

Quarter: 2026 Q1

Date Range:

1 January 2026 to  
31 March 2026

# Operational Performance Monitoring Report Commentary

## Key Points

- Patronage on bus, rail, and on-demand services has remained steady with an increase observed in March 2026 corresponding to an increase in fuel prices. The Cambridge service reports a 20% increase in patronage, and there is a doubling of passengers using promotional/special event trips (such as for the ZURU Nightglow).
- Timetable and runtime reliability is unchanged from previous reporting. Bus stops are serviced on average one minute late relative to the timetable while services run fast compared to the scheduled runtime. Variation arrival time and runtimes are slightly larger than ideal. There is room for improvement and optimisation.
- High-frequency services—the Orbiter, the Comet, and the Meteor—continue to operate with high regularity and to the scheduled headway and report the largest patronage across the network.

## Patronage

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

- **Patronage is stable.** There are 1,017,432 trips taken on public transportation in this quarter, representing a 0.5% increase in patronage compared to the same quarter in the previous year (2025 Q1).



- **There is a rise in patronage in the last month of the quarter (March 2026) corresponding to the increase in fuel prices.** Bus patronage week-on-week has increased by 1—5% and rail patronage has likewise increased by between 5—25% compared to the same period last year. Staff will continue to monitor patronage trends to determine whether this is natural fluctuation or indicative of wider behaviour change.

Date (week of the year)	Bus Patronage (#)		Rail Patronage (#)	
	2025	2026	2025	2026
Week 10	100,516	101,516	1,576	1,666
Week 11	100,599	99,499	1,820	1,844
Week 12	96,416	101,764	1,578	1,973
Week 13	96,902	97,957	1,745	2,165

- **The majority of patronage is within Hamilton City and surrounding districts.** The majority of trips are taken within Hamilton (Unit 1 and Unit 2), followed by Waipā (Unit 6A), and the Waikato (Unit 3 and Unit 5). There is a 8—11% increase in patronage in Waipā (Unit 6A) and Pokeno-Pukekohe (Unit 3A). There is a decrease of 24% decrease in patronage in Taupō (Unit 9).
- **The largest passenger group is Adults (449,957), followed by Youth (205,423) and Senior (141,567).** There is a significant increase in the “Other” passenger group in this quarter, corresponding to patronage associated with special events such as the ZURU Nightglow (Balloons Over Waikato).
- **High frequency services remain well patroned. The Cambridge regional service reports a 20% increase in patronage.** The most popular services remain the Orbiter (248,966), the Meteor (163,667), and the Comet (124,307). There is a slight decrease in patronage on the Orbiter and Comet (approximately 3%) and an increase in patronage on the Meteor (5%) compared to the same quarter last year. The next highest patroned services are the Northern Connector (50,079), followed by the Cambridge (42,103), and Te Awamutu (36,882), all of which report an increase in patronage compared to the same quarter as last year with the Cambridge service in particular reporting a 20% increase (6,859 trips). The most popular urban service is the Flagstaff service (31,327). This is broadly the same as in previous reporting periods.
- **Low frequency coverage services report low and decreasing patronage.** The Connect-2-Taupō services continue to report the lowest patronage of all regular services, with a collective 963 passengers (compared to 1,068 in the same quarter last year—a 9.8% decrease). Most Taupō services run at most twice per day up to three days per week. Patronage over the last year is shown in the figure below. Similarly, the Tokoroa services report relatively low patronage with a collective 5,445 compared to 5,835 in the same quarter in the previous year—a moderate 6.7% decrease. Meanwhile, the Te Kūiti Connector service, generally reporting low patronage, reported an increase in patronage of 6.7% in this quarter compared to the same quarter

in the previous year (2,376). The least patroned regular urban service is Bremworth/Templeview (7,928).

## 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-six seconds after the scheduled arrival time. The mean arrival time has increased 7.95% (7 seconds) compared to the same quarter last year. Passengers are waiting longer on average, but the actual increase is marginal.
- **Across all units, services arrive between thirty seconds to two minutes late compared to the timetable.** The best performing services are on average the Pokeno-Pukekohe (Unit 3A) services at twenty-four seconds and the worst performing services on average are South Waikato (Unit 7). Timetable adherence varies between 40—70%, with urban services reporting more “on-time” arrivals and Morrinsville/Paeroa (Unit 4), Taupō (Unit 9), and South Waikato (Unit 7) reporting less than half of stop arrivals within the “on-time” window.
- **Variability in arrival time across all units is larger than ideal.** The standard deviation of arrival adherence is between three and six minutes across all units. This means passengers generally have to arrive up to five minutes early and wait up to twelve minutes to be confident that a bus will arrive. This is larger than ideal and leaves room for improvement.
- **Regional services have worse timetable adherence performance.** The most adherent route is Bremworth/Templeview (82.7% with an average arrival time of one minute late) and the least adherence route is Connect-2-Taupo Tūrangi (33.7% with an average arrival time of ten minutes late).

## Runtime Adherence

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

- **The vast majority of services run within five minutes of the scheduled runtime.** Approximately 75% of services run no less than five minutes early and no more than five minutes late compared to the scheduled running time, with services running on average two minutes and forty-two seconds early. This is more or less steady from the previous reporting period.
- **Services are mostly running fast on average.** All units report more than half of services operating within the “on-time” window, with most services running between two and four minutes early on average. The exception is Taupō (Unit 9) which runs on average to the scheduled runtime and South Waikato (Unit 7) which runs three minutes late on average. There is opportunity for optimisation, but overall performance is acceptable. This result is more or less reflected in the route-by-route summary. Exceptions are the Hillcrest (running approximately five minutes early on average), Tokoroa Circuit (five minutes late), Flagstaff North (five minutes early), Te Kūiti Connector (eight minutes late), Connect-2-Taupo Kinloch (six minutes early), and Connect-2-Tūrangi (seven minutes late) services.
- **Regional services continue to report a relatively large variation in runtime.** The variation in running time is between three and six minutes, meaning that most services run up to ten minutes early and up to five minutes late. This is larger than ideal. This result is also more or less reflected in the route-by-route summary, with the Tokoroa Connector (a variation of eight minutes) and the Te Kūiti Connector (nine minutes) reporting larger variations.

## 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.** Excess waiting time among all high frequency services is low, averaging less than one minute across all routes and operating times. The exception is off-peak Comet services, which are arriving two minutes early compared to the headway. Overall, the variation is small, and regularity is high.
- **Headway is more or less maintained across services.** Service is “provided like clockwork” for off-peak services. Vehicles are “slightly off headway” during Comet and Meteor on-peak operating times and “often off headway” during Orbiter on-peak operating times.

## Missed Stops

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

- Across the network, 2.4% of stops are missing performance data. This is an improvement compared to the previous reporting period, which may be a result of summer roadworks generally finishing.
- **Regional services continue to report higher than ideal proportions of missing data.** As expected, bus stops serviced by regional services, particularly South Waikato (Unit 7), Taupō (Unit 9), and Waipā (Unit 6A) report the largest proportion of missing data (approximately 6%). This is less than ideal but acceptable given that these services primarily operate regionally where there is reduced signal connectivity. Meanwhile, bus stops serviced by urban services report the lowest proportion of missing data (between 1–2%).
- **Road closures in Hamilton have impacted data availability.** The stops with the highest proportion of missing data are located in the Taupō region, Whakamaru, and Tokoroa. The stops on Silverdale Rd, Hamilton are also missing between 70–77% of data as a result of roadworks and road diversions.

