

REGIONAL TRANSPORT CONNECTIONS

Operational Performance Monitoring Report

For the period: 2025 Q3 ✓

1 July 2025 to 30 September 2025



1 Patronage

2025 Q3

Definition: How many trips are taken on public transportation?

1,092,366

Patronage (#)



-1.73%

Patronage Change (%)

*Compared to the same quarter last year.

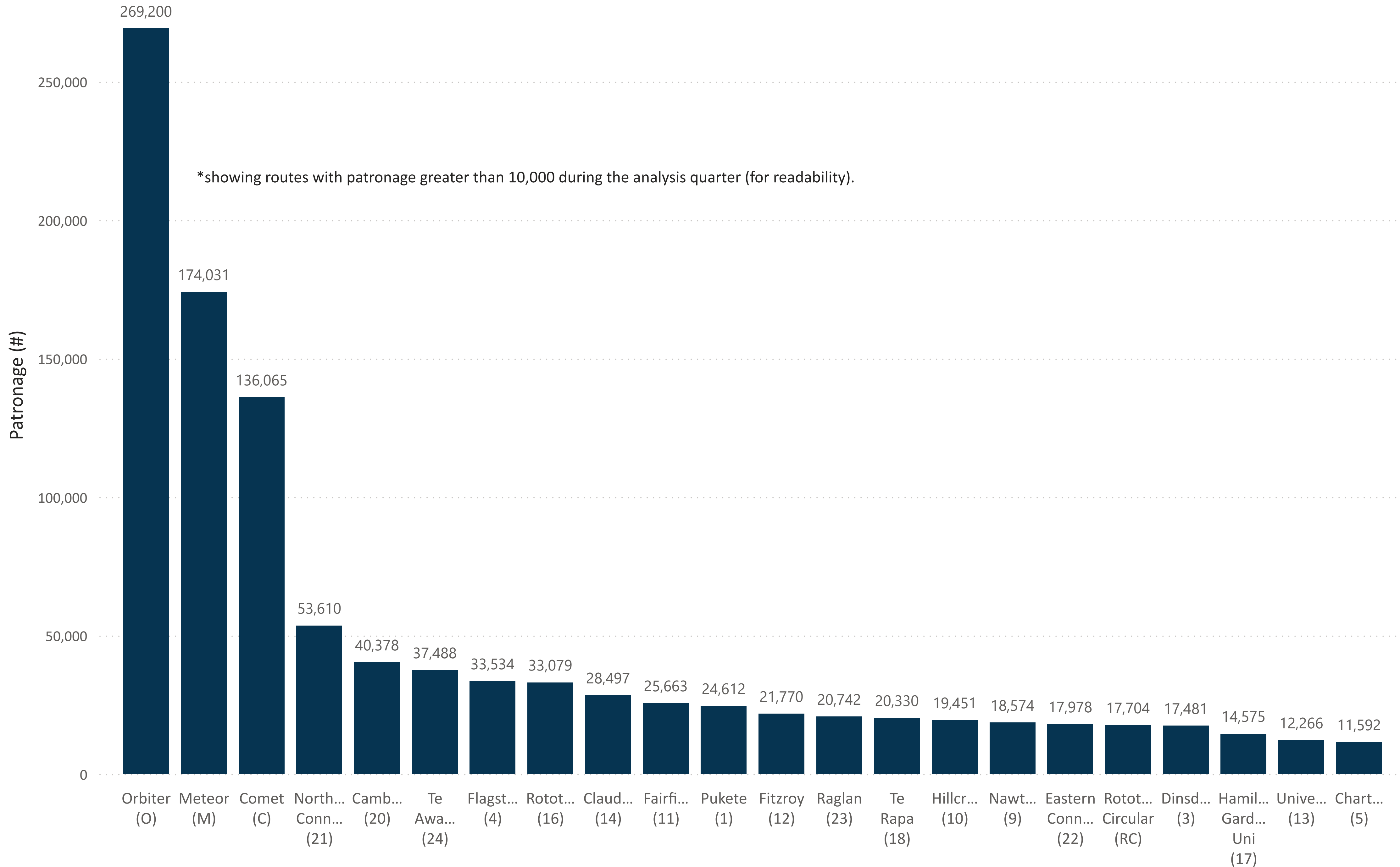
Unit	Patronage (#) ▼	Change (%)
Hamilton East (Unit 2)	473,235	-2.91%
Hamilton West (Unit 1)	423,283	-0.43%
Waipa (Unit 6A)	77,866	9.76%
Huntly (Unit 3)	53,610	-10.05%
Raglan (Unit 5)	20,742	-16.26%
Morrinsville/Paeroa (Unit 4)	17,978	4.69%
Pokeno - Pukekohe (Unit 3A)	9,979	-1.93%
South Waikato (Unit 7)	9,633	-5.77%
Taupo (Unit 9)	6,040	-1.92%

Ticket Group	Patronage (#) ▼	Change (%)
Adult	465,123	-7.19%
Youth	223,383	
Senior	137,025	10.67%
Accessibility	108,834	14.98%
Tertiary	98,324	61.25%
Child	57,926	-82.47%
Other	1,751	230.38%

