

PT Performance Monitoring Report

Q1 (Jan - Mar) 2025

BUSIT

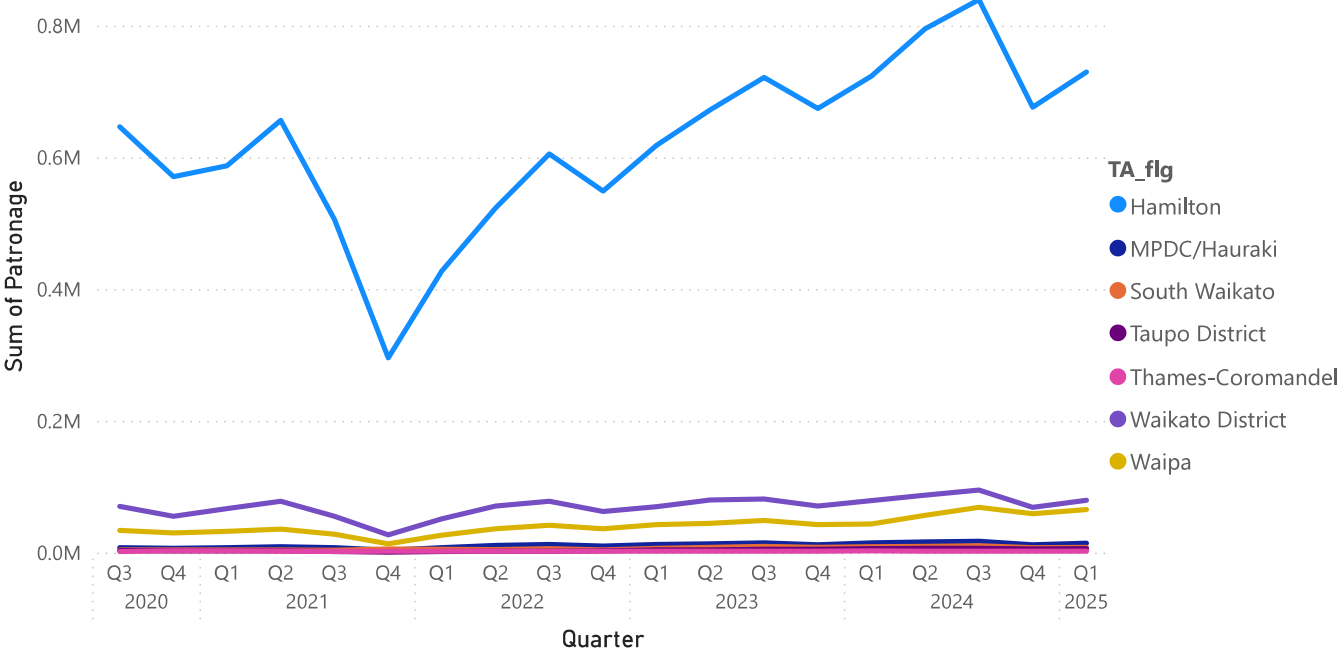
Te Huia
Connecting **Waikato & Auckland**

flex
BUSIT ON DEMAND

Bus Patronage in Q1 2025 part 1

- . Across the region, there are 904,000 patronage in this quarter.
- . Regional patronage has increased by 3.0% from the same quarter last year.
- . Waipa has been growing strongly, while the growth rates for other areas have been very steady

Quarterly Patronage



Quarterly Patronage

TA_flg	2021	2022	2023	2024	2025
Hamilton	587,303	427,304	618,136	722,965	729,632
MPDC/Hauraki	7,450	7,469	12,210	14,684	14,225
South Waikato	3,849	5,026	6,692	8,934	7,822
Taupo District	2,576	1,620	4,142	5,839	5,827
Thames-Coromandel	2,419	1,885	1,886	2,414	2,093
Waikato District	66,803	51,139	69,649	78,640	79,375
Waipa	32,373	26,193	42,512	43,477	65,206
Total	702,773	520,636	755,227	876,953	904,180

