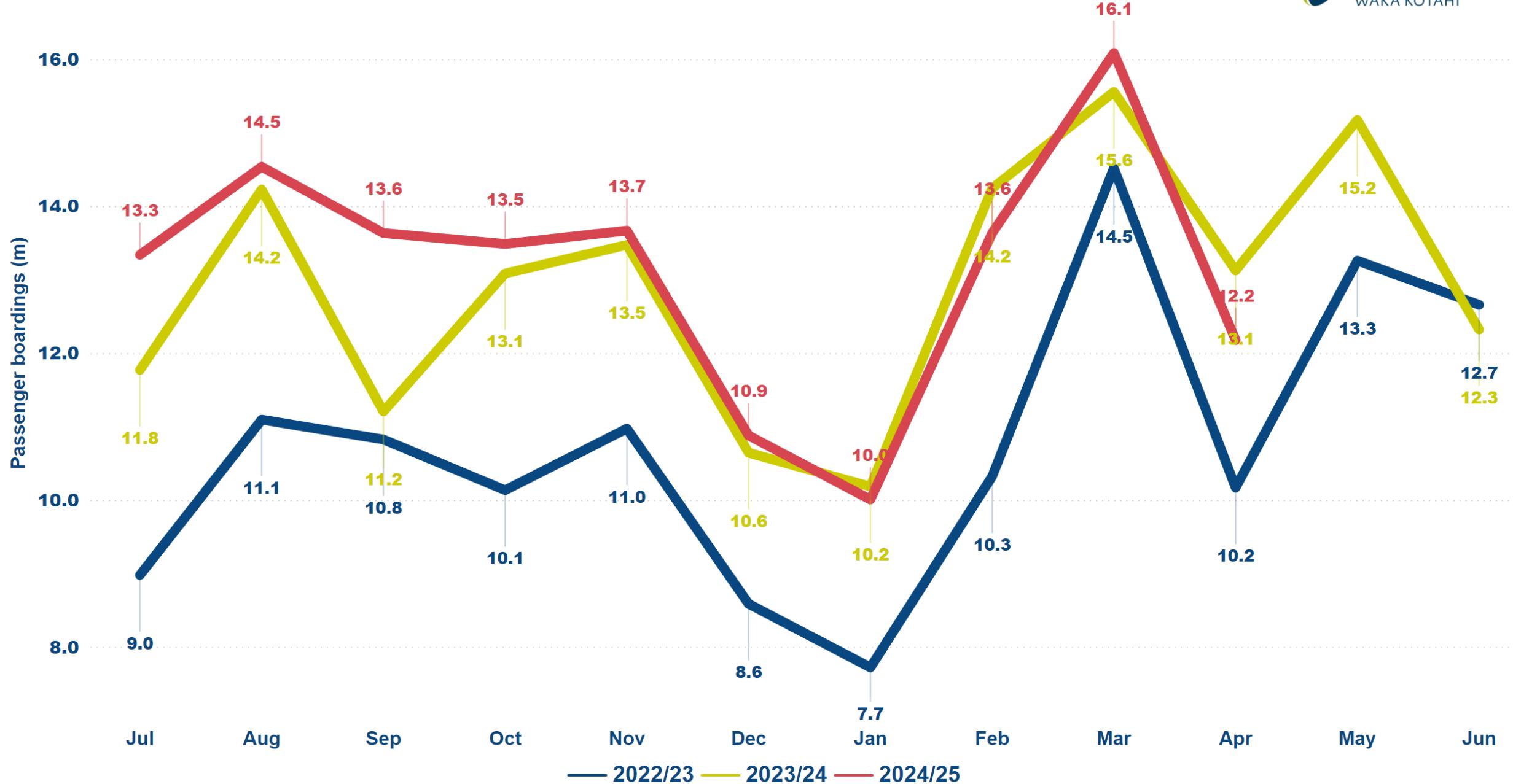


State of public transport in New Zealand

Mar-25



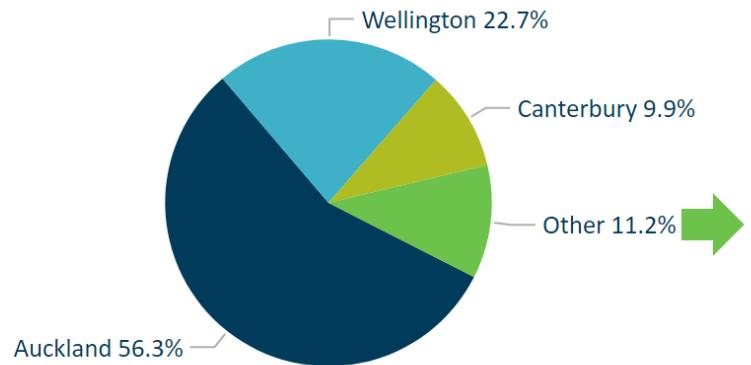
Public transport boardings compared to previous years



Public transport boardings by region, mode and passenger type

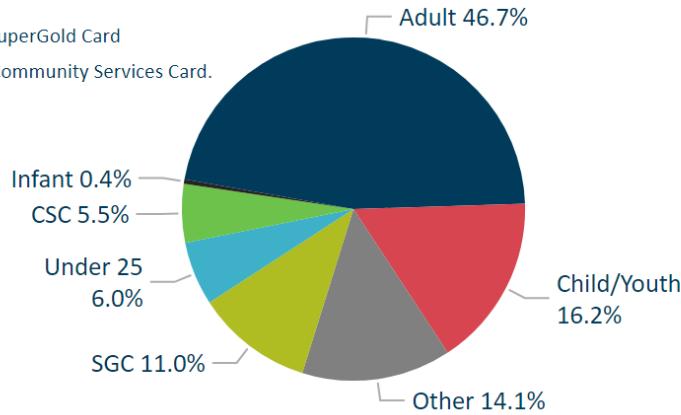
Jan-25 to Mar-25

Public transport boardings by region



Region	% of other
Otago	31.8%
Waikato	23.1%
Bay of Plenty	20.4%
Horizons	7.9%
Nelson-Tasman	5.2%
Taranaki	4.2%
Hawkes Bay	3.3%
Northland	2.5%
Invercargill	0.9%
Gisborne	0.7%
Marlborough	0.1%

Public transport boardings by passenger type



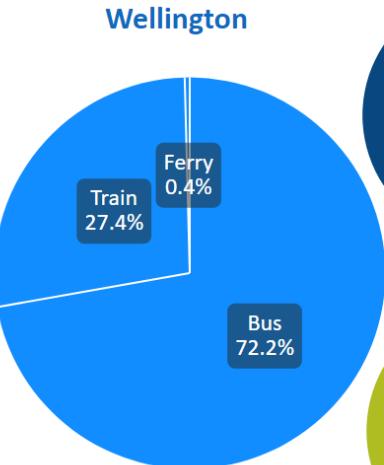
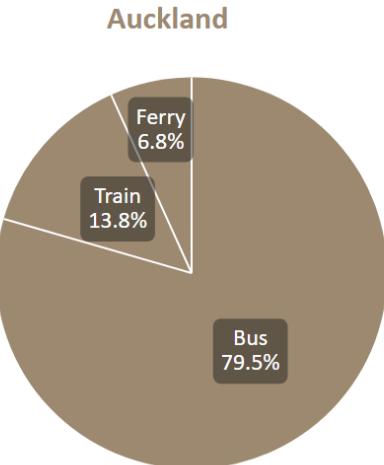
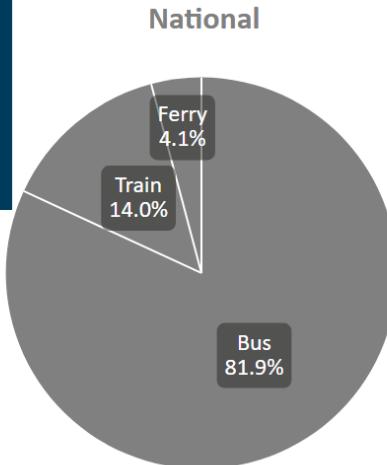
Crown fare concessions (SGC and CSC) account for **15.6%** of boardings.

