REGIONAL TRANSPORT CONNECTIONS

Operational Performance Monitoring Report

For the period: 2025 Q2



1 April 2025 to 30 June 2025





Commentary

Key Points

- More than one million passengers are counted in this quarter (1,049,891), with more than half of those trips on the high-frequency services: the Orbiter, the Comet, and the Meteor. While patronage has decreased compared to the same quarter last year, patronage continues to trend upwards, particularly on regional routes and with tertiary passengers.
- The majority of services are operating within on-time arrival time and runtime windows with services on average arriving one minute late and running one minute fast. The services with the most variability in reliability, indicating by generally late arrival time and long runtimes, are the Te Kuiti Connector (26) and the Raglan (23) services.
- Less than 3% of data is missing from the dataset, which is within the acceptable and expected range.
- The high-frequency services—the Orbiter, the Comet, and the Meteor—are operating within the scheduled headway across all times of day with no more than two minutes of excess waiting time.
- Te Huia carries 14,855 passengers in this quarter. This is 42% lower than the same quarter last year. This is impacted by the 17 days track closure in Auckland.

Patronage

Definition: How many trips are taken on public transportation?

- More than one million trips on public transportation were recorded during the previous quarter.
- The majority of trips are recorded within Hamilton City (Unit 1 and Unit 2). The Waipa (Unit 6A), Cambridge (Unit 20), and Pokeno-Pukekohe (Unit 3A) services also report significant growth in patronage (between 15–25%).
- There is a slight decrease in patronage across remaining services and across the network as a whole when compared to patronage in the previous quarter. However, patronage continues to trend upwards.
- After Hamilton City, patronage is greatest in the Waikato District, followed by Waipa District and Matamata-Piako/Hauraki Districts. Patronage is trending upwards across all territorial authorities.

- The largest passenger group is Adults, followed by Youth and Senior passengers, although patronage has decreased in these groups compared to the same quarter last year. There is no comparison available for Youth passengers because this is a new categorisation. Compared to the same quarter last year, the size of Accessibility and Tertiary passenger groups has increased significantly.
- The Orbiter (O), Comet (C), and Meteor (M) together account for more than half a million trips in this quarter. The next highest patroned service is the Northern Connector (21), followed by the Te Awamutu Connector (24), and the Cambridge Connector (20). The most patroned urban service is the Flagstaff (4) service, with more than 32,000 passengers.

Timetable Adherence

Definition: How many stops are serviced within the "on-time" window (-1/+5 minutes) of the timetable?

- Seven out of ten bus stops across the region are serviced no earlier than one minute and no later than five minutes of the timetabled arrival time. On average, services arrive one minute and thirty-five seconds later than the timetabled arrival time.
- While timetable adherence across all units varies between 50–75%, the mean arrival time is not greater than three minutes for any unit, indicating acceptable adherence.
- Raglan (Unit 5) and South Waikato (Unit 7) have variability in arrival time of up to five minutes and the largest mean adherence. This means that passengers on these services must arrive at least three minutes early and wait ten minutes to be confident they will catch the bus.
- There are several potential causes:
 - o Increased occurrence of roadworks on the network.
- Hamilton (Unit 1 and Unit 2), Waipa (Unit 6A), and Taupo (Unit 9) services have intermediary timetable adherence, with most stops requiring passengers to arrive one minute early and wait up to seven minutes.
- The unit with the smallest mean adherence and smallest variation in arrival time is Pokeno-Pukekohe (Unit 3A), with most services arriving within a four-minute wait around the scheduled arrival time.
- The most adherence route is Dinsdale (3), following by most urban services and the Tamahere/Matangi (28) service. The least adherence routes are the Tokoroa District (31) service and the Te Kuiti Connector (26), with the Te Kuiti Connector in particular reporting a wide range of arrival times.

Runtime Adherence

Definition: How many trips are completed within five minutes (-5/+5 minutes) of the timetabled runtime?

- Eight out of ten buses run within a five-minute window of the scheduled runtime. On average, services run slightly fast by one minute.
- All units report a runtime adherence of greater than 70%, except for South Waikato (Unit 7) services which report 60% adherence. In particular, South Waikato services run the latest on average, with seven out of ten buses running up to ten minutes longer than the scheduled runtime, although this a decrease as compared to the same quarter last year.
- Waipa (Unit 6A) and Raglan (Unit 5) services also report wide variability, though a smaller mean runtime means that services generally run only up to six minutes late.
- Pokeno-Pukekohe (Unit 3A) and Huntly (Unit 3) services run on average 2-3 minutes early.
- Remaining services arrive on average within one minute of the scheduled runtime and with a variation of less than five minutes, which means that most trips fall within the on-time window.
- The route with the highest runtime adherence is Connect-2-Taupo Wairakei (38) with more than 95% of services running within five minutes of the scheduled runtime. This is followed by Bremworth/Templeview (19) and Dinsdale (3) which both also report an adherence of greater than 95%. Most services report a runtime adherence of greater than 70% with the exception of the following routes.
- The route with the lowest runtime adherence is Connect-2-Taupo Turangi (36) where only 37% of services ran within the scheduled runtime. Other low runtime adherence services include the Tokoroa Connector (32), Te Kuiti Connector (26), and Tokoroa Circuit (30). The Flagstaff North (4N) service also reports low adherence, though this service operates only during peak times during school term, so this is to be expected. The least adherent urban service is the Hillcrest (10) route which reports 63% of services running within the scheduled runtime.
- The Te Kuiti Connector (26) reports a large variation in runtimes, with seven out of ten buses running between three minutes early and seventeen minutes late. Other regional services, such as the Tokoroa Connector (32), Connct-2-Taupo Acacia Bay (34), Raglan (23), and Te Awamutu (24) services, also report a large variation in runtime. This is likely due to extended travel on regional roads which introduced variation in travel time.
- The majority of urban services report an average runtime adherence within 1–2 minutes of the scheduled runtime and a variation between 2–4 minutes.

Missed Stops

Definition: How many and which bus stops have missing data? Data may be missing due to equipment/GPS failure, road works, or poor signal.

- Less than 3% of stops across the network have missing data. This is within an acceptable range.
- Taupo (Unit 9) and Waipa (Unit 6A) services are missing between 6–8% of data. While this is more than what is ideal, this is expected and reasonable given that these services primarily operate regionally where there is reduced signal connectivity.
- The routes with the largest proportion of missed stops are all Connect-2-Taupo services: Kinloch (35), Turangi (36), Mangakino/Tokoroa (37), and Wairakei (38). More than 10% of data is missing from each route.
- Considering each stop, the top fourteen stops ranked by proportion of missing data are clustered in the Taupo, Kinloch, and Mangakino townships.

Excess Waiting Time

Definition: For high frequency services, how much longer than the scheduled headway do passengers need to wait for a service?

- The excess waiting time for all services is less than one minute across the entire route and across all times of day. As expected, excess waiting time is greater during on-peak times than off-peak times.
- In general, excess waiting time is larger later in the route compared to earlier.
- The Comet has an excess waiting time close to zero minutes, meaning that most services operate to the scheduled headway. The Orbiter (on-peak clockwise and off-peak clockwise) and the Meteor (on-peak eastbound) report the largest excess waiting time, noting that this is up to two minutes compared to the headway.

