



Public Transport Arotake Tuatahi 2023/24

Performance Monitoring Report
1 July to 30 September 2023



Contents

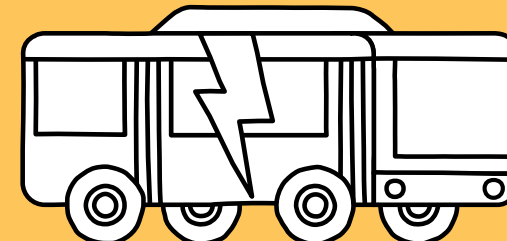
Executive summary	3
Financial summary and forecast	3
Long Term Plan 2021-2031 performance measures	4
Passenger Transport	4
Bay of Plenty Public Transport Patronage Summary	5
Public Transport updates	6
Tauranga network	6
Rotorua network	9
Western Bay of Plenty network	11
Eastern Bay of Plenty network	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	16
Appendix 3 - Customer experience	18

Public Transport Arotake Tuatahi is Bay of Plenty Regional Council's first Public Transport performance monitoring report for 2023/24.

The report covers the period from 1 July to 30 September 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 three months ending 30 September 2023

- **Operating revenue** at the end of Quarter 1 2023/24 is \$0.47m lower than budget, and forecast for year end is \$0.14m lower than budget. Waka Kotahi funding forms the basis of the lower year to date variance, this revenue stream is directly correlated to lower variances in operating expenditure for the period. Lower year end fare revenue driven by central government fare reduction schemes forms the basis of the year end variance.
- **Operating expenditure** at the end of Quarter 1 2023/24 is \$0.94m lower than budget, and forecast is \$0.31m lower than budget. Expenditure is tracking under budget in all categories due to timing of expenditure procured, however forecast is expected to be close to budget at year end.
- At the end of Quarter 4 **capital revenue** is forecast \$0.04m higher than budget. Capital expenditure is forecasted to be \$0.05m lower than budget. The driver for the variance is that procurement of the Ticketing Machines for the On Demand Trial has not yet commenced.

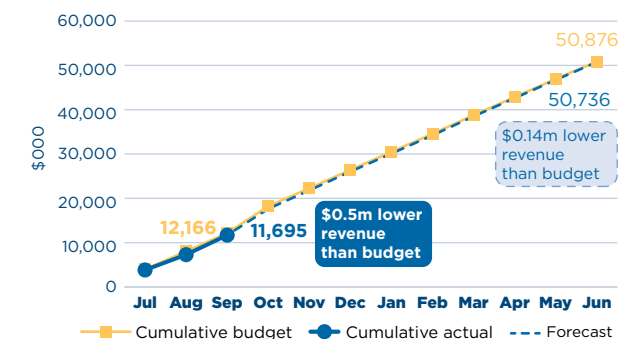
Summary of Financial Performance

	Year to date \$000				Full year \$000			
	BUDGET	ACTUAL	VARIANCE		BUDGET	FORECAST	VARIANCE	
Operating Revenue	12,166	11,695	(471)	Lower	50,876	50,736	(140)	Lower
Operating Expenditure	12,599	11,663	935	Lower	53,218	52,906	311	Lower
Total Operating surplus (deficit)	(433)	31	464	Favourable	(2,342)	(2,170)	171	Favourable
Capital Revenue	0	0	0	-	41	45	4	Higher
Capital Expenditure	20	0	20	Lower	80	23	57	Lower

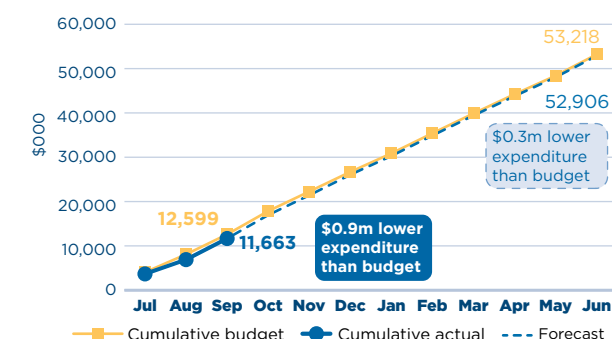
See Appendix 1 for further budget analysis

Transportation Budget compared to Actual 2023/24

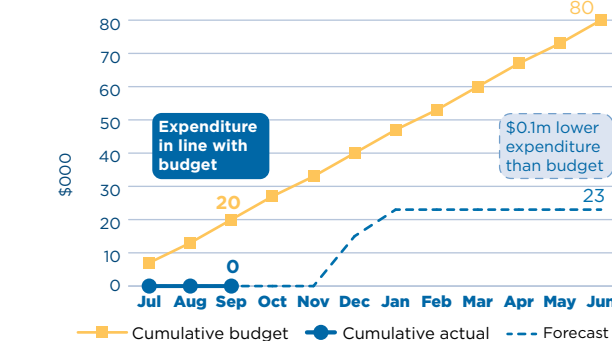
Operating Revenue



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	FORECAST
Increase on PY 2,734,309	817,836	●	●

Measure: Customer satisfaction of bus users

TARGET	RESULT	YTD	FORECAST
80%	N/A	●	●

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

TARGET	RESULT	YTD	FORECAST
100%	N/A	●	●

Key:

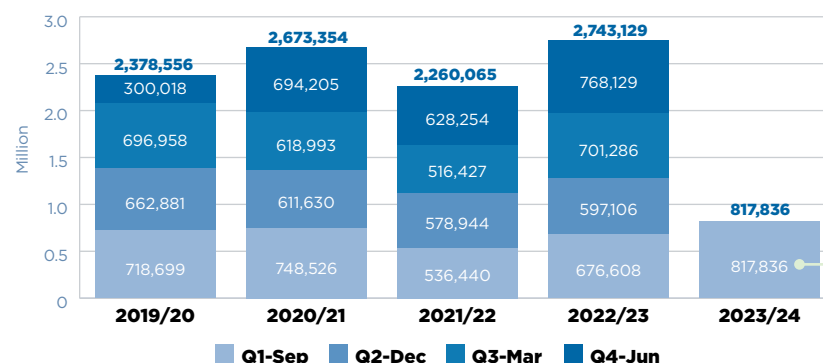
- On track
- Not on track
- Data not available

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 (Q1 2023/24) was 817,836, an increase of 20.9% on the same period 2022/23. On 1 July 2023 the Community Connect Government initiative was implemented providing free travel for children under the age of 18, half price fares for travellers aged 19-25 and Community Service Card holders. This replaced the school fare free trials operating in Rotorua and Whakatāne, and allows children in the Tauranga region to continue to travel free at all times on the urban network with a BeeCard.

