



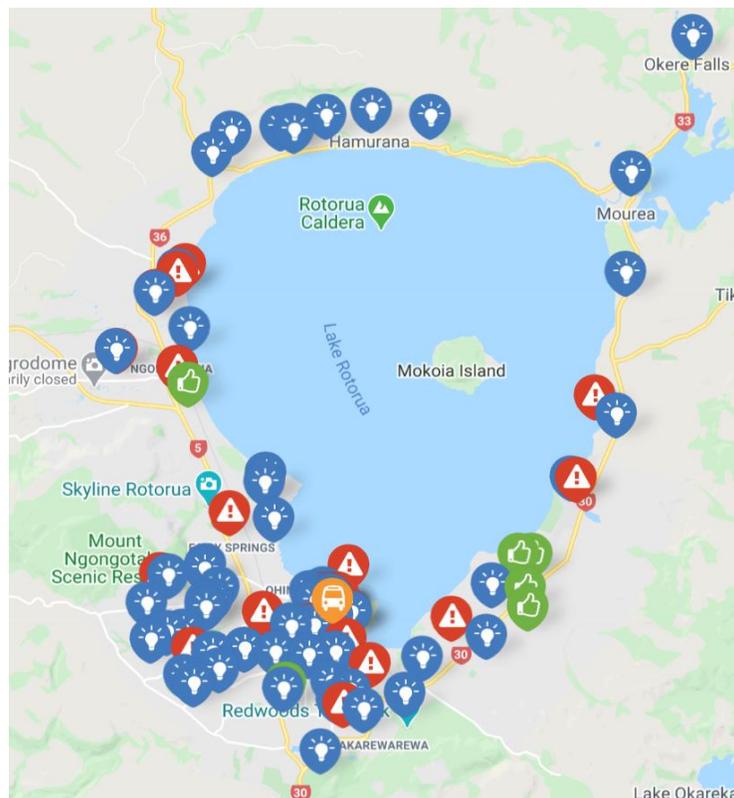
# 1 Introduction

Over the last couple of years, we've gathered feedback from our bus users, residents and stakeholder groups all around Rotorua. We've added the key elements from this feedback to evidence from other sources. Together, these are the building blocks for the options we're currently consulting on.

## 2 2019 Resident and User Feedback

We received feedback in 2019 using the Social PinPoint online mapping application, text messages and phone calls. This has helped identify areas where the current network is not meeting expectations and has been used to inform the development of the options currently being consulted on. A full list of the feedback received is included at the end of this document.

Category	Comments
Adjusted Routes	14
New Routes	12
New/moved stops	12
Better Reliability	10
Later hours	10
Additional Shelter	8
Better Information	5



---

## 3 Stakeholder Workshop Summary

We asked about public transport priorities for different organisations and community groups at a stakeholder workshop in 2020. Attendees represented BOPRC, Rotorua Lakes Council and community boards, bus operators, secondary schools and tertiary institutions, disability organisations, and the tourism sector.



The key findings messages from this workshop were:

- Strong support for growing patronage in Rotorua and improving the perception of public transport and improving reliability are key to this.
- Public transport is important or essential for a range of different people including tourists, students, the elderly, people with disabilities and for lower socio-economic households.
- Young people are key to developing a longer-term culture of bus use and should be targeted with a range of measures: fares, marketing, and services that connect them to the destinations they need to reach.
- A CBD ‘orbiter service’ is strongly supported to support CBD housing development and better connections to key destinations, particularly the Rotorua hospital.
- ‘On-Demand’ public transport services have the potential to significantly enhance current services and as a way of identifying areas of strong demand for future fixed route services. On-demand could be a major draw card for tourists and national/international migrants to the city.
- There are a number of existing barriers to public transport use that are likely to be having a detrimental impact on patronage and which need to be addressed:
  - Perceptions of safety
  - Reliability
  - Not connecting the right locations (being too CBD centric)
  - Operating to only 6:30pm (most routes)
  - Cost of fares for students.

---

## 4 Things we've done already

Based on this feedback, we've already make a number of changes to improve the bus service:

- We've introduced Bee cards and automatic, on-line top ups.
- We've made some changes behind the scenes to improve service reliability; largely by giving drivers more time at the end of their runs so they're not late starting the next one.
- We've introduced concession fares for school children to make it more affordable, particularly for families.
- We've changed the system that shares bus locations and arrival times so that this is more accurate.

