

Quarter: **2025 Q4**

Date Range: **1 October 2025 to  
31 December 2025**

# Operational Performance Monitoring Report

## Commentary

### Key Points

- Patronage has increased compared to the same quarter last year, with 945,506 passengers counted, with the majority of passengers catching the high-frequency services: the Comet, the Orbiter, or the Meteor. Overall, patronage continues to grow but the rate of growth is slowing.
- Reliability and punctuality have worsened somewhat compared to previous performance reports. Service arrivals vary between six and ten minutes, but most services are running on average up to five minutes fast. There is room for improvement and optimisation. Roadworks have also had an impact on performance, particularly in Hamilton and Taupō, and continue to be monitored.
- High-frequency services—the Comet, the Orbiter, and the Meteor—operate with high regularity with no more than one minute of excess waiting time and continue to experience the highest patronage across the network.

### Patronage

**Definition:** How many trips are taken on public transportation?

- Overall, patronage continues to grow, but the rate of growth is slowing.** There are 943,506 trips taken on public transportation during this quarter—

a 1.38% increase compared to the same quarter last year. Patronage is reduced compared to the previous quarter (2025 Q3). This is expected due to reduced services operating during the holiday period at the end of December.

- The majority of patronage is within Hamilton City and surrounding districts.** The majority of trips are taken within Hamilton City (Unit 1 and Unit 2), followed by the Waikato District (Unit 3 and Unit 5), Waipā District (Unit 6A), and Matamata-Piako/Hauraki Districts (Unit 4).
- The largest passenger group is Adults (406,648), followed by Youth (162,741) and Senior (137,760) passengers.** This has not changed from previous reporting periods. The number of Adult passengers has decreased slightly compared to the same quarter last year, but the number of Senior and Accessibility passengers have grown. The size of the Youth and Child passenger groups is reported to have grown and shrunk significantly, respectively. This is because Youth as a category was introduced within the last year so a “like-to-like” comparison does not yet exist. Comparing the sum of Youth and Child passengers in this quarter (212,284) to the sum of Youth and Child passengers in the same quarter last year (219,459) reveals that the size of this group has overall remained stable.
- High frequency services remain popular.** The most popular services remain the Orbiter (231,001), the Meteor (151,930), and the Comet (125,716). There is a slight decrease in patronage on the Orbiter and Comet (2–4%) and an increase in patronage on the Meteor (10%) compared to the same quarter last year. The next highest patronised services are the Northern Connector (43,798), followed by the Cambridge (36,155), and Te Awamutu (32,747). The most popular urban service is the Flagstaff service (28,154).
- Coverage/infrequent services report low patronage.** The Connect-2-Taupō services collectively served 859 passengers, compared to 1,119 (a decrease of 23%) in the same quarter last year. Most Taupō services run at most twice per day up to three days per week. Likewise, the Te Kūiti Connector (2,170), Tokoroa Connector (2,084), and Tokoroa District service (836) report relatively low patronage with up to two return services daily. The exception

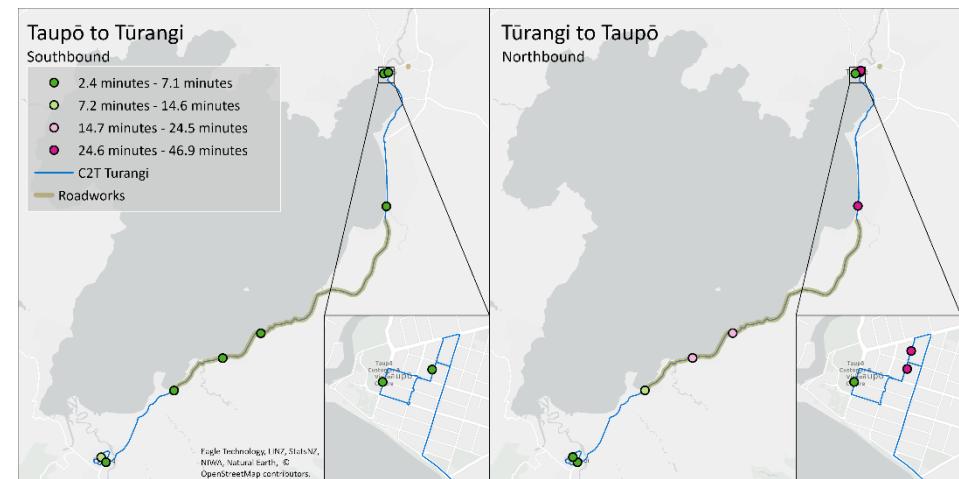
is the Tauwhare Pā and Tamahere/Matangi services, with six return services daily but a collective patronage of 1,696.

- **Patronage growth varies between different services.** The Cambridge, Eastern Connector, and Tokoroa District, and Tauwhare Pa services have seen a significant increase in patronage compared to the same quarter last year (between 12–50%). The Connect-2-Taupo services have likewise seen a significant decrease (between 20–25%), but given patronage is already low the absolute change in patronage is small. Remaining services have more or less steady patronage (changes between -10–10%).

## Timetable Adherence

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

- **Most stops adhere to the timetable, but the average arrival time has increased.** Across the network, approximately two-thirds of stops are serviced within the “on-time” window with an average arrival time of one minute and thirty seconds after the scheduled arrival time. The mean arrival time has increased 18.26% (14 seconds) compared to the same quarter last year. Passengers are waiting longer on average, but the actual increase is marginal.
- **Most stops are serviced on average one minute late compared to the timetable.** The timetable adherence varies between 50–70% across all units. The mean arrival time is likewise one minute and thirty seconds, with the exception of Morrinsville/Paeroa (Unit 4), whose services arrive two minutes early on average and Taupō (Unit 9), whose services arrive three minutes late on average. Pokeno-Pukekohe (Unit 3A) services have the distinction of arriving on average at the scheduled arrival time.
- **Variability is somewhat larger than ideal, and there is opportunity for improvement in waiting times.** Variability in arrival time ranges from three minutes to five minutes. This means that passengers generally have to



arrive up to four minutes early and wait up to ten minutes to be confident that a bus will arrive. While not an overly large waiting time, there is opportunity for performance improvement.

- **Roadworks impacted arrival performance in Taupō.** The most adherent route is Tauwhare Pā service followed by the Dinsdale service. The least adherent route is the Connect-2-Taupō Turangi service followed by the Tokoroa District service. The Turangi service in particular reported an average arrival time of eleven minutes late compared to the timetable. This is likely due to Stop/Go restrictions in place along SH1 during November and December for roadworks. This is shown in the graphic below.

## Runtime Adherence

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

- **Most services run within five minutes of the scheduled runtime.** Approximately 75% of all services run within a five-minute window of the scheduled runtime, with services running two and a half minutes early on

average—a slight 4.45% increase (7 seconds) compared to the same quarter last year.