Nationally defined fare concessions for child/youth account for **15.3%** of boardings.

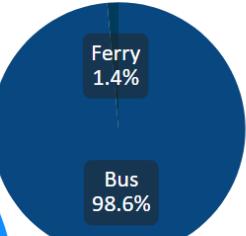
Auckland and Wellington account for **78.9%** of total public transport boardings. **88.8%** of boardings are from the three largest regions only.

81.9% of total public transport boardings nationally are on **buses**.

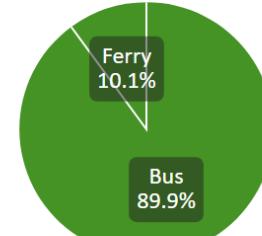
Public transport boardings by mode



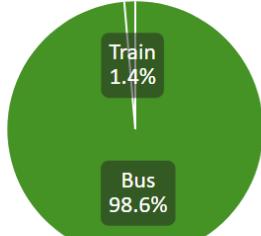
Canterbury



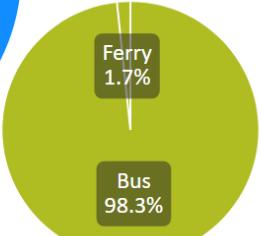
Northland



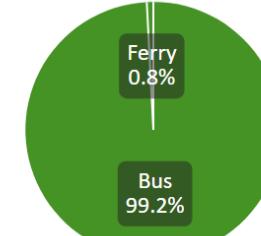
Waikato



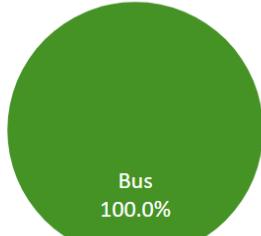
Otago



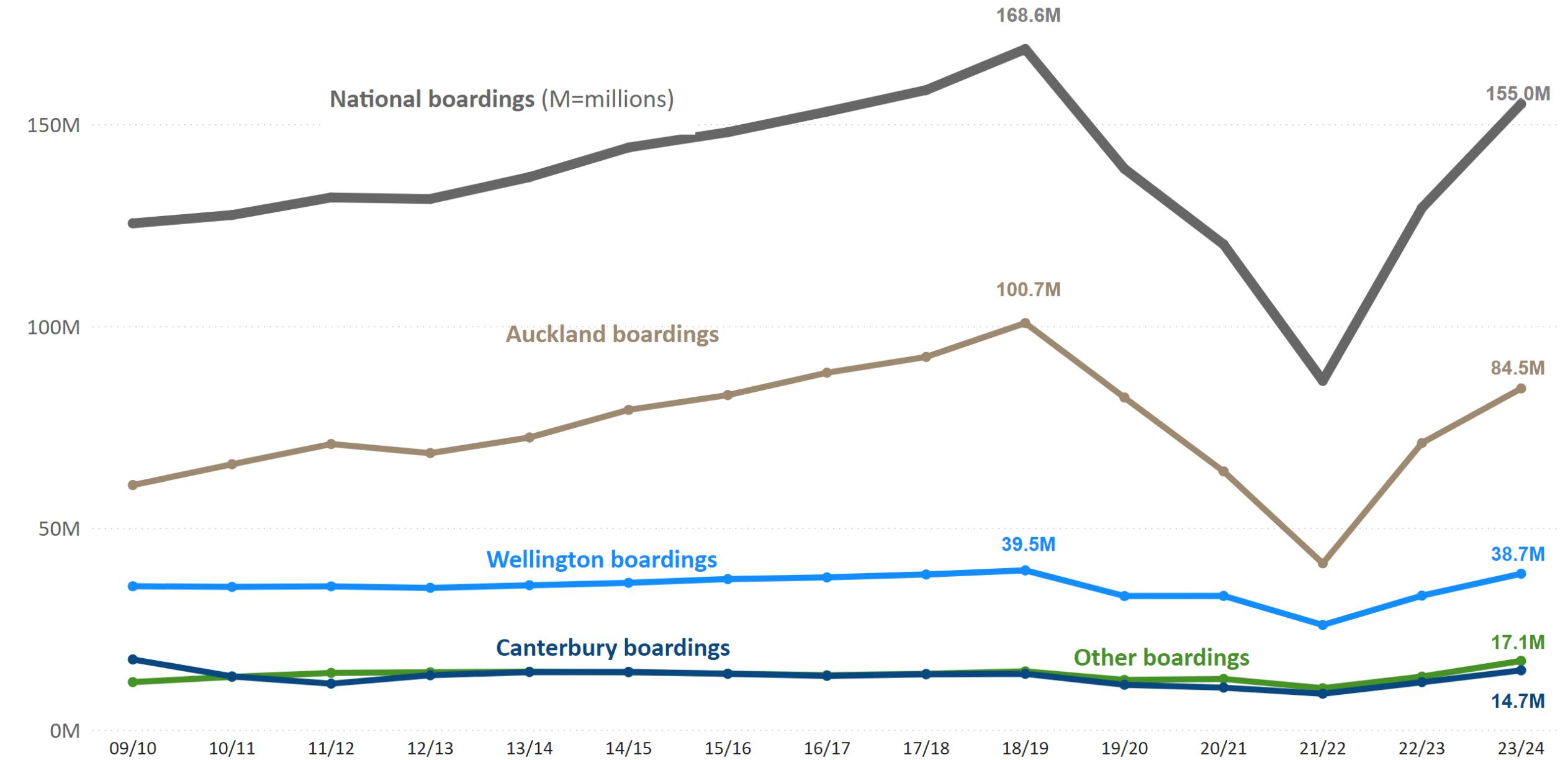
Bay of Plenty



All Other



Public transport boardings over time, 2009/10 to 2023/24



Public transport boardings by region - from Dec-19 to Mar-25

KEY: AUCKLAND | WELLINGTON | CANTERBURY | NORTH ISLAND | SOUTH ISLAND

National



Auckland



Wellington