Te Huia

- Te Huia carries 14,855 passengers in this quarter.
- This is 42% lower than the same quarter last year.
- Te Huia services were closed for 17 days due to the track closure in Auckland. This is reflected in the reduced patronage.

• On-time performance has been slightly deteriorated, but it is at acceptable level.

Flex

- Flex carries 5,582 passengers in this quarter. This is 5.9% lower than the same quarter last year.
- Quarterly service completion rate is 70%. It is at acceptable level.

Definition: How many trips are taken on public transportation?

*Compared to the same quarter last year.

1,049,891

Patronage

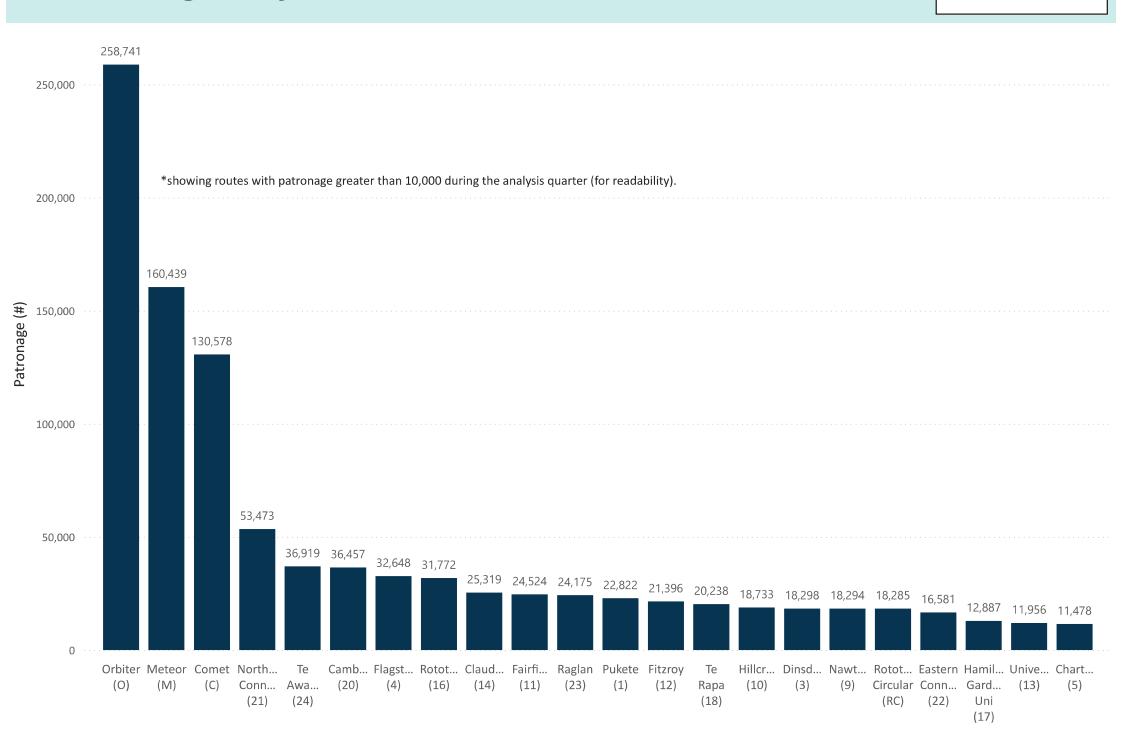


Patronage Change (%)

Unit	Patronage (#) ▼	Change (%)	Ticket Group	Patronage (#) ▼	Change (%)
Hamilton East (Unit 2)	455099	-4.84%	Adult	442726	-6.86%
Hamilton West (Unit 1)	402532	-5.94%	Youth	240759	
Huntly (Unit 3)	53473	-10.06%	Senior	129313	-4.06%
Waipa (Unit 6A)	36919	14.78%	Accessibility	104395	12.64%
Cambridge (Unit 20)	36457	26.95%	Tertiary	67937	177.45%
Raglan (Unit 5)	24175	-0.99%	Child	63511	-82.56%
Morrinsville/Paeroa (Unit 4)	16581	-2.78%	Other	1250	73.85%
South Waikato (Unit 7)	9360	-4.46%			
Pokeno - Pukekohe (Unit 3A)	9325	20.48%			
Taupo (Unit 9)	5970	-9.86%			

^{*}Note: Te Huia, Thames Connector (70) and Taumarunui Hospital Service (25) are excluded. Te Huia is reported elsewhere and Thames Connector/Taumarunui Hospital Service do not have standard ticketing machines and are reported elsewhere.