Quarterly patronage – all services (excl Matakana Ferry)



All patronage updated to include intraregional (tertiary) patronage, previously a trial

Community Connect implemented 1 July 2023

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

	Tauranga City	Western Bay	Rotorua	Eastern Bay	Tertiary	Total Region
Adult	121,254	4,535	33,794	1,878	29	161,490
Youth	108,424	5,912	24,815	482	37	139,670
Senior	62,311	2,679	18,031	2,104	1	85,126
Child	52,620	4,664	17,889	3,214	17	78,404
Tertiary	34,189	1,236	7,756	252	52	43,485
Accessibility	21,856	731	6,089	959	1	29,636
Youth Plus	17,221	652	3,612	96	16	21,597
Community Connect	12,964	297	4,226	382	8	17,877
Daysaver	2,801	203	152	1	0	3,157
Other	320	7	96	6	0	429
Total Region	433,960	20,916	116,460	9,374	161	580,871

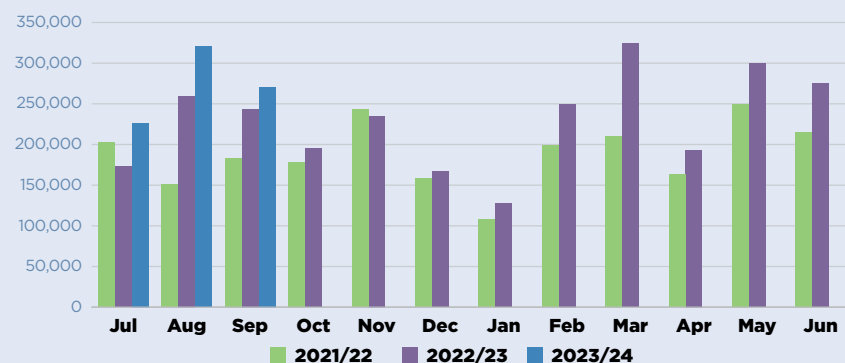
Bay of Plenty Public Transport Patronage Summary

AREA	QUARTERLY PATRONAGE COMPARISON			2023/24 FINANCIAL YEAR PATRONAGE		2023/24 FINANCIAL YEAR FARE BOX RECOVERY ¹
	Quarter 1 2022/23	Quarter 1 2023/24	% change	To Sep 2023	PY % change	
Total Network²	676,608	817,836	20.9%	814,515	20.8%	14.6%
Tauranga BayHopper Urban	327,349	433,960	32.6%	433,960	32.6%	14.3%
Tauranga BayHopper Schools	221,373	231,315	4.5%	231,315	4.5%	15.0%
Rotorua CityRide	98,018	115,806	18.1%	115,806	18.1%	16.6%
Murupara/Ruatāhuna	903	1,024	13.4%	1,024	13.4%	
Kawerau, Ōpōtiki and Whakatāne	2,578	3,249	26.0%	3,249	26.0%	
Ōhope	5,190	6,318	21.7%	6,318	21.7%	10.8%
Matatā	99	99	0.0%	99	0.0%	
Pōtaka	445	459	3.1%	459	3.1%	11.4%
Te Puke	12,525	15,146	20.9%	15,146	20.9%	27.1%
Katikati/Ōmokoroa	5,448	6,823	25.2%	6,823	25.2%	18.9%
Katikati/Waihi Beach	202	316	56.4%	316	56.4%	5.9%
Intraregional (Tertiary)	2,478	3,321	34.0%	3,321	34.0%	1.6%
Ōmokoroa - Matakana Ferry	6,930	7,571	9.2%	7,571	9.2%	n/a

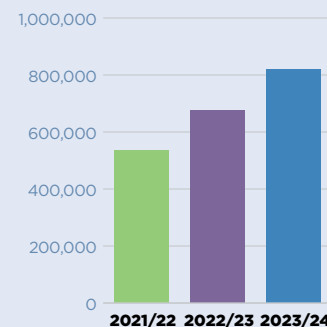
- ¹ Farebox Recovery Ratio methodology has been updated to include estimated CERF funding as fare revenue forgone.
- ² Excludes Ōmokoroa - Matakana Ferry.

Patronage - year to date

All services total boardings by month



Year to date boardings - all services

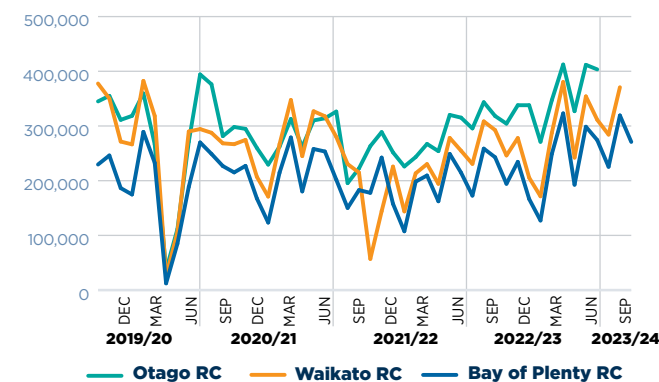


Note: Total patronage has been updated from Q3, 2019/20 to include intraregional (tertiary) patronage which was previously a trial.



Regional Councils total patronage by month

Retrieved from Waka Kotahi Achievement Reports



WRC and ORC September results not available at time of print.

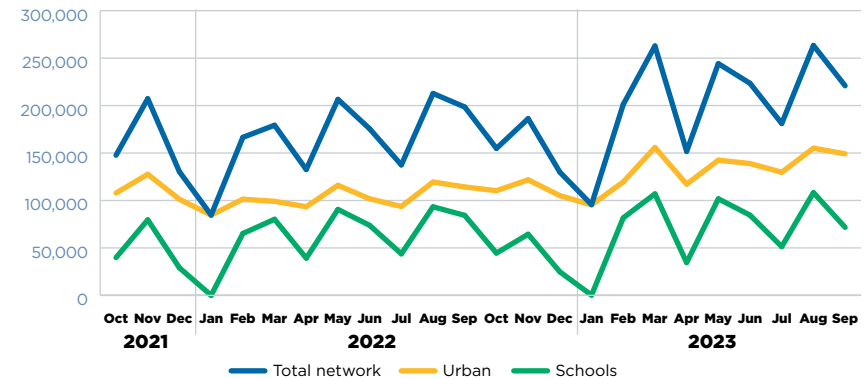
Public Transport updates



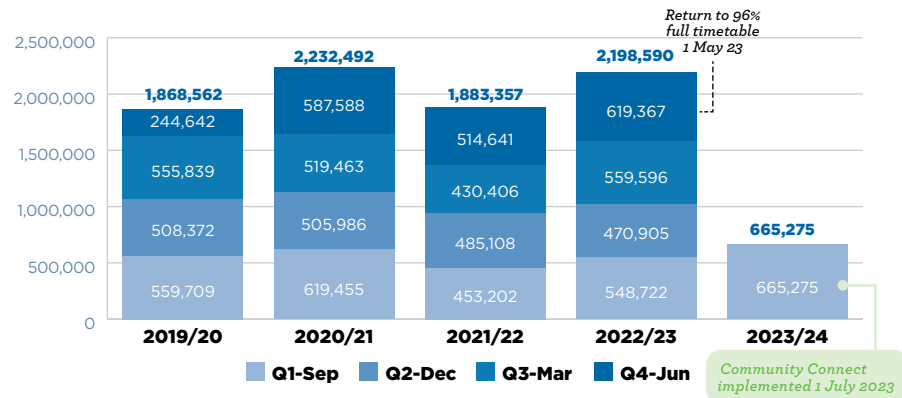
Tauranga network

- Total Tauranga network (Urban and School) patronage for the reporting period increased 21.2% on the same period last year.
- Passenger patronage on the urban network was 433,960 an increase of 32.6% 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 1 was 231,315. This is an increase in patronage of 5% on the same period last year.

