in use, expenditure and subsidy revenue. There has been a positive patronage increase this quarter with 23,345 trips or an increase of 15% when compared to the previous quarter.

“Thanks for giving me my independence”
AC card holder

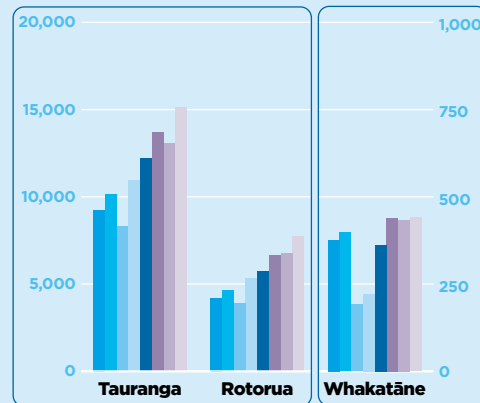
The accessibility concession

In the fourth quarter 2023, 1 April to 30 June 2023 there were 100 new applications processed and accepted, and a total of 1,688 accepted applications processed since go live on 1 July 2021. A total of 26,012 accessibility concession trips were taken during quarter 4.

This year the Accessible Transport team has been visiting Retirement Villages around the Bay of Plenty letting residents know about the different accessible transport options available and how to access them. The information has been well received, with residents' questions answered. This is reflected in the 96% increase compared to last quarter.

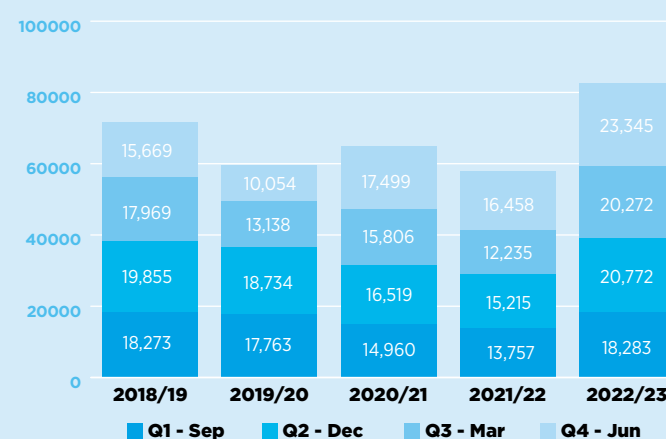


Total Mobility patronage by area

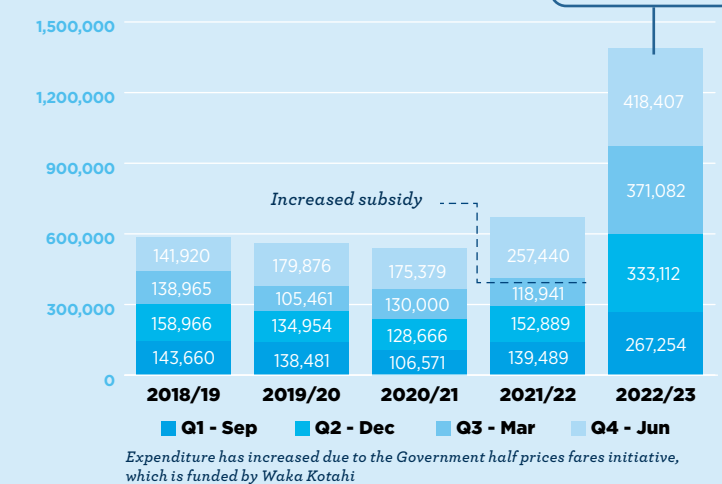


Year	Q1	Q2	Q3	Q4
2021/22	9,208	10,167	8,147	10,894
2022/23	12,204	13,703	13,074	15,159