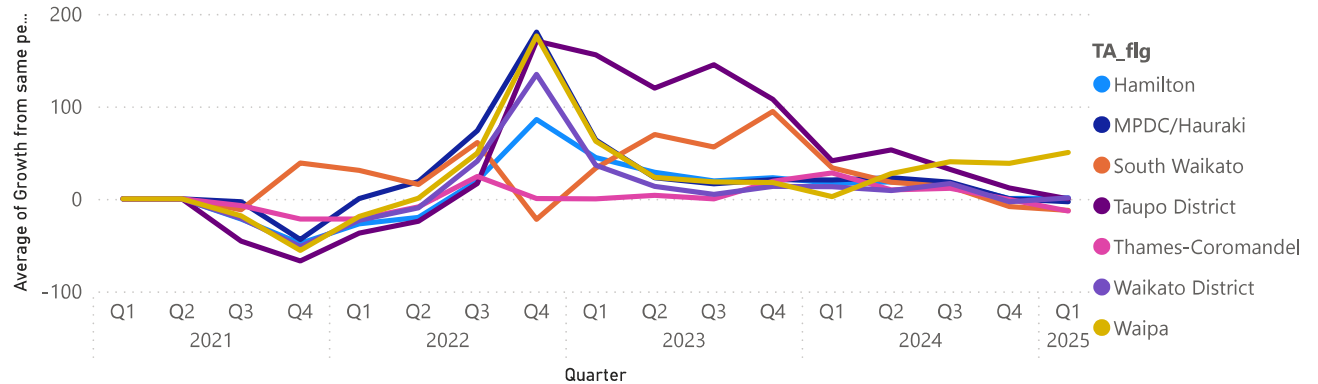
Bus Patronage in Q1 2025

part 2

- Waipa has been growing strongly, in this quarter at 50% increase.
- Hamilton and Waikato keep status quo.
- Other TA have resulted in decreased patronage.
- Especially decrease is large in Tokoroa Circuit&District Connector in South Waikato and Thames Connector in TCDC.

* Arrow:
Green increase by 3% or more,
Yellow increase by 2% or less,
Red decreased