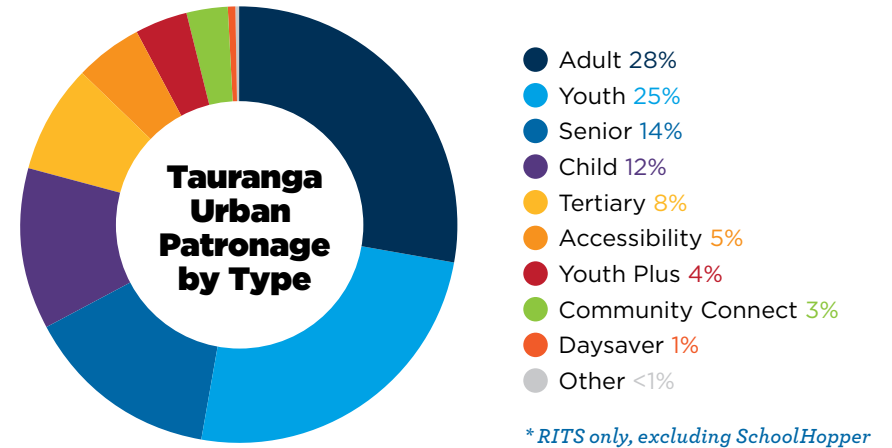
Tauranga network - rolling 24 months



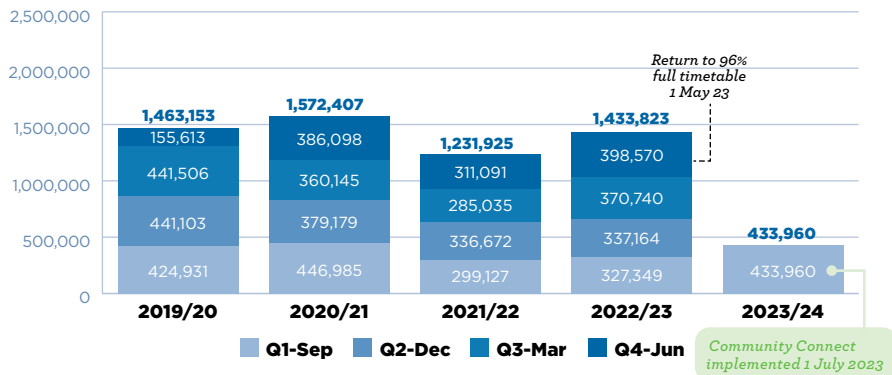
Tauranga network - total boardings



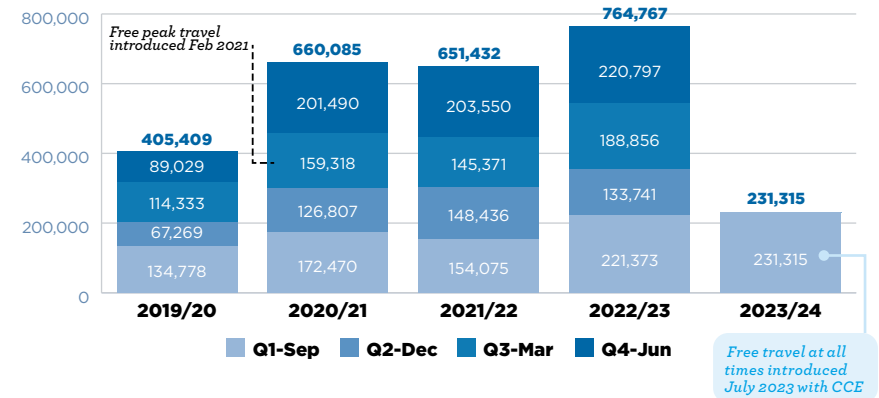
Tauranga urban patronage by type year to date



Tauranga urban - total boardings

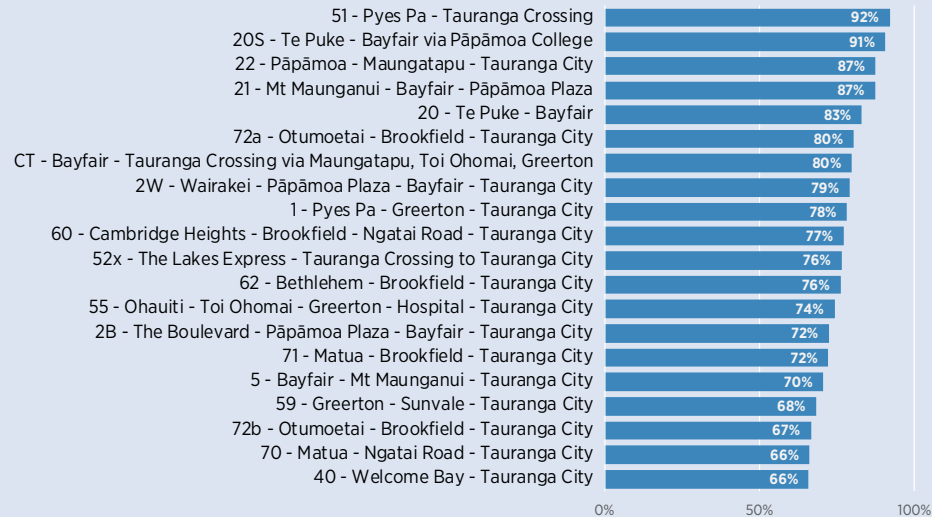


Tauranga schools - total boardings



Punctuality within the Tauranga network

% of buses on time at the earliest stop (Q1)



Reliability Tauranga urban

The first quarter of the financial year 2023/24 saw an average of 701 trips dropped per month, or 2.84% of the total scheduled trips.

Compared to the previous quarter this is an increase of an 3% of average number of missed trips per month.

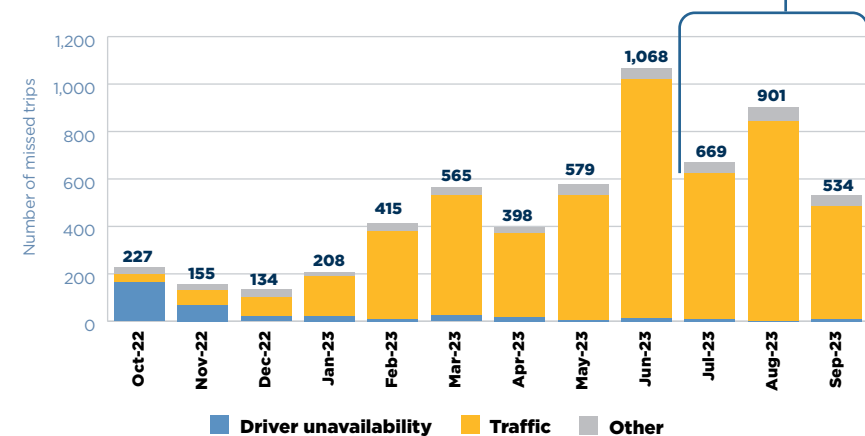
The move to a 96% timetable in May 2023 increased the number of trips exposed to traffic delays, driving up the missed trips proportionality.

Average monthly missed trips relating to traffic increased to 644 in Q1 2023/24, from 628 in the prior quarter. An increase of 2.4%.