Passenger trips on Total Mobility



Expenditure Total Mobility



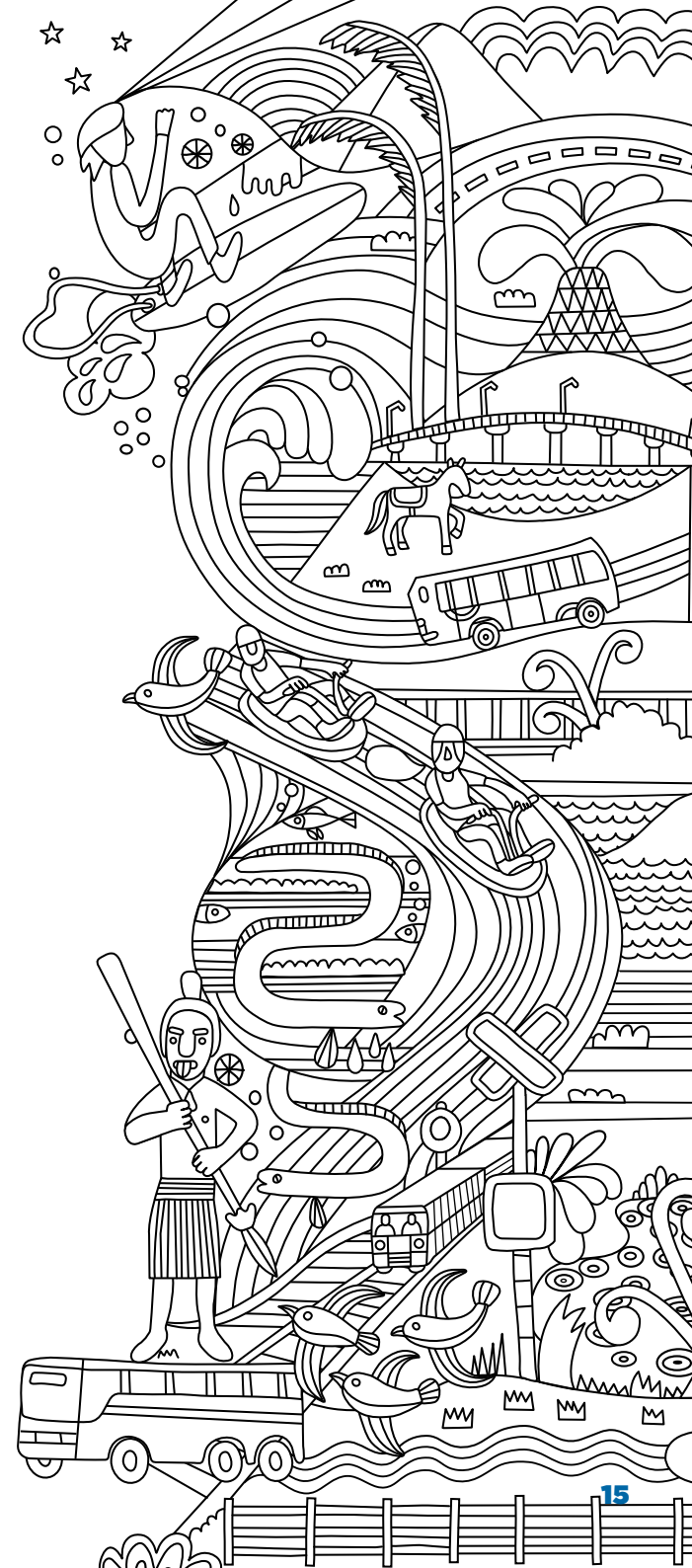
Ridewise – Ridewise is used to monitor usage of the scheme, process Total Mobility applications and transactions. As at 30 June 2023 there are 4,049 active registered Total Mobility scheme members. There were 260 new applications received in the April to June 2023 period. Note we are only reporting active members versus previously reported was all members.