Patronage growth from same quarter last year

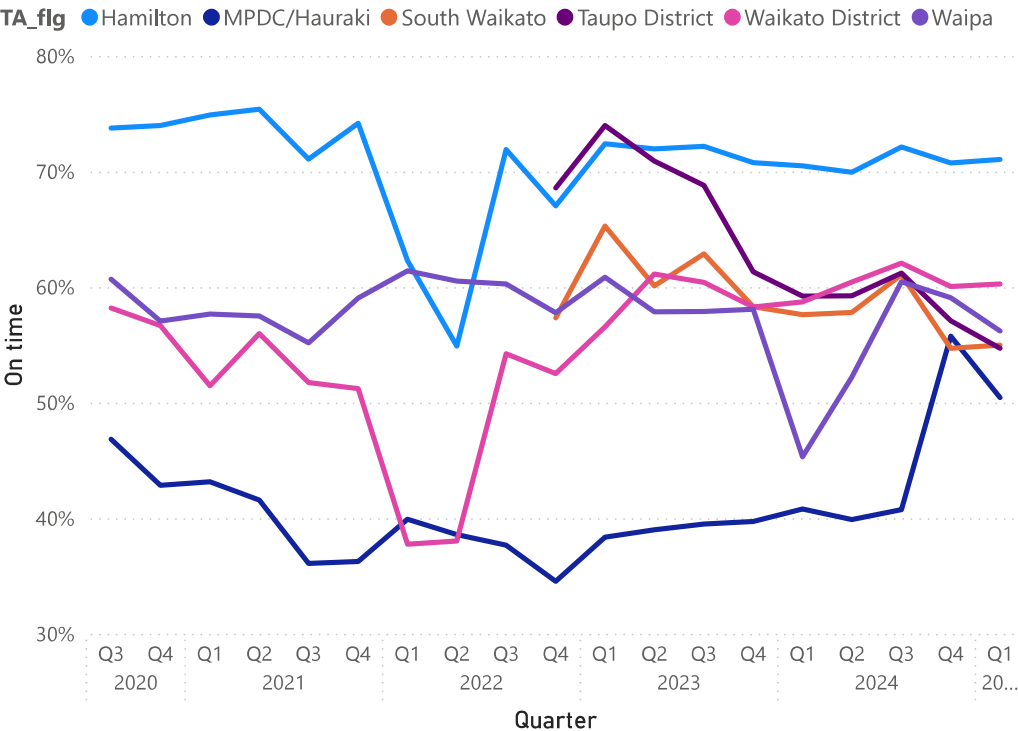


Year	Hamilton	MPDC/Hauraki	South Waikato	Taupo District	Thames-Coromandel	Waikato District	Waipa	Total
2025								
Q1	→ 0.9	↓ -3.1	↓ -12.4	↓ -0.2	↓ -13.3	→ 0.9	↑ 50.0	3.0
2024								
Q4	→ 0.3	↓ -0.2	↓ -8.3	↑ 11.8	↓ -0.8	↓ -3.2	↑ 38.3	3.5
Q3	↑ 16.4	↑ 17.9	↑ 13.0	↑ 31.9	↑ 11.3	↑ 16.6	↑ 40.2	20.0
Q2	↑ 18.3	↑ 22.9	↑ 17.9	↑ 52.7	↑ 9.6	↑ 8.8	↑ 27.4	20.7
Q1	↑ 17.0	↑ 20.3	↑ 33.5	↑ 41.0	↑ 28.0	↑ 12.9	↑ 2.3	20.6
2023								
Q4	↑ 22.9	↑ 20.8	↑ 94.4	↑ 107.7	↑ 19.1	↑ 13.3	↑ 17.7	42.8
Q3	↑ 19.1	↑ 16.3	↑ 56.0	↑ 144.8	↓ -0.2	↑ 4.6	↑ 18.4	36.5
Q2	↑ 28.5	↑ 22.8	↑ 69.5	↑ 119.7	↑ 3.8	↑ 13.3	↑ 23.0	42.1
Q1	↑ 44.7	↑ 63.5	↑ 33.1	↑ 155.7	→ 0.1	↑ 36.2	↑ 62.3	55.4
2022								
Q4	↑ 85.7	↓ 180.3	↓ -22.2	↑ 170.7	→ 0.3	↑ 134.5	↑ 176.2	114.2
Q3	↑ 19.7	↑ 73.6	↑ 60.8	↑ 16.4	↑ 24.2	↑ 40.9	↑ 49.5	36.6
Q2	↓ -20.3	↑ 18.6	↓ 15.4	↓ -24.2	↓ -8.8	→ -9.8	→ 0.4	-8.4
Q1	↓ -27.2	→ 0.3	↑ 30.6	↓ -37.1	↓ -22.1	↓ -23.4	↓ -19.1	-18.9
2021								
Q4	↓ -48.3	↓ -43.9	↑ 38.7	↓ -67.4	↓ -21.8	↓ -51.7	↓ -55.9	-42.7
Q3	↓ -21.8	↓ -3.2	↓ -11.8	↓ -45.7	↓ -7.4	↓ -21.4	↓ -18.4	-19.7

Bus on-time performance in Q1 2025

- In this quarter, overall bus on-time performance (reliability) in the region is 69%.
- By TA, on-time performances have been hovering at the same level.
- New metric for on-time performance monitoring will be introduced at the next reporting.

Bus reliability



* Bus reliability: % of arrival within the range of 1 min early and 5 min late
* Traffic Light: Green 70% or above; Yellow 50% or above; Red below 50%