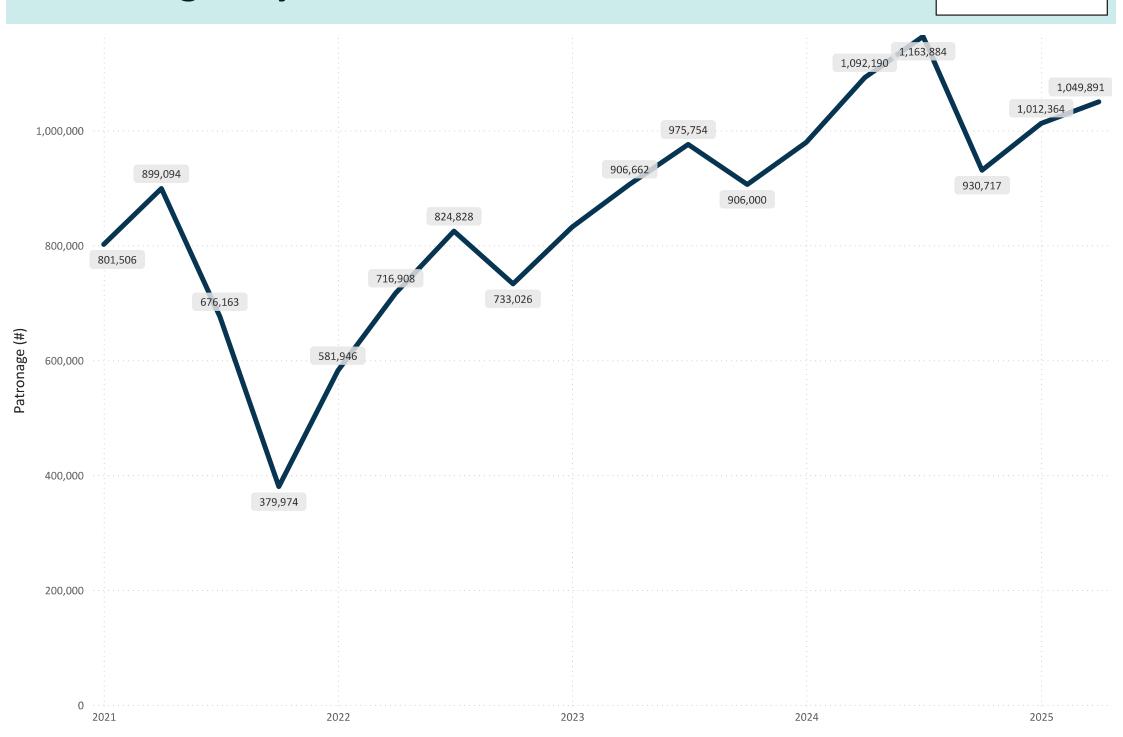
1 Patronage - by Route

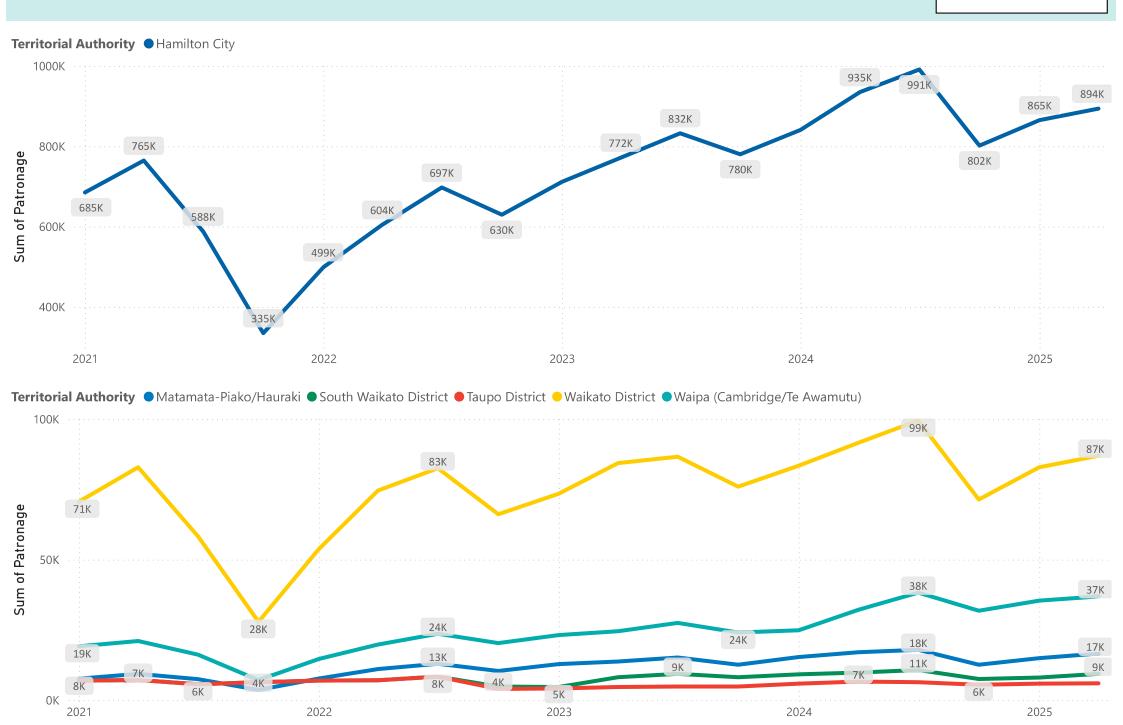


1 Patronage - by Route

Datum and (40)			
Route	Patronage (#)	Change (%)	
Orbiter (O)	258741	-6.78%	
Meteor (M)	160439	-1.35%	
Comet (C)	130578	-13.45%	
Northern Connector (21)	53473	-10.06%	
Te Awamutu (24)	36919	14.78%	
Cambridge (20)	36457	26.95%	
Flagstaff (4)	32648	-1.94%	
Rototuna (16)	31772	-1.25%	
Claudelands (14)	25319	-8.57%	
Fairfield (11)	24524	4.47%	
Raglan (23)	24175	-0.99%	
Pukete (1)	22822	-1.82%	
Fitzroy (12)	21396	-1.93%	
Te Rapa (18)	20238	-7.72%	
Hillcrest (10)	18733	1.27%	
Dinsdale (3)	18298	3.29%	
Nawton (9)	18294	-4.51%	
Rototuna Circular (RC)	18285	-1.53%	
Eastern Connector (22)	16581	-2.78%	
Hamilton Gardens Uni (17)	12887	-5.62%	
University (13)	11956	-5.91%	
Chartwell (5)	11478	0.31%	
Pokeno - Pukekohe (44)	9325	20.48%	
Bremworth / Templeview (19)	8962	-0.76%	
Flagstaff North (4N)	8756	-4.92%	
Taupo Connector (33)	4991	-8.77%	
Tokoroa Connector (32)	2921	5.49%	
Tokoroa Circuit (30)	2605	-8.21%	
Te Kuiti Connector (26)	2537	-7.68%	
Tokoroa District (31)	1297	-10.06%	
Tamahere/Matangi (28)	1099	-7.41%	
Connect2Taupo - Mangakino/Tokoroa (37)	420	-17.00%	
Connect-2-Taupo Turangi (36)	419	-4.12%	
Tauwhare Pa (27)	406	9.43%	
Connect-2-Taupo Wairakei (38)	91	-46.78%	
Connect-2-Taupo Acacia Bay (34)	32	-5.88%	
Connect-2-Taupo Kinlock (35)	17	325.00%	

1 Patronage - by Time





Definition: How many stops are serviced within the "on-time" window (-1/+5 minutes) of the timetable?

71.71%

Overall Timetable Adherence (%)

1 min 35 secs

Overall Mean Timetable Adherence (mins)

*Compared to the same quarter last year.

▲ 8.87%

Mean Timetable Adherence Change (%)

Unit	Timetable Adherence (%) ▼	Mean Timetable Adherence (mins)	Standard Deviation of Timetable Adherence (mins)	Change in Mean Timetable Adherence (%)
Hamilton East (Unit 2)	74.09%	2.00	3.64	4.35%
Hamilton West (Unit 1)	71.99%	1.23	3.20	32.14%
Waipa (Unit 6A)	71.26%	1.80	3.87	-20.59%
Taupo (Unit 9)	63.31%	2.17	3.64	56.63%
Huntly (Unit 3)	62.61%	1.02	3.94	-51.59%
South Waikato (Unit 7)	57.39%	2.43	4.93	11.45%
Morrinsville/Paeroa (Unit 4)	55.39%	0.87	4.17	-173.24%
Raglan (Unit 5)	54.56%	2.20	5.15	65.00%
Pokeno - Pukekohe (Unit 3A)	54.06%	-0.57	2.60	3.03%