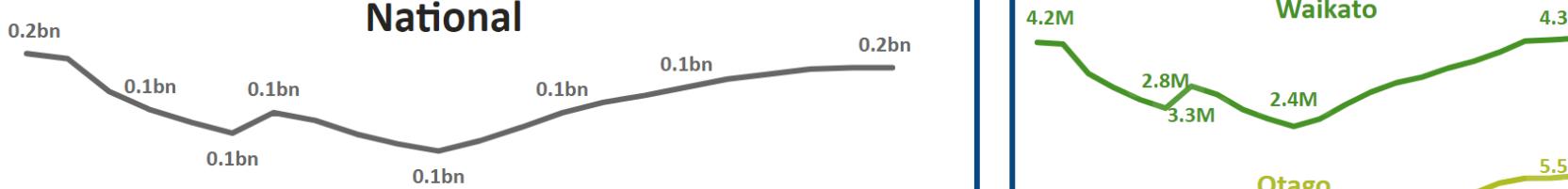
Canterbury



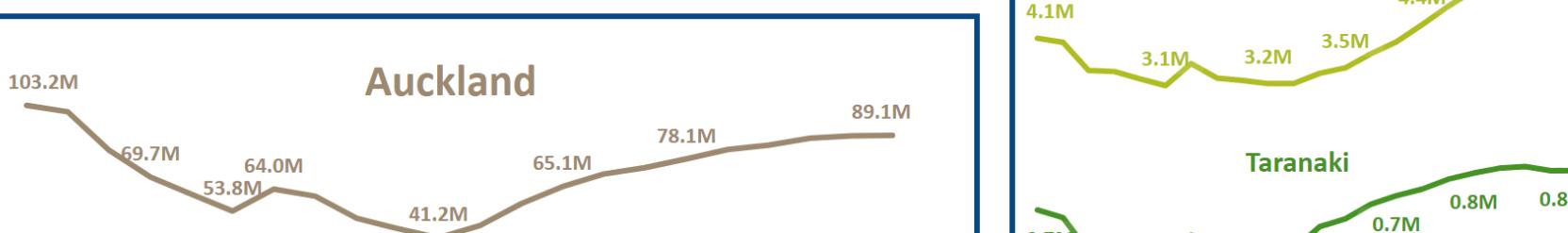
Large regions

All boardings for bus, train and ferry, rolling annual total

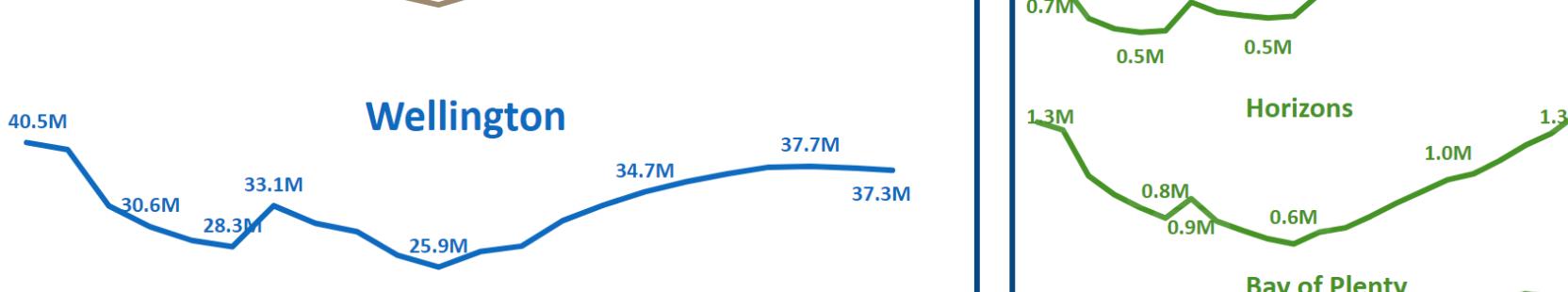
Waikato



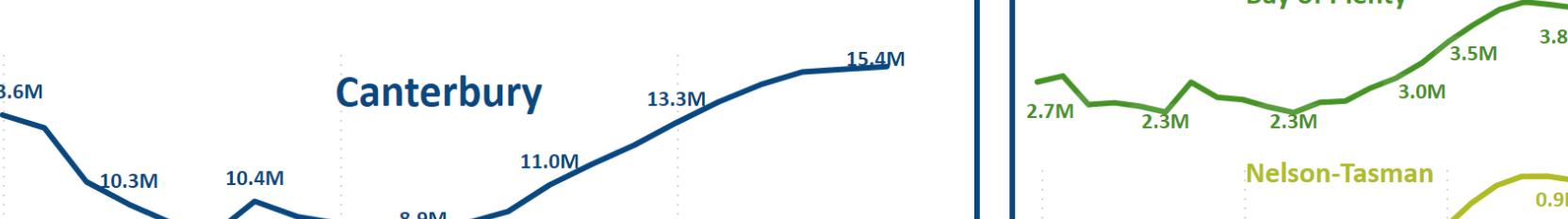
Otago



Taranaki



Horizons



Bay of Plenty



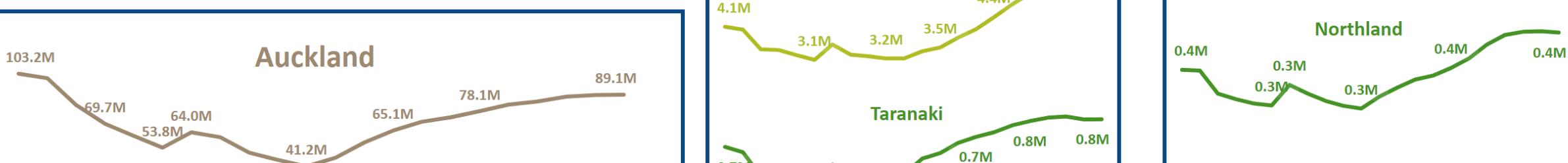
Nelson-Tasman



Hawke's Bay



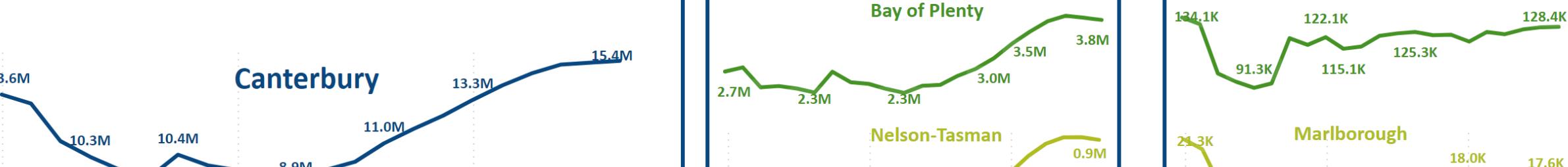
Northland



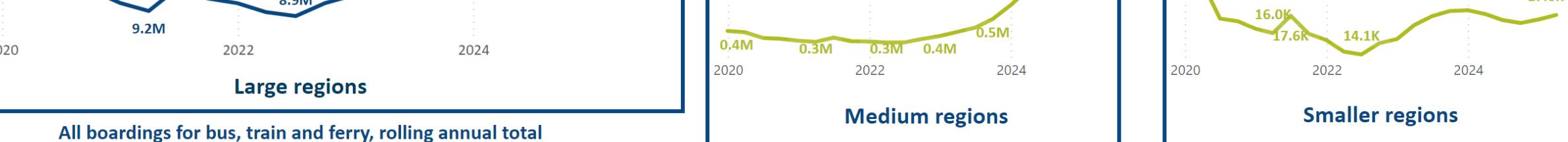
Invercargill



Gisborne



Marlborough



Smaller regions

Medium regions

Smaller regions

Public transport average fares by region, from Dec-19 to Mar-25

KEY: AUCKLAND | WELLINGTON | CANTERBURY | NORTH ISLAND | SOUTH ISLAND

Average for fares for bus, train and ferry, rolling annual total

National

\$2.08
\$1.92
\$1.79
\$1.99
\$1.36
\$1.01
\$1.63
\$2.00

Auckland

\$2.09
\$2.09
\$1.88
\$1.99
\$1.32
\$1.05
\$1.94
\$2.32

Wellington

\$2.48
\$2.15
\$2.46
\$1.71