- **Services are running fast on average except in Waipā and South Waikato where services are running slow.** Runtime adherence is between 50–80% for all units, with urban services having greater adherence than regional services. On average, all units run between 2–4 minutes early except for Taupō (Unit 9) which runs one minute late on average and South Waikato (Unit 7) which runs two minutes late on average. Variation in runtime adherence ranges between 3–6 minutes. In Waipā (Unit 6A) and South Waikato (Unit 7), the variation in runtime is more than six minutes. This means that there is a wide window of runtimes across services, with most services running fast. This may be due to the start of school holidays leading to fewer boardings during peak time.
- **Roadworks impacted runtime performance in Taupō.** The most adherent route is Tauwhare Pā, followed by Tamahere/Matangi and Fitzroy. Approximately 95% of these services arrive within five minutes of the timetabled runtime. The least adherent route is Connect-2-Taupō Turangi, running six minutes late on average (likely for the reasons discussed in the previous section), followed by Flagstaff North, running eight minutes early on average.
- **Regional services continue to experience large variation in runtimes.** The largest variation of runtime is reported by the Te Kūti Connector, with seven out of ten services running between five minutes fast and fifteen minutes slow. Other regional services, such as the Connect-2-Taupo Kinloch service, Tokoroa Connector service, Cambridge service, and Te Awamutu services report similar results. This is likely due to extended travel on regional roads which introduces variation in overall travel time.

## Excess Waiting Time

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

- **Excess waiting time is low.** The excess waiting time for all services is less than half a minute. This is a 51.51% improvement compared to the same quarter last year.
- **Services are regular and arrive every 15–20 minutes on average during peak times and 20–40 minutes on average during off-peak times.** As expected, excess waiting time is higher during on-peak services compared to off-peak services. However, excess waiting time is less than two minutes from the scheduled headway, which indicates high regularity.

## Missed Stops

**Definition:** How many and which bus stops have missing data?

- **Roadworks and bus diversions have reduced the availability of data.** Between 4–5% of stops across the network have missing data. This is higher than expected but still within a reasonable range and likely due to summer roadworks necessitating bus detours.
- **Regional services continue to report higher than ideal proportions of missing data.** Bus stops serviced by Taupō (Unit 9) and South Waikato (Unit 7) services are missing 8–10% 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.
- **Road closures in Mangakino and South Waikato have impacted data availability.** The stops with the highest proportion of missing data are located in the Taupō, Mangakino, and Tokoroa townships, with some stops having no data recorded at all during the reporting period. Poor signal connectivity likely contributes to this. Roadworks also contribute, with road closures in Mangakino in particular necessitating bus detours.

## Te Huia

- **Patronage has decreased compared to the same quarter last year.** There are 18,718 trips on Te Huia in this quarter. This is a reduction compared to the same quarter last year (20,089) but an increase compared to the July-September quarter (17,138). This is likely due to line closures over the October school holidays and over the summer holidays.
- **Services continue to be punctual.** Approximately 83–89% of stations are serviced within five minutes of the timetable, and more than 97% of stations are serviced within fifteen minutes. There is no significant change in reliability compared to previous quarters. This is reasonably reliable.

## Flex On-Demand

- **Patronage on the FLEX On-Demand service is stable.** The FLEX On-Demand service carried 4,999 passengers in 2025 Q4—a 0.66% decrease compared to the same quarter last year, indicating more or less stable patronage. Most passengers are transported between 11pm and midnight.
- **Many trips are not taken due to waiting times and seat availability, indicating significant room for improvement and optimisation.** There are 1,178 trip proposals not accepted by users, affecting 2,546 passengers. This may be due to proposed waiting times or change of heart. In addition, 451 trip requests are rejected due to unavailability of seats. This impacted 1,452 passengers. This indicates opportunity for optimisation to improve availability of the service for passengers.

# REGIONAL TRANSPORT CONNECTIONS

## Operational Performance Monitoring Report

For the period: 2025 Q4 

1 October 2025 to 31 December 2025



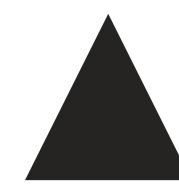
# 1 Patronage

2025 Q4

**Definition:** How many trips are taken on public transportation?

**943,506**

Patronage (#)



**1.38%**

Patronage Change (%)

\*Compared to the same quarter last year.

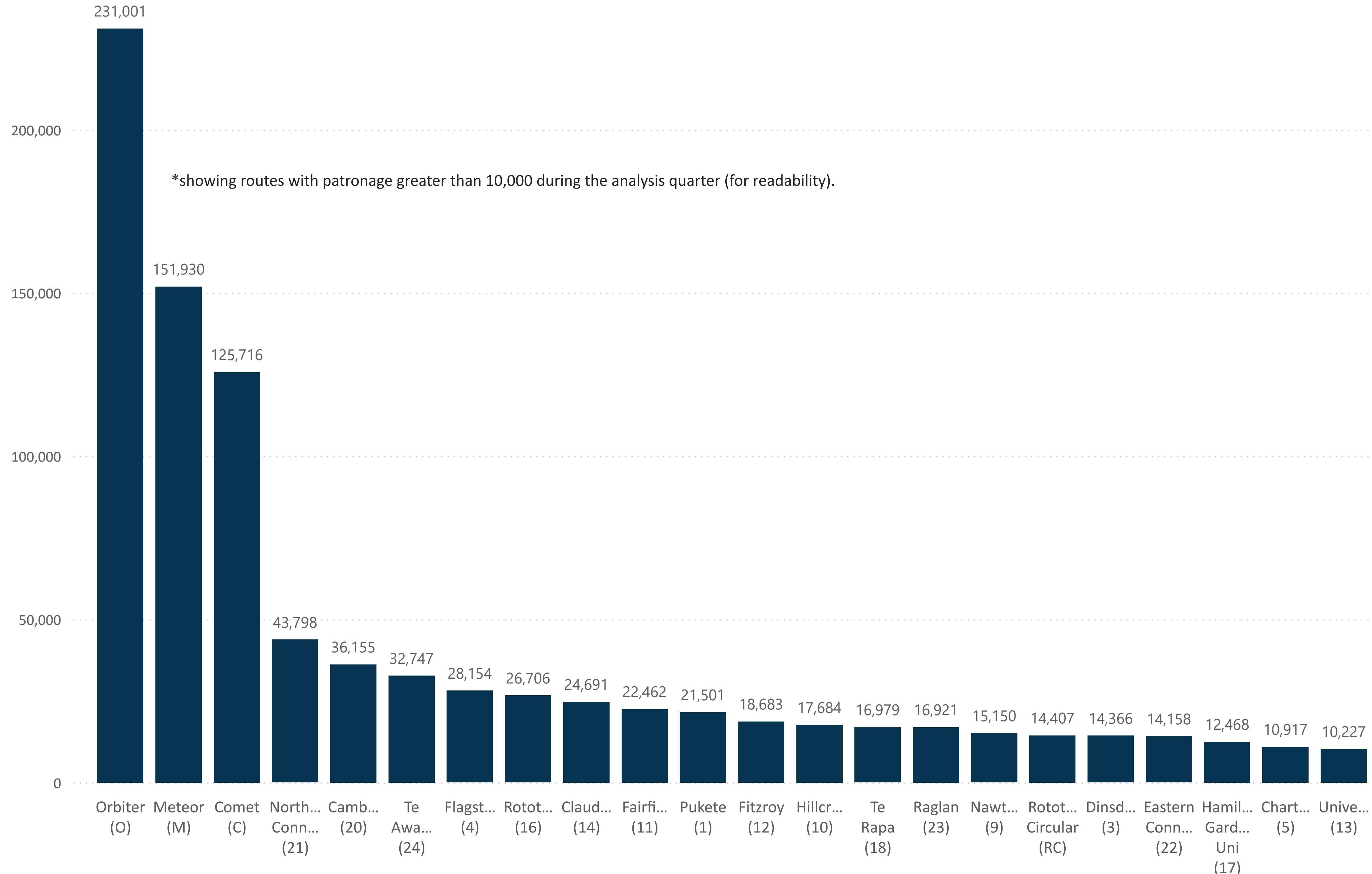
Unit	Patronage (#)	Change (%)
Hamilton East (Unit 2)	404,176	-0.25%
Hamilton West (Unit 1)	373,453	2.48%
Waipa (Unit 6A)	68,902	7.53%
Huntly (Unit 3)	43,798	-0.96%
Raglan (Unit 5)	16,921	-8.44%
Morrinsville/Paeroa (Unit 4)	14,158	12.50%
Pokeno - Pukekohe (Unit 3A)	9,508	9.30%
South Waikato (Unit 7)	7,549	-0.03%
Taupo (Unit 9)	5,041	-7.96%