Top 3 routes with missed trips for Q1:

- Route 55 (403 trips)
- Route 40 (357 trips)
- Route 5 (213 trips)

Reason for missed trips last 12 months

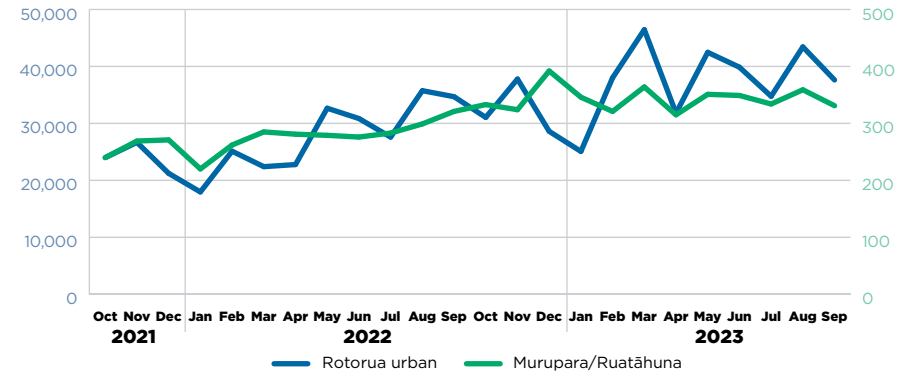


Rotorua network

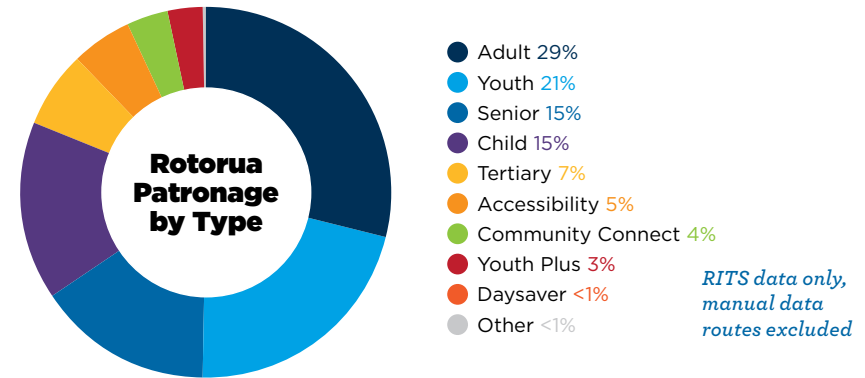
Bus patronage on the Rotorua network for the reporting period Quarter 1 2023/24 was 116,830, 18.1% higher than the same period in 2022/23. This makes the sixth quarter in a row where patronage has shown a positive increase on the same quarter in the prior year, following a period of year-on-year decline. As noted previously, this is likely to be, in part, the implementation of Community Connect in July 2023 following the provision of 50% fares since April 2023.



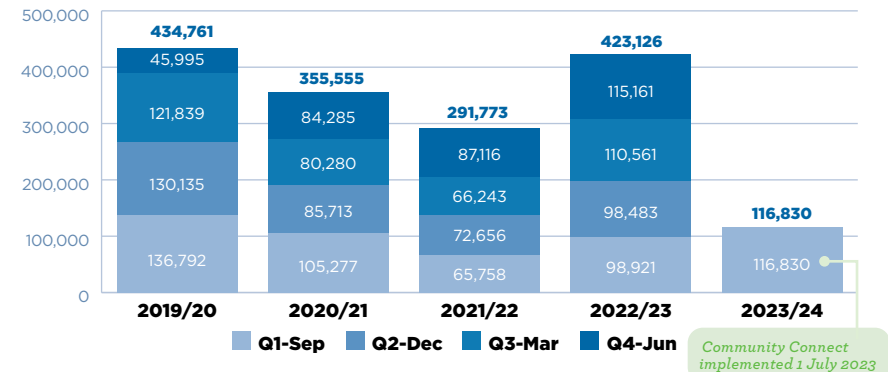
Rotorua network - rolling 24 months



Rotorua patronage by type year to date



Rotorua network - total boardings

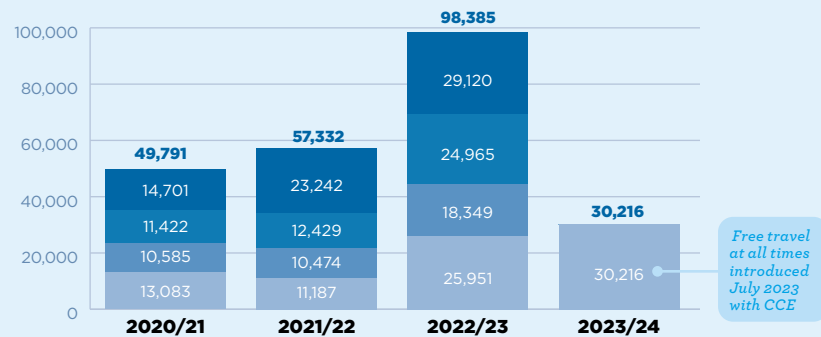


Child and Youth patronage

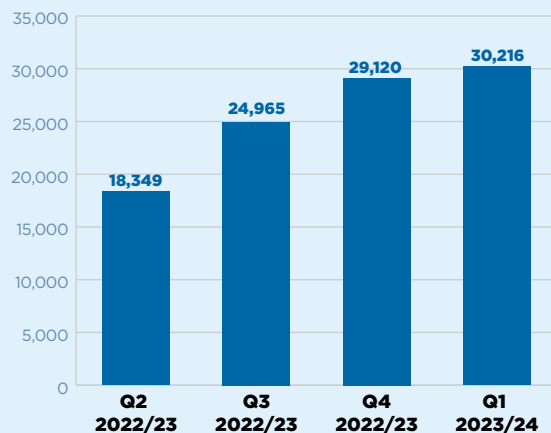
The school fare free trial was replaced by the Community Connect Government initiative on 1 July 2023, providing free travel for children under the age of 18, and half price fares for travellers aged 19-25 and Community Service Card holders.

Child/Youth patronage at peak times continues to show growth, with Quarter 1 2023/24 patronage being 16.4% higher than the same period last year.

Child and Youth patronage at peak times



Child and Youth patronage at peak times - by Quarter



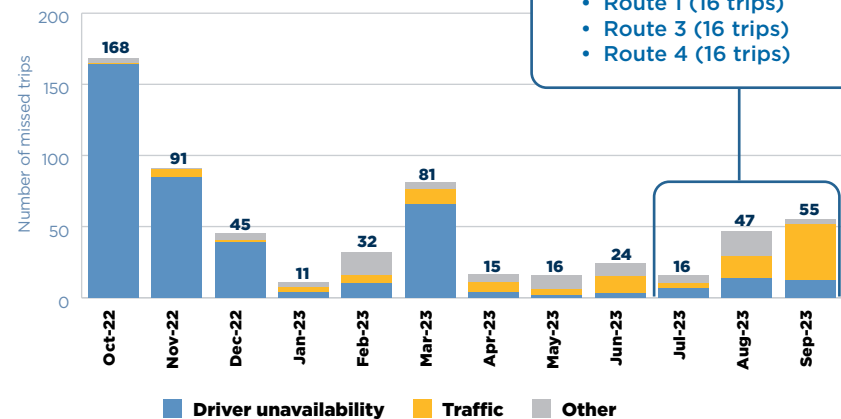
Reliability Rotorua urban

The first quarter of the financial year 2023/24 saw an average of 39 trips dropped per month, or 0.28% of the total scheduled trips. Compared to the previous quarter this is an increase of an 111% of average number of missed trips per month.

