

*Have your say!*

Consultation open  
28 June - 18 July



Bus Network Refresh 2021

# Connecting Tauranga City with the Mount, Pāpāmoa and Te Puke

## What we're consulting on

**We're refreshing the bus network in Tauranga between the city, Mount, Pāpāmoa and Te Puke. We're inviting feedback on specific bus routes so we can make them simpler and more convenient.**

This project will adapt existing routes but doesn't impact bus shelter improvements or introduce bus routes on roads that don't currently have services. We will be addressing these through other projects and look forward to working on them with our partner agencies.

Once we have heard from the community, we'll be looking at all the feedback in detail, plus collecting and analysing further data. We're planning to share our findings later in the year and make changes within 12 months.

## Why are we making changes?

The bus service changes will use current resources more efficiently, result in fewer empty buses on the road and provide more convenient and simpler travel choices for you.

Through this project we'll be reducing the need for you to transfer buses and some services will be adjusted to meet demand.

## Consultation open

**28 June to 18 July 2021**

We'd love to hear from you. You can give your feedback the following ways:

- 🌐 [www.participate.boprc.govt.nz](http://www.participate.boprc.govt.nz)
- @ [transport@boprc.govt.nz](mailto:transport@boprc.govt.nz)
- ☎ **0800 4 BAY BUS (0800 4 229 287)**
- ✉ **Freepost 122076**  
**Attention: Transport Team**  
**Bay of Plenty Regional Council**  
**PO Box 364**  
**Whakatāne 3158**

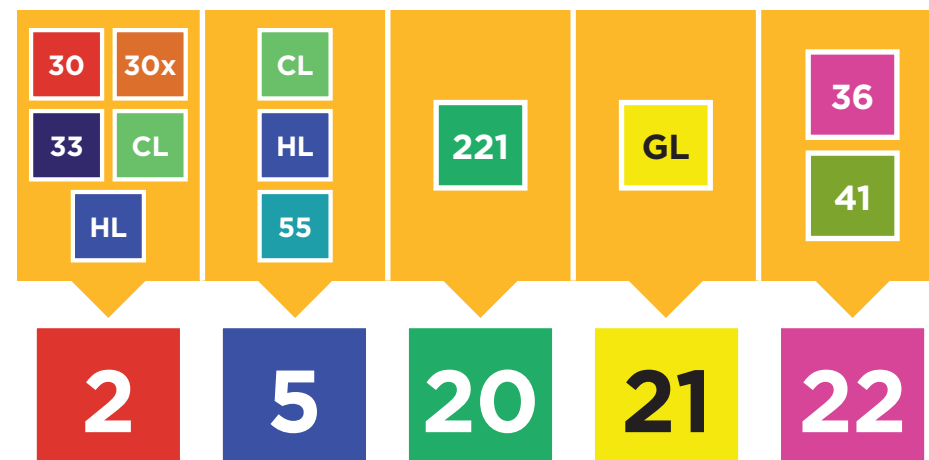
Keep an eye out for us at busy bus stops or visit our Customer Service Centre at 1 Elizabeth Street, Tauranga.

Scan the QR code to give feedback.



## Changes at a glance

The following routes will be simplified and consolidated so we can make them more convenient.



If you catch the bus from Tauranga City, the Mount, Pāpāmoa or Te Puke, the changes may impact how you travel, so we want to hear from you.

This project will not change any dedicated school services, however some students who take public bus services may be impacted.

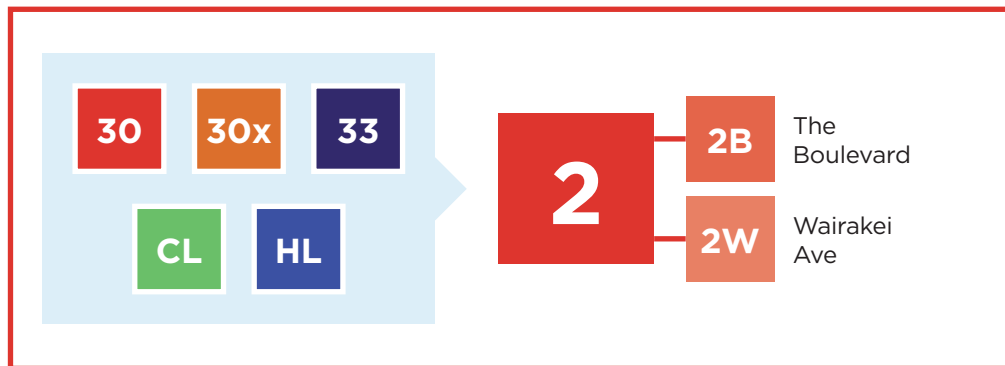
## Key benefits



### No extra spending

These changes won't add to your rates bill.





## What's changing?

Routes 30, 30x and 33 become route 2 with two variations: 2W Wairakei Ave & 2B The Boulevard.