Dinsdale (3) 87.22% 1.22 2.03 1.39% Fairfield (11) 86.92% 1.93 2.28 13.73% Bremworth / Templeview (19) 86.30% 1.12 2.00 9.84% Connect-2-Taupo Wairakei (38) 85.61% 0.82 1.83 250.00% Hamilton Gardens Uni (17) 84.36% 1.25 2.19 20.97% Fitzroy (12) 83.49% 2.05 2.54 18.27% Tamahere/Matangi (28) 83.09% 2.87 3.09 59.26% University (13) 80.76% 0.75 2.25 15.38% Nawton (9) 80.49% 1.88 2.60 10.78% Flagstaff (4) 80.42% 1.80 2.67 17.39% Te Rapa (18) 79.78% 1.53 2.61 39.39% Connect-2-Taupo Kinloch (35) 79.10% -0.62 4.42 -63.37% Rototuna (16) 76.85% 1.97 3.15 16.83% Chartwell (5) 76.19% 1.22 2.67 21.67%
Bremworth / Templeview (19) 86.30% 1.12 2.00 9.849 Connect-2-Taupo Wairakei (38) 85.61% 0.82 1.83 250.009 Hamilton Gardens Uni (17) 84.36% 1.25 2.19 20.979 Fitzroy (12) 83.49% 2.05 2.54 18.279 Tamahere/Matangi (28) 83.09% 2.87 3.09 59.269 University (13) 80.76% 0.75 2.25 15.389 Nawton (9) 80.49% 1.88 2.60 10.789 Flagstaff (4) 80.42% 1.80 2.67 17.399 Te Rapa (18) 79.78% 1.53 2.61 39.399 Connect-2-Taupo Kinloch (35) 79.10% -0.62 4.42 -63.379 Rototuna (16) 76.85% 1.97 3.15 16.839 Chartwell (5) 76.19% 1.22 2.67 21.679 Pukete (1) 74.46% 0.48 2.55 1350.009 Te Awamutu (24) 74.40% 2.27 3.52 -30.269
Connect-2-Taupo Wairakei (38) 85.61% 0.82 1.83 250.00 Hamilton Gardens Uni (17) 84.36% 1.25 2.19 20.979 Fitzroy (12) 83.49% 2.05 2.54 18.279 Tamahere/Matangi (28) 83.09% 2.87 3.09 59.269 University (13) 80.76% 0.75 2.25 15.389 Nawton (9) 80.49% 1.88 2.60 10.789 Flagstaff (4) 80.42% 1.80 2.67 17.399 Te Rapa (18) 79.78% 1.53 2.61 39.399 Connect-2-Taupo Kinloch (35) 79.10% -0.62 4.42 -63.379 Rototuna (16) 76.85% 1.97 3.15 16.839 Chartwell (5) 76.19% 1.22 2.67 21.679 Pukete (1) 74.46% 0.48 2.55 1350.009 Te Awamutu (24) 74.40% 2.27 3.52 -30.269 Connect-2-Taupo Turangi (36) 73.57% 3.23 3.13 25.169
Hamilton Gardens Uni (17) 84.36% 1.25 2.19 20.979 Fitzroy (12) 83.49% 2.05 2.54 18.279 Tamahere/Matangi (28) 83.09% 2.87 3.09 59.269 University (13) 80.76% 0.75 2.25 15.389 Nawton (9) 80.49% 1.88 2.60 10.789 Flagstaff (4) 80.42% 1.80 2.67 17.399 Te Rapa (18) 79.78% 1.53 2.61 39.399 Connect-2-Taupo Kinloch (35) 79.10% -0.62 4.42 -63.379 Rototuna (16) 76.85% 1.97 3.15 16.839 Chartwell (5) 76.19% 1.22 2.67 21.679 Pukete (1) 74.46% 0.48 2.55 1350.009 Te Awamutu (24) 74.40% 2.27 3.52 -30.269 Connect-2-Taupo Turangi (36) 73.57% 3.23 3.13 25.169 Hillcrest (10) 72.91% 0.17 2.50 -242.869
Fitzroy (12) 83.49% 2.05 2.54 18.279 Tamahere/Matangi (28) 83.09% 2.87 3.09 59.269 University (13) 80.76% 0.75 2.25 15.389 Nawton (9) 80.49% 1.88 2.60 10.789 Flagstaff (4) 80.42% 1.80 2.67 17.399 Te Rapa (18) 79.78% 1.53 2.61 39.399 Connect-2-Taupo Kinloch (35) 79.10% -0.62 4.42 -63.379 Rototuna (16) 76.85% 1.97 3.15 16.839 Chartwell (5) 76.19% 1.22 2.67 21.679 Pukete (1) 74.46% 0.48 2.55 1350.009 Te Awamutu (24) 74.40% 2.27 3.52 -30.269 Connect-2-Taupo Turangi (36) 73.57% 3.23 3.13 25.169 Hillcrest (10) 72.91% 0.17 2.50 -242.869 Claudelands (14) 72.68% 0.68 2.58 -18.009
Tamahere/Matangi (28) 83.09% 2.87 3.09 59.269 University (13) 80.76% 0.75 2.25 15.389 Nawton (9) 80.49% 1.88 2.60 10.789 Flagstaff (4) 80.42% 1.80 2.67 17.399 Te Rapa (18) 79.78% 1.53 2.61 39.399 Connect-2-Taupo Kinloch (35) 79.10% -0.62 4.42 -63.379 Rototuna (16) 76.85% 1.97 3.15 16.839 Chartwell (5) 76.19% 1.22 2.67 21.679 Pukete (1) 74.46% 0.48 2.55 1350.009 Te Awamutu (24) 74.40% 2.27 3.52 -30.269 Connect-2-Taupo Turangi (36) 73.57% 3.23 3.13 25.169 Hillcrest (10) 72.91% 0.17 2.50 -242.869 Claudelands (14) 72.68% 0.68 2.58 -18.009 Orbiter (O) 69.37% 2.63 4.30 1.289 Rototuna Circular (RC) 69.32% 2.62 3.98 -24.159
University (13) 80.76% 0.75 2.25 15.389 Nawton (9) 80.49% 1.88 2.60 10.789 Flagstaff (4) 80.42% 1.80 2.67 17.399 Te Rapa (18) 79.78% 1.53 2.61 39.399 Connect-2-Taupo Kinloch (35) 79.10% -0.62 4.42 -63.379 Rototuna (16) 76.85% 1.97 3.15 16.839 Chartwell (5) 76.19% 1.22 2.67 21.679 Pukete (1) 74.46% 0.48 2.55 1350.009 Te Awamutu (24) 74.40% 2.27 3.52 -30.269 Connect-2-Taupo Turangi (36) 73.57% 3.23 3.13 25.169 Hillcrest (10) 72.91% 0.17 2.50 -242.869 Claudelands (14) 72.68% 0.68 2.58 -18.009 Orbiter (O) 69.37% 2.63 4.30 1.289 Rototuna Circular (RC) 69.32% 2.62 3.98 -24.159 Cambridge (20) 69.04% 1.47 4.06 -12.009 <t< td=""></t<>
Nawton (9) 80.49% 1.88 2.60 10.78% Flagstaff (4) 80.42% 1.80 2.67 17.39% Te Rapa (18) 79.78% 1.53 2.61 39.39% Connect-2-Taupo Kinloch (35) 79.10% -0.62 4.42 -63.37% Rototuna (16) 76.85% 1.97 3.15 16.83% Chartwell (5) 76.19% 1.22 2.67 21.67% Pukete (1) 74.46% 0.48 2.55 1350.00% Te Awamutu (24) 74.40% 2.27 3.52 -30.26% Connect-2-Taupo Turangi (36) 73.57% 3.23 3.13 25.16% Hillcrest (10) 72.91% 0.17 2.50 -242.86% Claudelands (14) 72.68% 0.68 2.58 -18.00% Orbiter (O) 69.37% 2.63 4.30 1.28% Rototuna Circular (RC) 69.32% 2.62 3.98 -24.15% Cambridge (20) 69.04% 1.47 4.06 -12.00%
Flagstaff (4) 80.42% 1.80 2.67 17.39% Te Rapa (18) 79.78% 1.53 2.61 39.39% Connect-2-Taupo Kinloch (35) 79.10% -0.62 4.42 -63.37% Rototuna (16) 76.85% 1.97 3.15 16.83% Chartwell (5) 76.19% 1.22 2.67 21.67% Pukete (1) 74.46% 0.48 2.55 1350.00% Te Awamutu (24) 74.40% 2.27 3.52 -30.26% Connect-2-Taupo Turangi (36) 73.57% 3.23 3.13 25.16% Hillcrest (10) 72.91% 0.17 2.50 -242.86% Claudelands (14) 72.68% 0.68 2.58 -18.00% Orbiter (O) 69.37% 2.63 4.30 1.28% Rototuna Circular (RC) 69.32% 2.62 3.98 -24.15% Cambridge (20) 69.04% 1.47 4.06 -12.00% Comet (C) 68.00% 0.95 3.45 -10.94% Tokoroa Circuit (30) 64.68% 1.02 3.52 5.17%