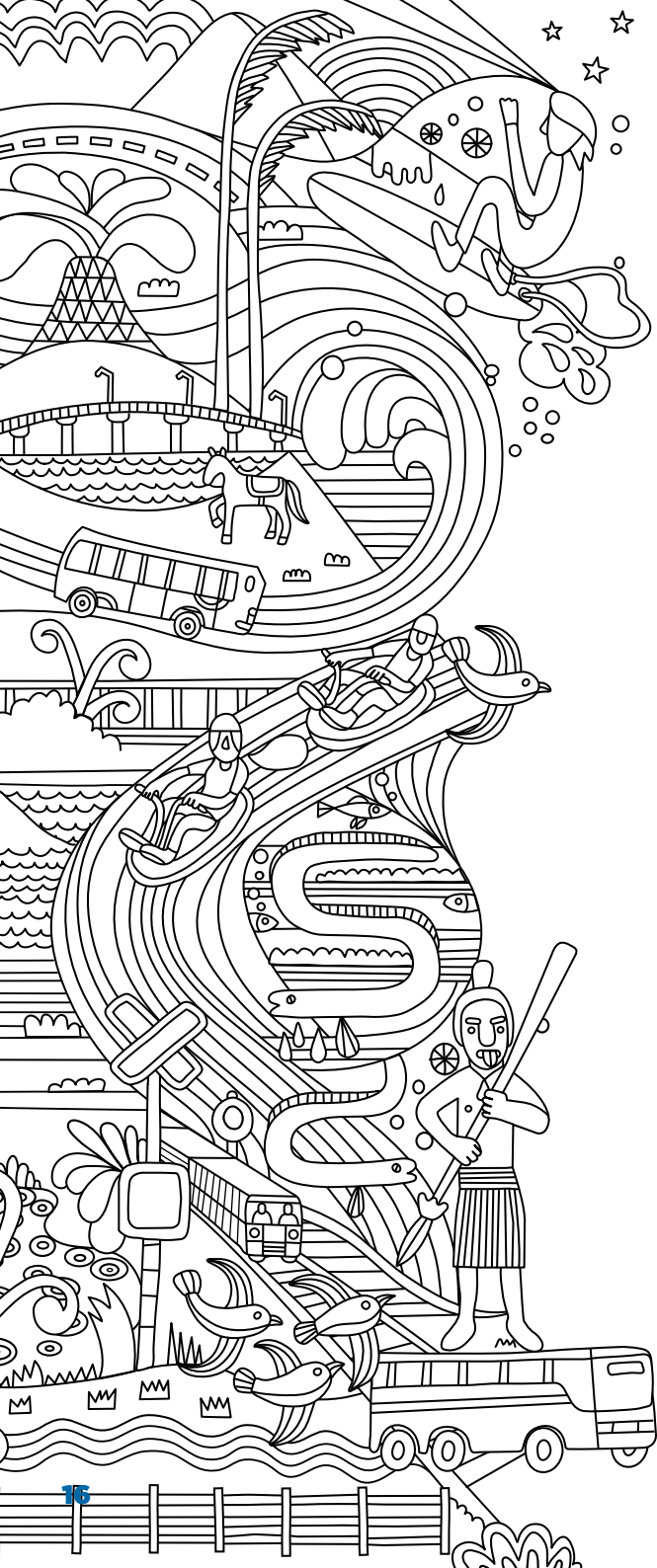
Appendix 1

Passenger Transport Activities - Financial Summary

	2022/23 YEAR TO DATE	
	BUDGET \$000	ACTUAL \$000
PASSENGER TRANSPORT SERVICES		
Tauranga Passenger Transport	25,222	27,301
Rotorua Passenger Transport	4,768	5,290
Western Bay Passenger Transport	1,375	1,388
Eastern Bay Passenger Transport	757	871
Regional Passenger Transport	582	419
Tertiary/Commuter Services		
Tauranga	103	106
Rotorua	132	118
Western Bay	206	219
Whakatāne	109	109
Total Cost – Passenger Transport Services	33,256	35,822
Fare and Other Revenue	(4,099)	(2,728)
Subsidy	(13,786)	(18,010)
Net Cost - Passenger Transport Services	15,370	15,084
OTHER PASSENGER TRANSPORT ACTIVITIES		
Total Mobility Services and Hoists (including ridewise operating costs)	1,054	1,480
Ferries (Matakana)	55	42
Road Safety	238	153
Stock Trucks	34	38
Bus Shelter - new and maintenance	178	129
Administration, Depreciation and Finance Costs	1,785	1,696
Carless Wednesday	389	224
Rotorua Network Enhancement	0	0
Transport System Plan	534	676
Transport and Urban Planning	3,700	3,808
Total Other Passenger Transport Activities	7,966	8,245
Fare & Other Revenue	(5)	(0)
Carless Wednesdays Partner Contributions	(285)	(134)
Subsidy	(1,343)	(1,905)
Net Cost - Other Passenger Transport Activities	6,333	6,206

*2022/23 data based on draft unaudited financials





**2022/23
YEAR TO DATE**

BUDGET \$000	ACTUAL \$000
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CAPITAL PROJECTS

Electronic Ticketing Tauranga	0	0
Carbon Budget Calculator	50	0
Remix Optimisation Software	0	0
Transport Management Solution	462	0
Rotorua Network Enhancement	0	0
Total capital expenditure	512	0

LOW COST LOW RISK - included above

Intraregional network - Whakatāne-Tauranga	27	27
Intraregional network - Murupara-Rotorua	33	33
Intraregional network - Rotorua-Tauranga	26	26
Intraregional network - Katikati-Tauranga	52	52
Carless Wednesday	189	224
Short Term Bus Service Enhancements - Eastern Bay	69	13
Total Cost - LCLR	396	374
Revenue & Subsidy	(353)	(231)
Net Cost - Low cost low risk	43	144