\$1.13
\$1.76
\$2.10

Canterbury

\$1.43
\$1.42
\$1.17
\$1.36
\$0.72
\$0.85
\$0.85

Large regions

Waikato

\$1.31
\$1.08
\$1.08
\$1.75
\$0.90
\$1.15
\$1.42

Otago

\$2.16
\$0.81
\$1.36
\$0.74
\$1.22
\$1.39

Taranaki

\$1.65
\$1.80
\$1.43
\$1.58
\$0.74
\$1.44

Horizons

\$0.77
\$0.68
\$0.96
\$0.88
\$0.84
\$0.59
\$0.70

Bay of Plenty

\$1.35
\$1.82
\$0.70
\$0.86
\$0.44
\$0.60
\$0.63

Nelson-Tasman

\$1.06
\$1.47
\$0.77
\$0.99
\$1.21

Hawke's Bay

\$1.54
\$0.71
\$1.02
\$0.60
\$0.90
\$1.34

Northland

\$1.98
\$1.06
\$1.17
\$0.83
\$0.80
\$1.07

Invercargill

\$1.57
\$1.30
\$1.62
\$1.50
\$1.69
\$0.99

Gisborne

\$1.11
\$1.16
\$1.11
\$0.56
\$1.05

Marlborough

\$0.48
\$0.51
\$0.62
\$0.39
\$0.84
\$0.80

Medium regions

Smaller regions

2020

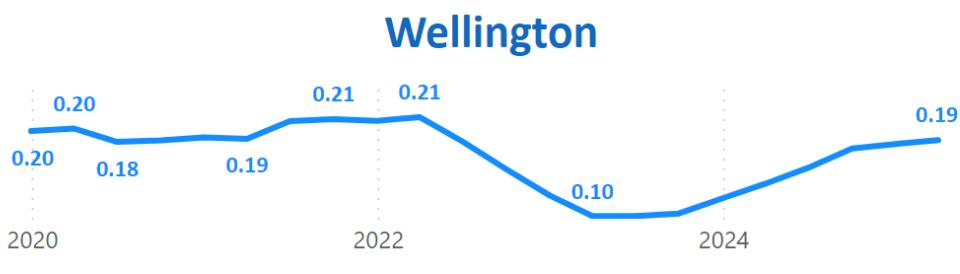
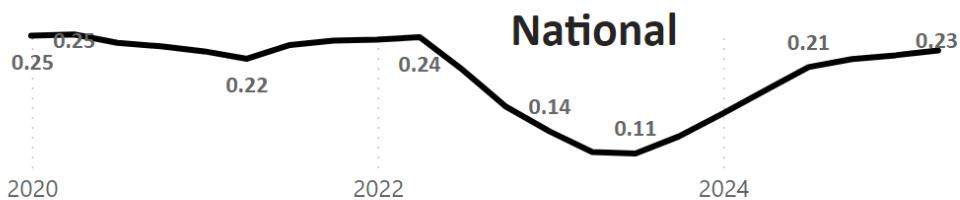
2022

2024

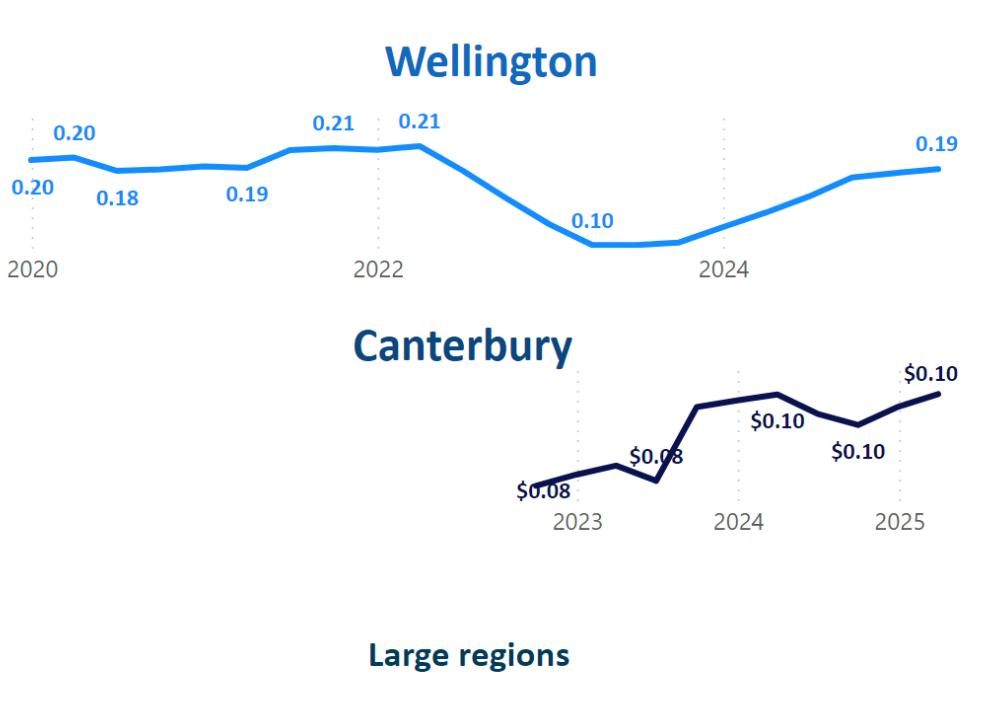
Public transport avg fares per km by region, from Dec-19 to Mar-25