Te Rapa (18) 79.78% 1.53 2.61 39.39% Connect-2-Taupo Kinloch (35) 79.10% -0.62 4.42 -63.37% Rototuna (16) 76.85% 1.97 3.15 16.83% Chartwell (5) 76.19% 1.22 2.67 21.67% Pukete (1) 74.46% 0.48 2.55 1350.00% Te Awamutu (24) 74.40% 2.27 3.52 -30.26% Connect-2-Taupo Turangi (36) 73.57% 3.23 3.13 25.16% Hillcrest (10) 72.91% 0.17 2.50 -242.86% Claudelands (14) 72.68% 0.68 2.58 -18.00% Orbiter (O) 69.37% 2.63 4.30 1.28% Rototuna Circular (RC) 69.32% 2.62 3.98 -24.15% Cambridge (20) 69.04% 1.47 4.06 -12.00% Comet (C) 68.00% 0.95 3.45 -10.94% Tokoroa Circuit (30) 64.68% 1.02 3.52 5.17%
Connect-2-Taupo Kinloch (35) 79.10% -0.62 4.42 -63.37% Rototuna (16) 76.85% 1.97 3.15 16.83% Chartwell (5) 76.19% 1.22 2.67 21.67% Pukete (1) 74.46% 0.48 2.55 1350.00% Te Awamutu (24) 74.40% 2.27 3.52 -30.26% Connect-2-Taupo Turangi (36) 73.57% 3.23 3.13 25.16% Hillcrest (10) 72.91% 0.17 2.50 -242.86% Claudelands (14) 72.68% 0.68 2.58 -18.00% Orbiter (0) 69.37% 2.63 4.30 1.28% Rototuna Circular (RC) 69.32% 2.62 3.98 -24.15% Cambridge (20) 69.04% 1.47 4.06 -12.00% Comet (C) 68.00% 0.95 3.45 -10.94% Tokoroa Circuit (30) 64.68% 1.02 3.52 5.17%
Rototuna (16) 76.85% 1.97 3.15 16.83% Chartwell (5) 76.19% 1.22 2.67 21.67% Pukete (1) 74.46% 0.48 2.55 1350.00% Te Awamutu (24) 74.40% 2.27 3.52 -30.26% Connect-2-Taupo Turangi (36) 73.57% 3.23 3.13 25.16% Hillcrest (10) 72.91% 0.17 2.50 -242.86% Claudelands (14) 72.68% 0.68 2.58 -18.00% Orbiter (O) 69.37% 2.63 4.30 1.28% Rototuna Circular (RC) 69.32% 2.62 3.98 -24.15% Cambridge (20) 69.04% 1.47 4.06 -12.00% Comet (C) 68.00% 0.95 3.45 -10.94% Tokoroa Circuit (30) 64.68% 1.02 3.52 5.17%
Chartwell (5) 76.19% 1.22 2.67 21.67% Pukete (1) 74.46% 0.48 2.55 1350.00% Te Awamutu (24) 74.40% 2.27 3.52 -30.26% Connect-2-Taupo Turangi (36) 73.57% 3.23 3.13 25.16% Hillcrest (10) 72.91% 0.17 2.50 -242.86% Claudelands (14) 72.68% 0.68 2.58 -18.00% Orbiter (O) 69.37% 2.63 4.30 1.28% Rototuna Circular (RC) 69.32% 2.62 3.98 -24.15% Cambridge (20) 69.04% 1.47 4.06 -12.00% Comet (C) 68.00% 0.95 3.45 -10.94% Tokoroa Circuit (30) 64.68% 1.02 3.52 5.17%
Pukete (1) 74.46% 0.48 2.55 1350.00% Te Awamutu (24) 74.40% 2.27 3.52 -30.26% Connect-2-Taupo Turangi (36) 73.57% 3.23 3.13 25.16% Hillcrest (10) 72.91% 0.17 2.50 -242.86% Claudelands (14) 72.68% 0.68 2.58 -18.00% Orbiter (O) 69.37% 2.63 4.30 1.28% Rototuna Circular (RC) 69.32% 2.62 3.98 -24.15% Cambridge (20) 69.04% 1.47 4.06 -12.00% Comet (C) 68.00% 0.95 3.45 -10.94% Tokoroa Circuit (30) 64.68% 1.02 3.52 5.17%
Te Awamutu (24) 74.40% 2.27 3.52 -30.26% Connect-2-Taupo Turangi (36) 73.57% 3.23 3.13 25.16% Hillcrest (10) 72.91% 0.17 2.50 -242.86% Claudelands (14) 72.68% 0.68 2.58 -18.00% Orbiter (O) 69.37% 2.63 4.30 1.28% Rototuna Circular (RC) 69.32% 2.62 3.98 -24.15% Cambridge (20) 69.04% 1.47 4.06 -12.00% Comet (C) 68.00% 0.95 3.45 -10.94% Tokoroa Circuit (30) 64.68% 1.02 3.52 5.17%
Connect-2-Taupo Turangi (36) 73.57% 3.23 3.13 25.16% Hillcrest (10) 72.91% 0.17 2.50 -242.86% Claudelands (14) 72.68% 0.68 2.58 -18.00% Orbiter (O) 69.37% 2.63 4.30 1.28% Rototuna Circular (RC) 69.32% 2.62 3.98 -24.15% Cambridge (20) 69.04% 1.47 4.06 -12.00% Comet (C) 68.00% 0.95 3.45 -10.94% Tokoroa Circuit (30) 64.68% 1.02 3.52 5.17%
Hillcrest (10) 72.91% 0.17 2.50 -242.86% Claudelands (14) 72.68% 0.68 2.58 -18.00% Orbiter (O) 69.37% 2.63 4.30 1.28% Rototuna Circular (RC) 69.32% 2.62 3.98 -24.15% Cambridge (20) 69.04% 1.47 4.06 -12.00% Comet (C) 68.00% 0.95 3.45 -10.94% Tokoroa Circuit (30) 64.68% 1.02 3.52 5.17%
Claudelands (14) 72.68% 0.68 2.58 -18.00% Orbiter (O) 69.37% 2.63 4.30 1.28% Rototuna Circular (RC) 69.32% 2.62 3.98 -24.15% Cambridge (20) 69.04% 1.47 4.06 -12.00% Comet (C) 68.00% 0.95 3.45 -10.94% Tokoroa Circuit (30) 64.68% 1.02 3.52 5.17%
Orbiter (O) 69.37% 2.63 4.30 1.28% Rototuna Circular (RC) 69.32% 2.62 3.98 -24.15% Cambridge (20) 69.04% 1.47 4.06 -12.00% Comet (C) 68.00% 0.95 3.45 -10.94% Tokoroa Circuit (30) 64.68% 1.02 3.52 5.17%
Rototuna Circular (RC) 69.32% 2.62 3.98 -24.15% Cambridge (20) 69.04% 1.47 4.06 -12.00% Comet (C) 68.00% 0.95 3.45 -10.94% Tokoroa Circuit (30) 64.68% 1.02 3.52 5.17%
Cambridge (20) 69.04% 1.47 4.06 -12.00% Comet (C) 68.00% 0.95 3.45 -10.94% Tokoroa Circuit (30) 64.68% 1.02 3.52 5.17%
Comet (C) 68.00% 0.95 3.45 -10.94% Tokoroa Circuit (30) 64.68% 1.02 3.52 5.17%
Tokoroa Circuit (30) 64.68% 1.02 3.52 5.17%
Meteor (M) 64.19% 1.18 3.62 82.05%
· · · · · · · · · · · · · · · · · · ·
Taupo Connector (33) 62.84% 2.38 3.51 47.42%
Northern Connector (21) 62.61% 1.02 3.94 -51.59%
Connect2Taupo - Mangakino/Tokoroa (37) 58.24% -0.20 4.48 -85.00%
Eastern Connector (22) 55.39% 0.87 4.17 -173.24%
Tokoroa Connector (32) 54.90% 4.63 5.46 15.35%
Raglan (23) 54.56% 2.20 5.15 65.00%
Pokeno - Pukekohe (44) 54.06% -0.57 2.60 3.03%
Tauwhare Pa (27) 53.23% 5.80 4.36 228.30%
Connect-2-Taupo Acacia Bay (34) 50.28% -2.50 4.67 -27.54%
Flagstaff North (4N) 48.67% 1.08 5.37 -533.33%
Te Kuiti Connector (26) 43.83% 5.67 5.80 6.92%
Tokoroa District (31) 43.38% -1.52 2.31 -9.90%