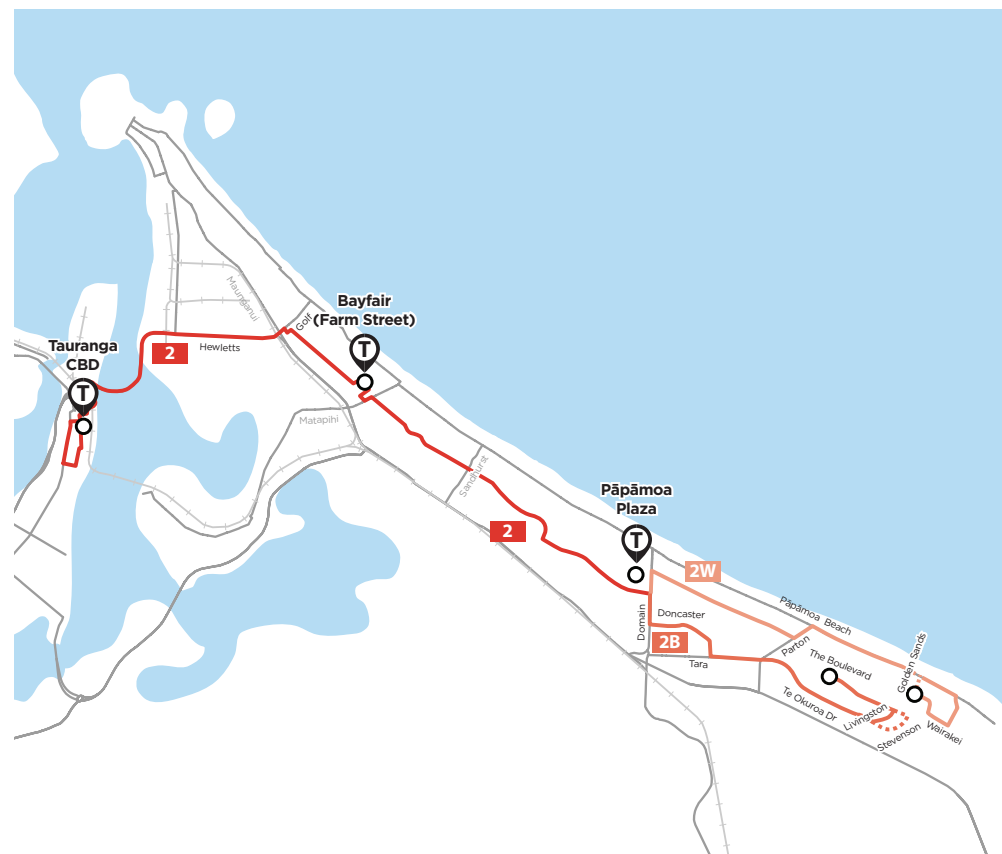
Route 2 will also replace the CBD to Bayfair section of City Link and Hospital Link.

## At a glance

- No transfers required between Pāpāmoa and the CBD
- 15 minute frequency in both directions between the CBD, Bayfair and Pāpāmoa Plaza
- 30 minute frequency in both directions between the Pāpāmoa Plaza and Pāpāmoa East (alternating 2W and 2B)
- Fewer vehicles parked and idling around Bayfair
- No express service - however the total trip length will be very similar to the current 30x and all trips will continue to the CBD
- Regular departures from the CBD until 9:10pm.

## What are we consulting on?

We have an option for each of the eastern ends of Route 2. At each of the two ends we will either keep the current route or make a change. See the next page for details.



## Route description

### 2B outbound

Willow Street (Stand A), Harington Street, Dive Crescent, Hewletts Road, Golf Road, Links Avenue, Concord Avenue, Farm Street (Bayfair - Streetand B), Taupo Avenue, Merlin Street, Girven Road, Grenada Street, Evans Road, Gravatt Road, Domain Road, Doncaster Road, Tara Road, Te Okuroa Drive, Livingstone Drive, The Boulevard to Palm Springs Blvd and u-turn, The Boulevard Cnr Forstera Way.

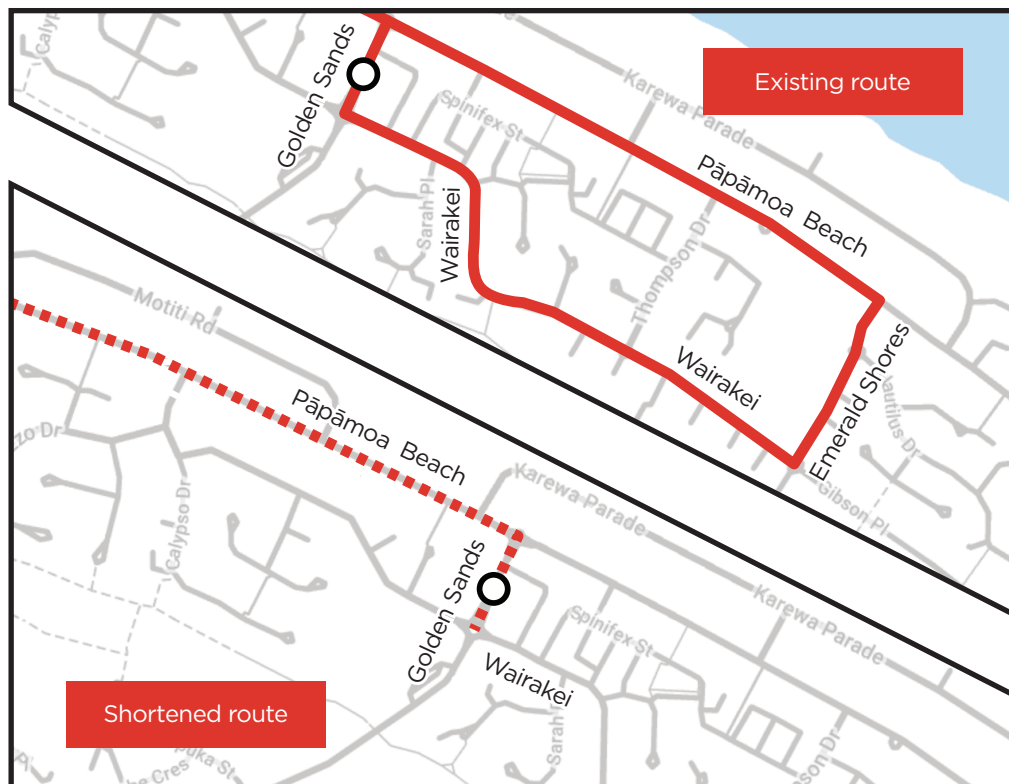
### 2W outbound

Willow Street (Stand A), Harington Street, Dive Crescent, Hewletts Road, Golf Road, Links Avenue, Concord Avenue, Bayfair - Streetand A2, Farm Street, Concord Avenue, Maunganui Road, Girven Road, Grenada Street, Evans Road, Gravatt Road, Domain Road, Dickson Road, Parton Road, Pāpāmoa Beach Road, Golden Sands Drive.