The closure of Old Taupō Rd, which came into effect in September, is having an impact on all traffic in and around Rotorua, with bus routes being caught in the traffic delays. Bridge repairs on Old Taupō Rd have been completed and all roads were reopened in October.

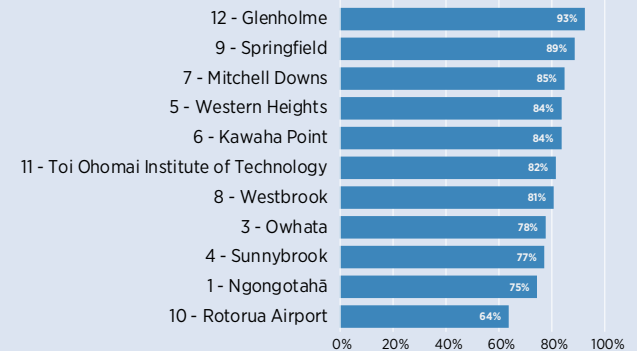
Both Council staff and operators continue to proactively monitor missed trips to ensure high levels of compliance with contract KPIs.

Reason for missed trips last 12 months



Punctuality within the Rotorua network

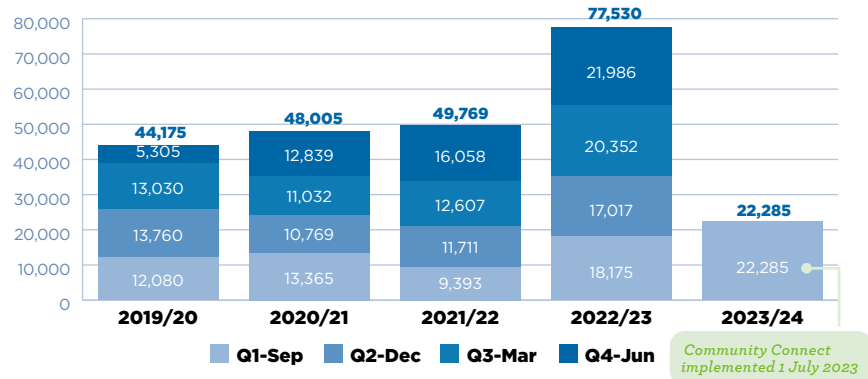
% of buses on time at the earliest stop (Q1)



Western Bay of Plenty network

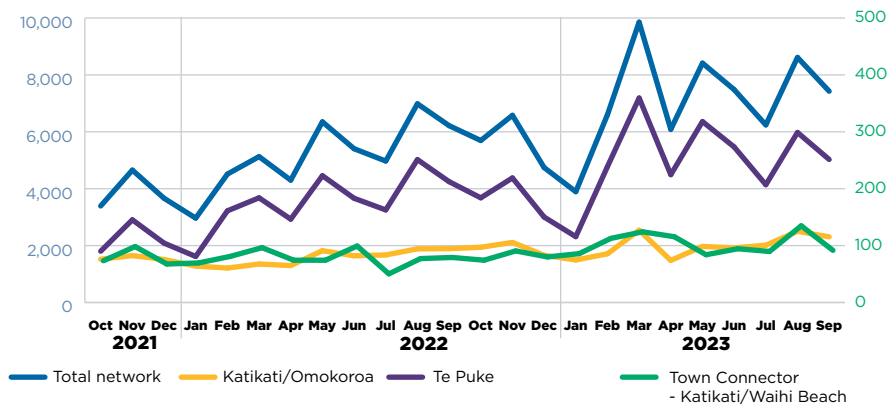
There were 22,285 passenger trips on the Western Bay of Plenty network during Quarter 1 2023/24, an increase of 22.6% on the same period last year. This is likely to be, in part, the implementation of Community Connect in July 2023 following the provision of 50% fares since April 2023.

Western Bay of Plenty - total boardings

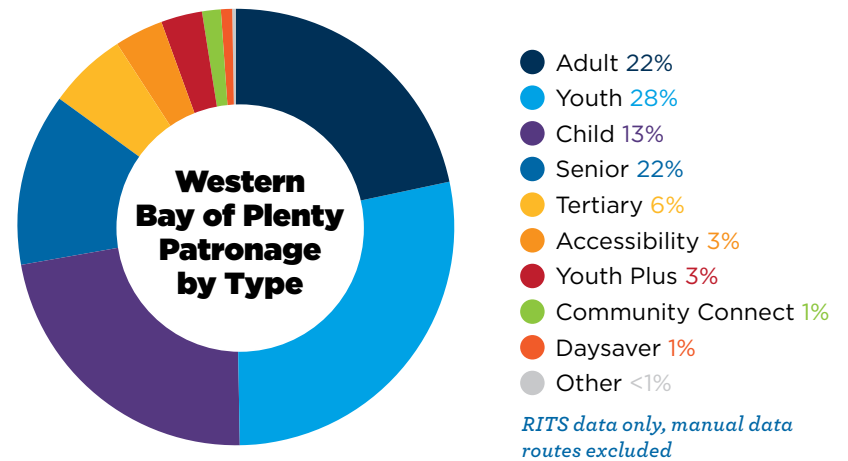


Note - Te Puke patronage is now included in the Western Bay network

Western Bay of Plenty - rolling 24 months



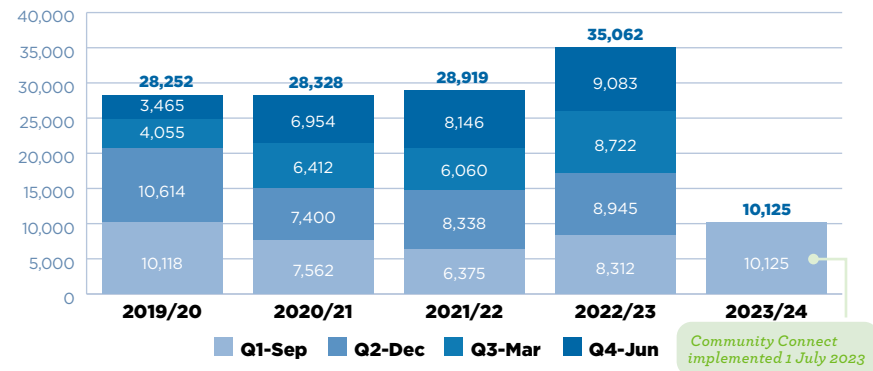
Western Bay of Plenty patronage by type year to date



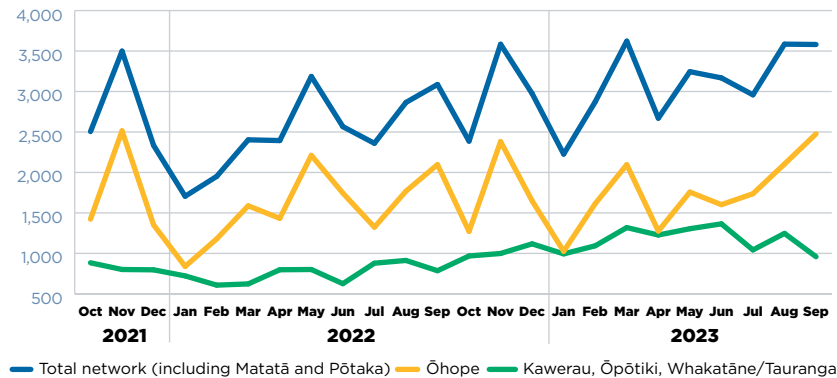
Eastern Bay of Plenty network

There were 10,125 passenger trips on the Eastern Bay of Plenty network during Quarter 1 2023/24, an increase of 21.8% on the same period last year and 58.8% on 2022/23.