BUS SHELTER INSTALLATIONS - INCLUDED ABOVE

Tauranga City Council	0	0
Rotorua District Council	0	0
Regional	0	0
Western Bay	0	0
Whakatāne	0	0

**2022/23 data based on draft unaudited financials*

Appendix 2

Bay of Plenty Public Transport Patronage by Route

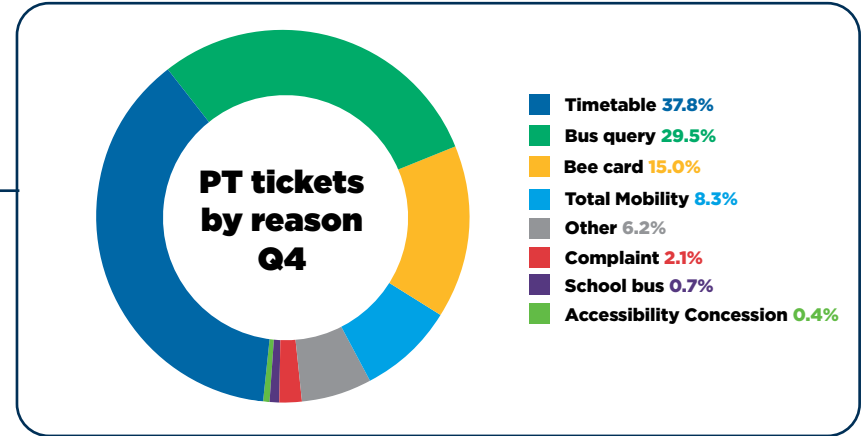
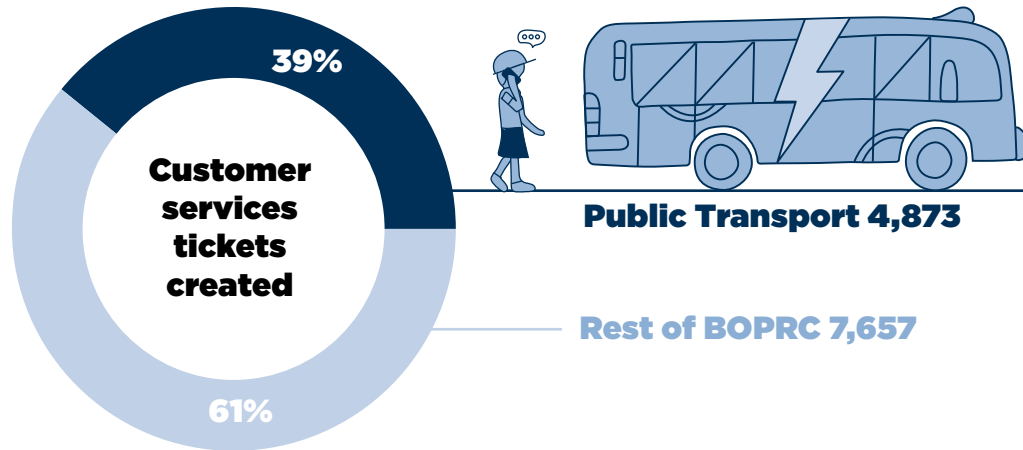
Route	2022												2022 Total	2023						2023 Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar	Apr	May	Jun	
Tauranga Urban Unit - Tauranga Urban																				
1	7,028	9,138	8,867	7,848	9,992	8,547	7,936	9,874	8,920	8,315	10,187	8,138	104,790	7,279	8,924	11,549	8,741	10,160	10,097	56,750
2B	10,208	12,748	11,494	11,650	14,337	12,389	11,519	14,220	13,971	13,228	14,027	12,412	152,203	11,288	13,510	18,140	14,360	19,947	19,338	96,583
2W	9,243	9,491	9,096	9,727	11,208	9,874	9,976	11,920	11,340	11,447	12,334	11,253	126,909	10,747	11,183	15,325	12,777	13,806	13,965	77,803
5	13,729	11,691	10,470	11,036	11,563	10,294	9,969	12,056	12,845	14,352	14,787	17,261	150,053	16,325	17,286	22,139	15,723	16,405	15,540	103,418
21	1,152	882	948	1,196	1,175	989	1,298	1,277	1,359	1,728	1,628	2,247	15,879	2,144	2,282	2,594	2,112	1,637	1,520	12,289
22	867	3,065	3,371	2,283	4,079	3,315	2,401	4,288	3,879	2,666	3,675	1,691	35,580	1,164	3,842	5,124	2,510	4,582	3,878	21,100
40	6,247	7,907	7,875	7,736	9,759	8,572	7,467	9,694	8,996	8,324	9,558	7,787	99,922	6,851	9,889	12,181	9,367	11,830	11,428	61,546
51	373	300	322	309	291	288	258	223	275	325	292	398	3,654	259	237	292	341	326	403	1,858
52x	649	581	691	692	1,169	1,010	805	1,102	1,096	1,025	1,177	828	10,825	864	964	1,269	1,043	1,258	1,134	6,532
55	11,081	15,875	14,808	12,242	16,223	14,167	11,803	15,870	14,264	12,406	14,413	10,536	163,688	9,315	14,100	18,996	12,996	19,683	19,222	94,312
59	1,949	2,657	3,659	3,166	3,887	3,402	2,984	4,352	3,686	3,405	3,987	2,828	39,962	2,487	4,038	5,383	3,580	4,300	4,150	23,938
60	3,864	6,556	6,106	4,838	7,098	6,301	4,819	7,752	7,500	6,244	7,884	5,468	74,430	4,371	7,266	9,006	6,202	9,252	9,367	45,464
62	5,326	6,050	5,647	5,544	6,689	5,913	5,951	7,084	7,043	7,177	7,795	6,668	76,887	6,217	7,230	9,291	7,214	8,460	8,260	46,672
70	768	1,175	1,252	1,038	1,482	1,264	1,190	1,585	1,569	1,569	1,658	1,365	15,915	1,255	1,636	2,058	1,466	2,053	1,835	10,303
71	3,056	2,852	3,542	3,623	4,194	4,089	4,193	5,117	5,073	5,336	5,514	4,822	51,411	4,588	5,465	7,312	5,858	4,848	4,905	32,976
72a	1,480	2,381	2,207	1,766	2,550	2,252	1,794	2,664	2,534	2,299	2,528	1,767	26,222	1,476	2,088	2,735	1,976	2,520	2,453	13,248
72b	1,802	2,484	2,421	1,959	2,514	2,339	2,090	2,879	2,478	2,440	2,643	1,931	27,980	1,728	2,580	2,931	2,208	2,647	2,659	14,753
CT	5,793	5,492	6,319	6,731	7,753	6,739	7,255	7,458	7,398	8,028	7,694	7,669	84,329	7,048	6,985	9,504	8,734	8,749	8,745	49,765
Total	84,615	101,325	99,095	93,384	115,963	101,744	93,708	119,415	114,226	110,314	121,781	105,069	1,260,639	95,406	119,505	155,829	117,208	142,463	138,899	769,310
Tauranga Urban Unit - Te Puke																				
20	1,522	2,734	3,076	2,553	3,710	3,039	2,785	4,293	3,639	3,211	3,756	2,701	37,019	2,122	4,271	6,404	4,113	5,663	4,875	27,448
20S	96	488	604	376	747	625	469	730	609	468	623	303	6,138	193	506	785	380	698	593	3,155
Total	1,618	3,222	3,680	2,929	4,457	3,664	3,254	5,023	4,248	3,679	4,379	3,004	43,157	2,315	4,777	7,189	4,493	6,361	5,468	30,603
Northern Corridor - Katikati to Tauranga																				
80	722	805	848	798	1,029	905	888	1,051	898	1,037	1,122	773	10,876	844	860	1,106	622	758	682	4,872
81	558	406	504	501	792	738	783	835	993	905	989	677	8,681	552	852	1,142	630	1,038	992	5,206
Total	1,280	1,211	1,352	1,299	1,821	1,643	1,671	1,886	1,891	1,942	2,111	1,450	19,557	1,396	1,712	2,248	1,252	1,796	1,674	10,078