Ticket Group	Patronage (#)	Change (%)
Adult	406,648	-4.64%
Youth	162,741	447.77%
Senior	137,760	6.92%
Accessibility	107,612	9.71%
Tertiary	78,178	36.52%
Child	49,543	-73.89%
Other	1,024	67.59%

**\*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 Q4



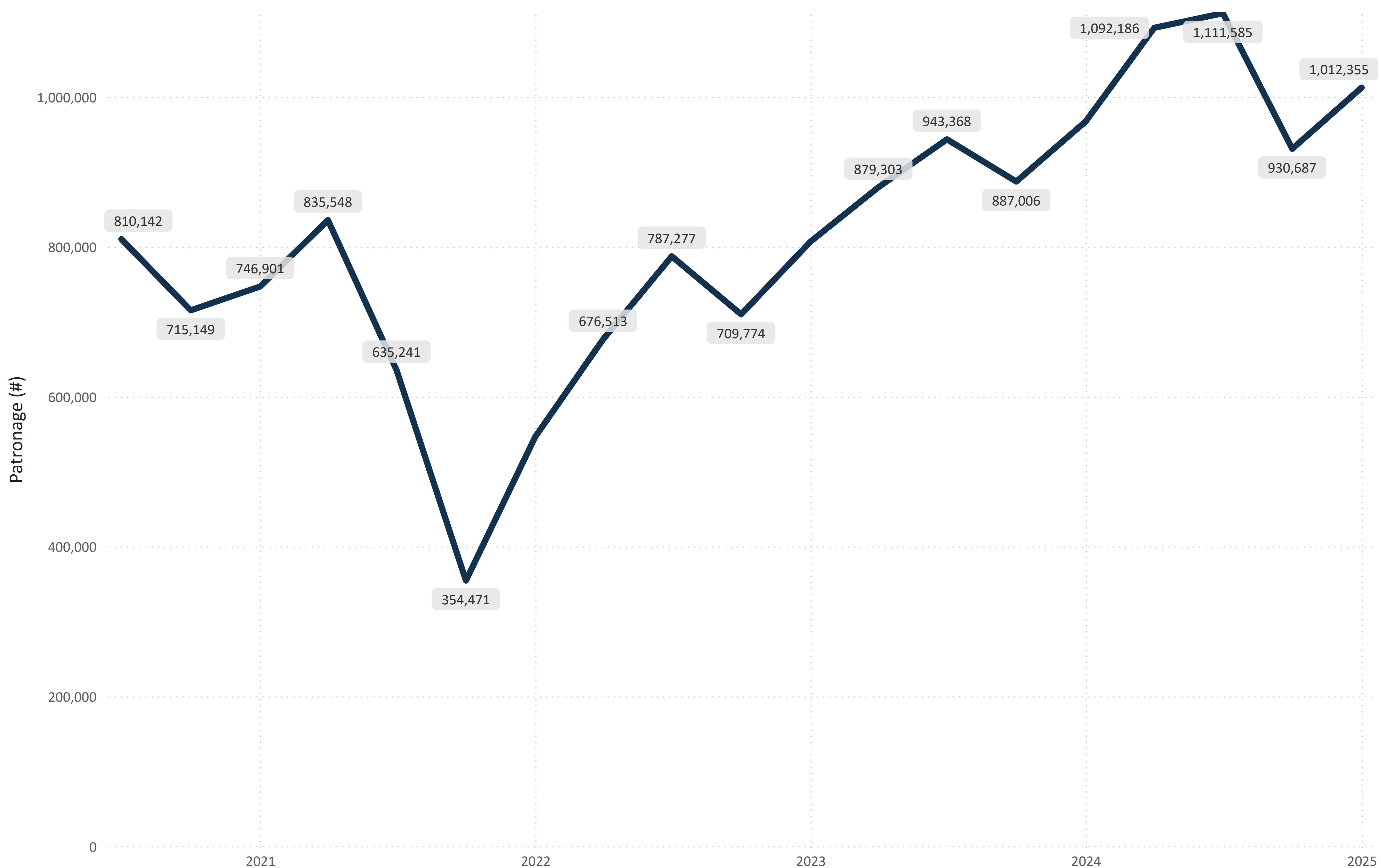
# 1 Patronage - by Route

2025 Q4

Route	Patronage (#)	Change (%)
Orbiter (O)	231,001	-2.80%
Meteor (M)	151,930	9.84%
Comet (C)	125,716	-4.07%
Northern Connector (21)	43,798	-0.96%
Cambridge (20)	36,155	12.21%
Te Awamutu (24)	32,747	2.80%
Flagstaff (4)	28,154	1.91%
Rototuna (16)	26,706	0.64%
Claudelands (14)	24,691	-2.99%
Fairfield (11)	22,462	7.75%
Pukete (1)	21,501	8.70%
Fitzroy (12)	18,683	4.70%
Hillcrest (10)	17,684	2.70%
Te Rapa (18)	16,979	-9.32%
Raglan (23)	16,921	-8.44%
Nawton (9)	15,150	1.77%
Rototuna Circular (RC)	14,407	8.27%
Dinsdale (3)	14,366	-0.92%
Eastern Connector (22)	14,158	12.50%
Hamilton Gardens Uni (17)	12,468	8.58%
Chartwell (5)	10,917	9.33%
University (13)	10,227	5.27%
Pokeno - Pukekohe (44)	9,508	9.30%
Bremworth / Templeview (19)	7,432	-3.25%
Flagstaff North (4N)	5,459	1.58%
Taupo Connector (33)	4,182	-4.04%
Tokoroa Circuit (30)	2,459	-10.55%
Te Kuiti Connector (26)	2,170	5.75%
Tokoroa Connector (32)	2,084	-5.14%
Tamahere/Matangi (28)	1,049	-7.41%
Tokoroa District (31)	836	51.18%
Tauwhare Pa (27)	647	32.58%
Connect2Taupo - Mangakino/Tokoroa (37)	344	-25.38%
Connect-2-Taupo Turangi (36)	339	-19.86%
Connect-2-Taupo Wairakei (38)	137	-26.74%
Connect-2-Taupo Acacia Bay (34)	39	-18.75%