***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

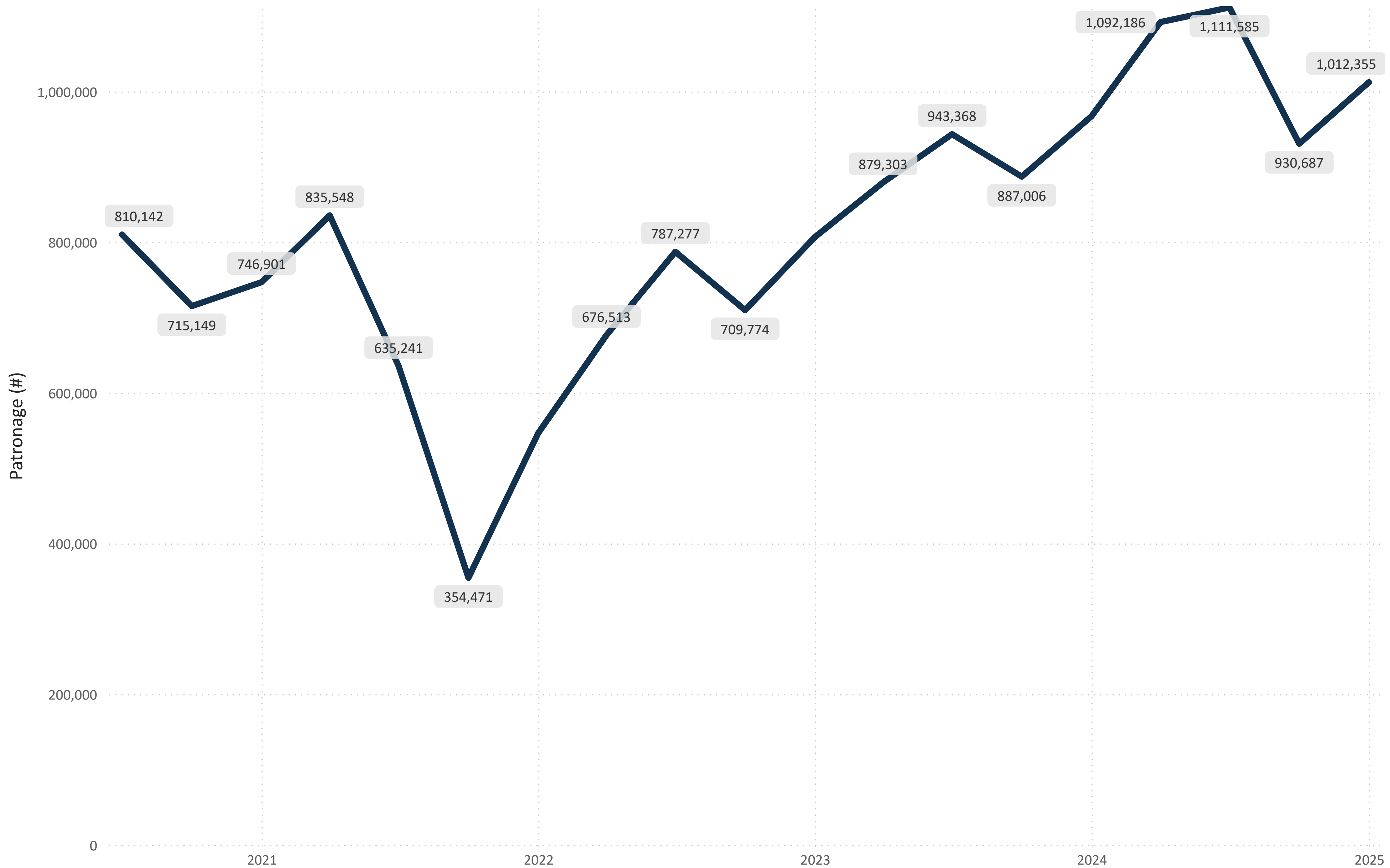
2025 Q3



Route	Patronage (#) ▼	Change (%)
Orbiter (O)	269,200	-5.53%
Meteor (M)	174,031	3.85%
Comet (C)	136,065	-7.38%
Northern Connector (21)	53,610	-10.05%
Cambridge (20)	40,378	17.27%
Te Awamutu (24)	37,488	2.68%
Flagstaff (4)	33,534	1.35%
Rototuna (16)	33,079	1.39%
Claudelands (14)	28,497	-1.92%
Fairfield (11)	25,663	11.03%
Pukete (1)	24,612	4.91%
Fitzroy (12)	21,770	14.57%
Raglan (23)	20,742	-16.26%
Te Rapa (18)	20,330	-4.41%
Hillcrest (10)	19,451	3.22%
Nawton (9)	18,574	3.50%
Eastern Connector (22)	17,978	4.69%
Rototuna Circular (RC)	17,704	-1.80%
Dinsdale (3)	17,481	-0.88%
Hamilton Gardens Uni (17)	14,575	2.30%
University (13)	12,266	-3.11%
Chartwell (5)	11,592	0.02%
Pokeno - Pukekohe (44)	9,979	-1.93%
Bremworth / Templeview (19)	8,812	-6.55%
Flagstaff North (4N)	7,674	-16.76%
Taupo Connector (33)	5,148	0.96%
Tokoroa Connector (32)	2,885	-11.61%
Te Kuiti Connector (26)	2,825	0.18%
Tokoroa Circuit (30)	2,724	-4.02%
Tokoroa District (31)	1,199	-7.84%
Tamahere/Matangi (28)	1,175	-10.98%
Tauwhare Pa (27)	433	-24.04%
Connect2Taupo - Mangakino/Tokoroa (37)	407	-18.44%
Connect-2-Taupo Turangi (36)	354	-11.28%
Connect-2-Taupo Wairakei (38)	97	-21.14%
Connect-2-Taupo Acacia Bay (34)	34	-10.53%