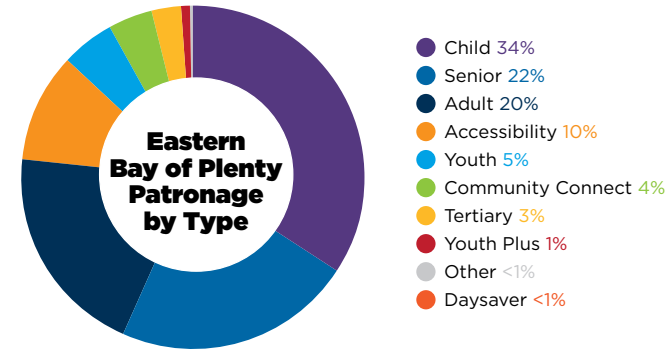
Eastern Bay of Plenty - total boardings



Eastern Bay of Plenty - rolling 24 months



Eastern Bay of Plenty patronage by type year to date



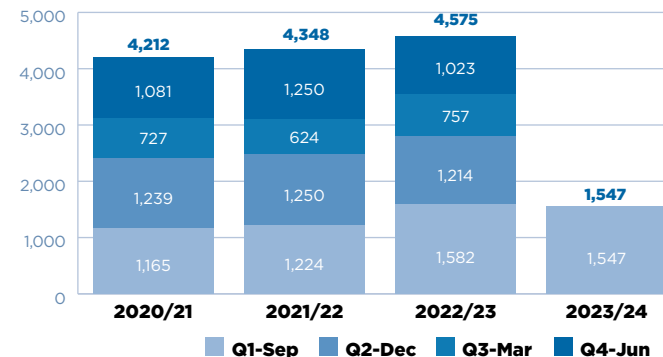
Child and youth patronage

The school fare free trial was replaced by the Community Connect Government initiative on 1 July 2023, providing free travel for children under the age of 18, and half price fares for travellers aged 19-25 and Community Service Card holders.

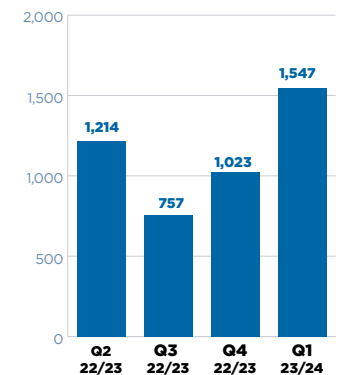
Child/Youth patronage at peak times has increased on last quarter and Quarter 1 2023/24 patronage is only 2.2% less than the same period last year.

Child and Youth patronage at peak times

Total boardings:



By quarter:





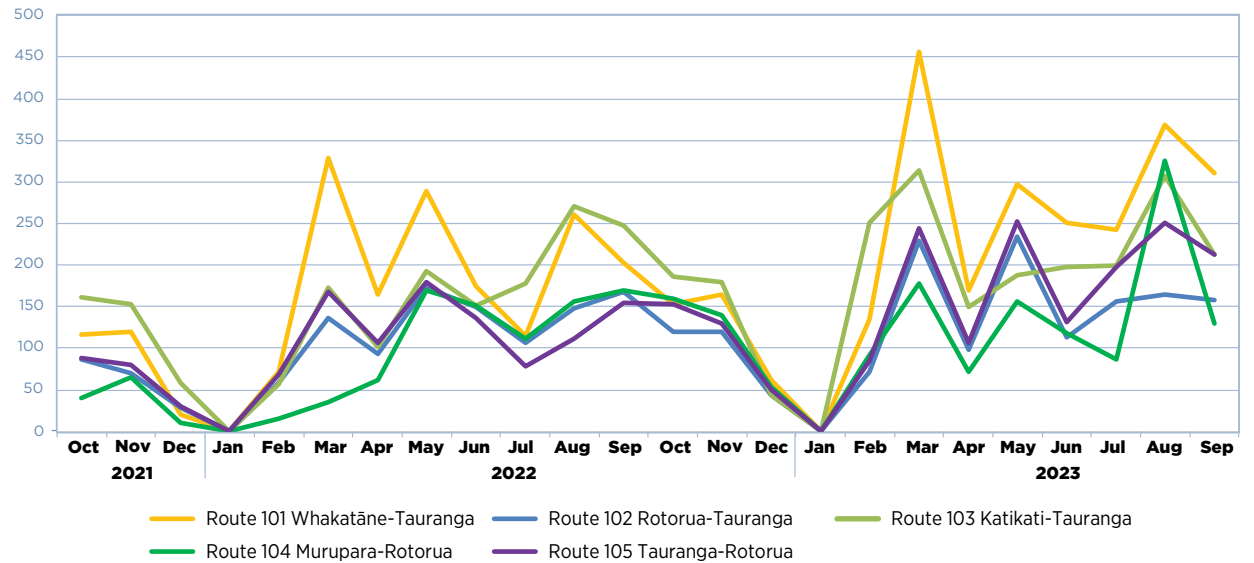
Intraregional network

Total intraregional network boardings for Quarter 1 2023/24 were 3,321 an increase of 34.0% both on the same quarter last year, and on the prior quarter.

Average monthly patronage has increased for all routes this quarter, compared to prior year. Tauranga-Rotorua has seen the biggest increase (92%) compared to the same period last year.

Katikati-Tauranga has seen the smallest increase since 2022/23 of 3%.

Intraregional network services by route rolling 24 months



Accessible transport

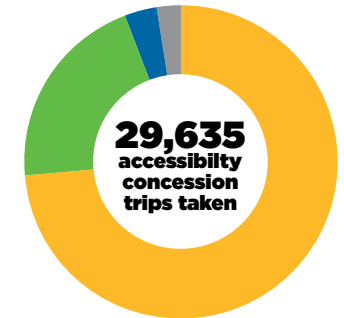
Total Mobility

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.

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 25,104 trips an increase of 8% when compared to the previous quarter.

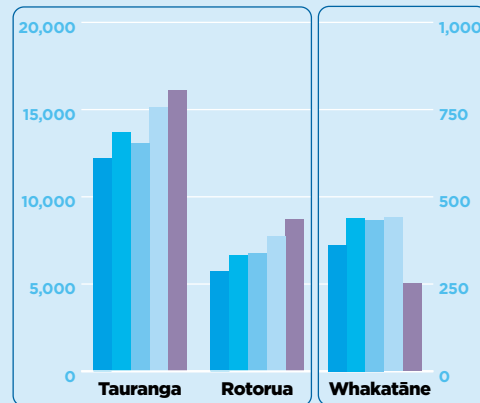
The accessibility concession

In Quarter 1 2023/24 there were 89 new applications processed and accepted, and a total of 1,777 accepted applications processed since go live on 1 July 2021. A total of 29,635 accessibility concession trips were taken during this quarter, a 14% increase on the previous quarter.