3 Runtime Adherence

Definition: How many trips are completed within five minutes (-5/+5 minutes) of the timetabled runtime?

82.89%

-1 mins 4 secs ▲ 24.41%

*Compared to the same quarter last year.

Overall Runtime Adherence (%)

Overall Mean Runtime Adherence (mins)

Mean Runtime Adherence Change (%)

Unit	Runtime Adherence (%)	Mean Runtime Adherence (mins)	Standard Deviation of Runtime Adherence (mins)	Change in Mean Runtime Adherence (%)
Hamilton West (Unit 1)	87.74%	-0.67	3.55	-4.76%
Taupo (Unit 9)	84.71%	0.38	4.05	-137.70%
Hamilton East (Unit 2)	82.50%	-1.12	3.93	-4.29%
Raglan (Unit 5)	76.82%	0.23	5.17	-148.28%
Pokeno - Pukekohe (Unit 3A)	75.14%	-3.17	3.20	331.82%
Morrinsville/Paeroa (Unit 4)	71.93%	-0.82	4.62	-87.17%
Huntly (Unit 3)	71.02%	-2.48	4.07	325.71%
Waipa (Unit 6A)	70.80%	-0.98	6.07	-142.14%
South Waikato (Unit 7)	59.92%	3.40	6.54	-15.35%

Route	Runtime Adherence (%)	Mean Runtime Adherence (mins)	Standard Deviation of Runtime Adherence (mins)	Change in Mean Runtime Adherence (%)
Connect-2-Taupo Wairakei (38)	96.88%	-1.33	2.13	-15.79%
Bremworth / Templeview (19)	96.76%	-1.45	2.00	-17.92%
Dinsdale (3)	96.03%	-1.37	2.19	-28.70%
Chartwell (5)	94.89%	-0.75	2.67	-45.12%
Fitzroy (12)	94.82%	-0.35	2.69	-56.25%
Nawton (9)	94.43%	-1.32	2.61	-26.17%
Pukete (1)	93.15%	-0.93	2.62	-12.50%
Hamilton Gardens Uni (17)	92.59%	-0.37	2.69	-18.52%
Fairfield (11)	92.58%	0.20	3.14	-185.71%
Connect-2-Taupo Kinloch (35)	91.67%	-1.00	3.33	-61.78%
University (13)	91.63%	-1.87	2.74	69.70%
Tauwhare Pa (27)	91.42%	3.28	3.95	-81.57%
Tokoroa District (31)	91.32%	-2.47	1.92	-1333.33%
Connect2Taupo - Mangakino/Tokoroa (37)	91.25%	1.05	2.43	-178.75%
Te Rapa (18)	88.89%	-1.55	3.14	-29.01%
Taupo Connector (33)	88.64%	1.10	3.57	2100.00%
Comet (C)	87.99%	-0.25	3.75	7.14%
Claudelands (14)	86.99%	-0.82	3.45	2350.00%
Flagstaff (4)	85.50%	-0.70	3.51	-31.15%
Rototuna (16)	84.91%	-0.82	3.65	-27.94%
Tamahere/Matangi (28)	84.69%	2.75	3.30	5.10%
Rototuna Circular (RC)	81.72%	-0.33	5.01	0.00%
Raglan (23)	76.82%	0.23	5.17	-148.28%
Orbiter (O)	75.25%	-1.03	4.86	14.81%
Pokeno - Pukekohe (44)	75.14%	-3.17	3.20	331.82%
Meteor (M)	75.08%	-0.75	4.43	-45.12%
Eastern Connector (22)	71.93%	-0.82	4.62	-87.17%
Northern Connector (21)	71.02%	-2.48	4.07	325.71%
Te Awamutu (24)	70.88%	-0.95	5.40	-347.83%
Cambridge (20)	70.71%	-1.02	6.73	-126.41%
Hillcrest (10)	63.28%	-4.27	2.34	-8.24%
Connect-2-Taupo Acacia Bay (34)	60.16%	-4.23	4.75	-49.40%
Tokoroa Circuit (30)	52.62%	4.97	1.89	-17.91%
Flagstaff North (4N)	47.00%	-3.83	5.61	-40.26%
Te Kuiti Connector (26)	42.37%	7.78	10.27	38.17%
Tokoroa Connector (32)	40.00%	5.43	8.54	59.80%
Connect-2-Taupo Turangi (36)	37.10%	4.17	5.19	-7.41%

Definition: How many and which bus stops have <u>missing data</u>?