## Te Huia

- **Rail patronage has grown.** There are 17,574 trips on the rail service during this quarter, which is a 24% increase compared to 14,147 trips in the same quarter last year. Average daily patronage remains in the 250—260 range. This is a good outcome and likely a result of more consistent timetabling as well as the introduction of a return Sunday service.
- **Track maintenance has impacted timetable reliability.** Reliability performance is low (61—88% arrival within five minutes of the schedule) during this quarter, especially during January. This is due to track maintenance causing delays to the service.

## Flex On-Demand

- **Patronage on the Flex On-Demand service continues to be stable.** The service carried 5,233 passengers during the reporting period, which is more or less the same as the same quarter in the previous year. Most passengers are transported between 11pm and 1am.
- **There are opportunities for improvement in service optimisation.** There are 1,162 proposals not accepted by users, affecting 2,538 passengers, and 420 trip requests rejected by the service due to seat unavailability, affecting 1,264 passengers. This indicates that there remains opportunity for optimisation to improve availability of the service for passengers.

# REGIONAL TRANSPORT CONNECTIONS

## Operational Performance Monitoring Report

For the period: 2026 Q1

1 January 2026 to 31 March 2026

**BUSIT**

**Te Huia**

Connecting **Waikato & Auckland**

**flex**

**BUSIT ON DEMAND**

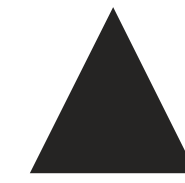
# 1 Patronage

2026 Q1

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

1,017,432

Patronage (#)



0.50%

Patronage Change (%)

\*Compared to the same quarter last year.

Unit	Patronage (#)	Change (%)
Hamilton East (Unit 2)	439,376	-0.58%
Hamilton West (Unit 1)	389,849	0.46%
Waipa (Unit 6A)	78,985	11.89%
Huntly (Unit 3)	50,079	0.61%
Raglan (Unit 5)	22,839	-4.17%
Morrinsville/Paeroa (Unit 4)	13,983	-6.38%
Pokeno - Pukekohe (Unit 3A)	10,029	8.28%
South Waikato (Unit 7)	7,821	-2.99%
Taupo (Unit 9)	4,471	-24.10%

Ticket Group	Patronage (#)	Change (%)
Accessibility	104,871	3.50%
Adult	449,957	-2.13%
Child	56,337	-6.90%
Other	1,395	212.78%
Senior	141,567	9.76%
Tertiary	57,882	10.28%
Youth	205,423	-1.64%

**Definitions:**

Accessibility - Passengers travelling with an Accessibility concession.

Adult - All passengers between 19-64, including those travelling under third-party concessions (such as GENESIS, AA Corporate, Community Connect, etc.).

Child - Passengers between 5-12 years, including some school-based concessions.

Other - Passengers who do not conform to other categories, such as passengers travelling with promotional tickets.

Senior - Passengers travelling with a Supergold concession.

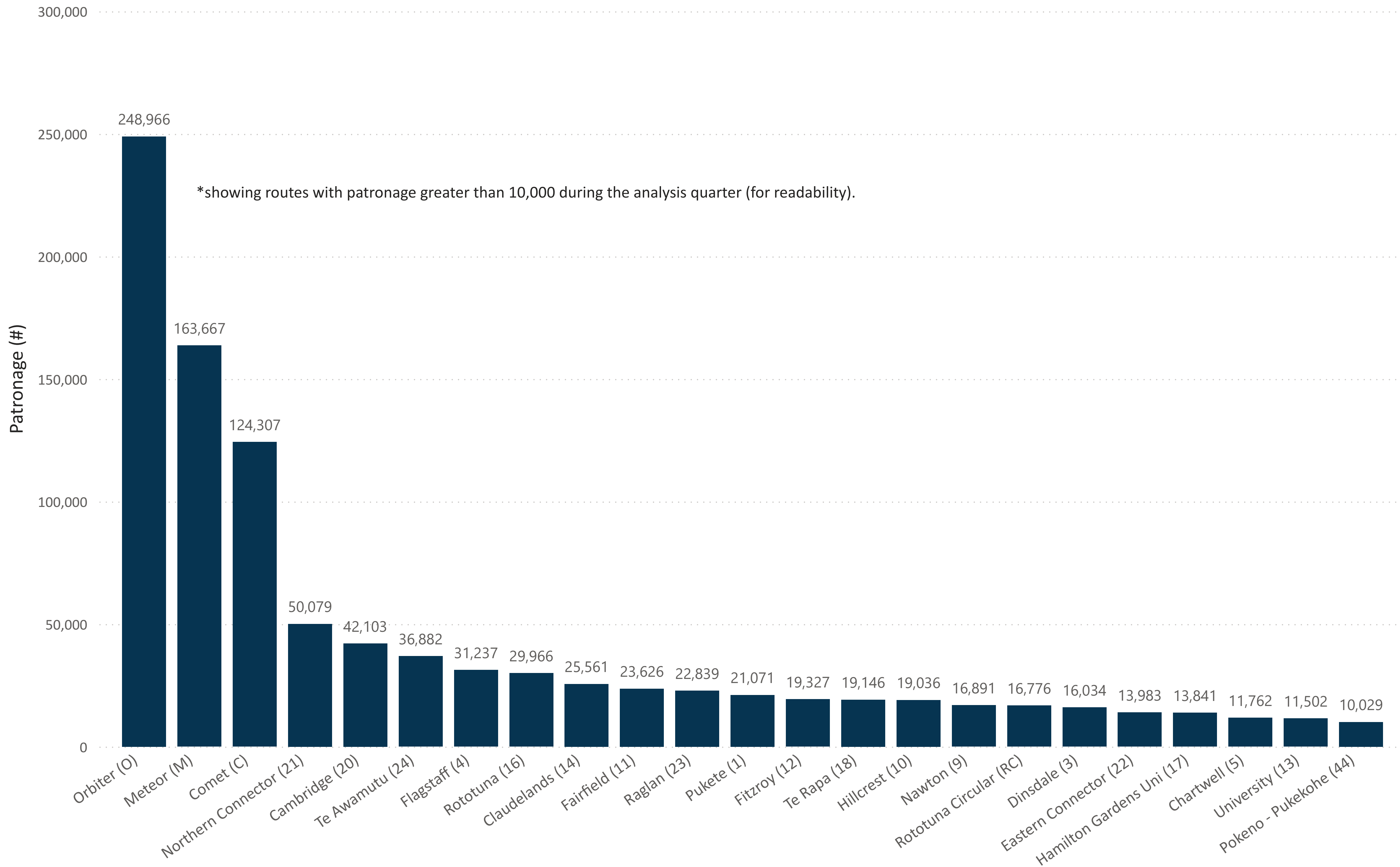
Tertiary - Passengers travelling with a university-based concession, e.g., University of Waikato.