There is still a lot more to be done and this consultation will help us determine what those next steps should be.

## 5 The building blocks

The building blocks are a summary of the key points identified through feedback from residents and key stakeholders, and by examining other evidence such as demographics and bus patronage. The building blocks were used to develop options for improving the bus network and provide a summary of the of the problems and opportunities that exist for the CityRide bus network.

- Patronage on the Rotorua Urban network declined by 43% between 2014 and 2019, approximately half of this decline has been as a result of polytech students no longer being provided with free travel via a joint BOPRC, Toi Ohomai funding arrangement. The remainder of the decline is likely a mixture of external macro-economic factors and current services not meeting user expectations (reliability, ease of use, etc).
- Stakeholders and customers have identified improving reliability and improving the customer experience as critical to drawing customers back to the network.
- The Rotorua workforce is not centralised to the CBD and there is a lack of direct bus connections across the city which makes many jobs and training opportunities hard to access by public transport.
- Rotorua has a larger proportion of people under-20 than the New Zealand average and stakeholders have identified this cohort as critical for establishing a culture of public transport use.
- Population growth in Rotorua has been rapid and unexpected, growing 10% (or 5,000 people) between 2013 and 2018. This has resulted in a significant housing shortage (estimated at 1,900 in 2019), particularly in the affordable and community housing sectors. The Government Policy Statement for Urban Development identifies high quality access to public transport as an enabler of increased housing density and affordability.
- New developments in Rotorua are currently undergoing structure planning processes which will enable the development of 3000-4000 new homes but will need to be

---

supported by public transport service changes alongside investment in roading and walking/cycling infrastructure.

- There has been an increase in some rural populations as families seek more affordable housing. These communities are entirely car dependent as there are no bus services or services (GPs, shops, etc), while employment, and education opportunities are very limited. Providing services to these areas will improve accessibility for families that need it the most.
- 40% of Rotorua residents identify as Maori, significantly higher than the rest of New Zealand. It will be critical to provide a service that reflects their needs.
- Tourism and primary industry are key employment types in Rotorua. Primary industry jobs have fared well but the tourism sector has been hit hard by COVID-19 and there may be an increase in those undertaking retraining as a result. Access to tertiary education facilities may become increasingly important.
- COVID-19 means that there will be significant disruptions to employment across the Region that will not be felt equally and there may be an increasing need for people to travel inter-city to access employment and education opportunities.
- Mountain biking is a significant part of Rotorua's tourism industry and is embedded within its culture, which alongside investment in high quality cycle infrastructure, has seen 81% growth in cycling trips between 2014 and 2015. Public Transport should look at opportunities to support active travel.

## 6 Detailed Feedback

Below are comments we've taken directly from bus users and residents in Rotorua.