# 1 Patronage - by Quarter

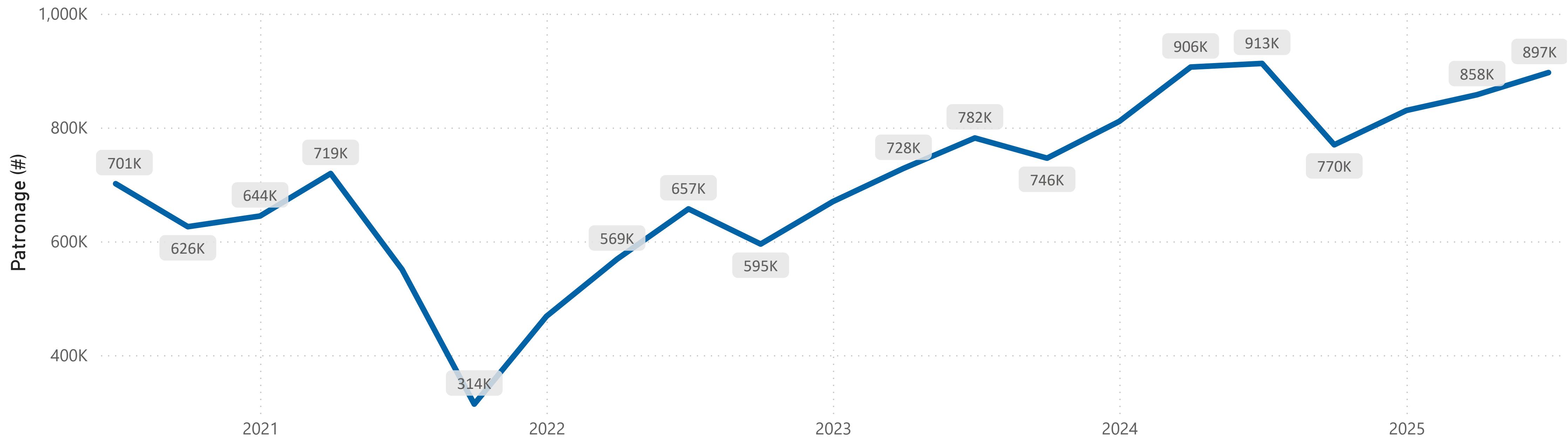
2025 Q4



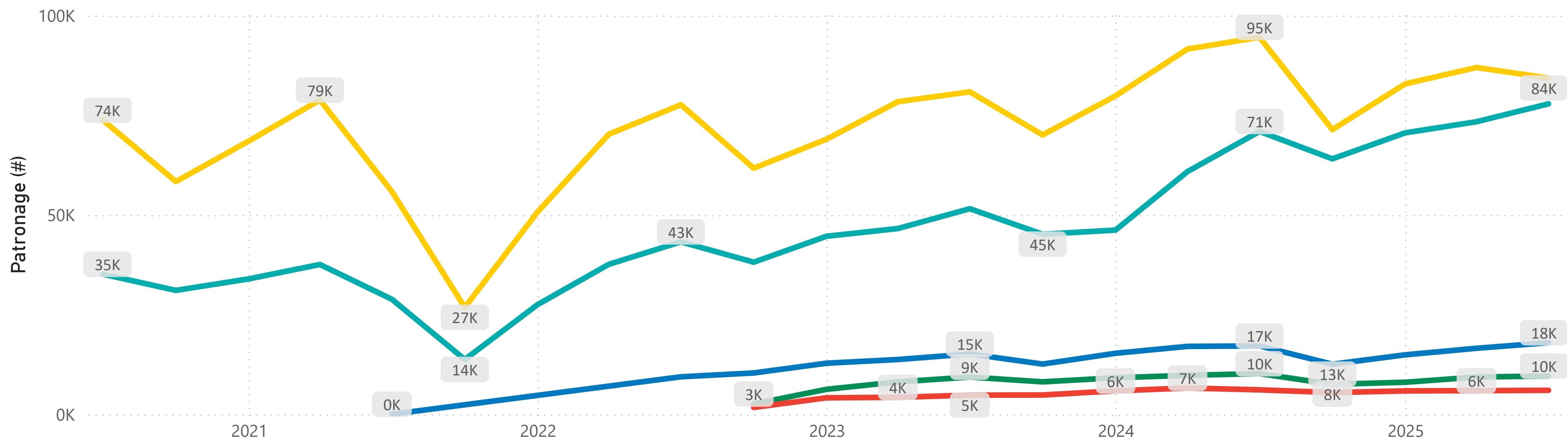
# 1 Patronage - by Quarter/Territorial Authority

2025 Q4

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 Q4

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

**67.51%**

Overall Timetable Adherence (%)

**1 min 30 secs**

Overall Mean Timetable Adherence (mins)

**▲18.26%**

Mean Timetable Adherence Change (%)

\*Compared to the same quarter last year.

Unit	▼ Timetable Adherence (%)	Mean Timetable Adherence	Standard Deviation of Timetable Adherence
Hamilton East (Unit 2)	71.24%	1 min 48 secs	3 mins 30 secs
Waipa (Unit 6A)	67.75%	1 min 24 secs	3 mins 12 secs
Hamilton West (Unit 1)	66.61%	1 min 12 secs	3 mins 18 secs
Huntly (Unit 3)	59.53%	1 min 30 secs	4 mins 0 secs
Raglan (Unit 5)	53.96%	1 min 0 secs	4 mins 6 secs
Pokeno - Pukekohe (Unit 3A)	52.13%	0 mins 6 secs	3 mins 24 secs
South Waikato (Unit 7)	51.68%	1 min 42 secs	4 mins 36 secs
Morrinsville/Paeroa (Unit 4)	50.44%	-1 mins 54 secs	3 mins 42 secs
Taupo (Unit 9)	44.38%	2 mins 54 secs	5 mins 6 secs