KEY: AUCKLAND | WELLINGTON | CANTERBURY | NORTH ISLAND | SOUTH ISLAND

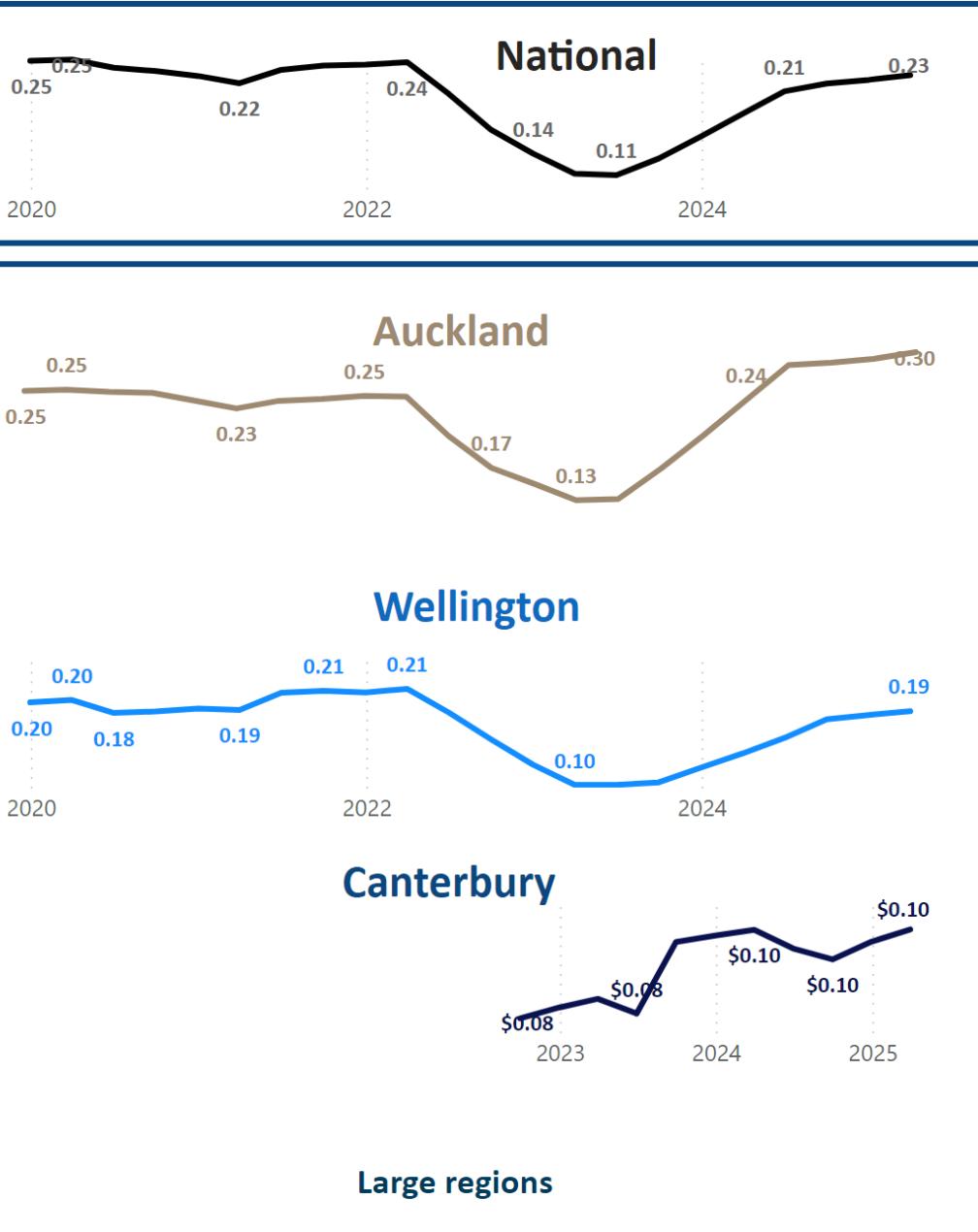
Average for bus, train and ferry



Large regions

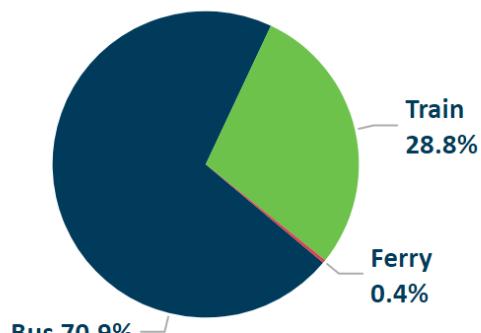
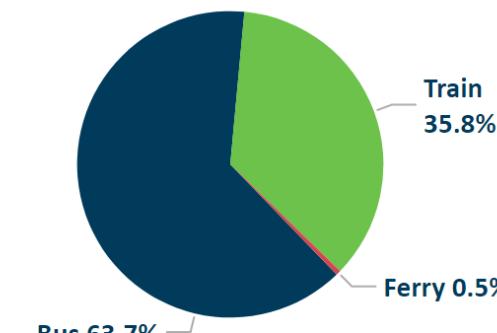
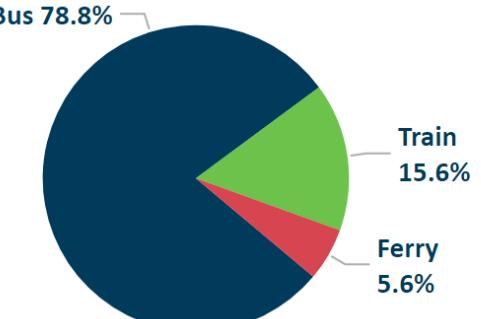
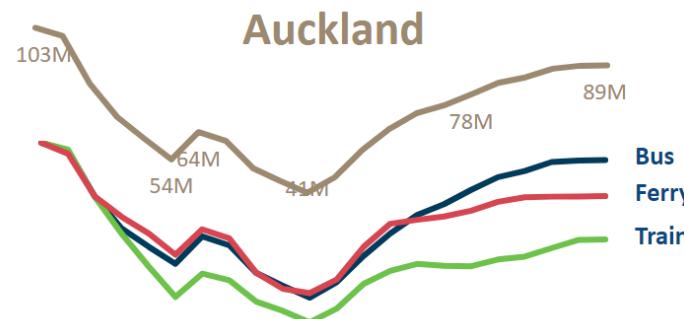
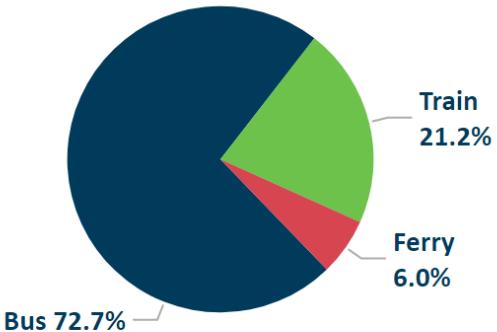
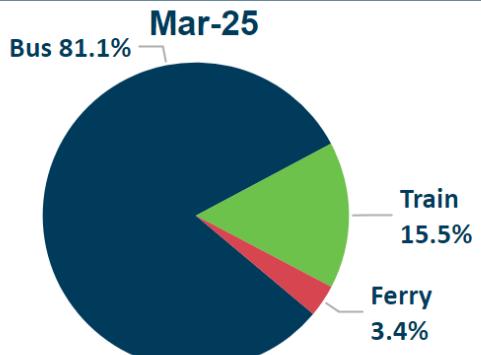
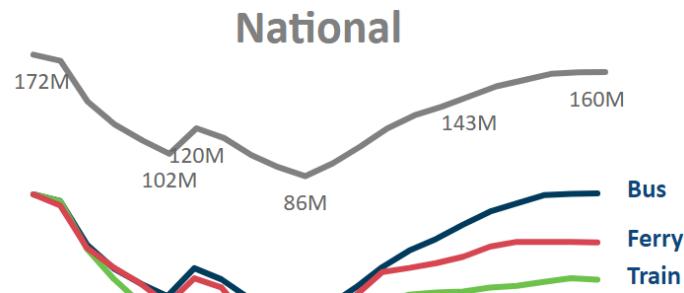
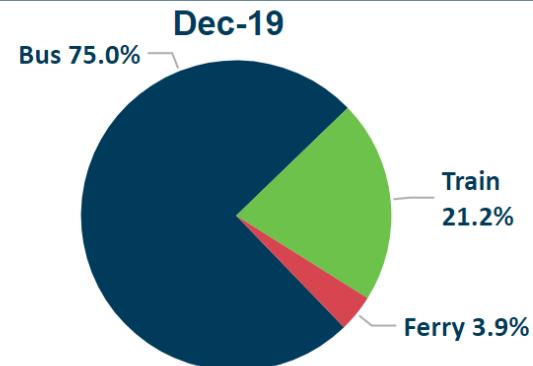


Medium regions



Smaller regions

Public transport boardings by mode - from Dec-19 to Mar-25

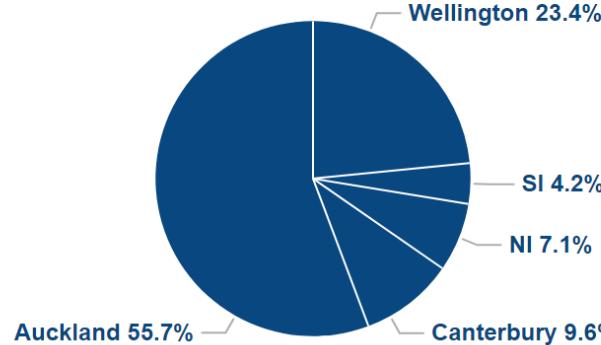


All series are rolling years. Mode charts have been plotted so each mode is indexed where Year ended Dec-19 = 100, to allow for comparison of % changes.

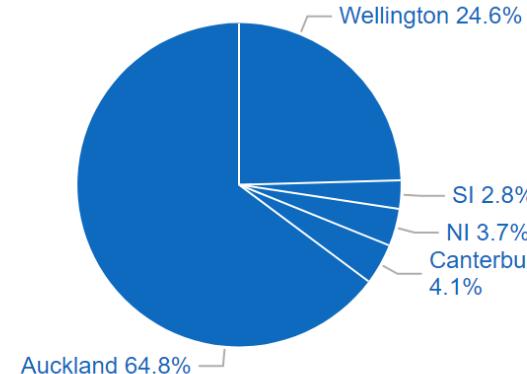
Public transport boardings and fare revenue by region,