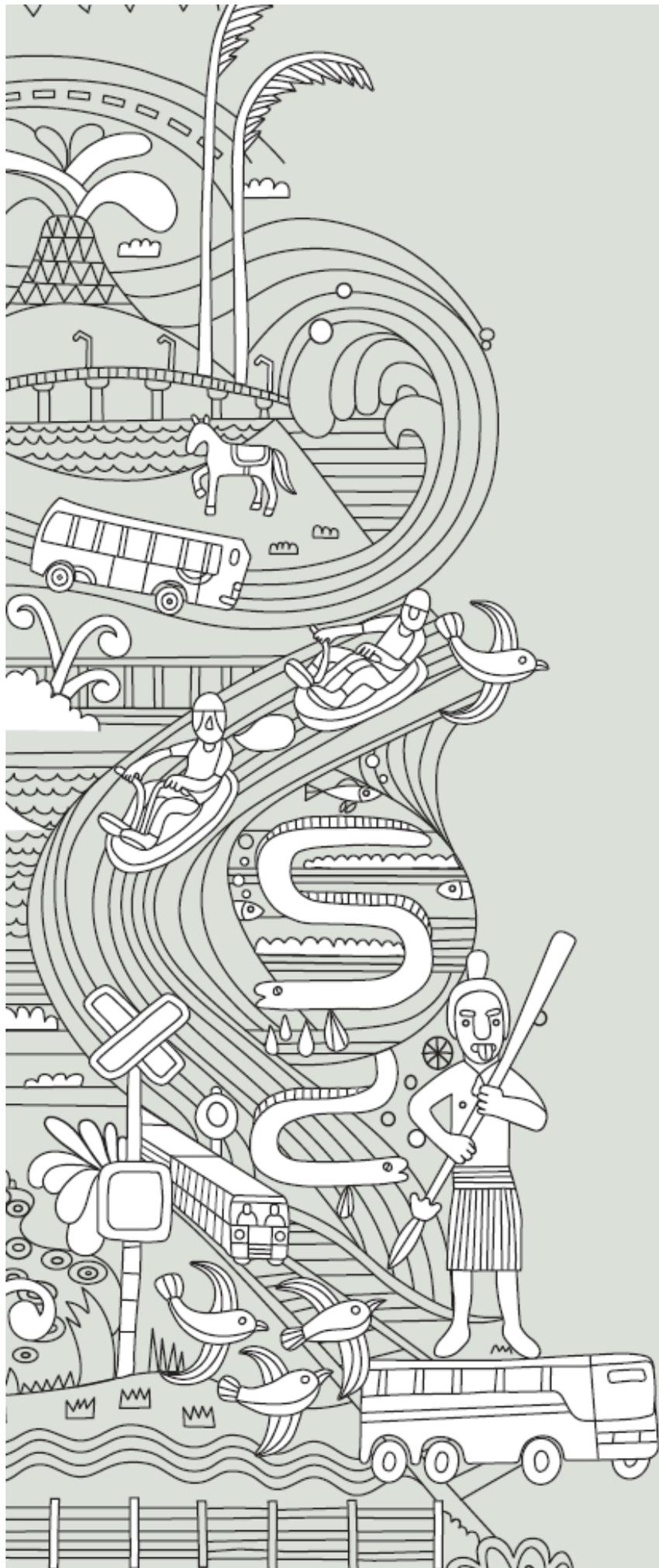
<p>Connection Buses - Ngongotaha to Mamaku every second day - Sat Mon Weds Fri - one in the morning and one in the afternoon. Would drop off in Ngon in conjunction with Ngongotaha bus to take passengers to town etc. At different times could alternate and go out along lake edge via Hamuarana through to Okere Falls and back again as a link to Ngongotaha service or service could also be a link between the airport bus and Ngongotaha to ensure the public in Mourea Okere Falls Hamurana have access.</p>	<p>-aA bus stop outside both the older persons village (Lakeview) AND the Mokoia Association rooms would be readily promoted by the latter in their monthly newsletter and talked about by the former who have families all over town. Access for the elderly who need to socialize, go to town, eg facilitate outings to the movies. Ask Mokoia Association what they think - they provide a really great service for all ages. they should have more ideas daughter of a non-driving, sight impaired village resident</p>
<p>Half of most bus trips are spent getting from Arawa to the Mall. Remove the need for buses to go through mall - replace with a small inner city loop bus (possibly free???) that would stop by all the major supermarkets and the mall and inner city through to Arawa Street stop every hour. Keep the larger buses on main roads to reduce stoppages at lights to keep to timetables.</p>	<p>There should be a bus stop here next to the shops where it is safer than being picked up on the street (Turners Drive) which is out of sight. There used to be a bus stop here but was ridiculously taken away without any notice to the neighborhood. Living here for more than thirty years I am shocked someone thought where the bus stop is currently would be safe. Not! They should resign from their position.</p>
<p>School for Kids</p>	<p>Clayton rd could do with a shelter. Always many people waiting in the rain.</p>
<p>Timeliness is generally sharp although I hated it when I missed it due to my own fault.</p>	<p>stopping bus services at the edge of Ngongotaha - there is life beyond Ngongotaha!!</p>
<p>The fare puts me off from using the bus as it is as dearer as using my own car if not more. I spent nearly \$20/week on bus which could last me 10 days of petrol with my car.</p>	<p>it would be so great to have a bus service from Hamurana - this will reduce the traffic woes through Ngongotaha and also help our teenagers / elderly community members have some independence.</p>