# 2 Timetable Adherence - by Route

2025 Q4

Route	Timetable Adherence (%)	Mean Timetable Adherence	Standard Deviation of Timetable Adherence
Tauwhare Pa (27)	81.87%	1 min 48 secs	2 mins 48 secs
Dinsdale (3)	81.79%	1 min 12 secs	2 mins 12 secs
Bremworth / Templeview (19)	80.87%	1 min 0 secs	2 mins 6 secs
Fitzroy (12)	80.53%	1 min 48 secs	2 mins 24 secs
Hamilton Gardens Uni (17)	80.01%	1 min 12 secs	2 mins 18 secs
Tamahere/Matangi (28)	79.64%	1 min 12 secs	2 mins 36 secs
Fairfield (11)	78.14%	2 mins 30 secs	2 mins 60 secs
University (13)	77.99%	0 mins 36 secs	2 mins 6 secs
Flagstaff (4)	74.89%	1 min 48 secs	3 mins 6 secs
Nawton (9)	74.22%	1 min 60 secs	3 mins 6 secs
Te Rapa (18)	72.34%	1 min 42 secs	2 mins 60 secs
Claudelands (14)	72.20%	1 min 0 secs	2 mins 48 secs
Chartwell (5)	70.95%	1 min 24 secs	3 mins 18 secs
Rototuna (16)	70.87%	2 mins 12 secs	3 mins 30 secs
Orbiter (O)	69.19%	2 mins 0 secs	3 mins 42 secs
Cambridge (20)	69.14%	0 mins 48 secs	2 mins 54 secs
Hillcrest (10)	67.99%	-1 mins 54 secs	2 mins 36 secs
Pukete (1)	66.39%	0 mins 48 secs	3 mins 12 secs
Te Awamutu (24)	65.87%	2 mins 6 secs	3 mins 18 secs
Rototuna Circular (RC)	64.24%	2 mins 24 secs	4 mins 18 secs
Tokoroa Connector (32)	62.82%	1 min 48 secs	3 mins 60 secs
Connect-2-Taupo Wairakei (38)	62.69%	-1 mins 54 secs	1 min 54 secs
Meteor (M)	61.52%	1 min 0 secs	3 mins 24 secs
Comet (C)	59.74%	1 min 0 secs	3 mins 60 secs
Northern Connector (21)	59.53%	1 min 30 secs	4 mins 0 secs
Connect-2-Taupo Acacia Bay (34)	56.73%	-3 mins 48 secs	8 mins 24 secs
Raglan (23)	53.96%	1 min 0 secs	4 mins 6 secs
Pokeno - Pukekohe (44)	52.13%	0 mins 6 secs	3 mins 24 secs
Tokoroa Circuit (30)	50.96%	0 mins 54 secs	3 mins 54 secs
Eastern Connector (22)	50.44%	-1 mins 54 secs	3 mins 42 secs
Te Kuiti Connector (26)	48.36%	4 mins 36 secs	5 mins 48 secs
Connect2Taupo - Mangakino/Tokoroa (37)	46.72%	1 min 12 secs	3 mins 12 secs
Connect-2-Taupo Kinloch (35)	44.64%	1 min 42 secs	8 mins 30 secs
Taupo Connector (33)	43.81%	3 mins 0 secs	4 mins 42 secs
Flagstaff North (4N)	42.53%	-2 mins 36 secs	5 mins 6 secs
Tokoroa District (31)	39.21%	-2 mins 42 secs	3 mins 30 secs
Connect-2-Taupo Turangi (36)	23.21%	11 mins 48 secs	13 mins 36 secs

# 3 Runtime Adherence

2025 Q4

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

**76.47%**

Overall Runtime Adherence (%)

**-2 mins 42 secs**

Overall Mean Runtime Adherence (mins)

**▲ 4.45%**

Mean Runtime Adherence Change (%)

\*Compared to the same quarter last year.

Unit	Runtime Adherence (%)	Mean Runtime Adherence	Standard Deviation of Runtime Adherence
Hamilton West (Unit 1)	81.59%	-2 mins 54 secs	3 mins 36 secs
Hamilton East (Unit 2)	76.04%	-2 mins 30 secs	4 mins 6 secs
Raglan (Unit 5)	75.23%	-2 mins 18 secs	3 mins 48 secs
Pokeno - Pukekohe (Unit 3A)	71.36%	-3 mins 48 secs	3 mins 30 secs
Huntly (Unit 3)	65.51%	-3 mins 48 secs	4 mins 30 secs
Taupo (Unit 9)	65.35%	0 mins 54 secs	4 mins 36 secs
Morrinsville/Paeroa (Unit 4)	65.29%	-3 mins 42 secs	4 mins 24 secs
Waipa (Unit 6A)	64.98%	-2 mins 24 secs	6 mins 18 secs
South Waikato (Unit 7)	53.91%	2 mins 6 secs	6 mins 12 secs

# 3 Runtime Adherence - by Route

2025 Q4

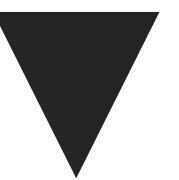
Route	Runtime Adherence (%)	Mean Runtime Adherence	Standard Deviation of Runtime Adherence
Tauwhare Pa (27)	94.58%	-1 mins 60 secs	1 min 48 secs
Tamahere/Matangi (28)	94.17%	-1 mins 54 secs	2 mins 6 secs
Fitzroy (12)	89.74%	-2 mins 60 secs	2 mins 30 secs
Bremworth / Templeview (19)	88.77%	-2 mins 6 secs	2 mins 0 secs
Dinsdale (3)	87.61%	-3 mins 54 secs	2 mins 12 secs
Hamilton Gardens Uni (17)	87.57%	-1 mins 12 secs	2 mins 42 secs
Nawton (9)	86.87%	-2 mins 30 secs	3 mins 6 secs
Chartwell (5)	86.39%	-1 mins 6 secs	3 mins 12 secs
University (13)	84.95%	-3 mins 30 secs	2 mins 12 secs
Claudelands (14)	84.53%	-1 mins 48 secs	3 mins 48 secs
Fairfield (11)	83.72%	0 mins 48 secs	3 mins 48 secs
Pukete (1)	82.51%	-1 mins 36 secs	3 mins 12 secs
Comet (C)	79.19%	-1 mins 6 secs	3 mins 48 secs
Te Rapa (18)	78.94%	-2 mins 18 secs	3 mins 30 secs
Rototuna (16)	78.05%	-2 mins 54 secs	3 mins 54 secs
Flagstaff (4)	77.82%	-2 mins 36 secs	3 mins 42 secs
Rototuna Circular (RC)	76.28%	-2 mins 36 secs	4 mins 24 secs
Taupo Connector (33)	75.75%	1 min 36 secs	4 mins 18 secs
Raglan (23)	75.23%	-2 mins 18 secs	3 mins 48 secs
Tokoroa District (31)	75.00%	-3 mins 24 secs	2 mins 54 secs
Meteor (M)	73.79%	-1 mins 6 secs	4 mins 36 secs
Pokeno - Pukekohe (44)	71.36%	-3 mins 48 secs	3 mins 30 secs
Orbiter (O)	71.06%	-2 mins 18 secs	4 mins 36 secs
Te Awamutu (24)	65.51%	-2 mins 42 secs	6 mins 18 secs
Northern Connector (21)	65.51%	-3 mins 48 secs	4 mins 30 secs
Eastern Connector (22)	65.29%	-3 mins 42 secs	4 mins 24 secs
Cambridge (20)	64.43%	-2 mins 6 secs	6 mins 18 secs
Connect-2-Taupo Wairakei (38)	62.08%	-2 mins 6 secs	2 mins 0 secs
Connect2Taupo - Mangakino/Tokoroa (37)	60.42%	-1 mins 42 secs	3 mins 48 secs
Tokoroa Connector (32)	51.67%	-1 mins 12 secs	6 mins 48 secs
Hillcrest (10)	51.37%	-5 mins 18 secs	2 mins 48 secs
Connect-2-Taupo Acacia Bay (34)	47.22%	-3 mins 54 secs	3 mins 54 secs
Tokoroa Circuit (30)	46.56%	5 mins 18 secs	3 mins 18 secs
Te Kuiti Connector (26)	35.00%	4 mins 48 secs	9 mins 18 secs
Connect-2-Taupo Kinloch (35)	25.00%	-6 mins 30 secs	7 mins 24 secs
Flagstaff North (4N)	19.90%	-8 mins 24 secs	5 mins 18 secs
Connect-2-Taupo Turangi (36)	17.39%	6 mins 60 secs	5 mins 12 secs