1 Patronage - by Time

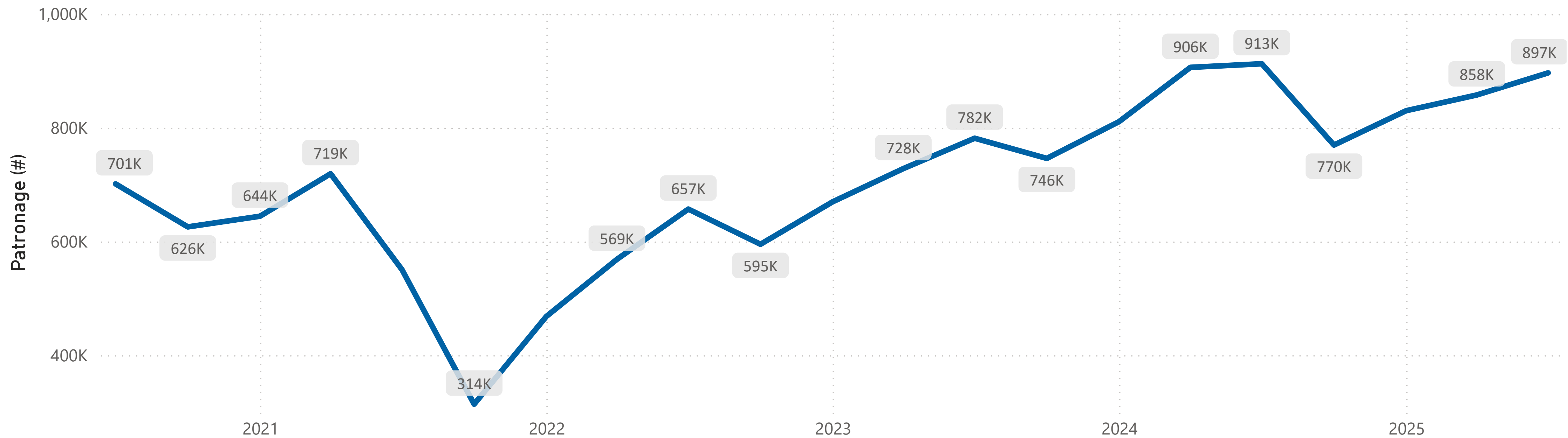
2025 Q3



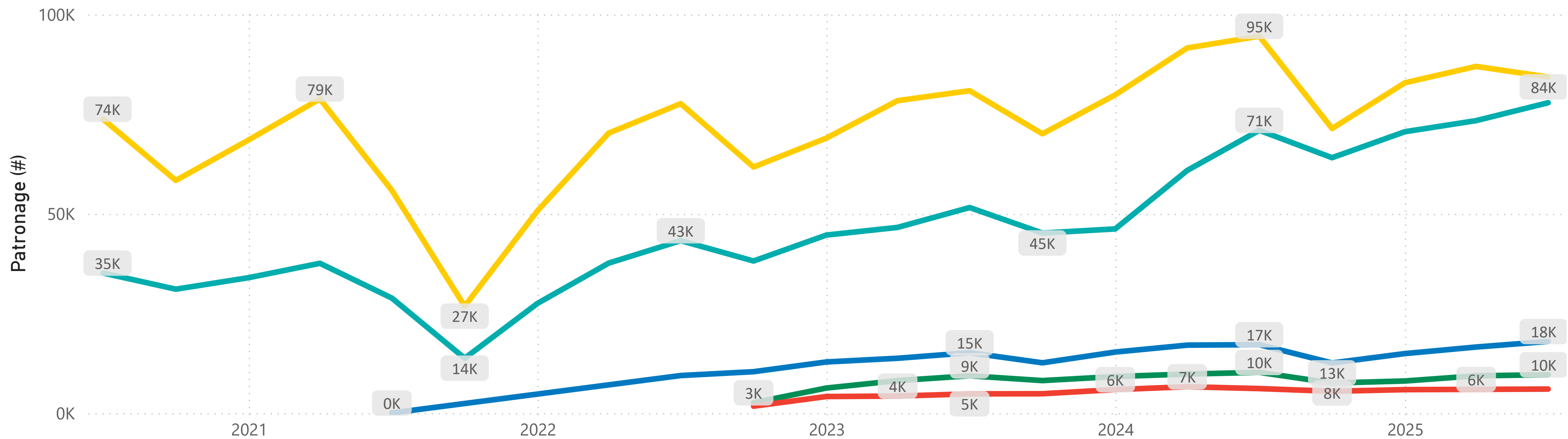
1 Patronage - by Time/Territorial Authority

2025 Q3

Territorial Authority ● Hamilton City



Territorial Authority ● Matamata-Piako/Hauraki Districts ● South Waikato District ● Taupo District ● Waikato District ● Waipa (Cambridge/Te Awamutu) District



2 Timetable Adherence

2025 Q3

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

*Compared to the same quarter last year.

71.57%
Overall Timetable Adherence (%)

1 min 24 secs
Overall Mean Timetable Adherence (mins)

▲15.90%
Mean Timetable Adherence Change (%)

Unit	Timetable Adherence (%) ▼	Mean Timetable Adherence	Standard Deviation of Timetable Adherence	Change in Mean Timetable Adherence
Hamilton East (Unit 2)	74.93%	1 min 42 secs	3 mins 18 secs	5.09%
Hamilton West (Unit 1)	71.95%	1 min 12 secs	3 mins 6 secs	66.06%
Waipa (Unit 6A)	64.32%	1 min 24 secs	3 mins 6 secs	-35.67%
Huntly (Unit 3)	63.39%	0 mins 30 secs	3 mins 42 secs	-59.21%
South Waikato (Unit 7)	60.16%	1 min 54 secs	4 mins 24 secs	5.28%
Taupo (Unit 9)	58.86%	1 min 54 secs	3 mins 30 secs	65.02%
Morrinsville/Paeroa (Unit 4)	55.71%	0 mins 24 secs	3 mins 48 secs	-131.14%
Raglan (Unit 5)	53.63%	1 min 48 secs	4 mins 54 secs	62.80%
Pokeno - Pukekohe (Unit 3A)	51.64%	-1 mins 24 secs	2 mins 36 secs	-23.26%

