

# Bus better with Bee



## CHANGING TO THE BEE CARD

### What is a Bee Card?

Bee Card is the prepay travel smartcard for nine regions of New Zealand. The Bee Card can be used for local public transport in Northland, Waikato, Bay of Plenty, Hawke's Bay, Taranaki, Manawatu-Whanganui, Nelson, Otago and Invercargill.

### Where can I get a Bee Card from?

The easiest way to get your new Bee Card is to go online at [beecard.co.nz](http://beecard.co.nz) and have it posted to you free of charge (could take up to 10 working days).

Alternatively, pick up your Bee Card from a bus driver and register the card online at [Beecard.co.nz](http://Beecard.co.nz), or pick up from a Bay of Plenty Regional Council office at:

- 5 Quay Street Whakatāne
- Corner Fenton & Pukaki Streets  
Rotorua
- Regional House, 1 Elizabeth Street  
Tauranga

We're working on having Bee Cards available at more locations across the region. Detail will be provided on [Baybus.co.nz/beecard](http://Baybus.co.nz/beecard).

### When will the Bee Card be able to be used in the Bay of Plenty?

Go live will be **20<sup>th</sup> July**, Eastern Bay (including Kawerau, Ōpōtiki, and Whakatāne) Rotorua, Ōmokoroa and Katikati. **27<sup>th</sup> July** is the go live date for Tauranga.

### How long are fares free for?

Fares will remain free until 20th July in the Eastern Bay (including Kawerau, Ōpōtiki, and Whakatāne) Rotorua, Ōmokoroa and Katikati. They will be free until 27<sup>th</sup> July in Tauranga.

### What are the benefits of the Bee Card to the passenger?

It's faster. Passengers don't have to wait in line to pay the bus driver. For concession holders' e.g. SuperGold card holders, school children, they won't have to show their ID.

### Why is the system changing?

The previous system was old and the tag on/off data will provide BOPRC with better information on where people are travelling to and from to assist with network planning and improvements.

### How much does a Bee Card Cost?

For a limited time there is no charge for the Bee Card when you order it online (a minimum top-up of \$5 dollars applies - except for SuperGold holders where the minimum top-up does not apply).

If you pick up a Bee Card in person, there will be no charge during the promotional period.

### Will customers be able to transfer the balance from their existing card to the Bee Card?

Yes. Starting from July 6th until the end of October 2020, you will be able to transfer your balance from your old Smartride or Cityride cards to a **registered Bee Card**.

Check the [Baybus.co.nz/beecard](http://Baybus.co.nz/beecard) closer to the balance transfer start date for the different transfer methods available.

In the meantime, get a Bee Card, **make sure it is registered**, then you will be all set to get a balance transfer done when they become available.

### Can I get a cash refund for any unused credit on Smartride (Tauranga/Whakatāne) or Cityride (Rotorua) cards?

No. Refunds will not be available except to correct an error made by us, or in cases of

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extreme financial hardship. If you think you qualify for extreme financial hardship, please contact us.

However, you can transfer your old card balance to a new Bee Card.

## How will the Bee Card system work?

When a passenger boards the bus they will *Tag On* by holding their card against the card reader. The passenger will need to wait for the beep and green light before taking a seat.

When the passenger has reached their destination, they will do the same to *Tag off*. The cost of the fare and the card balance will be displayed on the card reader at tag off only.

## The task ahead

We have around 25,000 active bus card users we need to swap cards for, plus SuperGold users, and new passengers. We have a massive job ahead of us and the team have it in hand – we are trying to make the change as seamless as possible for our passengers.

## ALL ABOUT THE CARD

### Multiple cards attached to one account

With the Bee Card you can have multiple (up to 100) Bee Cards attached to one account. This means the whole family, even extended family can be associated to the one account.

This is a great way for SuperGold holders who do not have Internet access to be able to obtain a Bee Card.

### Are there different cards for an adult and child?

No. The cards are generic as they are now. However, if a card is loaded with a concession e.g. child or Super Gold it can only be used by this individual.

### Will each passenger require their own card?

Yes. Every passenger should have their own Bee Card and they will need their own card to travel on a concession fare. Passengers can use a card to pay for additional passengers through the driver.

### What is benefit of registering a card?

Benefits of registering a card include; online top up, automatic loading of concessions, ability to view transaction history and ability to cancel a lost or stolen card, and have the balance transferred to a new card.

### How will a passenger register their card?

An account will need to be created (online or at a BOPRC office). Cards can then be ordered or follow the easy steps to register a card to an account.

### How will a passenger view their balance and check transaction history?

Passengers can log into their online account and select '*Manage Card*' under the '*cards*' section of the website. From there they can check the balance or view transaction history.