Youth - Passengers between 13-18 years.

**\*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

2026 Q1



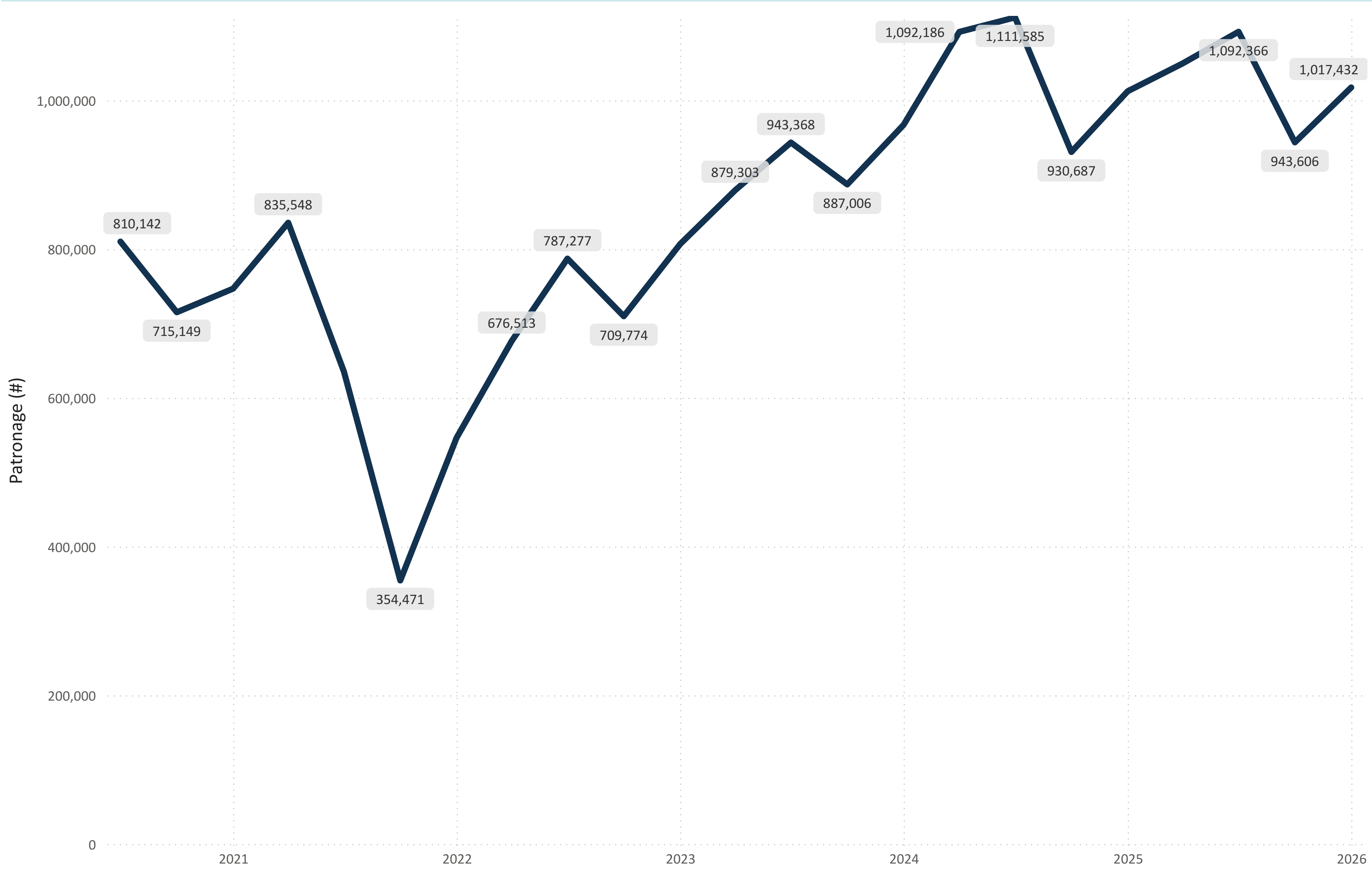
# 1 Patronage - by Route

2026 Q1

Route	Patronage (#)	Change (%)
Orbiter (O)	248,966	-3.42%
Meteor (M)	163,667	5.26%
Comet (C)	124,307	-3.04%
Northern Connector (21)	50,079	0.61%
Cambridge (20)	42,103	19.70%
Te Awamutu (24)	36,882	4.12%
Flagstaff (4)	31,237	3.05%
Rototuna (16)	29,966	0.60%
Claudelands (14)	25,561	7.70%
Fairfield (11)	23,626	1.80%
Raglan (23)	22,839	-4.17%
Pukete (1)	21,071	1.20%
Fitzroy (12)	19,327	-2.60%
Te Rapa (18)	19,146	-1.64%
Hillcrest (10)	19,036	9.89%
Nawton (9)	16,891	-1.07%
Rototuna Circular (RC)	16,776	2.97%
Dinsdale (3)	16,034	-4.71%
Eastern Connector (22)	13,983	-6.38%
Hamilton Gardens Uni (17)	13,841	1.96%
Chartwell (5)	11,762	9.93%
University (13)	11,502	0.81%
Pokeno - Pukekohe (44)	10,029	8.28%
Bremworth / Templeview (19)	7,928	-9.50%
Flagstaff North (4N)	7,103	-8.91%
Taupo Connector (33)	3,508	-27.28%
Te Kuiti Connector (26)	2,376	6.69%
Tokoroa Connector (32)	2,240	-11.01%
Tokoroa Circuit (30)	2,215	-7.63%
Tokoroa District (31)	990	7.61%
Tamahere/Matangi (28)	964	-12.84%
Tauwhare Pa (27)	514	4.05%
Connect2Taupo - Mangakino/Tokoroa (37)	469	-6.39%
Connect-2-Taupo Turangi (36)	353	-10.63%
Connect-2-Taupo Wairakei (38)	115	-19.01%
Connect-2-Taupo Acacia Bay (34)	26	-10.34%