<p>Ban smoking in the bus stops. Often, I have to stay a distance from the bus stops because of people smoking while waiting for the buses. I'm allergic to cigarette smokes so it's really disappointing when smokers don't think of others around them. Already reported this matter to the council and yet nothing happened.</p>	<p>I would like to see the bus travel around the whole of Lake Rotorua. I live on Te Waerenga Road Hamurana and I should be able to get a bus into town from the bus stop at the end of our street. It is currently only used for school buses</p>
<p>The start and finish times of the service do not work for hospital shift workers who start at 7am or finish at 11pm. There was no shift that I worked that would have allowed me to travel to work and home again. Now that I have moved to an 8am - 4:30 pm job I am seriously considering bus transport.</p>	<p>There are a number of elderly or less mobile people living in the likes of Sophia street area. What about a link to the hospital from there? At the moment the bus goes to the top of Fenton street, which is a good 900m from the front door of the hospital - a long way for those people to have to navigate.</p>
<p>I live on Sala St and it would be good to catch the bus at this stop as it would be faster than route 11, but there is no footpath on Sala St past Scott St. It would also be good if the bus stop was closer to Sala as it's quite a long walk</p>	<p>I have teenage kids who often need a ride into town or out home from town. Would love the service to include Hamurana. Pleeeeeeeease.</p>
<p>This area is unsafe. It has been unsafe for years. Gang affiliations for the Mongrel Mob have dominated this area for a long time. It is also the street where a house, which was selling Meth, was gun fired down and torched destroying the house by a Black Power gang. Before the BOP was involved the Western Heights Bus route used to pick up passengers from the shops. Now they pick up and drop off opp. the house that was burned down. That seems utterly ridiculous and dangerous.</p>	<p>It would be awesome if we had a bus service that went right around the lake. My elderly mother who doesn't drive likes to come and stay with us but no bus service means it can get very awkward if she wants to go shopping and we cant deliver her back to hamurana as we run our own business. Population is increased fast in Hamurana. I'm sure there is a demand for this!</p>
<p>there used to be a bus stop in this area but was removed. there is a lot of elderly people in this area who are now struggling (or not using the bus now) as they have to work a lot further up a steep incline</p>	<p>The biggest population growth in Rotorua would have to be the suburbs like Hamurana. I know of many that would use the the bus if the service was provided.</p>