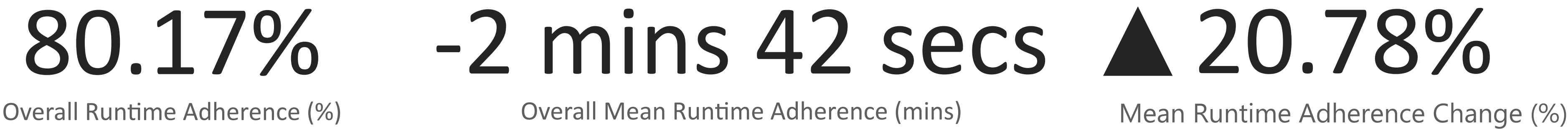
Route	Timetable Adherence (%)	Mean Timetable Adherence	Standard Deviation of Timetable Adherence	Change in Mean Timetable Adherence (%)
Dinsdale (3)	86.62%	1 min 0 secs	1 min 54 secs	9.97%
Fairfield (11)	85.85%	2 mins 6 secs	2 mins 24 secs	28.22%
Bremworth / Templeview (19)	85.55%	1 min 0 secs	1 min 60 secs	10.76%
Fitzroy (12)	82.55%	2 mins 0 secs	2 mins 30 secs	13.74%
Tamahere/Matangi (28)	82.11%	2 mins 48 secs	2 mins 42 secs	96.75%
Hamilton Gardens Uni (17)	81.97%	1 min 12 secs	2 mins 18 secs	20.38%
University (13)	81.04%	0 mins 42 secs	2 mins 6 secs	24.81%
Flagstaff (4)	79.97%	1 min 42 secs	2 mins 42 secs	10.78%
Nawton (9)	79.53%	1 min 60 secs	2 mins 36 secs	33.21%
Te Rapa (18)	79.12%	1 min 24 secs	2 mins 42 secs	43.34%
Claudelands (14)	77.65%	0 mins 54 secs	2 mins 24 secs	24.31%
Chartwell (5)	76.41%	0 mins 48 secs	2 mins 18 secs	-13.43%
Rototuna (16)	76.26%	1 min 54 secs	3 mins 0 secs	20.56%
Pukete (1)	73.17%	0 mins 24 secs	2 mins 36 secs	-2025.69%
Hillcrest (10)	72.36%	0 mins 6 secs	2 mins 30 secs	-150.90%
Orbiter (O)	71.27%	2 mins 6 secs	3 mins 42 secs	-1.42%
Tokoroa Connector (32)	69.46%	2 mins 18 secs	3 mins 42 secs	-20.19%
Rototuna Circular (RC)	68.90%	2 mins 24 secs	3 mins 54 secs	-15.26%
Comet (C)	68.51%	0 mins 54 secs	3 mins 12 secs	23.57%
Te Awamutu (24)	67.52%	1 min 54 secs	3 mins 18 secs	-34.30%
Meteor (M)	64.96%	1 min 12 secs	3 mins 30 secs	184.09%
Northern Connector (21)	63.39%	0 mins 30 secs	3 mins 42 secs	-59.21%
Tokoroa Circuit (30)	62.55%	1 min 18 secs	4 mins 12 secs	70.07%
Cambridge (20)	61.96%	0 mins 54 secs	2 mins 48 secs	-42.65%
Connect-2-Taupo Wairakei (38)	61.50%	0 mins 18 secs	1 min 48 secs	-405.17%
Taupo Connector (33)	60.30%	2 mins 6 secs	3 mins 24 secs	54.61%
Eastern Connector (22)	55.71%	0 mins 24 secs	3 mins 48 secs	-131.14%
Tauwhare Pa (27)	54.59%	5 mins 30 secs	4 mins 18 secs	242.13%
Raglan (23)	53.63%	1 min 48 secs	4 mins 54 secs	62.80%
Te Kuiti Connector (26)	51.72%	4 mins 18 secs	4 mins 48 secs	-5.62%
Pokeno - Pukekohe (44)	51.64%	-1 mins 24 secs	2 mins 36 secs	-23.26%
Connect-2-Taupo Kinloch (35)	50.96%	-3 mins 42 secs	7 mins 6 secs	-0.66%
Flagstaff North (4N)	47.22%	0 mins 0 secs	4 mins 48 secs	-104.20%
Connect2Taupo - Mangakino/Tokoroa (37)	44.57%	0 mins 12 secs	2 mins 30 secs	-129.58%
Connect-2-Taupo Acacia Bay (34)	41.03%	-3 mins 24 secs	4 mins 54 secs	-36.19%
Tokoroa District (31)	40.38%	-2 mins 12 secs	3 mins 36 secs	30.58%
Connect-2-Taupo Turangi (36)	38.34%	2 mins 36 secs	4 mins 6 secs	-18.49%

3 Runtime Adherence

2025 Q3

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

*Compared to the same quarter last year.



Unit	Runtime Adherence (%) ▼	Mean Runtime Adherence	Standard Deviation of Runtime Adherence	Change in Mean Runtime Adherence (%)
Hamilton West (Unit 1)	86.71%	-1 mins 6 secs	3 mins 24 secs	-12.24%
Hamilton East (Unit 2)	79.88%	-2 mins 30 secs	3 mins 48 secs	-0.70%
Taupo (Unit 9)	74.77%	-1 mins 48 secs	3 mins 48 secs	-87.48%
Pokeno - Pukekohe (Unit 3A)	72.83%	-4 mins 48 secs	3 mins 6 secs	115.10%
Raglan (Unit 5)	72.62%	-1 mins 24 secs	4 mins 42 secs	-69.92%
Morrinsville/Paeroa (Unit 4)	71.57%	-2 mins 42 secs	4 mins 48 secs	-78.99%
Huntly (Unit 3)	63.66%	-4 mins 36 secs	4 mins 0 secs	66.28%
Waipa (Unit 6A)	61.94%	-3 mins 54 secs	5 mins 48 secs	-194.58%
South Waikato (Unit 7)	60.28%	2 mins 36 secs	6 mins 48 secs	-7.82%