# 1 Patronage - by Date

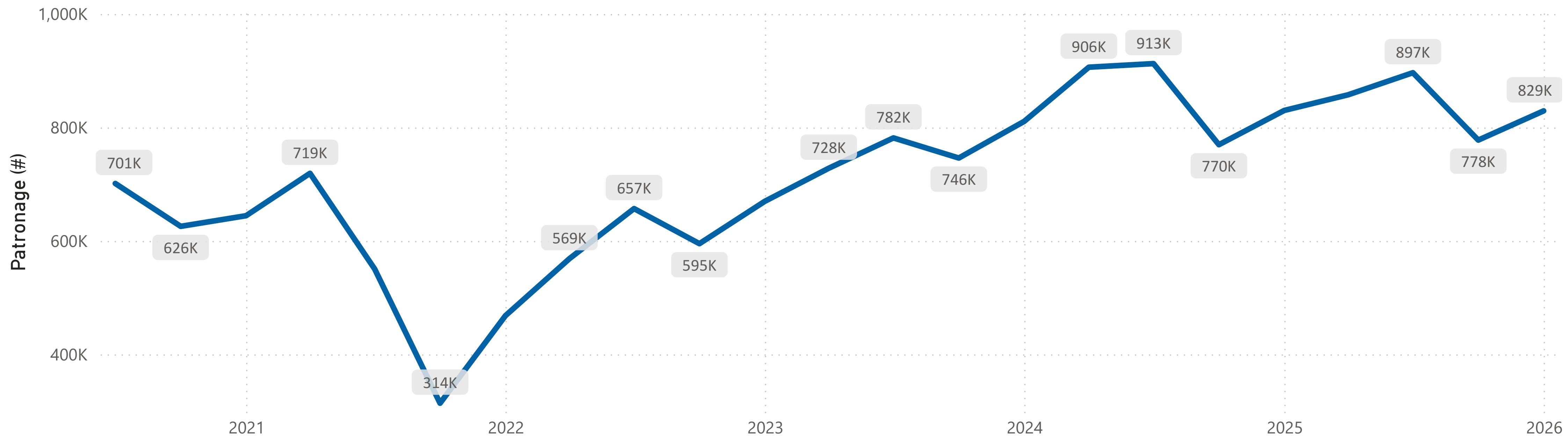
2026 Q1



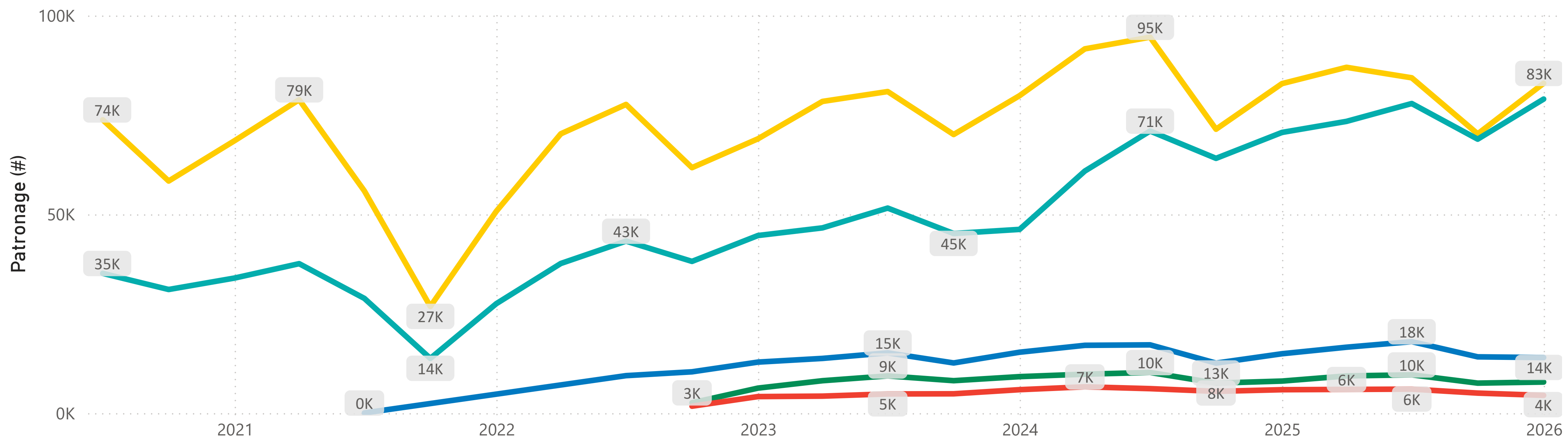
# 1 Patronage - by Date/Territorial Authority

2026 Q1

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

2026 Q1

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

\*Compared to the same quarter last year.

67.65%

Overall Timetable Adherence (%)

1 min 36 secs

Overall Mean Timetable Adherence (mins)

▲ 7.95%

Mean Timetable Adherence Change (%)

Unit	Timetable Adherence (%) ▼	Mean Timetable Adherence	Standard Deviation of Timetable Adherence
Hamilton East (Unit 2)	71.00%	2 mins 0 secs	3 mins 48 secs
Waipa (Unit 6A)	68.21%	2 mins 6 secs	3 mins 42 secs
Hamilton West (Unit 1)	66.95%	1 min 6 secs	3 mins 30 secs
Huntly (Unit 3)	60.92%	0 mins 42 secs	3 mins 54 secs
Pokeno - Pukekohe (Unit 3A)	53.90%	0 mins 24 secs	3 mins 24 secs
Raglan (Unit 5)	53.16%	1 min 24 secs	4 mins 36 secs
South Waikato (Unit 7)	49.90%	2 mins 24 secs	5 mins 18 secs
Taupo (Unit 9)	47.50%	2 mins 6 secs	4 mins 24 secs
Morrinsville/Paeroa (Unit 4)	41.80%	1 min 30 secs	6 mins 42 secs

# 2 Timetable Adherence - by Route

2026 Q1

Route	Timetable Adherence (%)	Mean Timetable Adherence	Standard Deviation of Timetable Adherence
Bremworth / Templeview (19)	82.70%	1 min 6 secs	2 mins 18 secs
Fitzroy (12)	82.20%	1 min 48 secs	2 mins 36 secs
Dinsdale (3)	82.17%	1 min 24 secs	2 mins 48 secs
Fairfield (11)	79.27%	2 mins 18 secs	2 mins 60 secs
Hamilton Gardens Uni (17)	79.07%	1 min 36 secs	2 mins 42 secs
University (13)	78.94%	0 mins 48 secs	2 mins 24 secs
Te Rapa (18)	77.95%	1 min 18 secs	2 mins 48 secs
Nawton (9)	77.54%	1 min 54 secs	2 mins 48 secs
Flagstaff (4)	75.30%	2 mins 0 secs	3 mins 24 secs
Chartwell (5)	74.55%	1 min 12 secs	3 mins 30 secs
Hillcrest (10)	71.74%	0 mins 6 secs	2 mins 36 secs
Rototuna (16)	70.58%	2 mins 18 secs	3 mins 42 secs
Cambridge (20)	70.32%	1 min 36 secs	3 mins 36 secs
Claudelands (14)	70.22%	1 min 24 secs	3 mins 30 secs
Orbiter (O)	67.78%	2 mins 24 secs	4 mins 12 secs
Pukete (1)	67.56%	0 mins 24 secs	3 mins 6 secs
Rototuna Circular (RC)	65.56%	2 mins 42 secs	4 mins 54 secs
Te Awamutu (24)	65.34%	2 mins 54 secs	3 mins 48 secs
Tauwhare Pa (27)	65.29%	4 mins 18 secs	5 mins 48 secs
Connect-2-Taupo Wairakei (38)	64.30%	0 mins 0 secs	2 mins 12 secs
Comet (C)	63.05%	0 mins 48 secs	3 mins 30 secs
Northern Connector (21)	60.92%	0 mins 42 secs	3 mins 54 secs
Meteor (M)	58.06%	0 mins 54 secs	3 mins 48 secs
Tamahere/Matangi (28)	56.35%	4 mins 0 secs	6 mins 18 secs
Connect-2-Taupo Acacia Bay (34)	56.23%	-3 mins 42 secs	8 mins 24 secs
Tokoroa Connector (32)	54.02%	4 mins 12 secs	5 mins 42 secs
Tokoroa Circuit (30)	53.90%	0 mins 54 secs	3 mins 54 secs
Pokeno - Pukekohe (44)	53.90%	0 mins 24 secs	3 mins 24 secs
Raglan (23)	53.16%	1 min 24 secs	4 mins 36 secs
Connect2Taupo - Mangakino/Tokoroa (37)	52.50%	1 min 30 secs	3 mins 42 secs
Flagstaff North (4N)	49.32%	0 mins 42 secs	5 mins 24 secs
Taupo Connector (33)	46.79%	2 mins 12 secs	3 mins 54 secs
Connect-2-Taupo Kinloch (35)	43.59%	3 mins 24 secs	6 mins 6 secs
Eastern Connector (22)	41.80%	1 min 30 secs	6 mins 42 secs
Tokoroa District (31)	40.78%	-2 mins 42 secs	3 mins 24 secs
Te Kuiti Connector (26)	37.30%	6 mins 12 secs	6 mins 0 secs
Connect-2-Taupo Turangi (36)	33.76%	10 mins 54 secs	14 mins 12 secs