2W

OPTIONS

— EXISTING ROUTE  
or  
- - - SHORTENED ROUTE

**Existing route**

Pāpāmoa Beach Road • Golden Sands • Wairakei • Emerald Shores



**Maintains  
accessibility**

or

**Shortened route**

Pāpāmoa Beach Road • Golden Sands

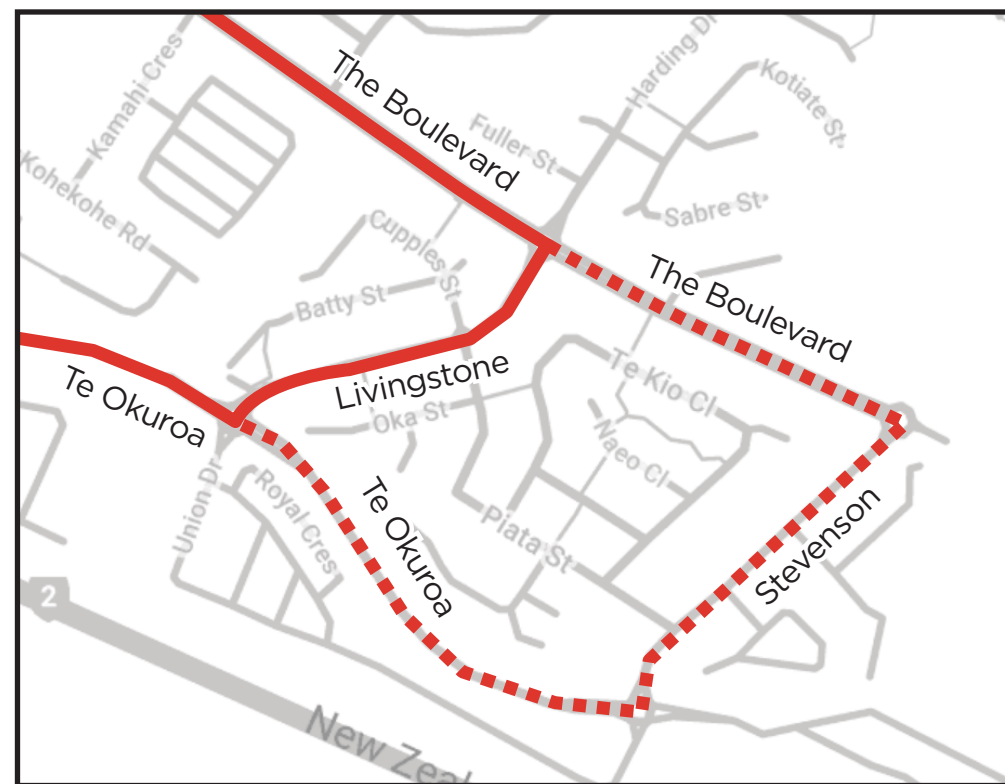


**Reduces  
accessibility**

2B

OPTIONS

— EXISTING ROUTE  
or  
- - - EXTENDED ROUTE

**Existing route**

Te Okuroa • Livingstone • The Boulevard



**Maintains  
accessibility**

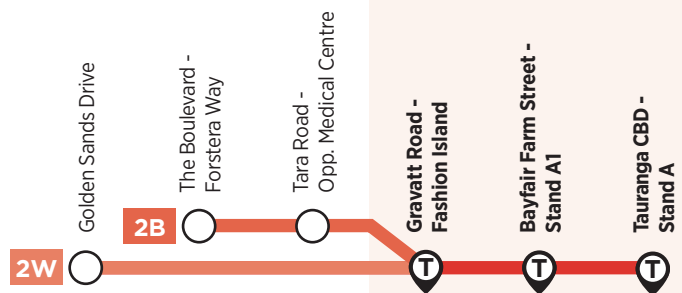
or

**Extended route**

Te Okuroa • Stevenson • The Boulevard



**Improves  
accessibility**

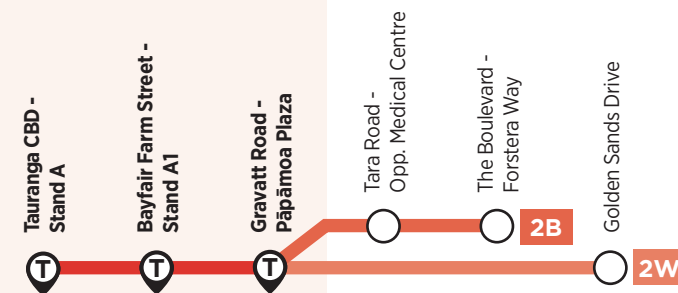


## Monday to Friday except public holidays

Then at these times past each hour	AM	2W	5:50	-	-	6:08	6:23	6:42
		2B	-	6:05	6:15	6:23	6:38	6:59
		2W	:20	-	-	:38	:53	:14
		2B	-	:35	:45	:53	:08	:29
		2W	:50	-	-	:08	:23	:44
		2B	-	:05	:15	:23	:38	:59
PM		2W	6:50	-	-	7:08	7:23	7:44
		2B	-	7:05	7:15	7:23	7:38	7:59
		2W	-	-	-	-	8:13	8:34
		2B	-	-	-	-	8:48	9:07