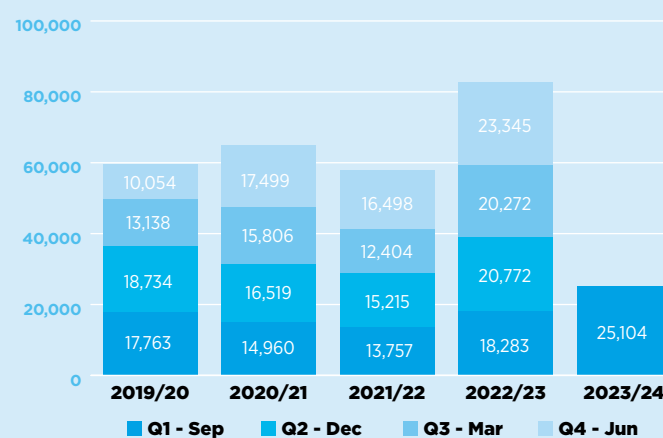
This year the Accessible Transport team has been visiting Retirement Villages and Community Groups around the Bay of Plenty, running a presentation on the different accessible transport options available and how to access them. Most recently the team presented to the Whakatane U3A group attended by over 150 people. The information has been well received and community members questions answered.

Total Mobility patronage by area

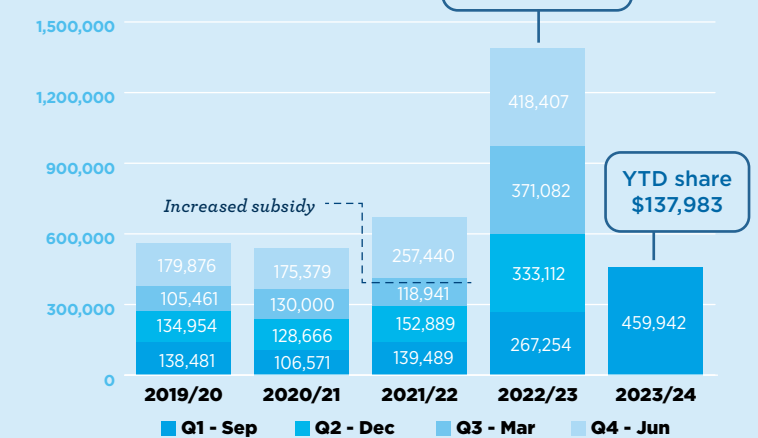


	Q1	Q2	Q3	Q4
22/23	12,204	13,703	13,074	15,159
	5,717	6,630	6,765	7,745
	362	439	433	441
23/24	16,125	8,728	251	

Passenger trips on Total Mobility



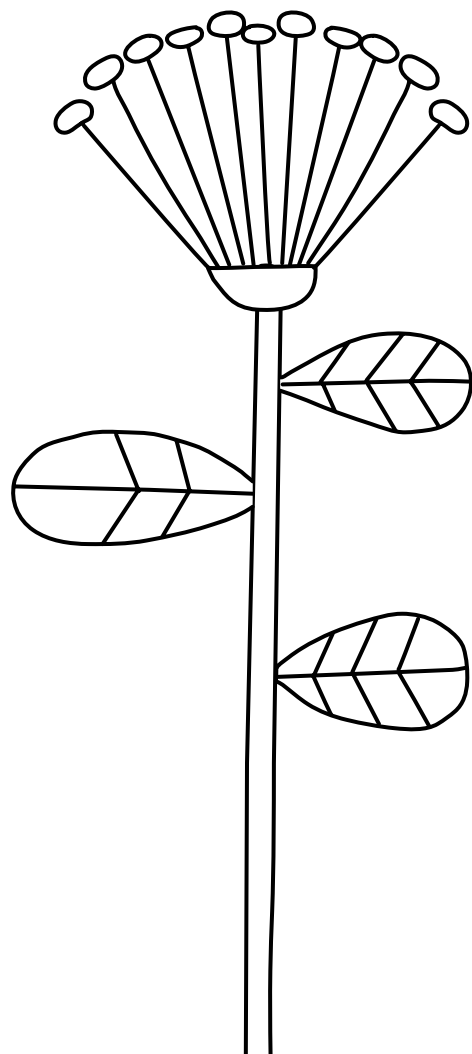
Expenditure Total Mobility



Ridewise – Ridewise is used to monitor usage of the scheme, process Total Mobility applications and transactions. As at 30 September 2023 there are 4,314 active registered Total Mobility scheme members. There were 383 new applications received in the July to September 2023 period. *These numbers above reflect active members, previously reported all members.*

Appendix 1

Passenger Transport Activities - Financial Summary



	2023/24 YEAR TO DATE		2023/24 FULL YEAR	
	BUDGET \$000	ACTUAL \$000	BUDGET \$000	FORECAST \$000
PASSENGER TRANSPORT SERVICES				
Tauranga Passenger Transport	7,094	7,440	29,169	30,382
Rotorua Passenger Transport	1,468	1,256	6,111	5,995
Western Bay Passenger Transport	353	275	1,551	1,518
Eastern Bay Passenger Transport	215	172	967	1,039
Regional Passenger Transport	127	159	603	628
Tertiary/Commuter Services				
Tauranga	27	30	109	112
Rotorua	35	35	140	140
Western Bay	55	60	218	218
Whakatāne	29	40	116	115
Total Cost – Passenger Transport Services	9,404	9,467	38,985	40,147
Fare and Other Revenue	(705)	(677)	(3,799)	(3,568)
Subsidy	(4,142)	(4,091)	(17,789)	(16,752)
Net Cost - Passenger Transport Services	4,556	4,698	17,397	19,826
OTHER PASSENGER TRANSPORT ACTIVITIES				
Total Mobility Services & Hoists (including ridewise operating costs)	461	431	1,851	1,931
Ferries (Matakana)	14	11	58	54
Road Safety	62	44	252	250
Stock Trucks	28	12	111	49
Bus Shelter - new & maintenance	0	62	188	251
Administration, Depreciation & Finance Costs	586	589	2,394	2,371
Transport System Plan	923	179	4,362	3,432
Transport and Urban Planning	1,121	868	5,016	4,422
Total Other Passenger Transport Activities	3,195	2,196	14,233	12,759
Fare & Other Revenue	(1)	(0)	(5)	(4)
Subsidy	(864)	(419)	(3,992)	(2,829)
Net Cost - Other Passenger Transport Activities	2,330	1,778	10,236	9,926
CAPITAL PROJECTS				
Ticketing Machines Tauranga	20	0	80	(23)
Total capital expenditure	20	0	80	(23)
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
Whakatāne	0	0	33	33