Route	Runtime Adherence (%) ▼	Mean Runtime Adherence	Standard Deviation of Runtime Adherence	Change in Mean Runtime Adherence (%)
Dinsdale (3)	94.10%	-2 mins 18 secs	1 min 60 secs	-22.76%
Chartwell (5)	93.99%	-2 mins 30 secs	2 mins 18 secs	12.90%
Fitzroy (12)	93.66%	-1 mins 24 secs	2 mins 30 secs	-44.25%
Nawton (9)	92.70%	-2 mins 42 secs	2 mins 42 secs	-34.08%
Bremworth / Templeview (19)	92.35%	-2 mins 18 secs	2 mins 0 secs	-4.81%
Tauwhare Pa (27)	92.17%	3 mins 18 secs	4 mins 36 secs	-77.51%
Fairfield (11)	91.01%	0 mins 24 secs	3 mins 24 secs	-207.27%
Pukete (1)	90.92%	-2 mins 54 secs	2 mins 42 secs	-4.90%
Hamilton Gardens Uni (17)	90.85%	-1 mins 30 secs	2 mins 48 secs	-27.95%
Claudelands (14)	89.62%	-1 mins 48 secs	3 mins 12 secs	21.94%
University (13)	89.45%	-3 mins 54 secs	2 mins 18 secs	23.52%
Tamahere/Matangi (28)	88.64%	2 mins 24 secs	2 mins 6 secs	9.95%
Comet (C)	87.90%	-1 mins 24 secs	3 mins 12 secs	14.77%
Taupo Connector (33)	87.40%	0 mins 30 secs	3 mins 6 secs	-189.26%
Te Rapa (18)	84.39%	-2 mins 6 secs	3 mins 0 secs	-24.87%
Tokoroa District (31)	82.58%	-2 mins 6 secs	6 mins 24 secs	36.44%
Flagstaff (4)	82.22%	-2 mins 48 secs	3 mins 36 secs	-5.82%
Rototuna (16)	80.90%	-2 mins 48 secs	3 mins 36 secs	-3.66%
Meteor (M)	75.76%	-2 mins 60 secs	4 mins 12 secs	-43.19%
Orbiter (O)	73.20%	-2 mins 18 secs	4 mins 24 secs	14.63%
Rototuna Circular (RC)	73.18%	-2 mins 42 secs	4 mins 36 secs	39.67%
Pokeno - Pukekohe (44)	72.83%	-4 mins 48 secs	3 mins 6 secs	115.10%
Raglan (23)	72.62%	-1 mins 24 secs	4 mins 42 secs	-69.92%
Eastern Connector (22)	71.57%	-2 mins 42 secs	4 mins 48 secs	-78.99%
Connect2Taupo - Mangakino/Tokoroa (37)	67.59%	0 mins 42 secs	3 mins 24 secs	-12.77%
Te Awamutu (24)	64.73%	-2 mins 6 secs	5 mins 54 secs	-1985.26%
Northern Connector (21)	63.66%	-4 mins 36 secs	4 mins 0 secs	66.28%
Tokoroa Connector (32)	61.36%	0 mins 48 secs	6 mins 30 secs	-39.04%
Connect-2-Taupo Wairakei (38)	59.09%	-2 mins 24 secs	1 min 60 secs	-1.71%
Cambridge (20)	59.06%	-3 mins 42 secs	5 mins 42 secs	-153.70%
Hillcrest (10)	56.66%	-5 mins 30 secs	2 mins 30 secs	-4.28%
Tokoroa Circuit (30)	53.79%	5 mins 6 secs	4 mins 0 secs	-1.17%
Connect-2-Taupo Acacia Bay (34)	49.36%	-5 mins 60 secs	5 mins 24 secs	-55.90%
Connect-2-Taupo Turangi (36)	48.08%	1 min 24 secs	4 mins 0 secs	-69.62%
Connect-2-Taupo Kinloch (35)	44.23%	-5 mins 36 secs	9 mins 6 secs	15.41%
Te Kuiti Connector (26)	34.09%	5 mins 12 secs	9 mins 6 secs	5.58%
Flagstaff North (4N)	30.50%	-6 mins 0 secs	4 mins 18 secs	-13.71%

4 Excess Waiting Time

2025 Q3

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



Route	Time of Day	Scheduled Waiting Time	Excess Waiting Time	Level of Service Description
Comet (C)	Off-Peak	36 mins 42 secs	0 mins 12 secs	Service provided like clockwork
Meteor (M)	Off-Peak	28 mins 54 secs	0 mins 12 secs	Service provided like clockwork
Orbiter (O)	Off-Peak	23 mins 18 secs	0 mins 12 secs	Service provided like clockwork
Comet (C)	On-Peak	9 mins 54 secs	0 mins 24 secs	Service provided like clockwork
Meteor (M)	On-Peak	7 mins 60 secs	0 mins 36 secs	Vehicles slightly off headway
Orbiter (O)	On-Peak	7 mins 18 secs	0 mins 42 secs	Vehicles often off headway

***Note:** "On-Peak" services are defined as services running between 7am and 6pm during the week (i.e., excluding weekends and public holidays).

5 Missed Stops

2025 Q3

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

3,381,227

Stops Serviced (#)

54,403

Stops Missed (#)

1.61%

Stops Missed (%)