# 3 Runtime Adherence

2026 Q1

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

\*Compared to the same quarter last year.

**76.77%**  
Overall Runtime Adherence (%)

**-2 mins 42 secs**  
Overall Mean Runtime Adherence (mins)

**▲ 15.59%**  
Mean Runtime Adherence Change (%)

Unit	Runtime Adherence (%) ▼	Mean Runtime Adherence	Standard Deviation of Runtime Adherence
Hamilton West (Unit 1)	82.15%	-2 mins 42 secs	3 mins 30 secs
Hamilton East (Unit 2)	76.01%	-2 mins 42 secs	4 mins 24 secs
Raglan (Unit 5)	76.00%	-1 mins 6 secs	4 mins 18 secs
Pokeno - Pukekohe (Unit 3A)	73.22%	-2 mins 12 secs	3 mins 36 secs
Taupo (Unit 9)	70.21%	0 mins 30 secs	3 mins 42 secs
Waipa (Unit 6A)	65.77%	-1 mins 0 secs	6 mins 36 secs
Morrinsville/Paeroa (Unit 4)	63.95%	-1 mins 12 secs	6 mins 48 secs
Huntly (Unit 3)	62.51%	-4 mins 48 secs	4 mins 18 secs
South Waikato (Unit 7)	54.75%	3 mins 0 secs	6 mins 24 secs

# 3 Runtime Adherence - by Route

2026 Q1

Route	Runtime Adherence (%)	Mean Runtime Adherence	Standard Deviation of Runtime Adherence
Bremworth / Templeview (19)	91.42%	-2 mins 12 secs	2 mins 6 secs
Fitzroy (12)	90.98%	-2 mins 54 secs	2 mins 42 secs
Nawton (9)	89.80%	-2 mins 18 secs	2 mins 30 secs
Chartwell (5)	89.60%	-2 mins 54 secs	3 mins 12 secs
Dinsdale (3)	88.06%	-3 mins 54 secs	2 mins 30 secs
Hamilton Gardens Uni (17)	87.51%	-1 mins 36 secs	3 mins 6 secs
Tamahere/Matangi (28)	86.82%	1 min 24 secs	3 mins 6 secs
Tauwhare Pa (27)	86.35%	0 mins 54 secs	3 mins 54 secs
Pukete (1)	86.26%	-2 mins 42 secs	2 mins 60 secs
Fairfield (11)	85.73%	0 mins 12 secs	3 mins 42 secs
University (13)	85.38%	-3 mins 36 secs	2 mins 30 secs
Comet (C)	84.88%	-2 mins 54 secs	3 mins 24 secs
Claudelands (14)	83.92%	-1 mins 48 secs	4 mins 0 secs
Taupo Connector (33)	83.87%	0 mins 60 secs	3 mins 12 secs
Tokoroa District (31)	81.47%	-3 mins 42 secs	2 mins 18 secs
Te Rapa (18)	80.63%	-3 mins 42 secs	3 mins 0 secs
Flagstaff (4)	78.16%	-1 mins 18 secs	4 mins 12 secs
Raglan (23)	76.00%	-1 mins 6 secs	4 mins 18 secs
Rototuna (16)	76.00%	-1 mins 18 secs	4 mins 30 secs
Pokeno - Pukekohe (44)	73.22%	-2 mins 12 secs	3 mins 36 secs
Orbiter (O)	70.10%	-2 mins 36 secs	5 mins 6 secs
Meteor (M)	67.33%	-2 mins 42 secs	4 mins 48 secs
Connect-2-Taupo Wairakei (38)	67.24%	-2 mins 6 secs	1 min 48 secs
Cambridge (20)	66.30%	-2 mins 54 secs	6 mins 48 secs
Te Awamutu (24)	65.26%	-1 mins 12 secs	6 mins 18 secs
Eastern Connector (22)	63.95%	-1 mins 12 secs	6 mins 48 secs
Rototuna Circular (RC)	63.15%	-1 mins 6 secs	5 mins 24 secs
Northern Connector (21)	62.51%	-4 mins 48 secs	4 mins 18 secs
Connect2Taupo - Mangakino/Tokoroa (37)	61.96%	0 mins 30 secs	4 mins 54 secs
Hillcrest (10)	56.60%	-5 mins 30 secs	2 mins 48 secs
Connect-2-Taupo Acacia Bay (34)	48.57%	-2 mins 0 secs	1 min 6 secs
Tokoroa Circuit (30)	47.70%	5 mins 0 secs	2 mins 36 secs
Flagstaff North (4N)	43.89%	-5 mins 30 secs	5 mins 42 secs
Tokoroa Connector (32)	40.00%	2 mins 42 secs	8 mins 30 secs
Te Kuiti Connector (26)	35.45%	8 mins 12 secs	9 mins 24 secs
Connect-2-Taupo Kinloch (35)	12.50%	-6 mins 54 secs	0 mins 60 secs
Connect-2-Taupo Turangi (36)	10.87%	7 mins 54 secs	5 mins 42 secs

# 4 Excess Waiting Time

2026 Q1

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

0 mins 24 secs \*Compared to the same quarter last year.  
Overall Excess Waiting Time ▼ -7.60%  
Excess Waiting Time Change (%)

Route	Time of Day	Scheduled Waiting Time	Excess Waiting Time	Level of Service Description
Orbiter (O)	Off-Peak	22 mins 60 secs	0 mins 18 secs	Service provided like clockwork
Comet (C)	On-Peak	10 mins 6 secs	0 mins 30 secs	Vehicles slightly off headway
Meteor (M)	On-Peak	7 mins 30 secs	0 mins 36 secs	Vehicles slightly off headway
Orbiter (O)	On-Peak	7 mins 24 secs	0 mins 48 secs	Vehicles often off headway
Meteor (M)	Off-Peak	27 mins 48 secs	0 mins 6 secs	Service provided like clockwork
Comet (C)	Off-Peak	36 mins 18 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