# 4 Excess Waiting Time

2025 Q4

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

\*Compared to the same quarter last year.

0 mins 18 secs  -51.51%

Overall Excess Waiting Time

Excess Waiting Time Change (%)

Route	Time of Day	Scheduled Waiting Time	Excess Waiting Time	Level of Service Description
Orbiter (O)	Off-Peak	22 mins 54 secs	0 mins 12 secs	Service provided like clockwork
Comet (C)	On-Peak	10 mins 24 secs	0 mins 36 secs	Vehicles slightly off headway
Meteor (M)	On-Peak	8 mins 18 secs	0 mins 36 secs	Vehicles slightly off headway
Orbiter (O)	On-Peak	7 mins 30 secs	0 mins 42 secs	Vehicles slightly off headway
Comet (C)	Off-Peak	36 mins 0 secs	-1 mins 54 secs	Service provided like clockwork
Meteor (M)	Off-Peak	28 mins 6 secs	-1 mins 60 secs	Service provided like clockwork

**\*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 Q4

**Definition:** How many and which bus stops have missing data?

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

**3,223,938**

Sum of StopsServiced

**150,230**

Sum of StopsMissed

**4.66%**

Sum of MissedPercentage

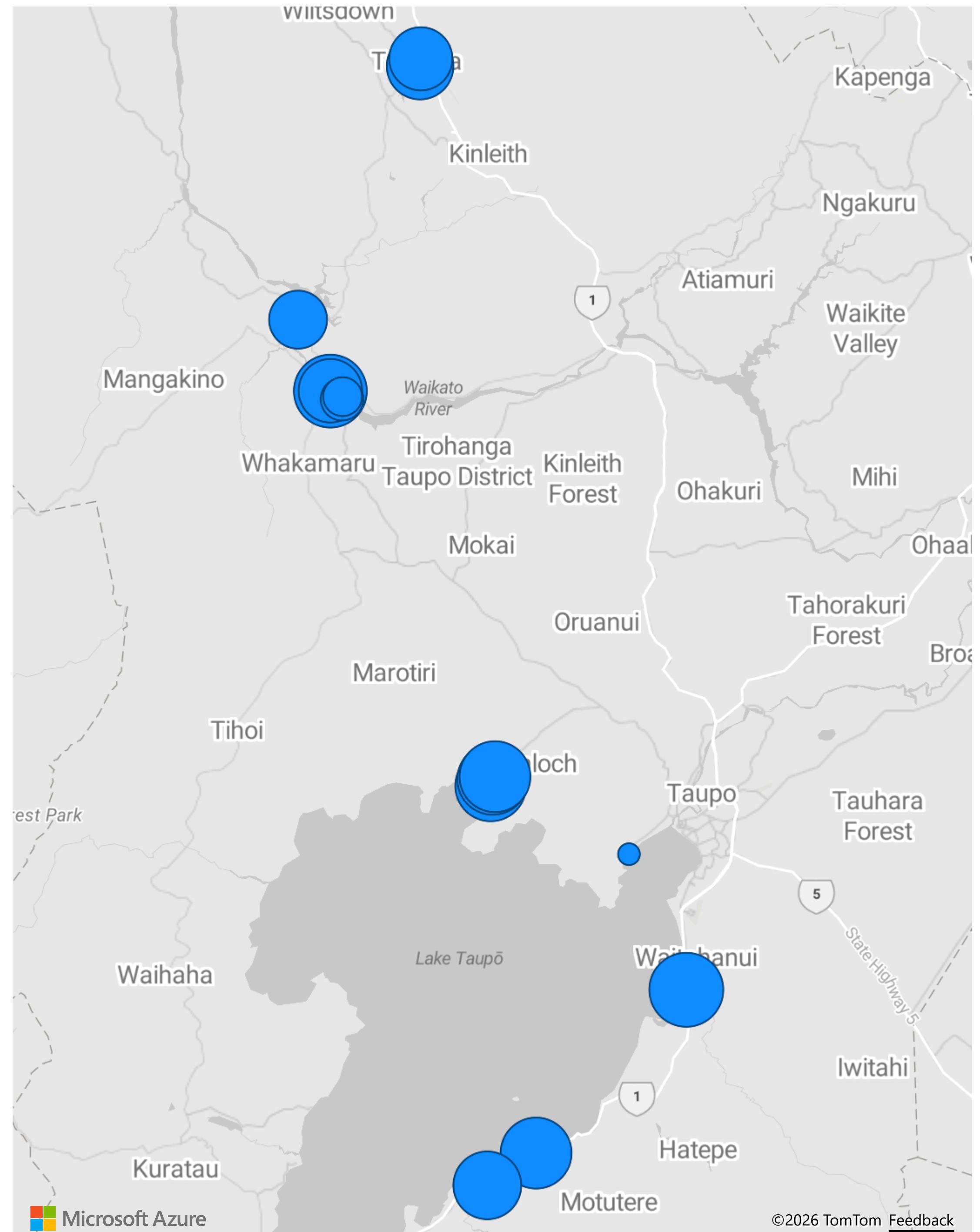
UnitLabel	Missed Stops (#)	Missed Stops (%)
South Waikato (Unit 7)	1,858	10.07%
Taupo (Unit 9)	4,121	8.40%
Waipa (Unit 6A)	14,979	7.92%
Pokeno - Pukekohe (Unit 3A)	3,463	7.46%
Raglan (Unit 5)	1,405	4.79%
Hamilton West (Unit 1)	63,100	4.79%
Morrinsville/Paeroa (Unit 4)	1,427	4.50%
Huntly (Unit 3)	5,345	4.13%
Hamilton East (Unit 2)	54,532	3.86%