## Saturday, Sunday and public holidays

Then at these times past each hour	AM	2W	-	-	-	-	6:38	6:59
		2B	-	6:35	6:45	6:53	7:08	7:29
		2W	7:05	-	-	7:23	7:38	7:59
		2B	-	7:35	7:45	7:53	8:08	8:29
		2W	:05	-	-	:23	:38	:59
		2B	-	:35	:45	:53	:08	:29
PM		2W	6:05	-	-	6:23	6:38	6:59
		2B	-	6:35	6:45	6:53	7:08	7:29
		2W	-	-	-	-	7:38	7:59



## Monday to Friday except public holidays

Then at these times past each hour	AM	2B	6:45	7:03	7:16	7:24	7:33	-
		2B	7:10	7:30	7:45	7:53	8:03	-
		2W	7:25	7:45	8:00	-	-	8:15
		2B	:40	:00	:15	:23	:33	-
		2W	:55	:15	:30	-	-	:45
		2B	:10	:30	:45	:53	:03	
PM		2W	:25	:45	:00	-	-	:15
		2W	7:55	8:15	8:30	-	-	8:45
		2B	8:10	8:30	8:45	8:53	9:03	-
		2W	8:40	9:00	-	-	-	-
		2B	9:10	9:30	-	-	-	-

## Saturday, Sunday and public holidays

Then at these times past each hour	AM	2W	7:10	7:30	7:45	-	-	8:00
		2B	7:40	8:00	8:15	8:23	8:32	-
		2W	:10	:30	:45	-	-	:00
		2B	:40	:00	:15	:23	:32	-
PM		2W	7:10	7:30	7:45	-	-	8:00
		2B	7:40	8:00	8:15	8:23	8:32	-
		2W	8:10	8:30	-	-	-	-

55

CL

HL

5

## What's changing?

Route 55 becomes route 5.

Route 5 will also replace the CBD/Mount Maunganui/Bayfair section of City Link and Hospital Link.

## At a glance

- No change to route between Ohauiti and the CBD
- Route extended through to Mount Maunganui and Bayfair
- Frequent bus services will continue for Tauranga Hospital & Toi Ohomai
- Timetable adjusted so that it is more accurate during peak times.

## What are we consulting on?

There is an option to use Maunganui Road instead of Links Avenue, and your feedback will help inform this decision. Using Links Avenue is preferred as it provides more accessibility for local residents and makes use of the bus priority lane during the morning peak.

### We're making the City Link and Hospital Link routes less confusing

We're working to improve these routes through this project and need your input.



## Route description

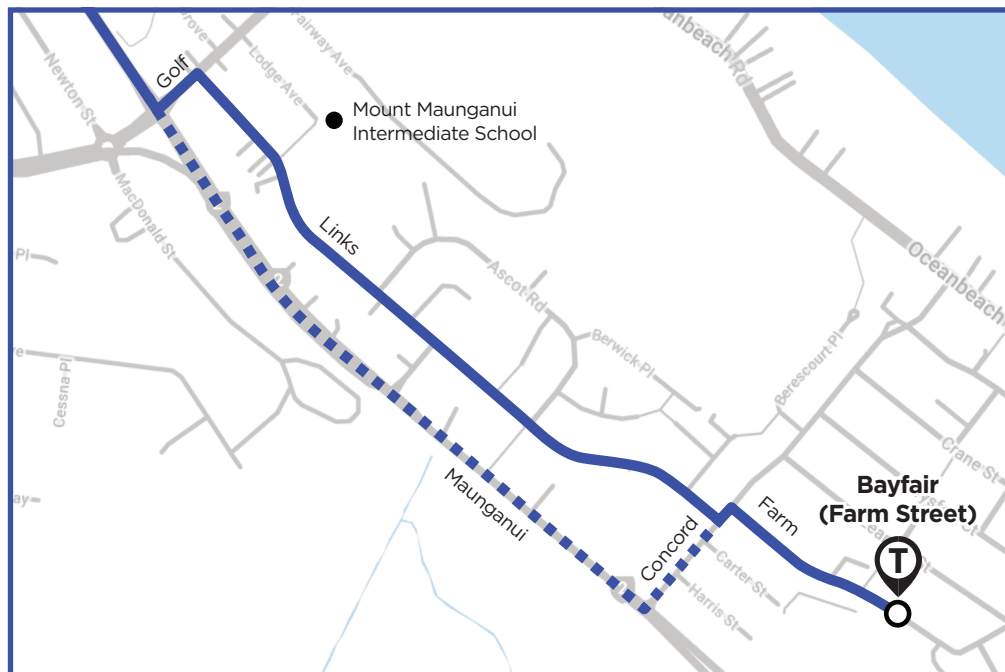
### 5 inbound

Ohauiti Road (bus stop just past Poike Rd), Ohauiti Road, Rowsdale Drive, Hollister Lane, Poike Road, Windermere Drive to Lagoon Drive and return, SH29A, Oropi Road, Chadwick Road, Cameron Road, Elizabeth Street, Durham Street, Wharf Street, Willow Street (Stand A), Harington Street, Dive Crescent, SH2 (harbour bridge), Totara Street, Maunganui Road, Salisbury Avenue, The Mall, Adams Avenue, Maunganui Road, Golf Road, Links Avenue, Concord Avenue, Leander Street, Taupo Avenue, Farm Street (Stand A1).