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	Apr	May	Jun	
Rotorua Unit - Rotorua Urban																				
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	45,174	3,461	5,050	5,840	4,333	5,291	5,357	29,332
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	37,000	2,755	4,606	5,600	3,521	5,337	4,925	26,744
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	33,697	2,155	3,058	3,518	2,583	3,375	3,258	17,947
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	32,851	2,243	3,748	4,670	3,283	4,251	4,140	22,335
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	23,700	1,912	2,419	3,258	2,292	2,695	2,538	15,114
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	39,162	2,700	4,094	5,196	3,663	5,010	4,789	25,452
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	27,703	1,800	2,838	3,330	2,333	3,157	3,028	16,486
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	26,666	1,801	2,763	3,661	2,397	3,234	3,211	17,067
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	38,033	2,611	4,023	4,586	3,239	4,188	3,944	22,591
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	25,846	2,447	3,403	4,138	2,563	3,583	2,768	18,902
12	879	1,172	1,289	1,198	1,624	1,345	1,142	1,909	1,837	1,629	2,008	1,344	17,376	1,192	2,000	2,654	1,603	2,352	1,905	11,706
Total	17,961	25,114	22,401	22,769	32,658	30,853	27,591	35,741	34,686	31,047	37,782	28,605	347,208	25,077	38,002	46,451	31,810	42,473	39,863	223,676
Rotorua Unit - Murupara																				
15	143	196	192	239	200	228	192	213	243	252	229	274	2,601	244	229	266	243	240	228	1,450
Total	143	196	192	239	200	228	192	213	243	252	229	274	2,601	244	229	266	243	240	228	1,450
Eastern Corridor - Kawerau/Ōpōtiki to Whakatāne and Tauranga																				
135	253	285	35	349	344	236	388	411	135		287	545	3,268	438	557	608	512	583	657	3,355
147	36	111	149	155	188	145	66	64	44	52	78	69	1,157	92	75	100	65	68	82	482
143a	170	176	170	255	221	191	203	106	215	275	223	255	2,460	234	163	262	302	332	301	1,594
143b	263	36	33	39	48	54	222	185	229	299	227	249	1,884	206	299	349	348	306	325	1,833
Total	722	608	387	798	801	626	879	766	623	626	815	1,118	8,769	970	1,094	1,319	1,227	1,289	1,365	7,264
Eastern Corridor - Ōhope to Whakatāne																				
122	839	1,179	1,588	1,433	2,211	1,745	1,324	1,769	2,042	638	2,381	1,649	18,798	1,026	1,136	1,627	1,276	1,757	1,551	8,373
Total	839	1,179	1,588	1,433	2,211	1,745	1,324	1,769	2,042	638	2,381	1,649	18,798	1,026	1,136	1,627	1,276	1,757	1,551	8,373
TOTAL	107,178	132,855	128,695	122,851	158,111	140,503	128,619	164,813	157,959	148,498	169,478	141,169	1,700,729	126,434	166,455	214,929	157,509	196,379	189,048	1,050,754