Apr-24 to Mar-25

Passenger boardings



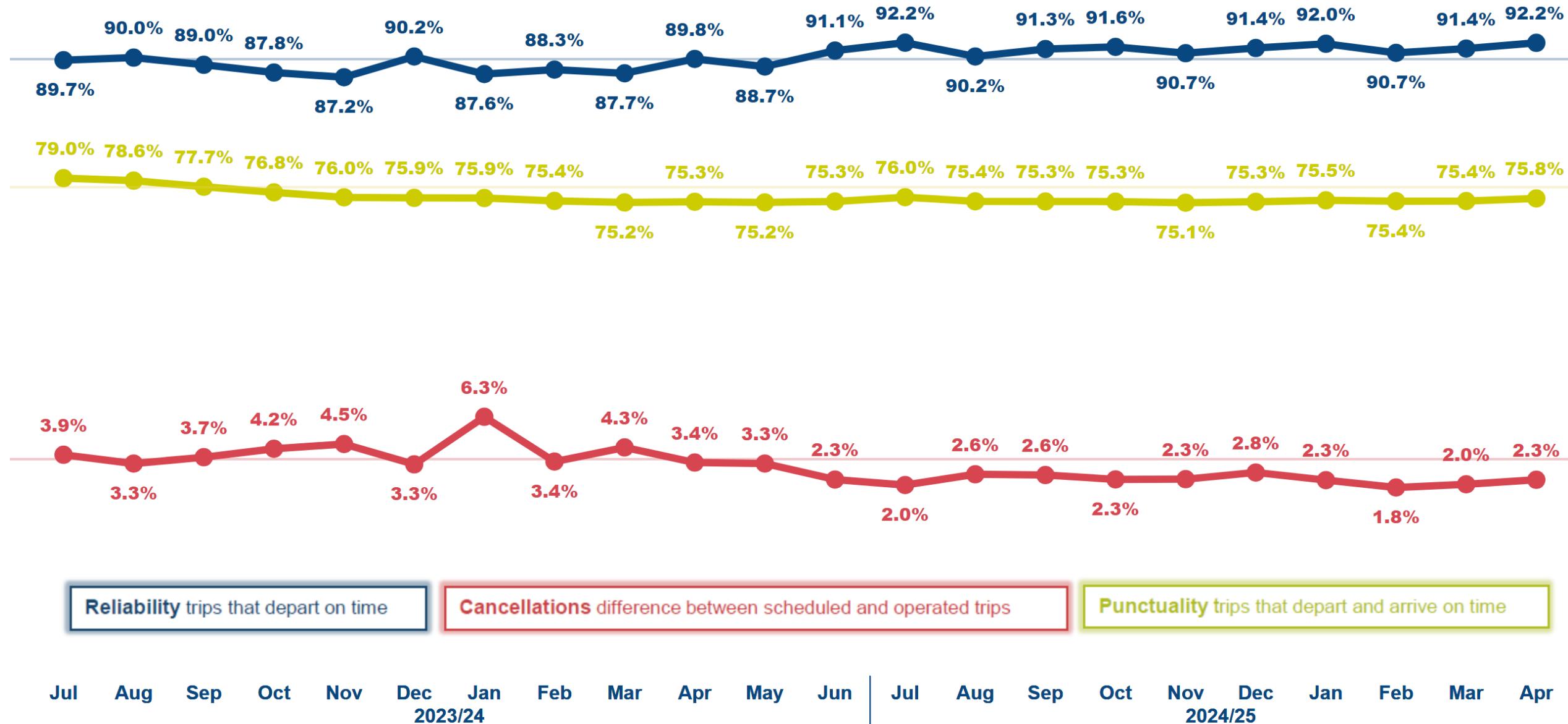
Fare revenue



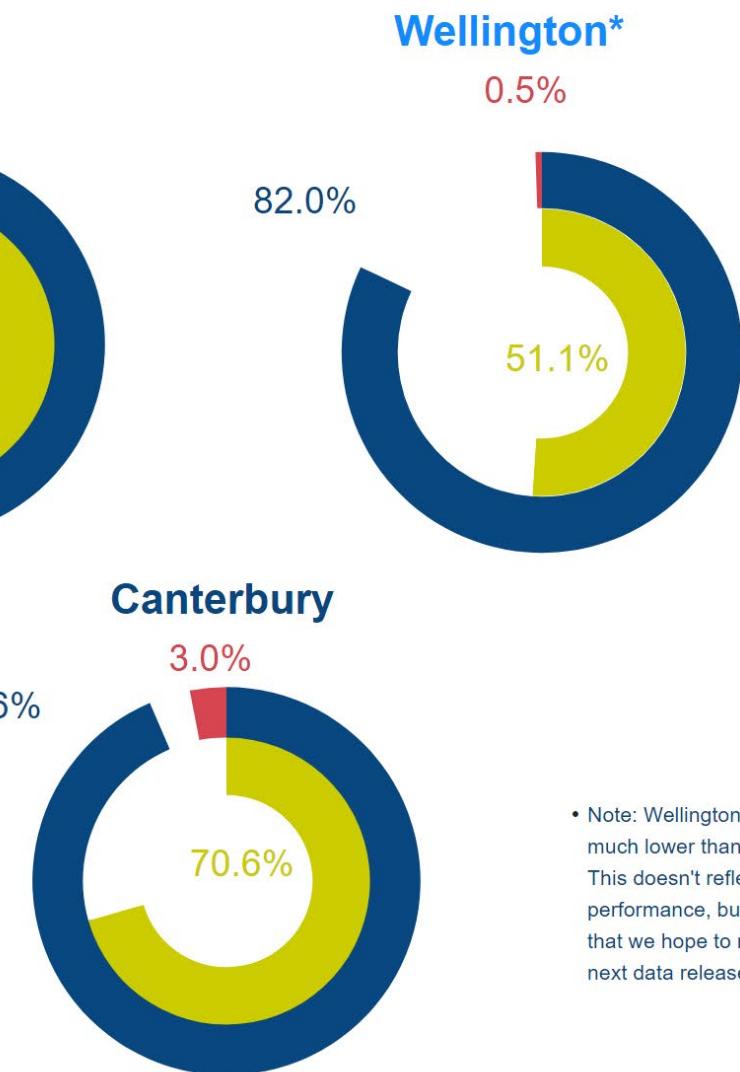
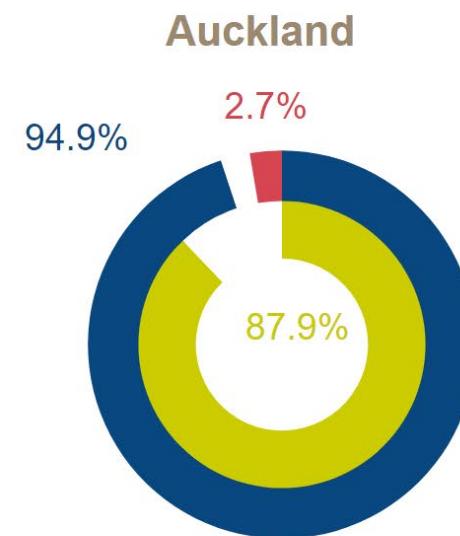
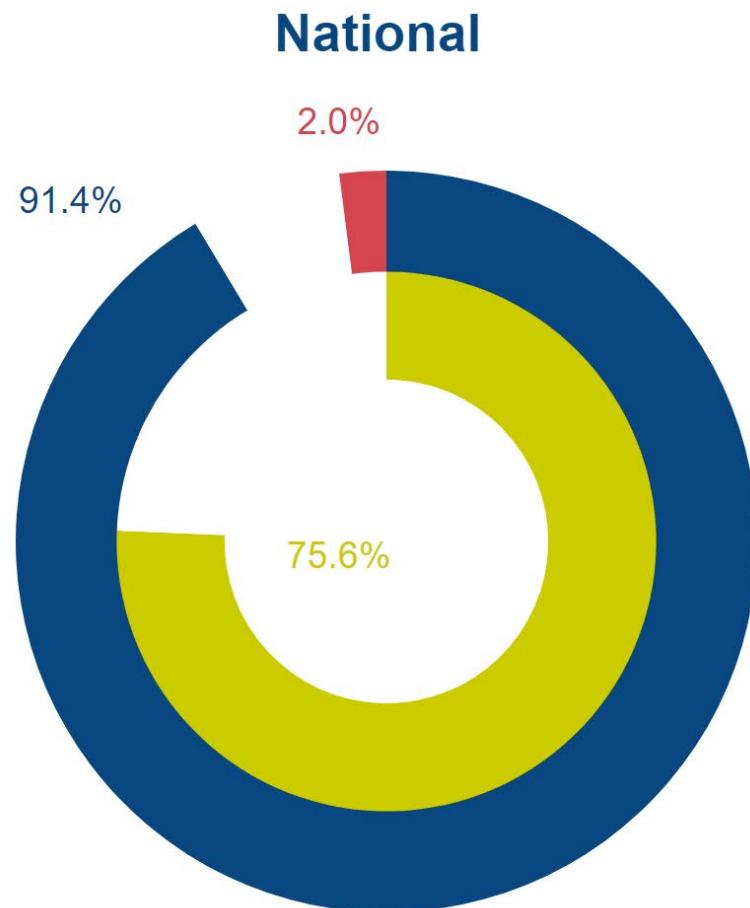
Auckland and Wellington account for **79.2%** of total public transport boardings and **89.4%** of fare revenue