5

## OPTIONS

— EXISTING ROUTE  
or  
- - - DIVERTED ROUTE



## Existing route

Golf Road • Links Avenue •  
Concord Avenue • Farm Street



**Maintains  
travel times**

or



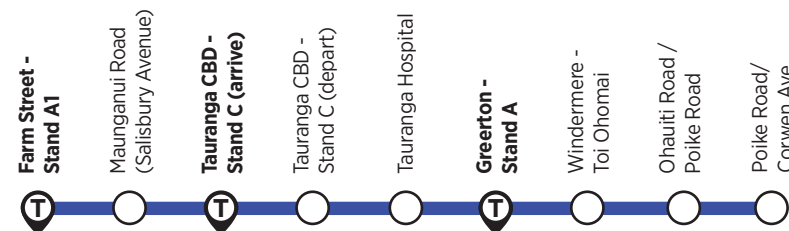
**Travel time delays**



**Maintains  
accessibility**



**Reduces  
accessibility**



## Monday to Friday except public holidays

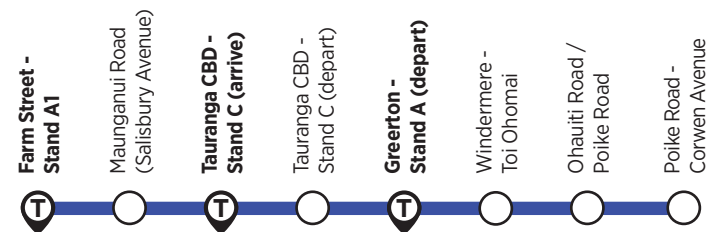
AM	-	-	-	-	-	-	-	6:06	6:14
	-	-	-	-	-	-	-	6:36	6:44
	-	-	-	-	-	-	-	6:58	7:07
	-	-	-	-	-	-	-	7:10	7:20
	-	-	-	-	-	-	-	7:25	7:35
	6:20	6:36	7:00	7:05	7:15	7:24	7:33	7:40	7:50
	-	-	-	7:20	7:30	7:39	7:48	7:55	8:05
	6:50	7:06	7:30	7:35	7:45	7:54	8:03	8:10	8:20
	7:05	7:21	7:45	7:50	8:00	8:09	8:18	8:25	8:35
Then at these times past each hour	7:20	7:36	8:00	8:05	8:15	8:24	8:33	8:38	8:48
	:35	:51	:15	:20	:30	:39	:45	:48	:58
	:50	:06	:30	:35	:45	:54	:00	:03	:13
	:05	:21	:45	:50	:00	:09	:15	:18	:28
Until	:20	:36	:00	:05	:15	:24	:30	:33	:43
	2:05	2:21	2:45	2:50	3:00	3:09	3:15	3:18	3:28
Then at these times past each hour	-	-	-	-	-	-	-	3:30	3:40
	:20	:36	:00	:05	:15	:26	:35	:42	:52
	:35	:51	:15	:20	:30	:41	:50	:57	:07
	:50	:06	:30	:35	:45	:56	:05	:12	:22
PM	:05	:21	:45	:50	:00	:11	:20	:27	:37
	4:20	4:36	4:00	4:05	4:15	4:26	4:35	4:42	4:52
	4:35	4:51	5:15	5:20	5:30	5:40	5:48	5:54	6:04
Then at these times past each hour	4:50	5:06	5:30	5:35	5:45	5:54	6:00	6:03	6:13
	:05	:21	:45	:50	:00	:09	:15	:18	:28
	:20	:36	:00	:05	:15	:24	-	-	-
	:35	:51	:15	:20	:30	:39	:45	:48	:58
PM	:50	:06	:30	:35	:45	:54	-	-	-
	7:05	7:21	7:45	7:50	8:00	8:09	8:15	8:18	8:28
	7:35	7:51	8:13	8:15	8:25	8:34	-	-	-
	8:05	8:21	8:43	8:45	8:55	9:04	-	-	-
	8:35	8:51	9:13	9:15	9:25	9:34	-	-	-





## Monday to Friday except public holidays

AM	-	-	6:00	6:08	6:20	6:21	6:42	6:57
	6:14	6:18	6:26	6:34	6:45	7:05	7:10	7:31
	6:44	6:48	6:56	7:04	7:15	7:35	7:40	8:01
	-	-	7:10	7:18	7:30	7:35	7:56	8:11
	7:07	7:12	7:25	7:33	7:45	8:05	8:10	8:31
	7:20	7:27	7:40	7:48	8:00	8:20	8:25	8:46
	7:35	7:42	7:55	8:03	8:15	8:35	8:40	9:01
	7:50	7:57	8:10	8:18	8:30	8:50	8:55	9:16
	8:05	8:12	8:25	8:33	8:45	9:05	9:10	9:31
	8:20	8:27	8:40	8:48	9:00	9:20	9:25	9:46
Then at these times past each hour	8:35	8:42	8:55	9:03	9:15	9:35	9:40	10:01
	8:58	9:02	9:10	9:18	9:30	9:35	9:56	10:11
	:13	:17	:25	:33	:45	:50	:11	:26
	:28	:32	:40	:48	:00	:05	:26	:41
Until	:43	:47	:55	:03	:15	:20	:41	:56
	:58	:02	:10	:18	:30	:35	:56	:11
	2:58	3:02	3:10	3:18	3:30	3:35	3:56	4:11
	-	-	3:20	3:28	3:40	-	-	-
Then at these times past each hour	3:13	3:17	3:25	3:33	3:45	3:50	4:11	4:26
	3:28	3:32	3:40	3:48	4:00	4:05	4:26	4:41
	3:40	3:47	3:55	4:03	4:15	4:20	4:41	4:56
	:52	:00	:10	:18	:30	:35	:56	:11
PM	:07	:15	:25	:33	:45	:50	:11	:26
	:22	:30	:40	:48	:00	:05	:26	:41
	:37	:45	:55	:03	:15	:20	:41	:56
	5:37	5:45	5:55	6:03	6:15	6:20	6:41	6:56
	5:52	6:00	6:15	6:23	6:35	6:40	7:01	7:16
	6:13	6:17	6:25	-	-	-	-	-
	6:28	6:32	6:40	6:48	6:58	7:00	7:18	7:39
	-	-	-	-	-	-	-	-
Then at these times past each hour	6:58	7:02	7:10	7:18	7:28	7:30	7:48	8:09
	-	-	-	-	-	-	-	-
	7:28	7:32	7:40	7:48	7:58	8:00	8:18	8:39
	-	-	-	-	-	-	-	-