Data may be missing due to equipment/GPS failure, road works, or poor signal.

3,244,335

Total Stops Serviced (#)

79,483

Overall Missed Stops (#)

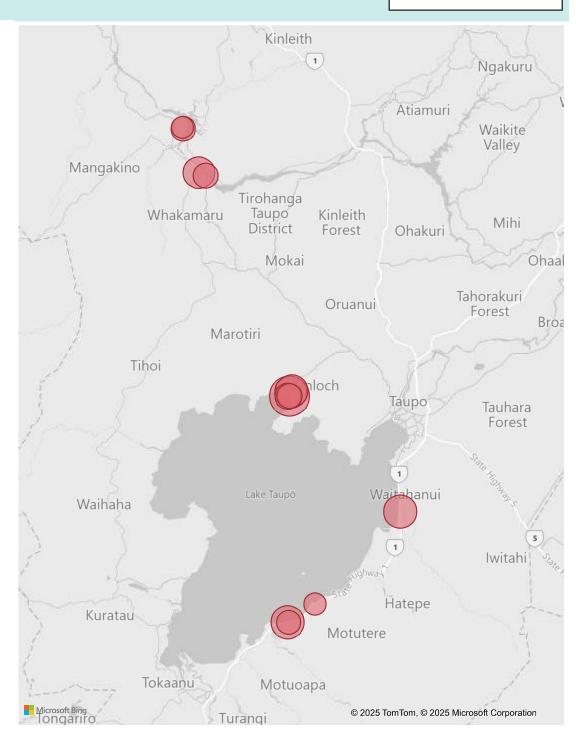
2.45%

Overall Missed Stops (%)

Unit	Missed Stops (#)	Missed Stops (%) ▼
Taupo (Unit 9)	3,904	8.30%
Waipa (Unit 6A)	12,343	6.37%
Pokeno - Pukekohe (Unit 3A)	2,206	4.81%
South Waikato (Unit 7)	615	3.44%
Hamilton East (Unit 2)	32,488	2.28%
Hamilton West (Unit 1)	25,166	1.90%
Huntly (Unit 3)	2,021	1.54%
Raglan (Unit 5)	461	1.54%
Morrinsville/Paeroa (Unit 4)	279	0.87%

4 Missed Stops - by Stop (Top 14)

Stop Name	Missed Stops (%) ▼
Waitahanui (Opp School)	95.83%
53 Marina Terrace - Kinloch - Taupo	95.45%
Waitetoko (Opp Marae)	95.24%
Kinloch Rd (Opp Seagers Cl)	88.46%
Kinloch Rd (Outside Community booth)	88.46%
Whakamaru Store (Tihoi Rd)	84.78%
Mata Pl (near Fire Station) Kinloch	53.85%
53 Marina Terrace, Kinloch, Taupo	50.00%
54 Marina Terrace, Kinloch, Taupo	50.00%
Whakamaru Village	48.91%
93 Rangatira Dr Mangakino	45.65%
Waitetoko Marae	45.24%
Motutere Holiday Park	37.50%
Mangakino Town Centre (near Four Square)	35.87%



Route	Missed Stops (#)	Missed Stops (%)
		▼
Connect-2-Taupo Kinloch (35)	111	35.58%
Connect-2-Taupo Turangi (36)	227	29.56%
Connect2Taupo - Mangakino/Tokoroa (37)	513	24.62%
Connect-2-Taupo Wairakei (38)	132	10.00%
Claudelands (14)	8318	8.82%
Te Awamutu (24)	6858	8.36%
Taupo Connector (33)	2885	6.90%
Tokoroa District (31)	75	6.25%
Cambridge (20)	5485	4.91%
Connect-2-Taupo Acacia Bay (34)	36	4.86%
Pokeno - Pukekohe (44)	2206	4.81%
Tauwhare Pa (27)	305	4.71%
Tamahere/Matangi (28)	821	4.65%
Tokoroa Circuit (30)	456	4.52%
Comet (C)	8621	2.55%
Flagstaff North (4N)	174	2.52%
Rototuna Circular (RC)	1804	2.29%
Bremworth / Templeview (19)	1182	2.06%
Orbiter (O)	13182	2.03%
Nawton (9)	1627	1.88%
Hamilton Gardens Uni (17)	1458	1.78%
University (13)	924	1.74%
Dinsdale (3)	1370	1.74%
Fairfield (11)	1882	1.67%
Meteor (M)	7414	1.67%
Hillcrest (10)	1065	1.61%
Northern Connector (21)	2021	1.54%
Raglan (23)	461	1.54%
Rototuna (16)	1525	1.53%
Tokoroa Connector (32)	47	1.50%
Fitzroy (12)	1234	1.46%
Te Rapa (18)	1230	1.40%
Chartwell (5)	756	1.19%
Flagstaff (4)	1400	1.19%
Pukete (1)	1362	1.12%
Te Kuiti Connector (26)	37	1.06%
Eastern Connector (22)	279	0.87%

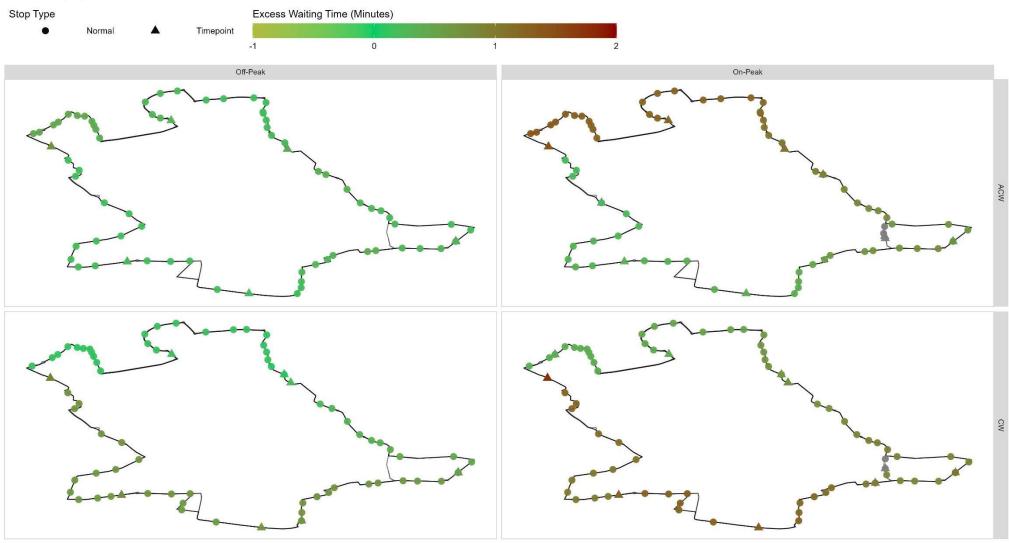
5 Excess Waiting Time

Definition: For high frequency services, how much longer than the scheduled headway do passengers need to wait for a service?