2026 Q1

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

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

3,023,618

Sum of StopsServed

72,363

Sum of StopsMissed

2.39%

Sum of MissedPercentage

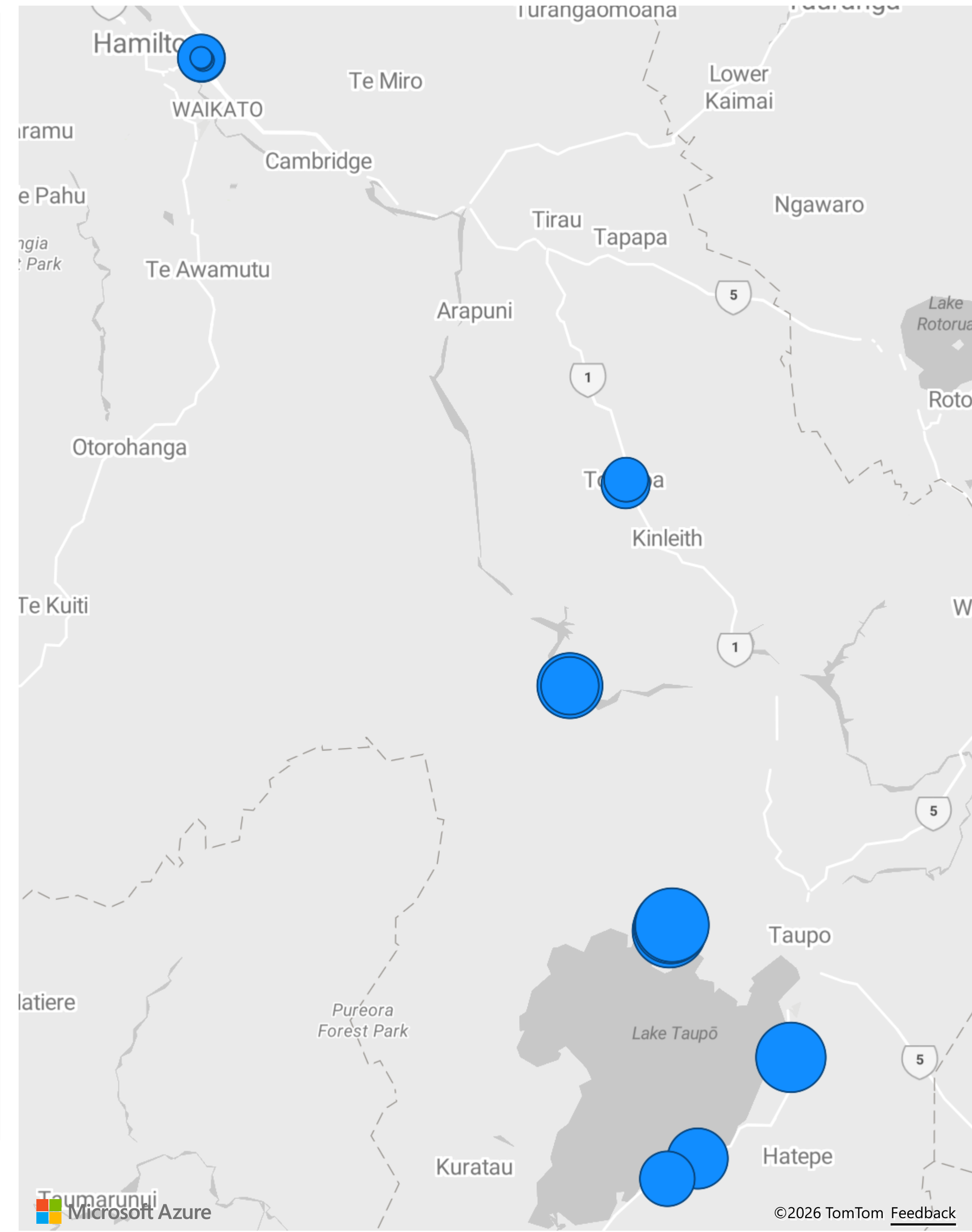
UnitLabel	Missed Stops (#)	Missed Stops (%)
South Waikato (Unit 7)	1,148	6.77%
Taupo (Unit 9)	3,094	6.73%
Waipa (Unit 6A)	11,038	6.15%
Pokeno - Pukekohe (Unit 3A)	2,054	4.67%
Hamilton East (Unit 2)	28,243	2.12%
Hamilton West (Unit 1)	24,581	2.00%
Huntly (Unit 3)	1,681	1.36%
Morrinsville/Paeroa (Unit 4)	281	1.08%
Raglan (Unit 5)	243	0.89%

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

# 5 Missed Stops - by Stop (Top 14)

2026 Q1

StopName	Missed Stops (%)
53 Marina Tce, Kinloch	100.00%
Kinloch Rd, Kinloch (opp Seagers Cl)	100.00%
Kinloch Rd, Kinloch (outside Community Booth)	100.00%
Waitahanui, Five Mile Bay-Waitahanui (opp Te Kura O Waitahanui)	95.65%
Whakamaru Store, Whakamaru (Northbound) (hail2ride)	91.30%
Motutere Bay, Motutere (opp Holiday Park)	86.96%
Tihoi Rd, Whakamaru (Whakamaru Store)	84.78%
Waitetoko, Oruatua-Te-Rangiita-Waitetoko (opp Marae)	82.61%
Bridge St, Tokoroa (New World)	78.43%
57 Silverdale Rd, Hamilton (Silverdale Normal School)	77.59%
Opp 60 Silverdale Rd, Hamilton	77.59%
Chambers St, Tokoroa (Tokoroa Club)	76.15%
60 Silverdale Rd, Hamilton	70.69%
62 Silverdale Rd, Hamilton (Silverdale Normal School)	70.69%



# 5 Missed Stops - by Route

2026 Q1

Route	Missed Stops (#)	Missed Stops (%)
Connect-2-Taupo Kinloch (35)	117	37.50%
Connect-2-Taupo Turangi (36)	293	37.47%
Connect2Taupo - Mangakino/Tokoroa (37)	451	20.86%
Tamahere/Matangi (28)	2,846	16.69%
Te Awamutu (24)	8,468	11.14%
Connect-2-Taupo Acacia Bay (34)	85	11.04%
Tokoroa Circuit (30)	1,019	10.46%
Connect-2-Taupo Wairakei (38)	121	8.69%
Taupo Connector (33)	2,027	5.00%
Pokeno - Pukekohe (44)	2,054	4.67%
Fairfield (11)	3,786	3.59%
Tokoroa District (31)	41	3.53%
Rototuna (16)	3,153	3.38%
Tauwhare Pa (27)	209	3.34%
Claudelands (14)	2,667	3.02%
Hamilton Gardens Uni (17)	1,964	2.53%
Cambridge (20)	2,570	2.49%
Flagstaff (4)	2,444	2.23%
Meteor (M)	8,749	2.18%
Te Kuiti Connector (26)	67	2.10%
Rototuna Circular (RC)	1,387	1.83%
Comet (C)	5,796	1.82%
Dinsdale (3)	1,292	1.76%
Orbiter (O)	10,472	1.72%
Pukete (1)	1,962	1.72%
Bremworth / Templeview (19)	837	1.57%
Hillcrest (10)	914	1.48%
Chartwell (5)	826	1.40%
Northern Connector (21)	1,681	1.36%
Te Rapa (18)	1,106	1.35%
University (13)	625	1.27%
Fitzroy (12)	1,004	1.26%
Eastern Connector (22)	281	1.08%
Nawton (9)	780	0.96%
Raglan (23)	243	0.89%
Tokoroa Connector (32)	21	0.73%
Flagstaff North (4N)	5	0.08%