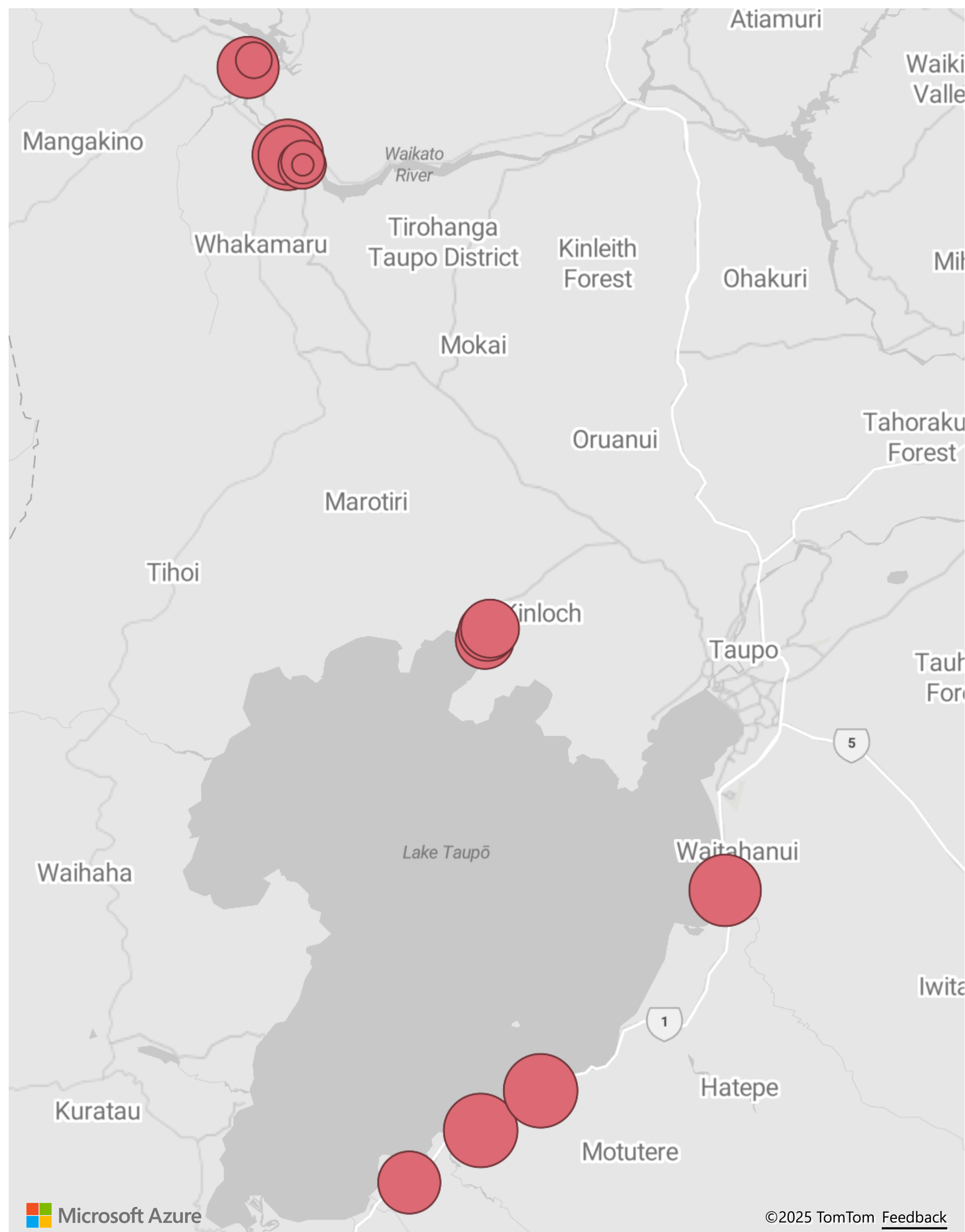
UnitLabel	Missed Stops (#)	Missed Stops (%)
Waipa (Unit 6A)	26,648	13.45%
Taupo (Unit 9)	2,840	5.56%
Pokeno - Pukekohe (Unit 3A)	664	1.34%
South Waikato (Unit 7)	261	1.33%
Hamilton West (Unit 1)	14,616	1.06%
Morrinsville/Paeroa (Unit 4)	254	0.75%
Huntly (Unit 3)	788	0.57%
Hamilton East (Unit 2)	8,166	0.55%
Raglan (Unit 5)	166	0.55%

***Note:** Missing bus stops are already excluded from previous calculations.

5 Missed Stops - by Stop (Top 14)

2025 Q3

StopName	Missed Stops (%) <div>▼</div>
Motutere Bay (opp Holiday Park)	98.08%
Waitetoko (Opp Marae)	98.08%
Waitahanui (Opp School)	94.23%
Whakamaru Store (Northbound) (hail2ride)	92.59%
Motuoapa - Northbound	78.85%
Rangatira Dr (near Kowhai St) (hail2ride)	77.78%
Whakamaru Store (Tihoi Rd)	74.07%
53 Marina Terrace - Kinloch - Taupo	73.08%
Kinloch Rd (Opp Seagers Cl)	73.08%
Kinloch Rd (Outside Community booth)	73.08%
39 Mountview Close (Hail2Ride) Whakamaru Village	61.11%
Whakamaru Village	57.41%
93 Rangatira Dr Mangakino	52.78%
2 Mountview Close (Hail2Ride) Whakamaru Village	49.07%