## Saturday, Sunday and public holidays

AM	-	-	-	-	-	-	6:20	6:28
	-	-	-	-	-	-	6:50	6:58
	-	-	-	6:50	7:09	7:15	7:18	7:28
	6:35	6:51	7:15	7:20	7:39	7:45	7:48	7:58
Then at these times past each hour	:05	:21	:45	:50	:09	:15	:18	:28
	:35	:51	:15	:20	:39	:45	:48	:58
PM	7:05	7:21	7:45	7:50	8:09	8:15	8:18	8:28
	7:35	7:51	8:13	8:15	8:34	-	-	-



## Saturday, Sunday and public holidays

AM	-	-	6:15	6:34	6:35	6:56	7:11
	6:28	6:32	6:40	7:00	7:05	7:26	7:41
Then at these times past each hour	:58	:02	:10	:30	:35	:56	:11
	:28	:32	:40	:00	:05	:26	:41
PM	5:58	6:02	6:10	6:30	6:35	6:56	7:11
	6:28	6:32	6:40	6:58	7:00	7:18	7:33
	6:58	7:02	7:10	7:28	7:30	7:48	8:03
	7:28	7:32	7:40	7:58	-	-	-





## What's changing?

Route 221 will become route 20. Route 20 will also replace the Te Puke extension on the Goldline route.

### At a glance

- Operates an hourly service, 7 days a week
- All trips travel along Tara Road and connect with route 2B
- Consistent access to Pāpāmoa College and Te Puke schools.

## What are we consulting on?

There are no proposed options for Route 20 but we would appreciate your feedback on how this route works or doesn't work for you.

### We'd love to hear from you

Give us your feedback online between  
28 June and 18 July.

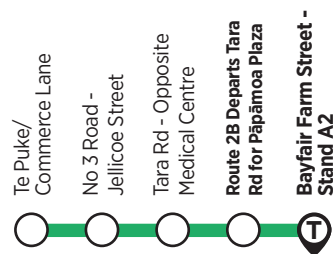
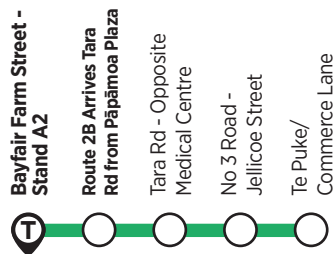
[www.participate.boprc.govt.nz](http://www.participate.boprc.govt.nz)



### Route description

#### 20 inbound

Commerce Lane, Jocelyn Street, Boucher Avenue, Cameron Road, Raymond Avenue, Dunlop Road, MacLoughlin Drive, No 3 Road, Jellicoe Street /Te Puke Highway, Bell Road, Parton Road, Tara Road, Domain Road, SH2, Girven Road, Marlin Road, Farm Street (Bayfair Terminus, Stand A2).



### Monday to Friday excluding public holidays

AM	7:20	7:24	7:31	*	7:48
	7:55	7:53	8:06	8:21	8:33
Then at these times past each hour	:50	:53	:01	:16	:28
Until	1:50	1:53	2:01	2:16	2:28
	3:15	3:23	3:26	3:41	3:53
PM	4:10	3:53	4:21	4:36	4:48
	4:50	4:53	5:01	5:16	5:28
PM	5:50	5:53	6:01	6:16	6:28
	6:50	6:53	7:01	7:16	7:28

AM	6:40	6:51	7:06	7:15	7:18
	7:15	7:26	7:41	7:45	7:53
Then at these times past each hour	:45	:56	:11	:15	:23
PM	3:25	3:36	3:51	4:15	4:03
	4:55	5:06	5:21	5:15	5:33
PM	5:45	5:56	6:11	6:15	6:23
	6:45	6:56	7:11	7:15	7:23

\* Direct to Commerce Lane

### Saturday, Sunday and public holidays

AM	7:50	7:53	8:01	8:16	8:28
Then at these times past each hour	:50	:53	:01	:16	:28
PM	4:50	4:53	5:01	5:16	5:28

AM	8:45	8:56	9:11	9:15	9:23
Then at these times past each hour	:45	:56	:11	:15	:23
PM	5:45	5:56	6:11	6:15	6:23



## What's changing?

Goldline will become route 21.

### At a glance

- Provides accessibility for many retirement villages along the coastal strip
- Currently has low patronage.

## What are we consulting on?

We have four options for route 21 and would like feedback on which option you prefer:

Option 1 - Bayfair to Pāpāmoa Plaza, page 20

Option 2 - Bayfair to Tara Road, page 22

Option 3 - Mt Maunganui to Pāpāmoa Plaza via Bayfair, page 24

Option 4 - No route. The option to have no route is proposed due to the current low patronage of the Goldline service.

### The improvements will make the network more efficient

There will be fewer empty buses on the road and provide more convenient and simpler travel choices.