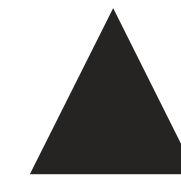
# 6 FLEX - Patronage and Status

2026 Q1

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

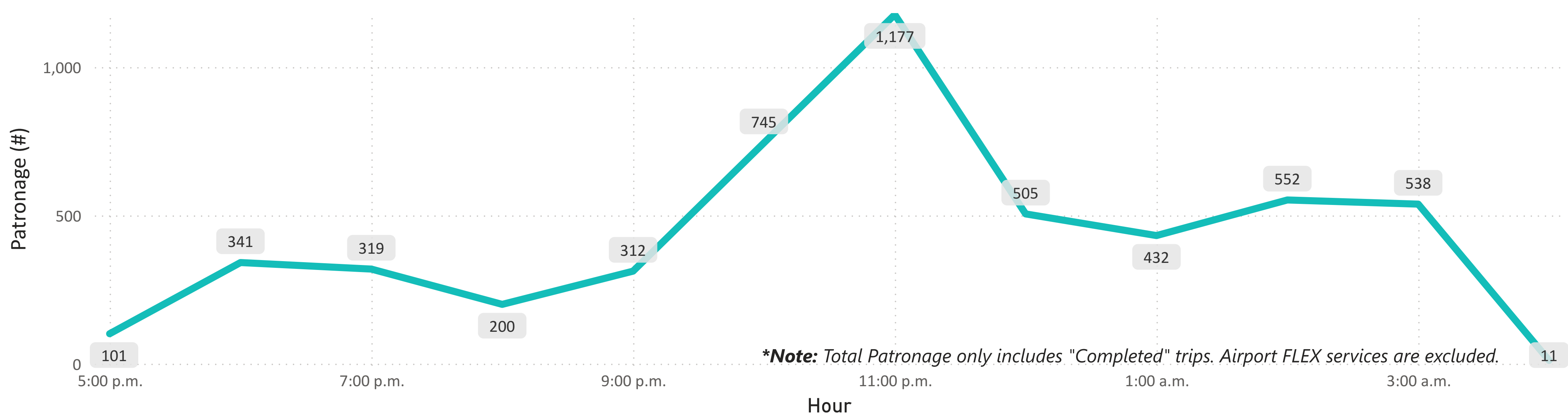
\*Compared to the same quarter last year.

**5,233**  
Patronage (#)



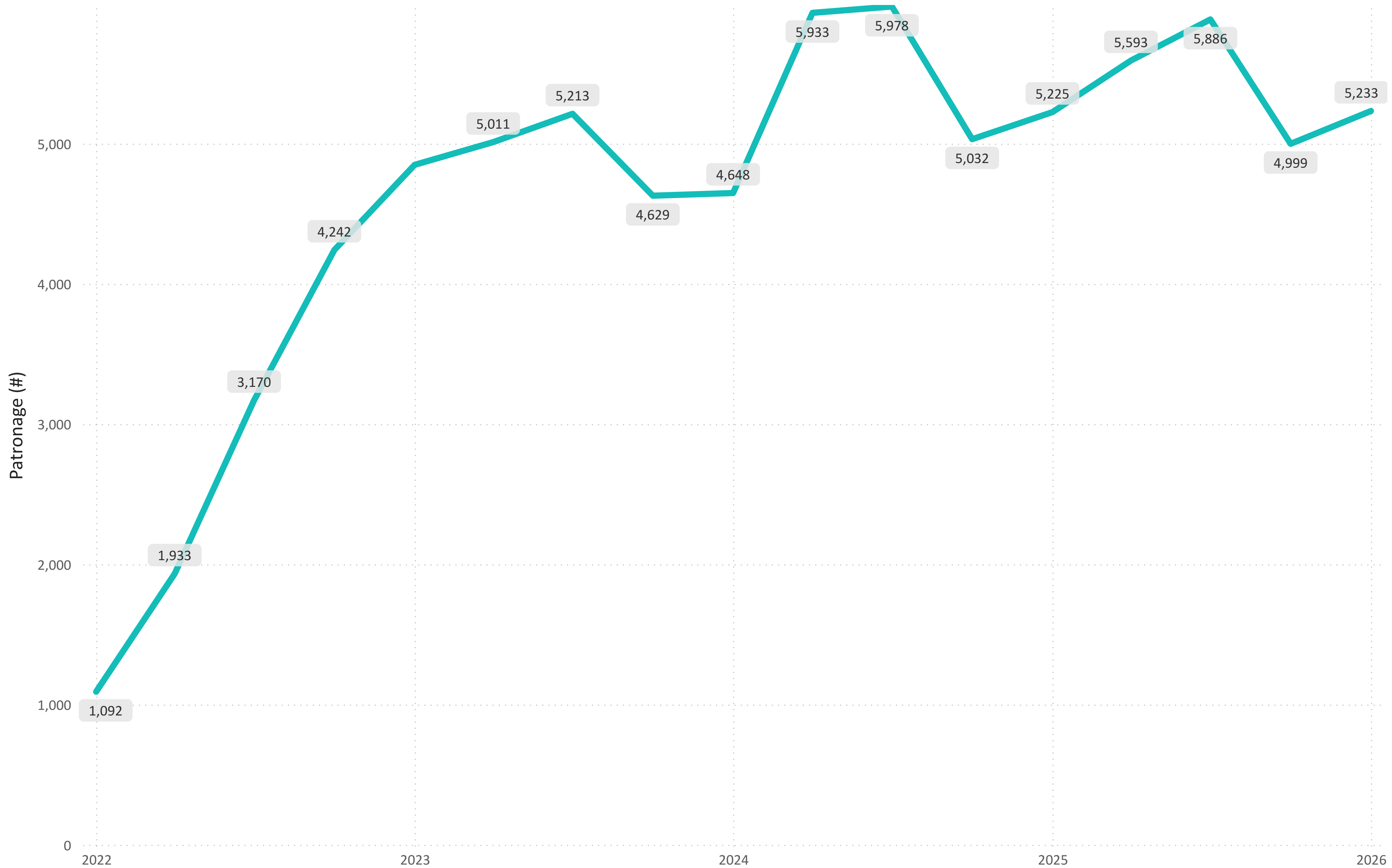
**0.15%**  
Patronage Change (%)

Status of Requests	Requests (#)	Patronage (#)
Completed	2,186	5,233
Unaccepted Proposal	1,162	2,538
Seat Unavailable	420	1,264
Cancel	203	521
Invalid or Other Error	87	278
No Show	58	160