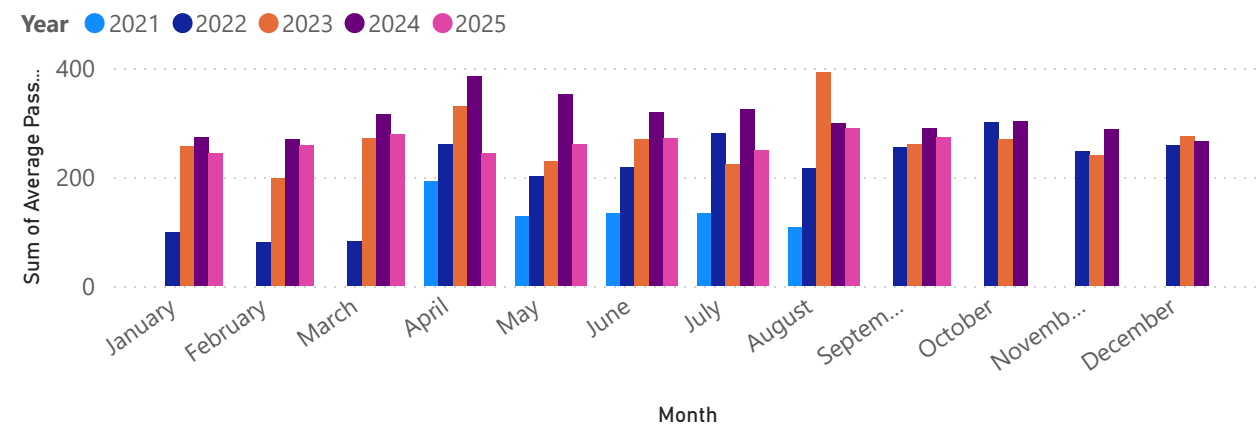
5 Missed Stops - by Route

2025 Q3

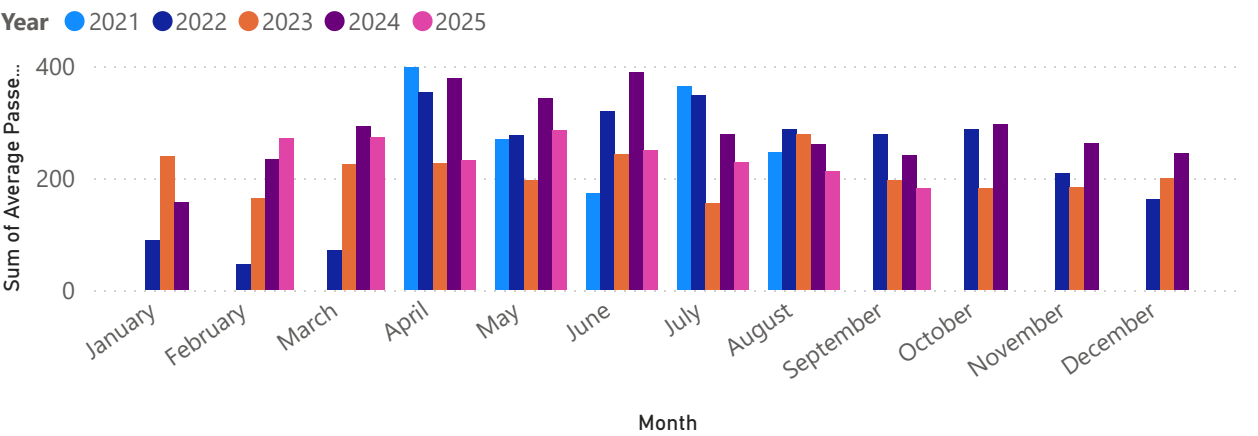
Route	Missed Stops (#)	Missed Stops (%)
Connect-2-Taupo Turangi (36)	377	45.31%
Connect2Taupo - Mangakino/Tokoroa (37)	880	35.43%
Connect-2-Taupo Kinloch (35)	100	32.05%
Connect-2-Taupo Wairakei (38)	302	20.80%
Connect-2-Taupo Acacia Bay (34)	135	17.31%
Cambridge (20)	17,221	15.09%
Te Awamutu (24)	9,427	11.22%
Tokoroa District (31)	32	2.42%
Taupo Connector (33)	1,046	2.31%
Comet (C)	6,106	1.72%
Tokoroa Circuit (30)	185	1.67%
Pokeno - Pukekohe (44)	664	1.34%
Hamilton Gardens Uni (17)	963	1.11%
University (13)	553	1.02%
Fitzroy (12)	880	1.00%
Meteor (M)	4,632	0.99%
Te Kuiti Connector (26)	37	0.97%
Dinsdale (3)	764	0.94%
Bremworth / Templeview (19)	460	0.79%
Eastern Connector (22)	254	0.75%
Rototuna (16)	697	0.68%
Claudelands (14)	652	0.67%
Nawton (9)	545	0.61%
Tauwhare Pa (27)	41	0.58%
Northern Connector (21)	788	0.57%
Raglan (23)	166	0.55%
Rototuna Circular (RC)	453	0.55%
Te Rapa (18)	482	0.53%
Hillcrest (10)	338	0.49%
Pukete (1)	621	0.49%
Flagstaff (4)	592	0.49%
Orbiter (O)	3,098	0.46%
Fairfield (11)	532	0.45%
Chartwell (5)	287	0.44%
Tamahere/Matangi (28)	85	0.44%
Tokoroa Connector (32)	7	0.20%
Flagstaff North (4N)	1	0.02%

Te Huia Performance

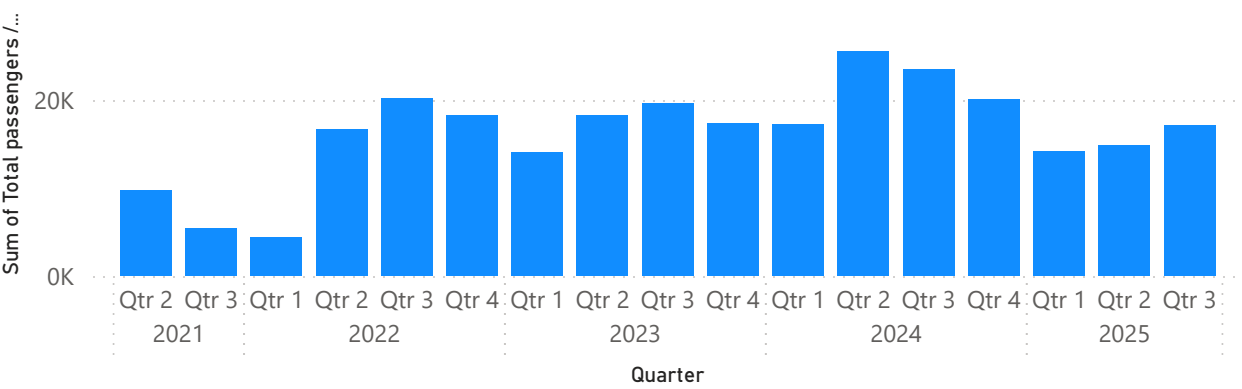
Sum of Average Passengers per day: Mon-Fri by Month and Year