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



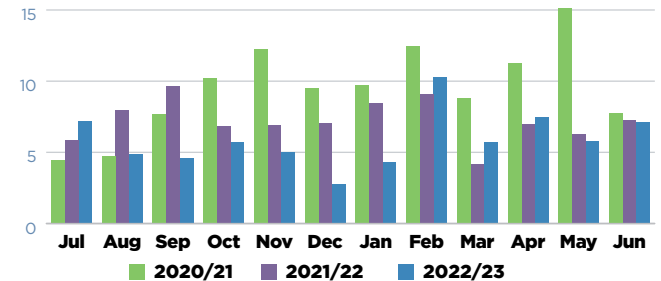
In Quarter 4, during business hours, a total of 12,530 calls were received by the Bay of Plenty Regional Council and Bay Bus. 4,873 of these were transport related calls. This equated to around 39% of all calls taken for this period. Of the 2,036 calls taken by After hours, 1,636 or 80% were transport 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

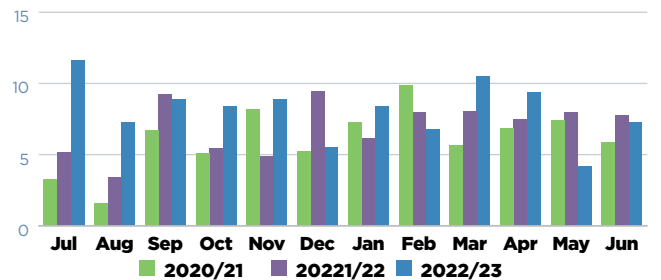
- Of the 4,957 Baybus tickets created in Zendesk Support during Quarter 4, 2023, only 18 tickets or 0.4% remained unsolved.
- 91.4% of these tickets were created from phone calls to the Call Centre with the remaining 8.6% received via email, website forms or Facebook.
- A smaller portion of tickets 226 or 4.6% 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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call 0800 4 BAYBUS (0800 4 229 287)
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