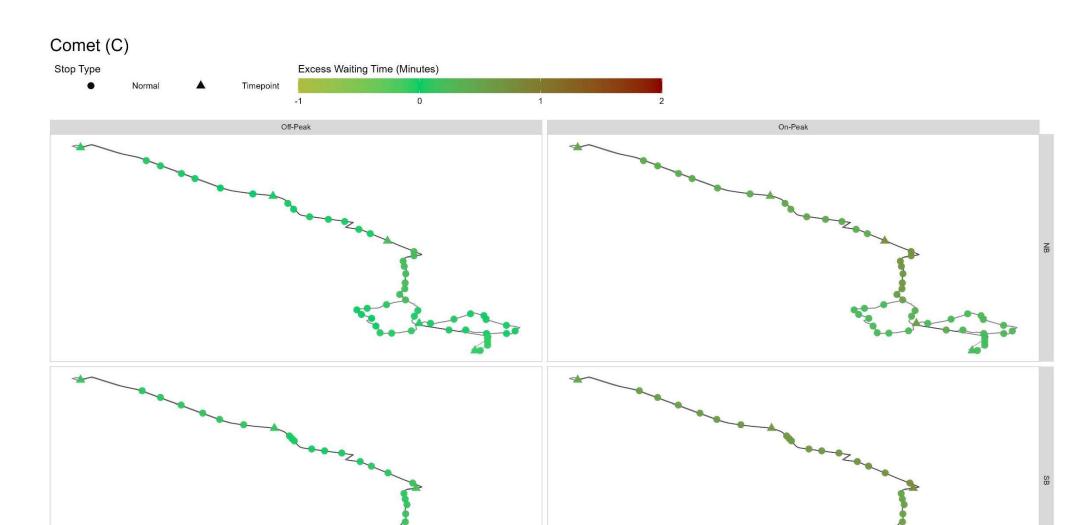
Route	Time of Day	Stops Serviced (#)	Scheduled Waiting Time (mins)	Excess Waiting Time (mins)
Orbiter (O) - ACW	On-Peak	190250	7 mins 51 secs	47 secs
Orbiter (O) - ACW	Off-Peak	121984	10 mins 51 secs	16 secs
Orbiter (O) - CW	On-Peak	204211	7 mins 40 secs	50 secs
Orbiter (O) - CW	Off-Peak	118481	11 mins 28 secs	25 secs
Meteor (M) - EB	On-Peak	141920	8 mins 37 secs	48 secs
Meteor (M) - EB	Off-Peak	76686	13 mins 33 secs	11 secs
Meteor (M) - WB	On-Peak	143258	8 mins 31 secs	23 secs
Meteor (M) - WB	Off-Peak	74377	13 mins 13 secs	3 secs
Comet (C) - NB	On-Peak	107201	10 mins 46 secs	25 secs
Comet (C) - NB	Off-Peak	56269	17 mins 33 secs	3 secs
Comet (C) - SB	On-Peak	105998	10 mins 51 secs	34 secs
Comet (C) - SB	Off-Peak	60040	17 mins 31 secs	3 secs





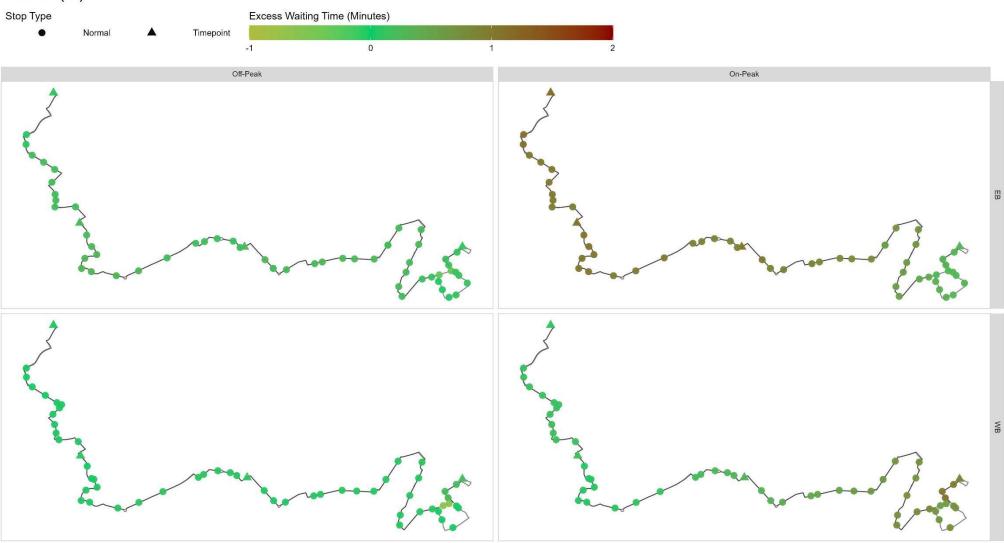








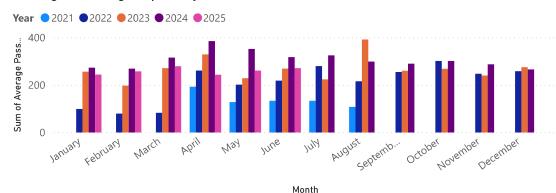




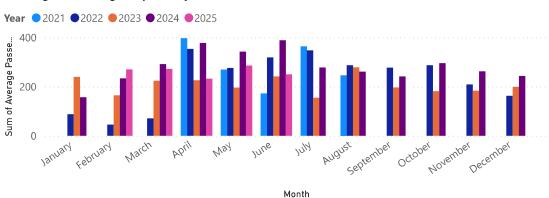


Te Huia performance in Q2 2025

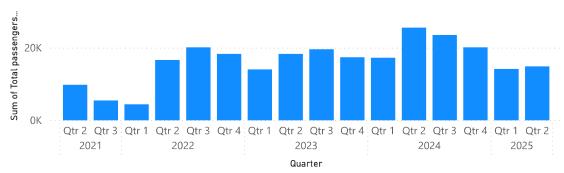
Average Passengers per day: Mon-Fri



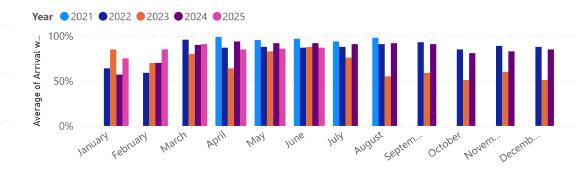
Average Passengers per day: Sat



Quarterly patronage



Percentage of Arrival within 5 minutes of schedule



Month

Percentage of Arrival within 15 minutes of schedule



Month

Flex performance in Q2 2025

Number of Passengers