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

# 5 Missed Stops - by Stop (Top 14)

2025 Q4

StopName	Missed Stops (%)
Waitahanui, Five Mile Bay-Waitahanui (opp Te Kura O Waitahanui)	89.13%
Tihoi Rd, Whakamaru (Whakamaru Store)	87.50%
Motutere Bay, Motutere (opp Holiday Park)	84.78%
53 Marina Tce, Kinloch	84.62%
Kinloch Rd, Kinloch (opp Seagers Cl)	84.62%
Kinloch Rd, Kinloch (outside Community Booth)	84.62%
Waitetoko, Oruatua-Te-Rangiita-Waitetoko (opp Marae)	80.43%
Bridge St, Tokoroa (New World)	78.87%
Whakamaru Store, Whakamaru (Northbound) (hail2ride)	75.00%
Chambers St, Tokoroa (Tokoroa Club)	74.60%
Rangatira Dr, Mangakino (near Kowhai St) (hail2ride)	68.75%
39 Mountview Cl, Whakamaru (hail2ride)	56.25%
Whakamaru Village, Whakamaru	54.17%
Opp 11 Reesley Dr, Acacia Bay	50.00%



# 5 Missed Stops - by Route

2025 Q4

Route	Missed Stops (#)	Missed Stops (%)
Connect-2-Taupo Turangi (36)	253	32.44%
Connect-2-Taupo Kinloch (35)	101	30.06%
Connect2Taupo - Mangakino/Tokoroa (37)	642	28.48%
Tokoroa Circuit (30)	1,535	14.50%
Te Awamutu (24)	9,726	12.12%
Connect-2-Taupo Acacia Bay (34)	93	11.80%
Connect-2-Taupo Wairakei (38)	130	9.07%
Tokoroa District (31)	105	8.33%
Pokeno - Pukekohe (44)	3,463	7.46%
Te Rapa (18)	6,052	7.00%
Taupo Connector (33)	2,902	6.68%
Pukete (1)	6,421	5.35%
Nawton (9)	4,448	5.22%
Comet (C)	16,442	4.86%
Cambridge (20)	5,253	4.82%
Raglan (23)	1,405	4.79%
Bremworth / Templeview (19)	2,668	4.73%
Hillcrest (10)	3,015	4.64%
Chartwell (5)	2,865	4.59%
Eastern Connector (22)	1,427	4.50%
Meteor (M)	19,735	4.42%
Flagstaff (4)	5,084	4.39%
Dinsdale (3)	3,251	4.20%
Rototuna (16)	4,073	4.15%
Northern Connector (21)	5,345	4.13%
Claudelands (14)	3,827	4.12%
Fitzroy (12)	3,201	3.83%
Fairfield (11)	4,210	3.80%
Te Kuiti Connector (26)	131	3.76%
Rototuna Circular (RC)	2,968	3.74%
Flagstaff North (4N)	243	3.73%
Tamahere/Matangi (28)	652	3.70%
Orbiter (O)	23,476	3.62%
University (13)	1,877	3.61%
Hamilton Gardens Uni (17)	2,894	3.57%
Tauwhare Pa (27)	230	3.55%
Tokoroa Connector (32)	87	2.79%

# 6 FLEX - Patronage and Status

2025 Q4

**Definition:** The number of trips requested and completed for the weekend on-demand FLEX service.

4,999

Patronage (#)



-0.66%

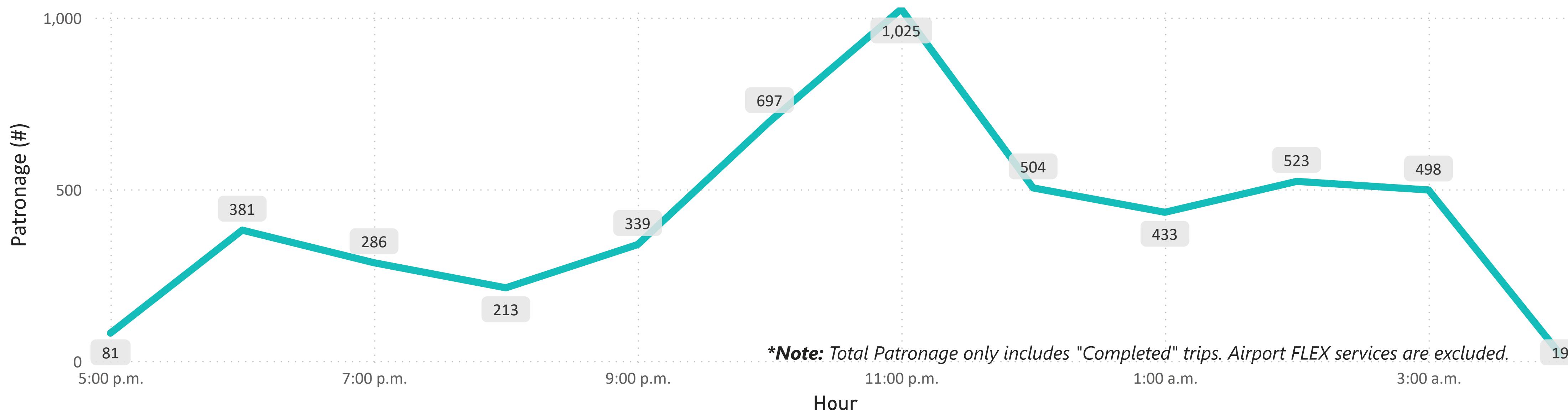
Patronage Change (%)

\*Compared to the same quarter last year.