I wish there was a bus that went all the way from Toi Ohomai along Old Taupo Road all the way down to Ngongotaha (or Western Heights) - in a straight line so we could get from one side to the other without going into town to get out of town. eg. going from Girls High to Western Heights would be easy. Or from Heights to Boys High. Currently there is no bus that covers from Pererika st to Pukuatua St - it's such a short and easy fix to change one route that just goes up and down that way.	I have spoken to your driver's and they all say there schedule is to tight and they have to rush to complete it. This creates animosity and makes your driver's dangerous which I personally have had the misfortune of coming across. Pulling out without indicating and stopping. No shelter at bus stop who wants to wait in the rain. Good luck
It is still cheaper for me to drive to work than to get the bus.	No way to check balance of card? should be an online feature through the website
More frequent buses during peak hours would be good. Every half hour is not enough. Also the buses don't run late enough in the evening. If i want to do something after work that goes later than 5.45, I cant catch the bust to work.	bus should stop at the shopping centre, to make dr more accessible. too far walking right up hill especially with young kids in tow
I concur with the other comments about the bus service for this area. Buses need to be much more frequent on weekeday mornings. I would like to use the bus service to reduce my car travel and carbon foot print, but every time i have tried to catch the bus in location it has not come, and i have been 45 mins late for work	you double going along some roads and dont come up P drive when it makes more sense =)
As far as I know there are no buses that go from RGHS directly over the Lake Rd/Clayton Rd intersection. The girls have to bus or walk to town then catch a 2nd bus, despite it being a straight line. Surely a single route could connect these two parts of town that are literally on the same Rd?	Most other routes need to have a minimum of 5 minutes added to the schedule. If the timetable was amended to get buses leaving on time, 80% of problems would be solved and patronage should improve.
Two stops here not far from each other means it's easier to catch the bus because we are on the bus route. Lucky for us as not everyone will have this luxury.	The main terminal needs to be moved to a more central location. It is absurd having it so far from the main shopping area...put it back in CBD
Make it clearer which buses stop here. Often people wait for buses that do not come past this stop.	The stop at City mall is really hard to get to whe its raining. Covered walkways would be useful or moving it closer to the entrance
Please bring back the Twin City express. It was always packed on a Friday - so even just on fridays, or mondays & fridays	Buses that run 630 to hospital and a run after 11for hodpital.shift workers
Have later busses, we are supposed to be the tourist capital of NZ and it's silly that busses stop at 6(they run all night in lots of other cities)especially on a Sunday. Also tell the drivers to give more leniance to people running up to bus stops, I've had a couple of drivers not stop when I was less than 10 meters away (by the time they stopped and opened the doors I wouldve been there). And have working cameras onboard all the busses-too many drivers feeling unsafe.Tracking service is great	No 12 bus destination sign returning to town:  Only display City / Arawa St if there's a change of buses there.  If it's continuing on past Arawa St on the next trip leave the Fenton Park sign displayed permanently so passengers going to Pak 'N Save know they can stay on the bus past the Mall and save a long walk.  There may be other routes where something similar would be useful.
Route 10 arrives in the CBD at 10 minutes past the hour which doesn't work for most CBD workers who start at 8 o'clock or 9 o'clock. Suggest changing timing to arrive in the CBD in morning at 10 minutes to the hour and leave at 10 minutes past the hour in the afternoon.	e. Waiting time at certain traffic lights has increased f. Inner city bus stops are small requiring extra time when more than one bus arrives. Being in the drivers seat, the most complaints we get are buses not arriving or departing on time and that the service is unreliable. It is simply not possible to adhere to the present timetable. e.g No 1 route (50 minutes) and the no.5 route (30minutes) can rarely be done in that time even at quite times.
Provide a free parking for people who use route 10 (park and ride) I would use the bus to commute to and from work avoiding Te Ngae road traffic congestion and CBD parking issues but live beyond the airport stop too far and too unsafe to walk along the highway.	The app that allows users to look on their phone and see how far away the bus is does not work, as the bus drivers seem to keep them turned off
Re. Bus fare payment. PayWave would be a good option for people like me who don't often catch the bus and hardly ever carry cash	More shelter is needed, the footpath could be covered, shelter from rain and sun