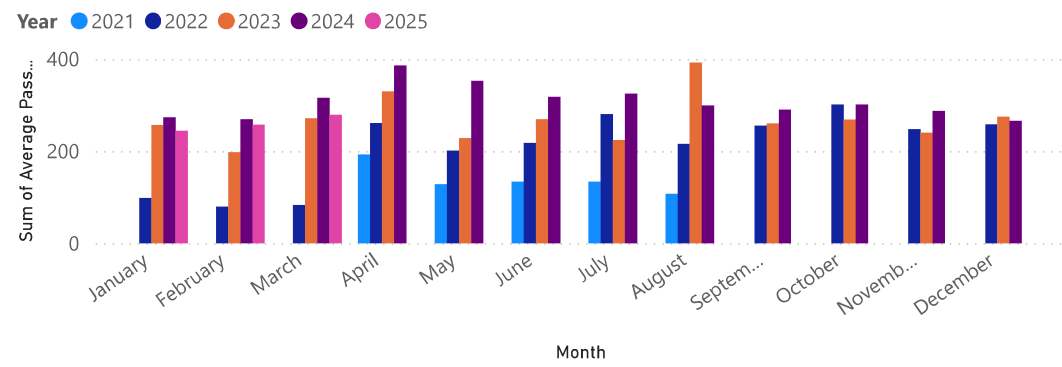
Bus reliability

Year	Hamilton	MPDC/Hauraki	South Waikato	Taupo District	Waikato District	Waipa	Total
2020							
Q3	74%	47%			58%	61%	73%
Q4	74%	43%			57%	57%	73%
2021							
Q1	75%	43%			51%	58%	73%
Q2	75%	42%			56%	57%	74%
Q3	71%	36%			52%	55%	69%
Q4	74%	36%			51%	59%	72%
2022							
Q1	62%	40%			38%	61%	60%
Q2	55%	39%			38%	61%	53%
Q3	72%	38%			54%	60%	70%
Q4	67%	35%	57%	69%	53%	58%	65%
2023							
Q1	72%	38%	65%	74%	57%	61%	70%
Q2	72%	39%	60%	71%	61%	58%	70%
Q3	72%	39%	63%	69%	60%	58%	70%
Q4	71%	40%	58%	61%	58%	58%	69%
2024							
Q1	70%	41%	58%	59%	59%	45%	68%
Q2	70%	40%	58%	59%	60%	52%	68%
Q3	72%	41%	61%	61%	62%	60%	70%
Q4	71%	56%	55%	57%	60%	59%	69%
2025							
Q1	71%	50%	55%	55%	60%	56%	69%

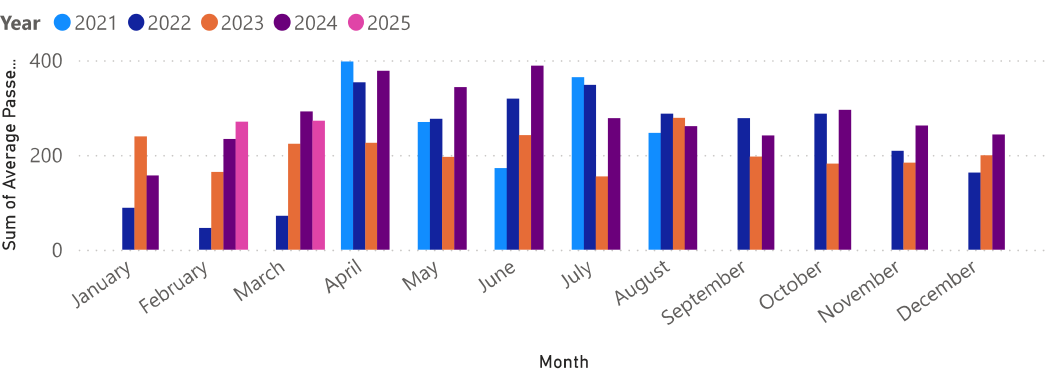
Te Huia performance in Q1 2025

- Te Huia carries 14,147 passengers in this quarter.
- This is 18% lower than the same quarter last year.
- Te Huia services were closed from 24 Dec to 28 Jan. Services were operated only 4 days in January. This is reflected in the reduced patronage.
- On-time performance has been improved compared to the same quarter last year.