## Status of Requests

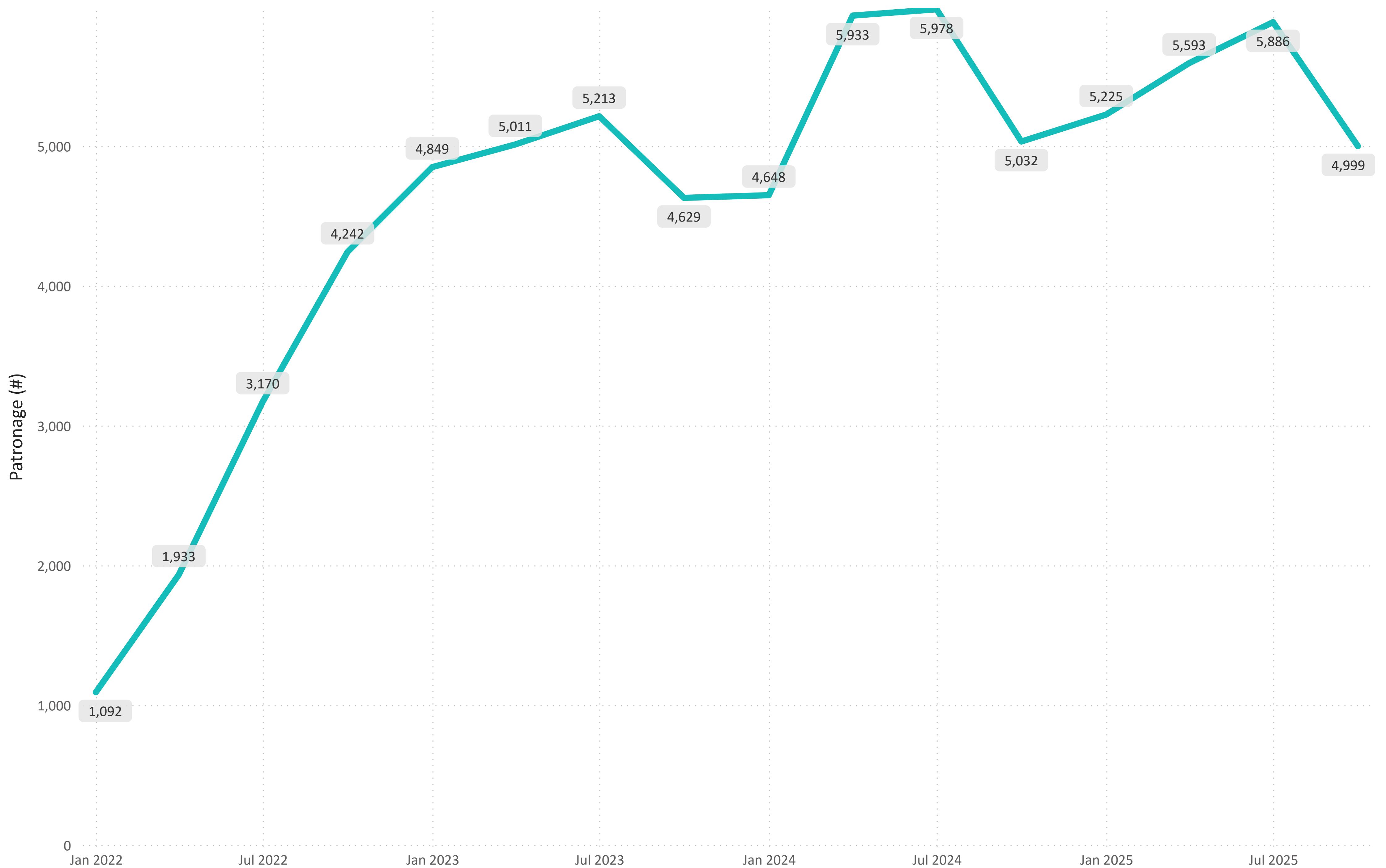
Requests (#) Patronage (#)

	Requests (#)	Patronage (#)
Completed	2,118	4,999
Unaccepted Proposal	1,178	2,546
Seat Unavailable	451	1,452
Cancel	263	607
Invalid or Other Error	78	255
No Show	46	120



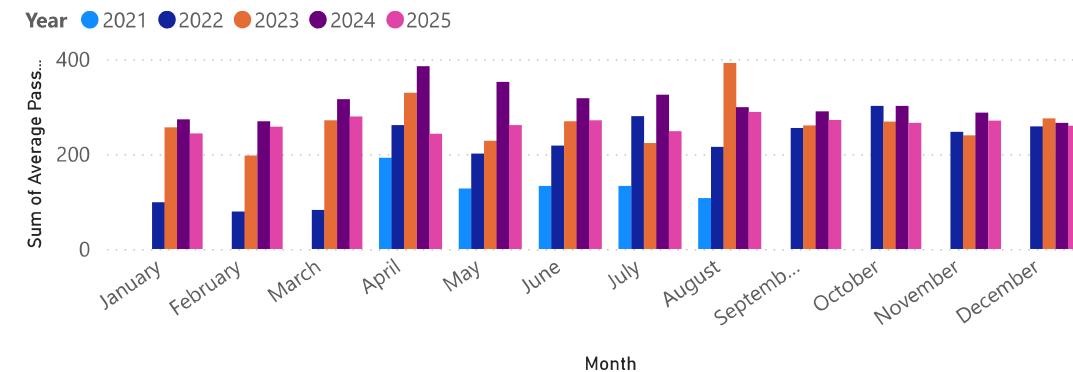
# 6 FLEX - Patronage by Quarter

2025 Q4

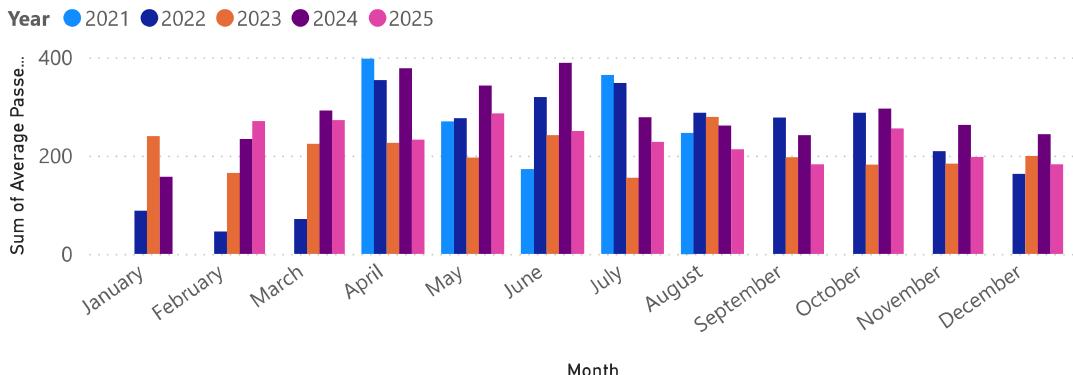


# Te Huia performance in Q4 2025

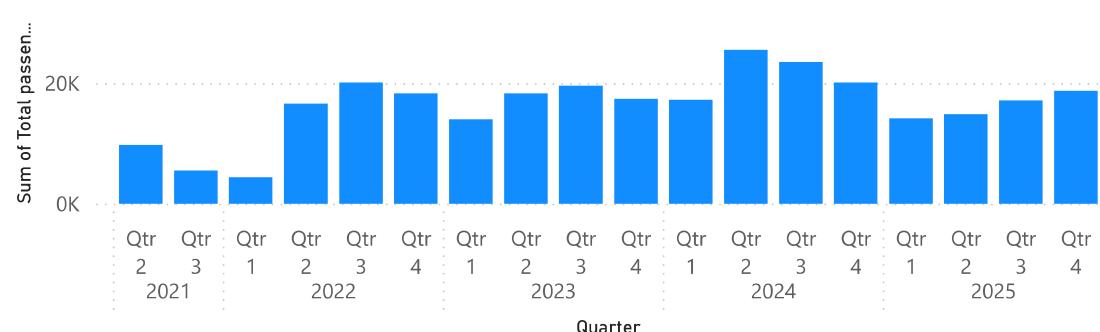
## Average Passengers per day: Mon-Fri



## Average Passengers per day: Sat



## Quarterly patronage



## Percentage of Arrival within 5 minutes of schedule



## Percentage of Arrival within 15 minutes of schedule