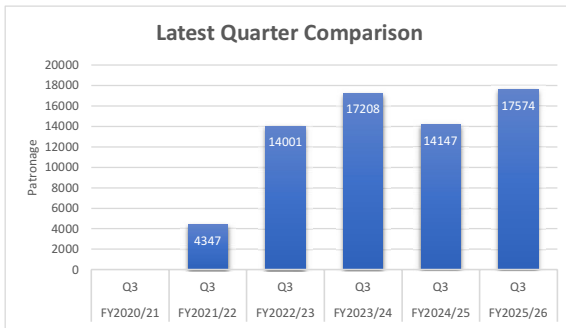
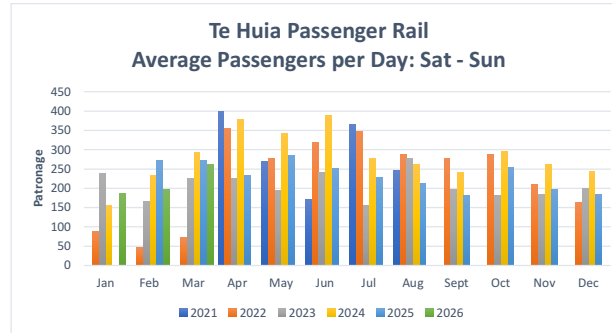
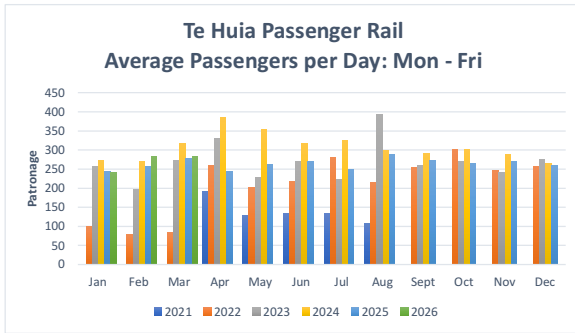


# 6 FLEX - Patronage by Date

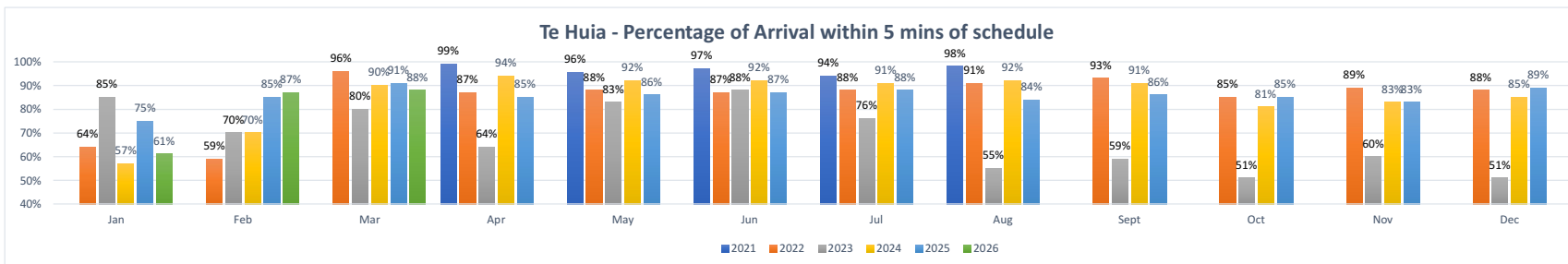
2026 Q1

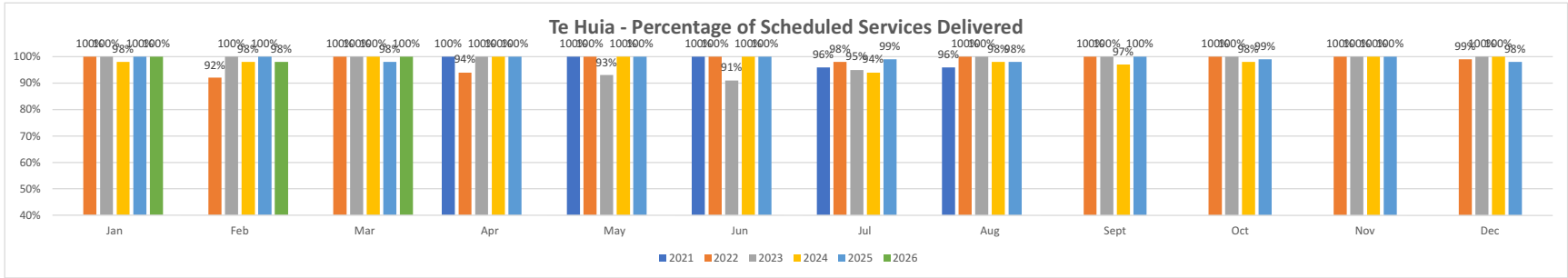
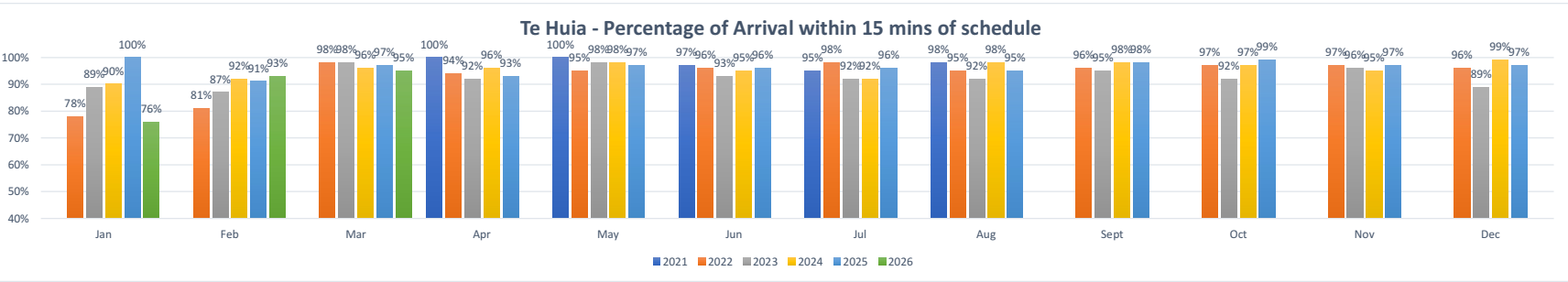


**Te Huia Patronage Performance:**



**Te Huia Reliability Performance:**





**Te Huia Appendix:**

Te Huia Patronage By Quarter Table:

Patronage	2021				2022				2023				2024				2025				2026				
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Patronage by quarter		9733	5439		4347	16606	20122	18294	14001	18212	19665	17501	17239	25560	23489	20089	14147	14855	17138	18718	17574				
% change compared to same quarter a year prior						71%	270%		222%	10%	-2%	-4%	23%	40%	19%	15%	-18%	-42%	-27%	-7%	24%				
Average daily patronage by quarter		152	143		81	237	258	261	237	253	255	250	283	355	297	283	267	261	256	250	262				