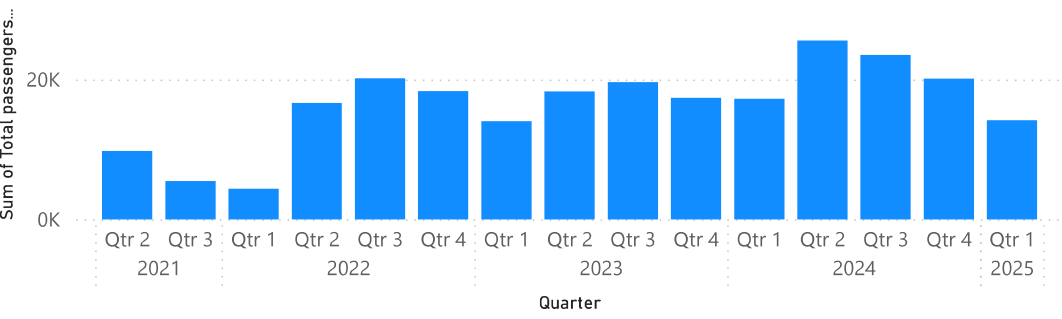
Average Passengers per day: Mon-Fri



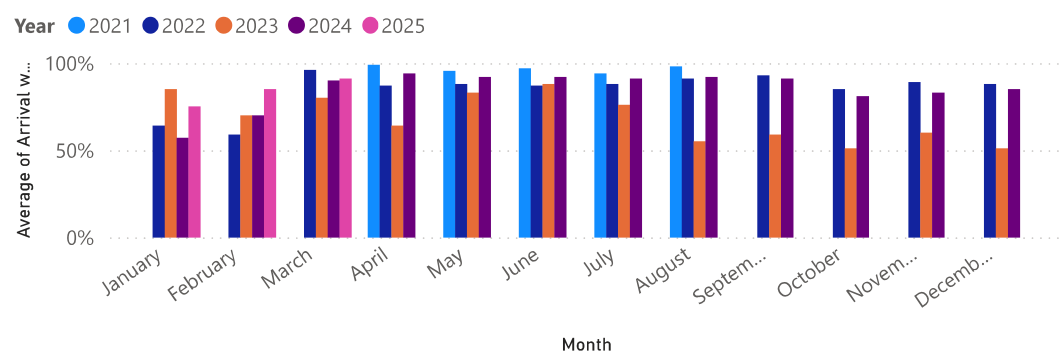
Average Passengers per day: Sat



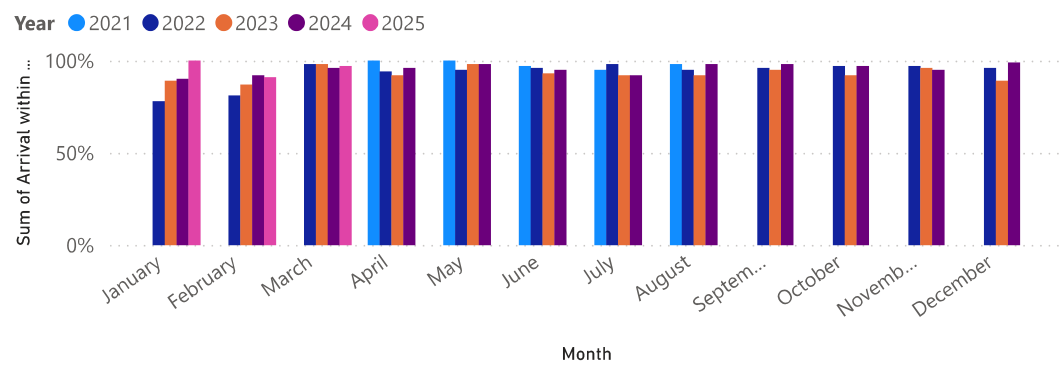
Quarterly patronage



Percentage of Arrival within 5 minutes of schedule



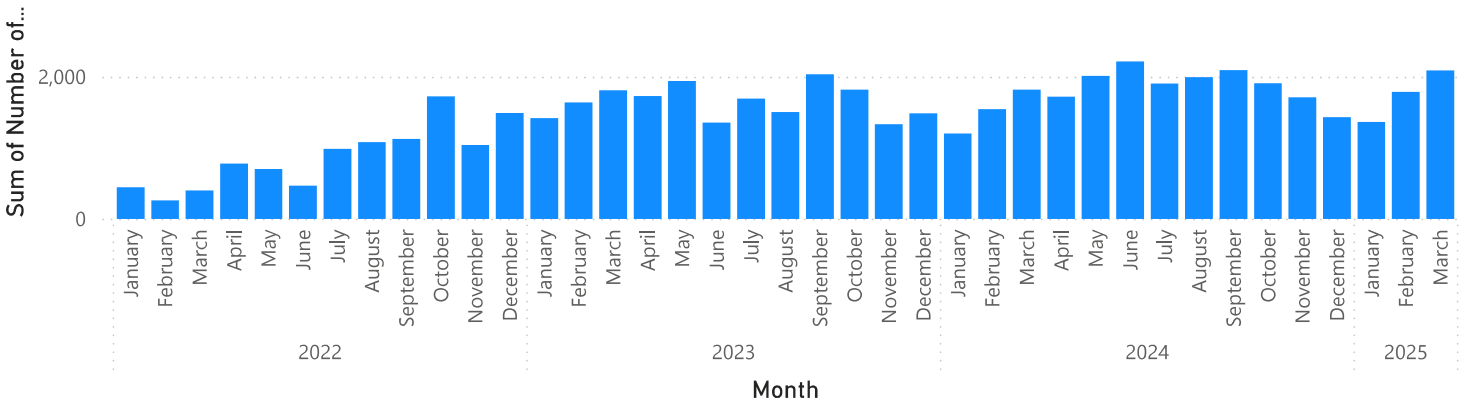
Percentage of Arrival within 15 minutes of schedule



Flex performance in Q1 2025

- Flex carries 5,225 passengers in this quarter. This is 14% higher than the same quarter last year.
- Quarterly service completion rate is 76%. It has been hovering above 70%.

Number of Passengers



Request Status