<p>The bus tracker is a great app but it needs improvement. Often itâ€™s not working, not sure if itâ€™s equipment or operator error but maybe some tweaking would be good</p>	<p>On Saturdays combine routes 11 outwards 12 inwards would take half hour and then would run half hourly Sundays run twice in hour then hour off. Would help tourists going to Te Papa</p>
<p>More seating and covered shelters would be really handy at the Arawa St stop. The double sided shelters that use to be on Pukuatua St were really good. A kiosk possibly where people can top their cards up and check balances etc would be good too. Maybe one at the Mall stop, Arawa St and Amohia St. Although may not be an option as people can be quite destructive. But just an idea anyway.</p>	<p>Route 10 going into town,there needs to be a bus stop closer to Mall, not further along Fenton St, as it is 2 blocks away to walk back to Mall. Also going home to Owkata, as I live in Regency Park Village bus stop to get off is in Vaughan Rd. It would be good to have buses come along Te Ngae Rd and not dive off up Vaughan Rd. There are 2 Villages and a third being built it would be a lot easier for Seniors to get off coming home if buses came up Te Ngae Rd. Thank you.</p>
<p>A shelter here would be nice. Being so close to the shops, many people are catching the bus and waiting - sometimes in the rain. Also if buses are meant to be at a stop, say 9.20am for example and the bus is quite early approaching that stop. Could they at least stop and wait until that time.</p>	<p>There are three buses that go out Fairy Springs Road, but they all leave within 5 minutes of each other. Stagger them so the buses leave every 10 minutes. these are the buses - Western Heights, Koutu, and Ngongotaha</p>
<p>Would love to see the bus times change so that they arrive at 7.50 or 7.20 8.50 9.50 not 5 min to as i and so many other use the services to get to work but unfortunately the timing is wrong I start work at 10 and I have to catch the bus form Mckenzie Rd stop at 9.10 /915 as the later one arrived at 9.55 not giving me time to get to work on time I am sure that I am not the only one that has this problem thanks also with the gold card holders I think it should be free all the time</p>	<p>Having read some of the comments, as a bus driver I would like to put a few points forward for consideration. In the past number of years no changes have been made to the timetable, but drivers have had to : a. Go via the mall b. Have bigger buses that have ramps to accommodate disabled passengers thus slowing down the time it takes to embark/disembark c. Most routes now have speed humps that buses need to negotiate at a slower speed d. Traffic round city has increased considerably</p>
<p>Would love to see another bus stop back by valentines as it now carryâ€™s on all the way down to the duck tours and if you would like to go to the mall or centre of town this is the fastest and time ,energy efficient way other wise you are walking back a good three streets</p>	<p>The Ngongotaha bus timetable needs to be looked at, bus is always between 15-25 mins late every weekday morning between 7am - 9am, and again in the afternoon.</p>
<p>we need for bus to come to okerefalls so we can all get into rotorua it about time for a bus sev that come And go form rotorua to okerefalls and back it leased 4 time a day it is not good that you don't offer this web to us here in okerefalls. so I think it about time you do something about it .</p>	<p>As a rate payer we are subsidising a service that does not serve our area. The people of Hoyte Place &amp; Hodgkins Street would like to see an extension of the service to meet the needs of the elderly who live in these streets. A number of residents from the Gardens retirement home use the bus, but as they get older find the walk around to Sunset road beyond them and no longer use the bus service. Between the hours of 9am and 3 pm run the bus every hour down to the end of Hodgkins Street.</p>
<p>Having buses drive through the Central Mall car park does not work. Itâ€™s adds to congestion and is dangerous for motorists and pedestrians alike. Move the bus stop to Amohia St.</p>	<p>For me it would be nice to arrive in town 10 to 15 min before work and not feel you are late like 7.45 for 8 am</p>
<p>Can't understand why there is not a school bus stop at the back entrance to Rotorua Intermediate school at 22 King Street so that children can disembark or catch the bus after school. Also require better shelter and seating on Arawa Street for the #1 to #10 buses.</p>	
<p>There should be screens showing how far away each bus is e.g. Kawaha Point is 5 min away</p>	<p>The central bus stop should be indoors so people can wait in warm and dry surrounds</p>
<p>I bus to go all the way round the lake</p>	<p>More seating at the Arawa St terminal would be great</p>