Appendix 2

Bay of Plenty Public Transport Patronage by Route

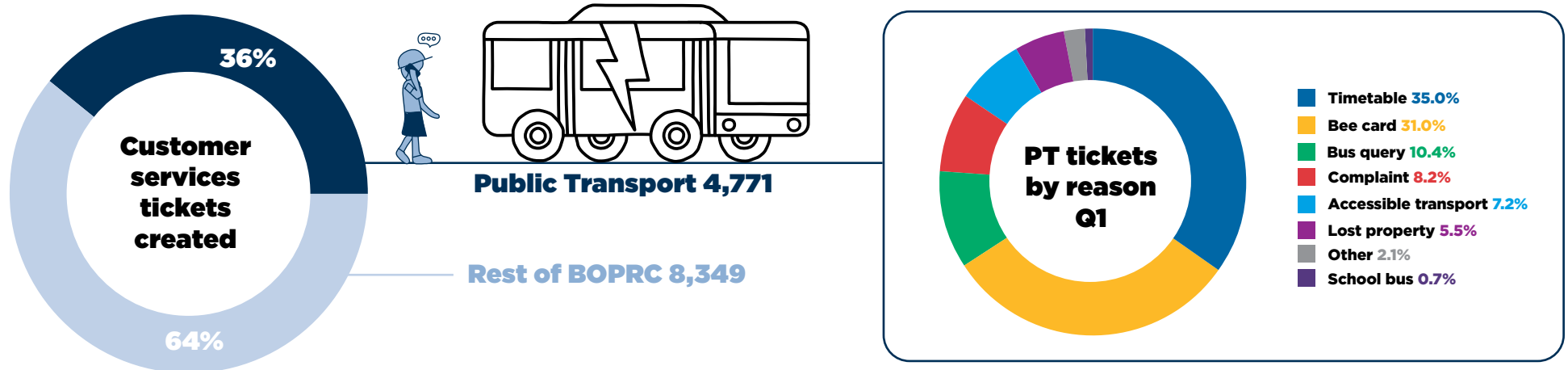
Route	2022												2022 Total	2023									2023 Total
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Tauranga Urban Unit - Tauranga Urban																							
1	7,028	9,138	8,867	7,848	9,992	8,547	7,936	9,874	8,920	8,315	10,187	8,138	104,790	7,279	8,924	11,549	8,741	10,160	10,097	9,638	11,324	10,584	88,296
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	18,158	21,984	21,758	158,483
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	13,243	14,485	14,945	120,476
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	15,049	16,337	17,512	152,316
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	1,536	1,559	1,675	17,059
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	3,174	5,045	3,741	33,060
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	10,493	13,408	12,506	97,953
51	373	300	322	309	291	288	258	223	275	325	292	398	3,654	259	237	292	341	326	403	405	395	410	3,068
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	1,061	1,354	1,289	10,236
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	16,955	21,618	19,384	152,269
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	3,649	4,677	3,925	36,189
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	7,996	11,020	9,778	74,258
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	8,228	9,852	9,940	74,692
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	1,626	1,944	1,791	15,664
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	4,665	5,151	5,355	48,147
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	2,041	2,729	2,391	20,409
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	2,511	3,160	2,867	23,291
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	9,298	9,014	9,327	77,404
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	129,726	155,056	149,178	1,203,270
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	3,644	5,104	4,350	40,546
20S	96	488	604	376	747	625	469	730	609	468	623	303	6,138	193	506	785	380	698	593	497	873	678	5,203
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	4,141	5,977	5,028	45,749
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	849	979	861	7,561
81	558	406	504	501	792	738	783	835	993	905	989	677	8,681	552	852	1,142	630	1,038	992	777	1,143	1,161	8,287
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	1,626	2,122	2,022	15,848

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	Jul	Aug	Sep	
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	4,468	5,168	4,737	43,705
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	4,151	5,038	4,468	40,401
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	2,932	3,631	2,964	27,474
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	3,443	4,829	4,068	34,675
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	2,089	2,480	2,231	21,914
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	3,594	4,862	4,358	38,266
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	2,682	3,138	2,805	25,111
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	3,064	3,747	3,317	27,195
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	3,555	4,781	3,763	34,690
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	2,750	3,273	2,764	27,689
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	2,027	2,482	2,147	18,362
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	34,755	43,429	37,622	339,482
Rotorua Unit - Murupara																							
15	143	196	192	239	200	228	192	213	243	252	229	274	2,601	244	229	266	243	240	228	244	229	181	2,104
Total	143	196	192	239	200	228	192	213	243	252	229	274	2,601	244	229	266	243	240	228	244	229	181	2,104
Eastern Corridor - Kawerau/Ōpōtiki to Whakatāne and Tauranga																							
135	253	285	35	349	344	236	388	411	135	342	287	545	3,610	438	557	608	512	583	657	475	555	541	4,926
147	36	111	149	155	188	145	66	64	44	52	78	69	1,157	92	75	100	65	68	82	76	87	50	695
143a	170	176	170	255	221	191	203	106	215	275	223	255	2,460	234	163	262	302	332	301	248	296	189	2,327
143b	263	36	33	39	48	54	222	185	229	299	227	249	1,884	206	299	349	348	306	325	244	309	146	2,532
Total	722	608	387	798	801	626	879	766	623	968	815	1,118	9,111	970	1,094	1,319	1,227	1,289	1,365	1,043	1,247	926	10,480
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	1,737	2,104	2,477	14,691
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	1,737	2,104	2,477	14,691
TOTAL	107,178	132,855	128,695	122,851	158,111	140,503	128,619	164,813	157,959	148,840	169,478	141,169	1,701,071	126,434	166,455	214,929	157,509	196,379	189,048	173,272	210,164	197,434	1,631,624

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 1, during business hours, a total of 13,120 calls were received by the Bay of Plenty Regional Council and Bay Bus.

4,771 of these were transport related calls. This equated to around 36% of all calls taken for this period. Of the 1,808 calls taken by After hours, 1,435 (79%) were transport related calls.

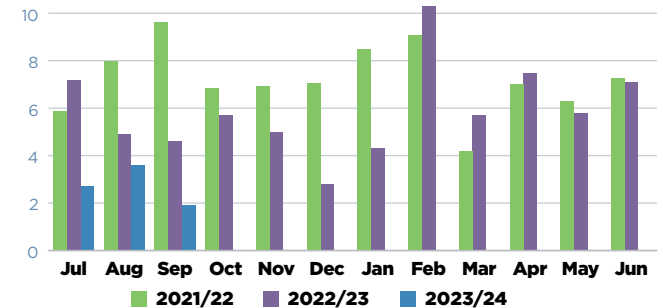
The majority of transport related calls are timetable queries and the majority of face-to-face queries at Council receptions are Bee Card related.

Support tickets

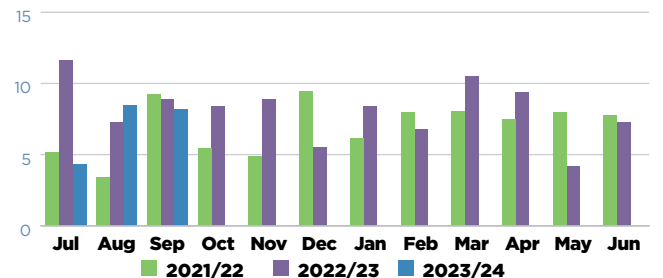
- Of the 5868 Baybus tickets created in Zendesk Support during Quarter 1, 2024, only 95 tickets or 1.6% remained unsolved.
- 75.7% of these tickets were created from phone calls to the Call Centre with the remaining 24.3% received via email, website forms or Facebook.
- A smaller portion of tickets 291 or 5.0% were forwarded to the Transport Operations team requiring further investigation.

Complaints

Tauranga complaints
per 10k boardings



Rotorua complaints
per 10k boardings





**For more information visit our website
www.boprc.govt.nz, call 0800 884 880
or email info@boprc.govt.nz**

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