21

OPTION 1 - Bayfair to Pāpāmoa Plaza



### Route 21 - Option 1

Bayfair to Pāpāmoa Plaza

- +

**Fewer empty buses**  
 More efficient use of bus services by reducing coverage in areas with low patronage
- **Small reduction in accessibility**  
 No direct coastal service from Pāpāmoa to Mt Maunganui

OPTION 1

Bayfair • Pāpāmoa Plaza



Monday to Sunday excluding public holidays

AM	9:30	9:50
Then at these times past each hour	:30	:50
PM	4:30	4:50

AM	10:00	10:20
Then at these times past each hour	:00	:20
PM	4:00	4:20

21

## OPTION 2 - Bayfair to Tara Road



## Route 21 - Option 2

Bayfair to Tara Road

+

**Fewer empty buses**

More efficient use of bus services by reducing coverage in areas with low patronage

+

**More coverage than Option 1**

-

**Small reduction in accessibility**

No direct coastal service from Pāpāmoa to Mount Maunganui

## OPTION 2 Bayfair • Tara Road



## Monday to Sunday excluding public holidays

AM	9:30	9:50	9:58
Then at these times past each hour	:30	:50	:58
PM	2:30	2:50	2:58

AM	10:05	10:13	10:26
Then at these times past each hour	:05	:13	:26
PM	:05	:13	:26

21

OPTION 3 - Mount Maunganui to Pāpāmoa Plaza



### Route 21 - Option 3

Mount Maunganui to Pāpāmoa Plaza

+

**More coverage than options 1&2**

Direct coastal service between Mount Maunganui and Pāpāmoa Plaza via Bayfair

OPTION 3

Mt Maunganui • Bayfair • Pāpāmoa Plaza



Monday to Sunday excluding public holidays

AM	9:20	9:35	9:55
Then at these times past each hour	:20	:35	:55
PM	2:20	2:35	2:55
	4:40	4:55	5:15

AM	9:00	9:15	9:35
Then at these times past each hour	:00	:15	:35
PM	2:00	2:15	2:35
	4:00	4:15	4:35

Improvements coming soon

We're planning to share our findings later in the year and make changes within 12 months.



36

41

22

## What's changing?

Routes 36 and 41 will become route 22.

### At a glance

- Maintains school time trips between the CBD and Pāpāmoa
- Maintains off peak trips between the CBD and Maungatapu
- Reduced operating hours in the afternoons and weekends when there is low patronage.

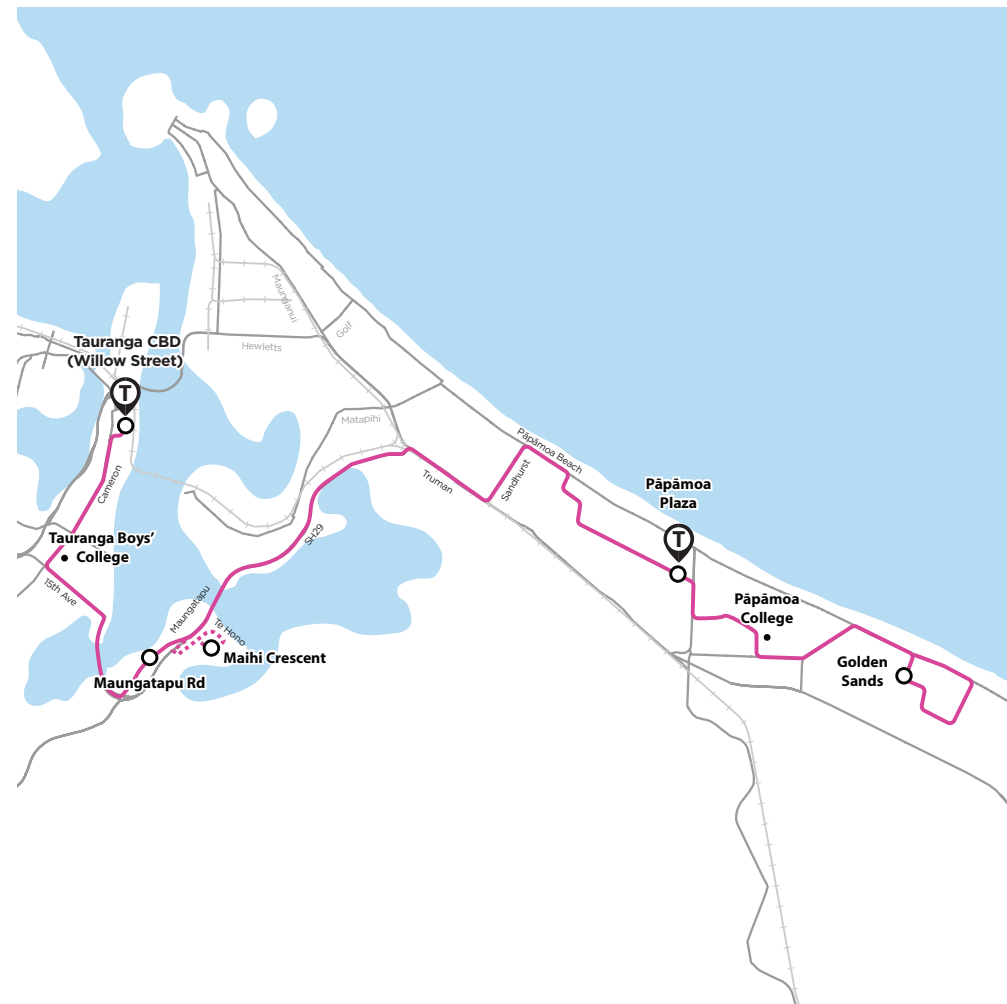
## What are we consulting on?

Route 2 will provide direct trips between Pāpāmoa East and the CBD without transfers, giving more options for commuters. Route 22 maintains trips from Pāpāmoa East primarily for school students. The timetable options for route 22 are:

- Option 1 - shorter timetable. Last departure from CBD to Maihi Crescent is at 1.35pm, however there are services to Pāpāmoa at 3.10pm and 3.30pm that will travel via Maungatapu Road, or;
- Option 2 - longer timetable. Last departure from CBD to Maihi Crescent at 5.15pm.