<p>Could we please have a system that we can check and top up bus card balances with modern technology (even online option would be helpful)</p>	<p>A simple bench seat would be wonderful here. I frequently see kuia and koroua waiting for a bus at this stop with walking sticks and i feel a simple place for them to sit would really make life easier for them.</p>
<p>I would like to see the council work with Kiwi rail to get use of tracks at peak hours between Omokoroa and the Strand, and Baypark and the Strand. Using Rail buses (see Adelaide) and a free Park and pay Ride option at these two hubs it would take cars off the road, and reduce emissions in our city. We would not need any new operating solutions, just add the two routes to the existing bus network, run them in that service. There will be driver training, but we will have ex rail drivers in BOP.</p>	<p>I would like to see the council work with Kiwi rail to get use of tracks at peak hours between Omokoroa and the Strand, and Baypark and the Strand. Using Rail buses (see Adelaide) and a free Park and pay Ride option at these two hubs it would take cars off the road, and reduce emissions in our city. We would not need any new operating solutions, just add the two routes to the existing bus network, run them in that service. There will be driver training, but we will have ex rail drivers in BOP.</p>
<p>I would like to suggest that the bus goes down Rimuvale and into maybe Perkins then around Totaravale to Tawavale area. I have an elderly sister who lives at the end of Rimuvale and does not drive so rely on the buses but it is getting harder for her to walk from Pandora to Rimuvale especially if she has shopping to carry. There are a large of elderly in this area and they would certainly appreciate the bus coming down there and being able to use the bus and not drive to town.</p>	<p>Could we please have extended service in the evenings so you can use the bus service if you work late or are out in the evening? Also more frequent services - at the moment we have a bus every half an hour. Even increasing the service to one bus every 20mins would be awesome.</p>
<p>To bring the bus down Rimuvale Street to Perkins Street as there are penisoners that find the walk to Sunset Road to far. It takes longer to walk to the bus, than the bus takes to get to the city. If this happens more people would use the buses. As i do not drive and i am a penisoner this is the only way to get to the city.</p>	<p>We constantly see local bus with only one or two people in. We've lived in countries where the fleet consists of mini busses &amp; the public seem to really like them. They must be much cheaper to operate where routes rarely have many passengers.</p>
<p>I would like to see the No4 bus that comes down Sunset Rd divert into Rimuvale St to Tawavale St up Perkins St around to Rimuvale St and out onto Sunset Rd again. We have a lot of new development at the end of Rimuvale St and for people of the older generation it is quite a step down to the bus stop opposite Pandora Avenue.</p>	<p>The owhata bus once coming through the lights on to Fenton street used to stop outside valentine's.now they only stop outside shanton&amp; then up by library.if you want the mall end of town can be a longish walk with kids or for the elderly.only a small issue but may make a difference to some</p>
<p>Remove the "city loop" and have buses come straight here. If you want a inner city shuttle then do two vans one anti and the other clockwise 9-5 daily.  When the buses come in they can just use the roundabouts at either end of Arawa St to turn ready for the next pick up.</p>	<p>I think a round the Lake bus service would be well utilised. A commuter service in the morning and evening could be express from the Hamurana/ Mokoia area with a few stops at the more busy bus stops along the way. A middle of the day service could be multiple stops.</p>
<p>A bus that goes right around the lake. It means everyone can use the bus, not just from the airport to town. It could be a trip tourists could take and it could serve all those in Rotorua not just city central. Reduce emissions and traffic and increase service use. In rarotonga a bus continuously runs around the island alternating direction. If it ran every 2 or 3 hours it would, could be well utilised. Make it a fun bus, stop offs of interest like hamurana springs or red woods with dog etc</p>	<p>Sometimes the buses are hard to use for people with prams &amp; children. The prams don't fit if there is more than one person with strollers.the designated pram seats I find aren't big enough,I have to use the wheelchair ones which is fine when noone with a wheelchair is on.also,some drivers park so far from the curb, I have to physically lift the stroller with a heavy toddler,&amp; wrangle another young child which is not always easy</p>
<p>Actually have drivers stop at stops when people are waiting or have rung the bell.</p>	<p>Have the buses that are scheduled arrives especially on public holidays/Sunday's</p>
<p>A commuter bus would be an attractive option but unless an electric vehicle emmissions and travel time would be greatly reduced if a ferry from Hamurana were to be operated instead.</p>	<p>People may disagree &amp; say there are school buses,but our daughter will be starting rotokawa school later this year,the last stop is airport,is there any way there could be something closer to save driving out there?</p>
<p>Could a rubbish bin be added to the bus stop by the Kawaha Point superette? A lot of rubbish is left there by bus users. Thank you.</p>	<p>very convenient route round Rewarewa, Sequoia cres. But perhaps less during day, buses not often used to capacity... PLEASE dont stop this route.</p>
<p>I notice several people get on/off near the high school and primary school</p>	<p>Would be nice to check the bus ride card balance online. Also would be nice to be able to top it online as well</p>