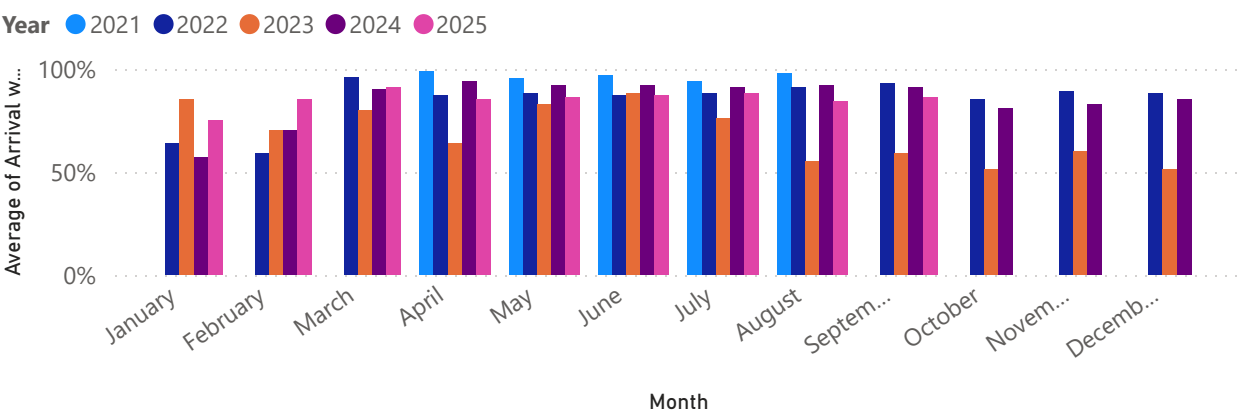
Sum of Average Passengers per day: Sat by Month and Year



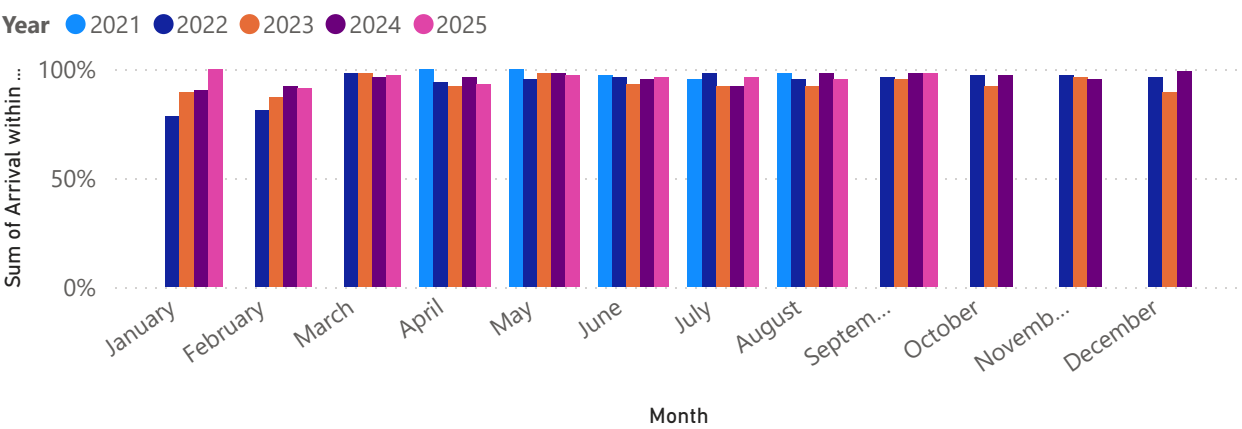
Sum of Total passengers /month by Year and Quarter



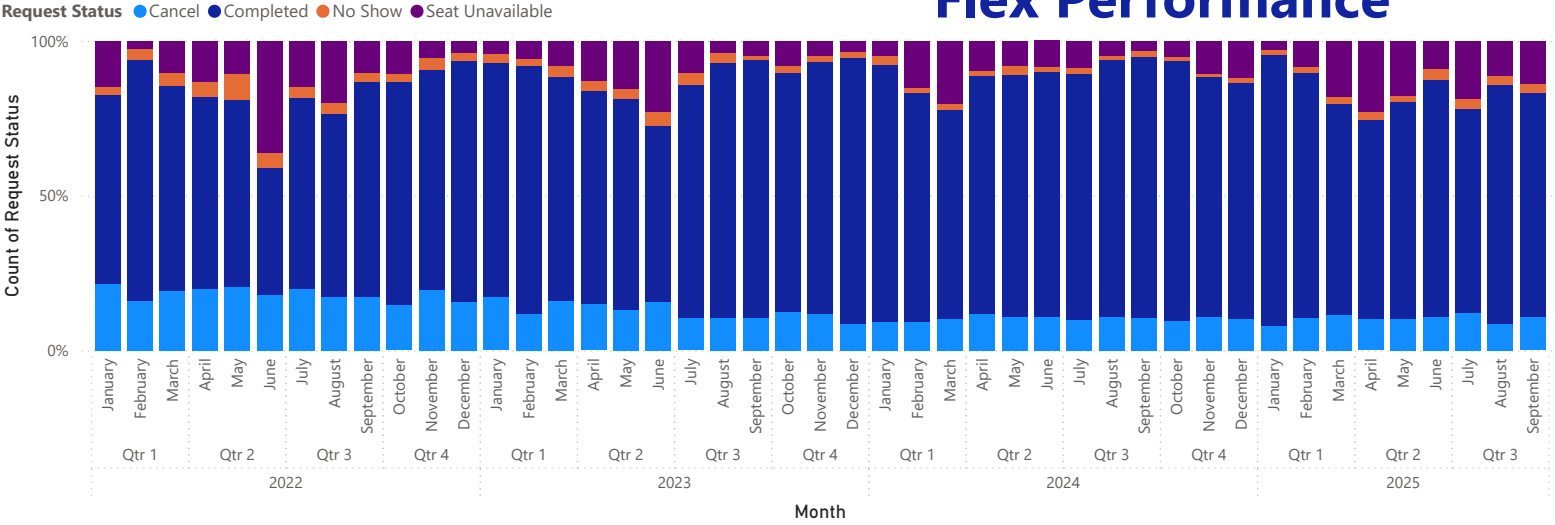
Average of Arrival within 5 minutes of schedule by Month and Year



Sum of Arrival within 15 minutes of schedule by Month and Year



Count of Request Status by Year, Quarter, Month and Request Status



Sum of Number of Passengers by Year and Month