Region	Public Transport Boardings	Fare Revenue (excl GST)	Average fare (excl GST)	Share of boardings	Share of fare revenue
Auckland	89,099,599	\$206,630,604	\$2.32	55.7%	64.8%
Wellington	37,465,325	\$78,290,703	\$2.09	23.4%	24.6%
Canterbury	15,395,830	\$13,033,903	\$0.85	9.6%	4.1%
Otago	5,521,142	\$7,696,756	\$1.39	3.5%	2.4%
Waikato	4,292,062	\$6,092,038	\$1.42	2.7%	1.9%
Bay of Plenty	3,754,888	\$2,372,273	\$0.63	2.3%	0.7%
Nelson-Tasman	933,439	\$1,133,139	\$1.21	0.6%	0.4%
Taranaki	766,680	\$1,107,127	\$1.44	0.5%	0.3%
Horizons	1,339,660	\$942,841	\$0.70	0.8%	0.3%
Hawkes Bay	567,001	\$760,041	\$1.34	0.4%	0.2%
Northland	440,076	\$469,329	\$1.07	0.3%	0.1%
Invercargill	164,778	\$163,448	\$0.99	0.1%	0.1%
Gisborne	128,447	\$134,602	\$1.05	0.1%	0.0%
Marlborough	17,621	\$14,094	\$0.80	0.0%	0.0%
Total	159,886,548	\$318,840,898	\$1.99	100.0%	100.0%

Public transport service performance over time



Public transport service performance - Jan-25 to Mar-25



- Note: Wellington punctuality is much lower than other regions. This doesn't reflect poorer performance, but data issues that we hope to resolve by the next data release.

Reliability trips that depart on time

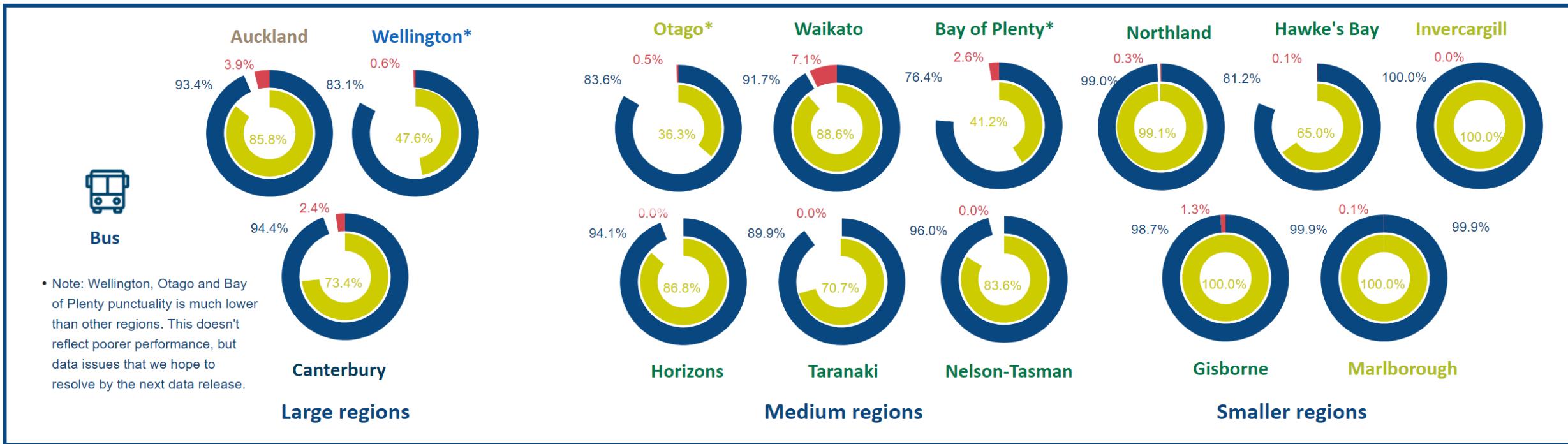
Cancellations difference between scheduled and operated trips

Punctuality trips that depart and arrive on time

Performance of public transport services- reliability, punctuality, cancellations

Jan-24 to Mar-25

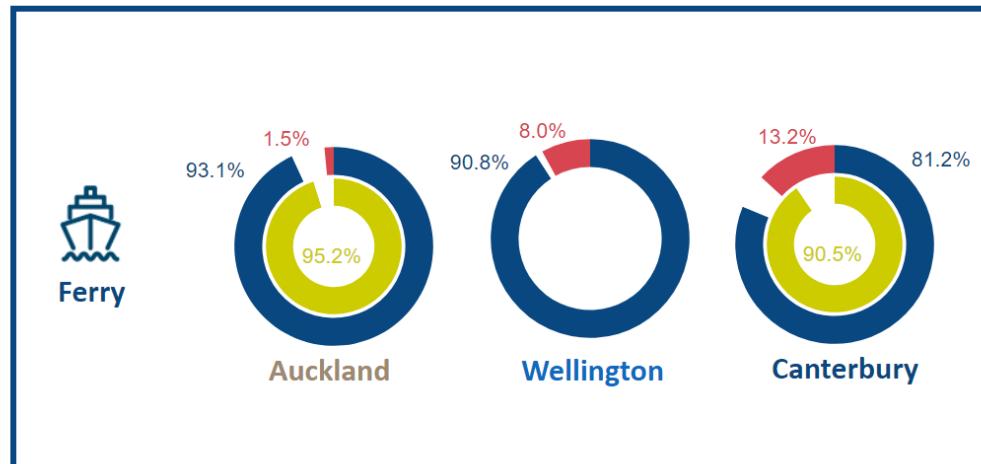
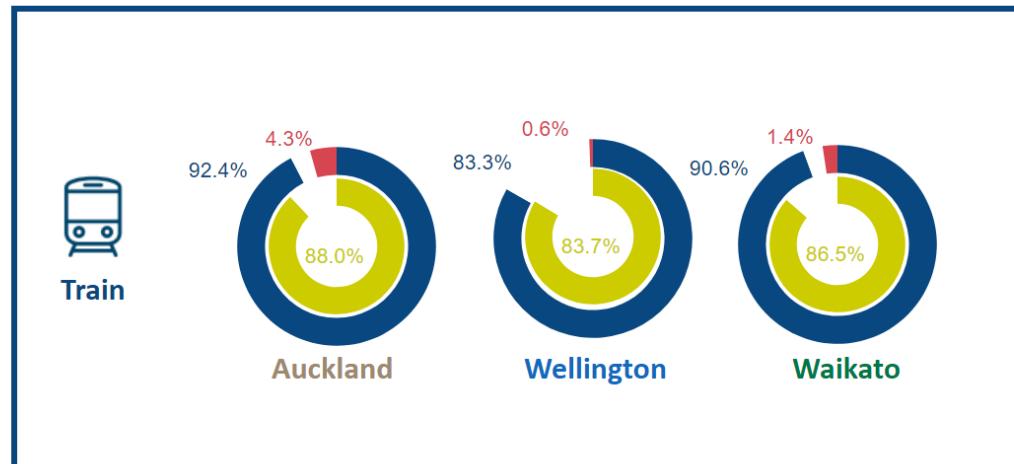
KEY: AUCKLAND | WELLINGTON | CANTERBURY | NORTH ISLAND | SOUTH ISLAND



Reliability is the proportion of scheduled public transport trips that depart their origin on time

Punctuality is the proportion of operated public transport trips that depart their origin and arrive at their destination on time