<p>Scion is the largest non-government employer in Rotorua city. Surprisingly, the closest bus stop is a 20 minutes walk, this is very inconvenient. Many employer drive to get there (increasing carbon emissions) and others cycle. With the construction of the Innovation hub more people and completion by 2020 (?), the area may become a key tourism landmark as well. Please serve the area better with closer bus stops, this would also help Whakarewarewa Village.</p>	<p>I have answered phone surveys about bus routes and each time I have asked why bus stops are not next to places where people with intellectual disabilities are likely to go, e.g. St Chads in Devon St and Idea Services in Ti St. Bus services should be particularly convenient for people who can't drive. Also have places other than the CBD where people can change from one bus to another if routes overlap and advertise where they are. Also why isn't there a special rate for people on benefits?</p>
<p>A bus stop near the end of Hathor Street and start of Neri crescent would be great! A lot of people get off the bus and walk up and across pukehangi Rd. However only a few bus drivers will stop at the corner which means these passengers then have to walk all the way back from (and to) the Neri crescent bus stop which is not pleasant in the rain or hot sun.</p>	<p>How about having a run that does all the outer areas, so for example students can catch the service from fenton park and end up at te puia, western heights town owhata. Attracting students to use this as everyday commuting could be cheaper than school bus services.</p>
<p>Bus shelters please. Outside 50 Bellingham and on Wrigley rd. Bus coming down Bellingham and Meadowbank cres would be appreciated.</p>	<p>Need more busses to mouera for the people who dont have cars or a bus that goes around the lake every two hours</p>
<p>No 9 bus, I've requested it come down or include Manuka Street, there are a lot of bus users down there rather than Huia st and Hillcrest ave. Most people living on those 2 streets have cars. There is an elderly man with a walking stick, who uses the bus daily from off Manuka st.</p>	<p>The bus drivers are pushed for time when roads are busy. The buses run late (well in particular route 8 - westbrook from 4pm onwards. A lot of the time a scheduled route after 4:10pm departure, especially the bus scheduled to leave at 4:40pm is dropped and some patrons are left waiting for over an hour, for when the last bus finally arrives at anywhere between 6:15pm-6:25pm. We are coming into winter where it is dark by 5:45pm and poor street lighting at Arawa St bus stop</p>
<p>Wondering why you can't top up card online? This would make things so much quicker and easier. Also being able to check balance online.</p>	<p>A bus shelter here would be beneficial as quite a few people (students and workers) get picked up and dropped off here. There is no shelter for wet days and limited lighting in this part of the street.</p>
<p>Would be good if kids were half price, specially during school holidays</p>	<p>A bus service that goes until about 19pm from te puia, whaka and up Fenton to arawa st .. back and forth for tourists and locals who live close to Fenton who may not want to walk or catch a taxi. So they go to local restaurants at night etc</p>
<p>You need to have a proper way of collecting statistical data. At the moment the drivers are putting in any number in the to and from info on your ticket. So all your data is incorrect. A GPSed system would show where the buses are. Alot dont show on the Track a Bus system, which would be great if it showed all the buses. It would show if your drivers are speeding past stops or skipping stops. Thanks</p>	<p>We love the bus coming from Rotorua city, but could we please have a little shuttle that just does a loop in the village. ie out our Tauia and back up Western Rd to continue the loop. Only 4 of our 20 stops and any kind of seating and it can be hard on the feet for 30mins. but a 15 min zip about bus can get you to the village shops or across town. We don't always need to go to the city. Please add some seating, even a simple park bench would be nice. Thank you.</p>
<p>Restor the bus route from Rotoura to Tauranga CBD via Te Puke, Papamoa Plaza and Bayfair</p>	<p>Give the Local more places to go</p>
<p>Thanks so much for the excellent service that comes to Ngongotaha. We very much appreciate! =D</p>	<p>Bus service not able to use for work as Last bus to Ngongotaha leaves at 5.50 and I finish work at 6pm</p>
<p>Can we have extended service times, particularly in Summer, so we can stay out later, or get to evening meetings or events, and home again. Even if nly run hourly or 2 hourly. Also, put the price up if need be, happy to pay a little extra to have the service available.</p>	<p>I catch this bus sometimes to work in the cbd. I dont like how it goes to Central Mall first as it adds unnecessary time to my journey. Feel central mall gets priority over city which doesn't work for many commuters</p>
<p>How about a connection to Greerton. It might help congestion for worker traffic. Have a there and back in same day and a midday service also, going both ways.</p>	<p>It would be great to have all services run later on Thurs, Fri and Saturday nights to encourage people to go out in the city &amp; night markets and not drink and drive</p>
<p>Bring back the Te Puke Tauranga Bus. I used to use it regularly, as did many others. Happy to pay extra if it is seen as unprofitale. Just put the price up. Dont take it away! Its an important link for people.</p>	<p>Bus drivers will ask customers on the bus at that time of any one is going to "... stop" of no one is going there they will skip the stop.... how do they know of there is some one actually waiting at that stop or not. Skipping stops does not work!</p>
<p>Run buses later into the evening. Your timetables run for people the the "normal 9-5" hours but in my work place we are open until 8pm...no bus for us at the time</p>	<p>The bus only comes this far down each hour. The buses that come to NGO...always late and sometimes never show up</p>



ROTORUA  
**cityride**  
**eke-taone**



For more information visit our  
website [www.boprc.govt.nz](http://www.boprc.govt.nz),  
call 0800 884 880  
or email [Info@boprc.govt.nz](mailto:Info@boprc.govt.nz)