### Dedicated school bus services will not change

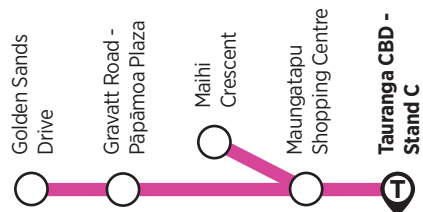
However, some students who take public bus services may be impacted.



## Route description

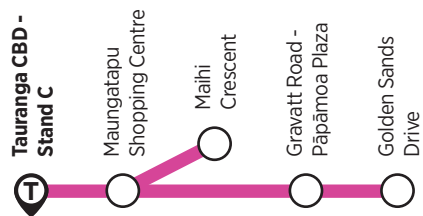
### 22 inbound

Bus stop on Golden Sands Drive, Wairakei Avenue, Emerald Shores Drive, Pāpāmoa Beach Road, Parton Road, Tara Road, Doncaster Drive, Domain Road, Gravatt Road (Fashion Island), Evans Road, Range Road, Pacific View Road, Pāpāmoa Beach Road, Sandhurst Drive, Mangatawa Link Road, Truman Lane, SH2, SH29, Taipari Street, Maungatapu Road, Turret Road, 15th Avenue, Cameron Road, Monmouth Street, Willow Street, Tauranga CBD Willow Street - Stand C.



### Monday to Friday excluding public holidays

AM	7:00	7:18	-	7:42	8:10
	7:25	7:43	-	8:07	8:35
	7:30	7:48	-	8:12	8:40
	-	-	9:00	9:03	9:25
Then at these times past each hour					
	-	-	:00	:03	:25
PM	-	-	2:00	2:03	2:25
Option 2 ▶ PM	-	-	4:40	4:43	5:05



### Monday to Friday excluding public holidays

AM	9:35	9:55	9:58	-	-
	:35	:55	:58	-	-
	1:35	1:55	1:58	-	-
	3:10	3:30	-	3:54	4:12
PM	3:30	3:50	-	4:14	4:32
	4:15	4:35	4:38	-	-
	5:15	5:35	5:38	-	-
	-	-	-	-	-
Option 2 ▶					



### Saturday, Sunday and public holidays

AM	8:00	8:03	8:25
	:00	:03	:25
	3:25	3:28	3:50
	4:40	4:43	5:05
Then at these times past each hour			
	:35	:55	:58
PM	3:00	3:20	3:23
	4:15	4:35	4:38
	5:15	5:35	5:38
	-	-	-

22

Te Hono Street • Maihi Crescent





# Have your say

Now you've read about the options that we're putting forward to make Bayhopper a simpler and more convenient bus service, please tell us what you think.

## How to have your say:

🌐 [www.participate.boprc.govt.nz](http://www.participate.boprc.govt.nz)  
@ [transport@boprc.govt.nz](mailto:transport@boprc.govt.nz)  
☎ 0800 4 BAY BUS (0800 4 229 287)  
✉ Freepost 122076  
Attention: Transport Team  
Bay of Plenty Regional Council  
PO Box 364  
Whakatāne 3158

Keep an eye out for us at busy bus stops or visit our Customer Service Centre at 1 Elizabeth Street, Tauranga.

Scan the QR code to give feedback.



### Consultation open

28 June to 18 July 2021.

Keep an eye out for us at some busy bus stops and transfer points.



## Bus Network Refresh 2021

### Feedback form

Please give us your feedback on the following proposed bus service options by ticking your preferred option for each route below. You may add any additional comments in the area provided.

ROUTE	PREFERRED OPTION
2W	<input type="radio"/> Existing route (travels via Wairakei Ave and Emerald Shores Dr) <input type="radio"/> Shortened route (terminates at Golden Sands Drive)
2B	<input type="radio"/> Existing route (travels via Livingstone Drive) <input type="radio"/> Extended route (travels via Stevenson Drive)
5	<input type="radio"/> Existing route (travels via Links Avenue) <input type="radio"/> Alternative route (travels via Maunganui Road)
20	There are no route options for route 20 but please leave feedback in the comments section if you have any.
21	<input type="radio"/> Option 1 - Bayfair to Pāpāmoa Plaza <input type="radio"/> Option 2 - Bayfair to Tara Rd <input type="radio"/> Option 3 - Mt Maunganui to Pāpāmoa Plaza <input type="radio"/> Option 4 - No route
22	<input type="radio"/> Shorter option (last departure from CBD to Pāpāmoa via Maungatapu Road at 3.30pm) <input type="radio"/> Longer option (last departure from CBD to Maihi Cres at 5.15pm)

#### ADDITIONAL COMMENTS

---

---

---

---

Let us know if you'd like us to contact you with updates on the process.

#### Your details:

Name: \_\_\_\_\_  
Phone number: \_\_\_\_\_  
Email address: \_\_\_\_\_  
Postal address: \_\_\_\_\_

You can attach extra pages – just make sure you include your name and contact information.





*Have your say!*



- 🌐 [www.participate.boprc.govt.nz](http://www.participate.boprc.govt.nz)
- @ [transport@boprc.govt.nz](mailto:transport@boprc.govt.nz)
- ☎ 0800 4 BAY BUS (0800 4 229 287)
- ✉ **Freepost 122076**  
**Attention: Transport Team**  
**Bay of Plenty Regional Council**  
**PO Box 364**  
**Whakatāne 3158**
- 🔍 Keep an eye out for us at busy bus stops  
or visit our Customer Service Centre at  
1 Elizabeth Street, Tauranga.