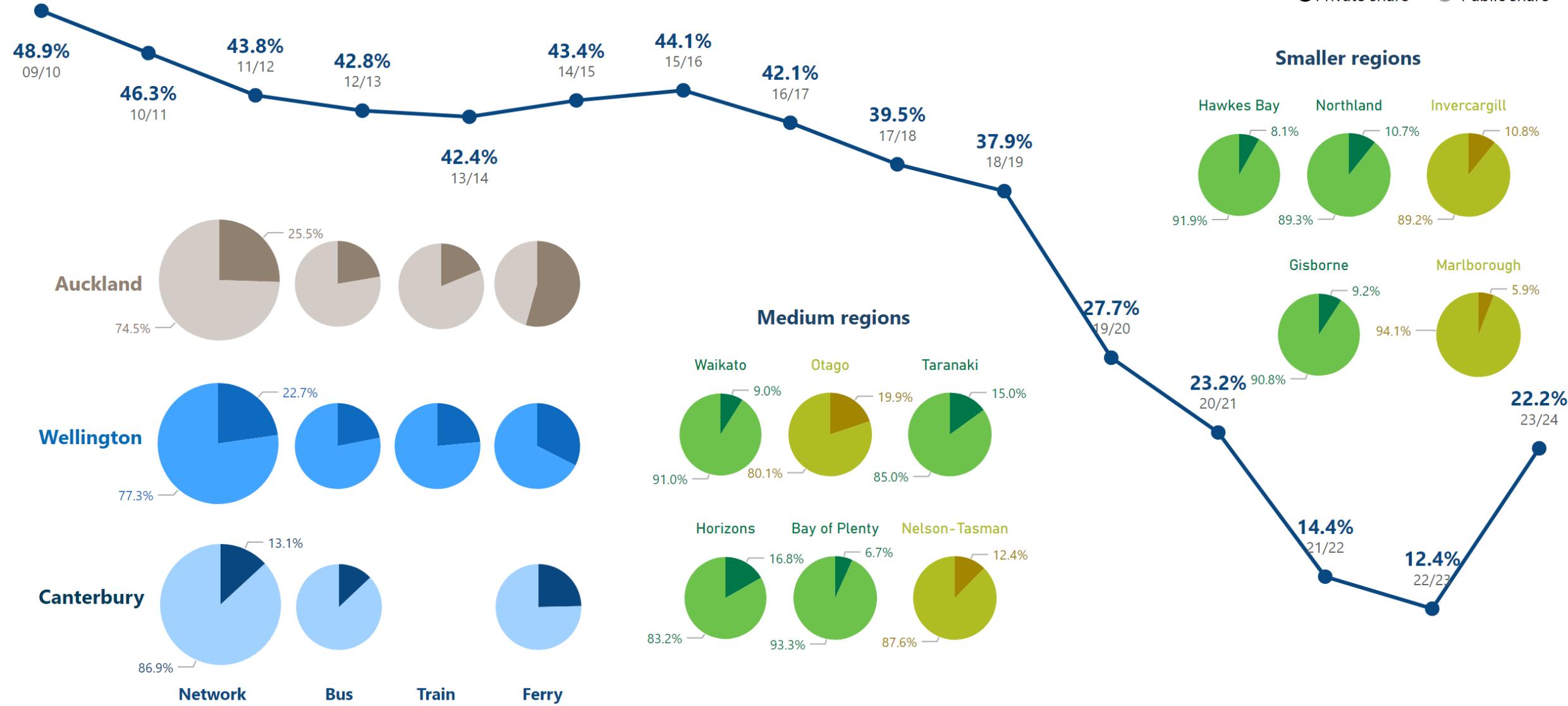
Cancellations are the difference between scheduled and operated trips



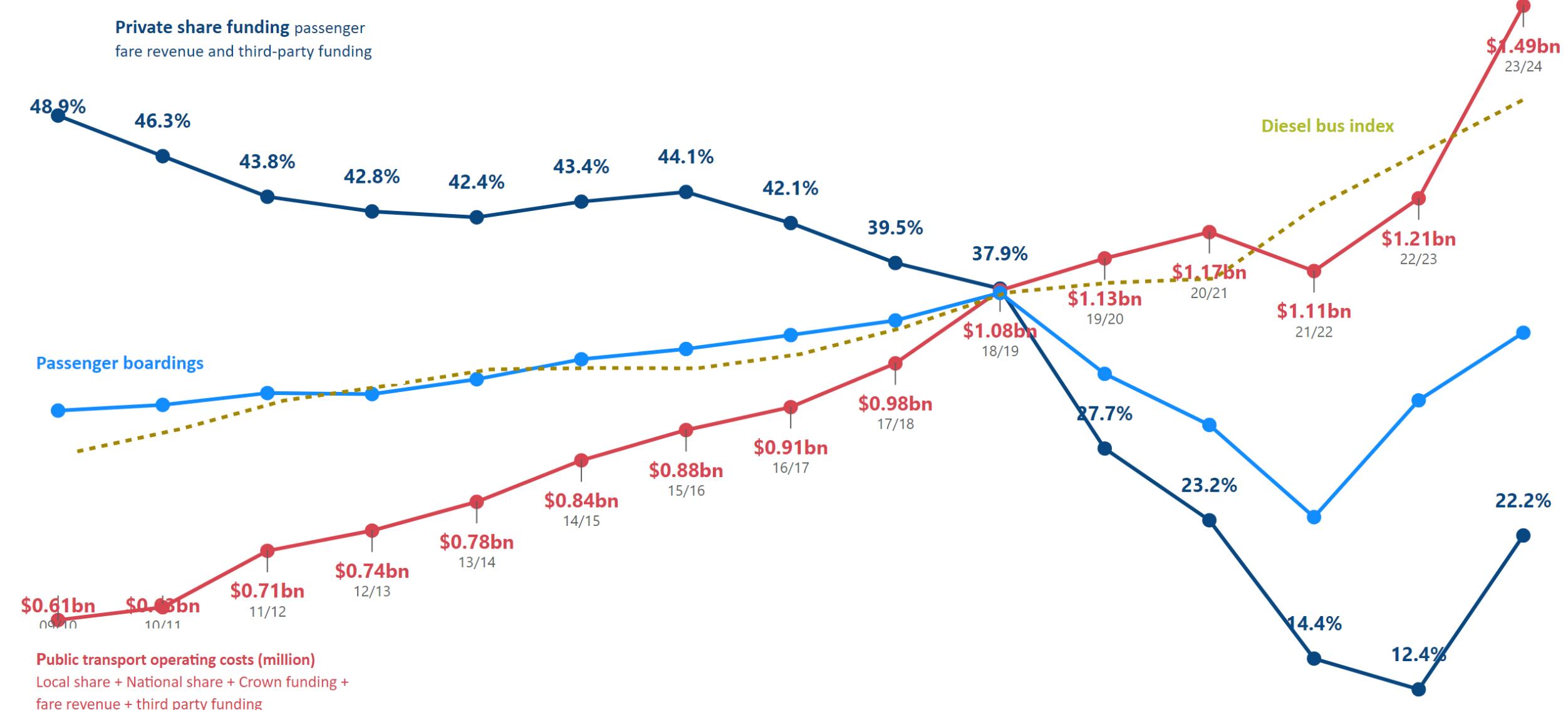
Private share of public transport operating expenditure by region

KEY: AUCKLAND | WELLINGTON | CANTERBURY | NORTH ISLAND | SOUTH ISLAND

NOTE: all pie graphs are for the 2023/24 financial year



Boardings, operating costs and private share trends over time



Notes on data

Data is collected from two sources:

1. **Transport Investment Online (TIO)** is the web-based system NZTA and our investment partners use to capture and manage all activities for inclusion in the National Land Transport Programme (NLTP). Public Transport Agencies (PTAs) provide key data such as financial data through this portal.
2. PTAs also complete a **monthly Excel spreadsheet template** collecting key performance and operational data for NZTA on a monthly basis.

While every effort is made to ensure the quality and accuracy of the data, it may be subject to error. As the dataset is continually updated to improve the quality, these numbers may not align perfectly with other similar requests.

Specific measures

Service reliability

Reliability is the proportion of scheduled trips that depart on time (between 1 minute early and 5 minutes late).

Service punctuality

Punctuality is the proportion of operated public transport trips that depart their origin and arrive at their destination on time (no more than 5 minutes late). Several PTAs (including Wellington, Otago and Bay of Plenty) are updating their data to align with our definition. We expect the next release of this report will provide a more accurate reflection of their punctuality performance.

Cancellations

Cancellations are the difference between scheduled and operated trips.

For more information on the data in this presentation, please contact pt.reporting@nzta.govt.nz.