### How long does it take for a top-up to show on my Bee Card?

If you top up your card at a customer service point, or on the bus, your money is loaded on to your card straight away.

Online transactions generally go through the system within 12 hours and show on your Bee Card when you tag on. In the meantime, your money is sitting under pending transactions in your online account.

### How should a passenger look after their card?

Passengers should keep their card in a safe place to help ensure it doesn't become bent or scratched. Do not punch a hole in it as the system will not be able to read it.

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## What happens to a passenger's personal information and travel history?

The privacy of a passenger's personal information is our top priority. Information and passwords will not be shared, and all financial information is kept secure through a certified third party.

## If a passenger wants to query a transaction on their account, who should they contact?

They should contact a BOPRC office.

## Is the balance protected if a Bee Card is lost, stolen or damaged?

If a passenger's registered card is lost or stolen, they can cancel their card online or in person and the balance will be transferred to a new card. The passenger will need to pay for a replacement card. If a card is not registered, the balance cannot be transferred.

## Does my balance/card expire?

No. Your balance stays on your card until such time as the Bee Card ticketing system expired. You will then be able to transfer the balance to any new system that is in operation.

## Can a passenger use the bee card elsewhere?

Yes. This new ticketing system is being rolled out over nine regions including Northland, Waikato, Hawkes Bay, Manawatu-Whanganui, Taranaki, Nelson, Otago and Invercargill.

The Bee Card will not be accepted in Auckland, Wellington or Christchurch. They use a different system

## CONCESSIONS

### What are concessions and who gets them?

Concessions are a discounted fare for certain passenger types. The BOP region offer Super Gold card holders, tertiary students, and child concessions.

### How do you get a concession?

Concessions need to be loaded onto each card. Child concessions are loaded automatically when a card is registered.

Super Gold card concessions can be loaded online or at a BOPRC office. Tertiary concessions can be loaded at a BOPRC office or via their tertiary institutes' student services.

### School students

School students will need to register their Bee Card to use on bus services – fares will remain free for Tauranga students travelling to and from school, however regular fares will apply outside of these hours.

### I have a SuperGold card, do I need a Bee Card?

While we transition to Bee, SuperGold travellers will still receive their concession without a Bee Card in most regions.

Once the system is fully implemented in our region, you will need a Bee Card with a SuperGold concession loaded to access free travel. You will no longer need to show your SuperGold Card on-bus every time you travel, just tag on and tag off with your Bee Card and your concession fare will be applied.

For those SuperGold holders without access to the internet, we will be working with support agencies to help you out. Alternatively, talk to family and link your Bee Card to a family account.

### Will a Super Gold card holder receive a ticket?

Not when they are tagging on and off. However, all Super Gold card passengers will be required to get their own Bee Card to do this. They will then need to get the SuperGold concession loaded onto the card. This can be done either online or at a BOPRC office.

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## Tertiary Students

We will be working with Toi Ohomai and Waikato University to put in a process for tertiary students to get a concession applied to their Bee Card.

## ON THE BUS

### How does the card work?

When a passenger boards the bus they will *Tag On* by holding their card against the card reader. The passenger will need to wait for the beep and green light before taking a seat. When the passenger has reached their destination, they will do the same to *Tag off*.

### What happens if a passenger doesn't tag off?

If you forget to tag off, you will be charged the default fare. If this puts your Bee Card balance below \$0, you will be unable to tag on again until you tag off.

### Can a passenger tag on at both doors?

In most situations a passenger will only be able to tag on at the front door.

### Will there still be cash fares?

Yes. However, we encourage passengers to get and use a Bee Card.

### Can drivers still do cash top ups on the bus?

Yes. However for those with Internet access, top-ups on registered cards can be done on-line.

### Can drivers issue a new card?

Yes.

### Does the passenger still get a ticket/receipt/transfer ticket?

Not if they are tagging on and off. If they are paying for the trip with cash through the bus driver then yes, they will get a ticket.

## How do transfers between buses work?

When using a Bee Card, transfers between buses are automatically applied. Customers will need to tag on and tag off for each part of the journey; the system will not charge you any extra providing your journey is within the transfer rules.

1. Free transfers between buses apply for two hours from your first tag on.
2. The transfer time between buses can be no more than 30 minutes.
3. You can only have a maximum of two free transfers per journey.

For cash fares:

1. Free transfers between buses apply for one hour from ticket purchase.
2. The transfer time between buses can be no more than 30 minutes.
3. You can only have a maximum of one free transfer per journey.
4. You will need to present your ticket when transferring.

**Go to [Baybus.co.nz/beecard](http://Baybus.co.nz/beecard) or phone 0800 4 229 287**