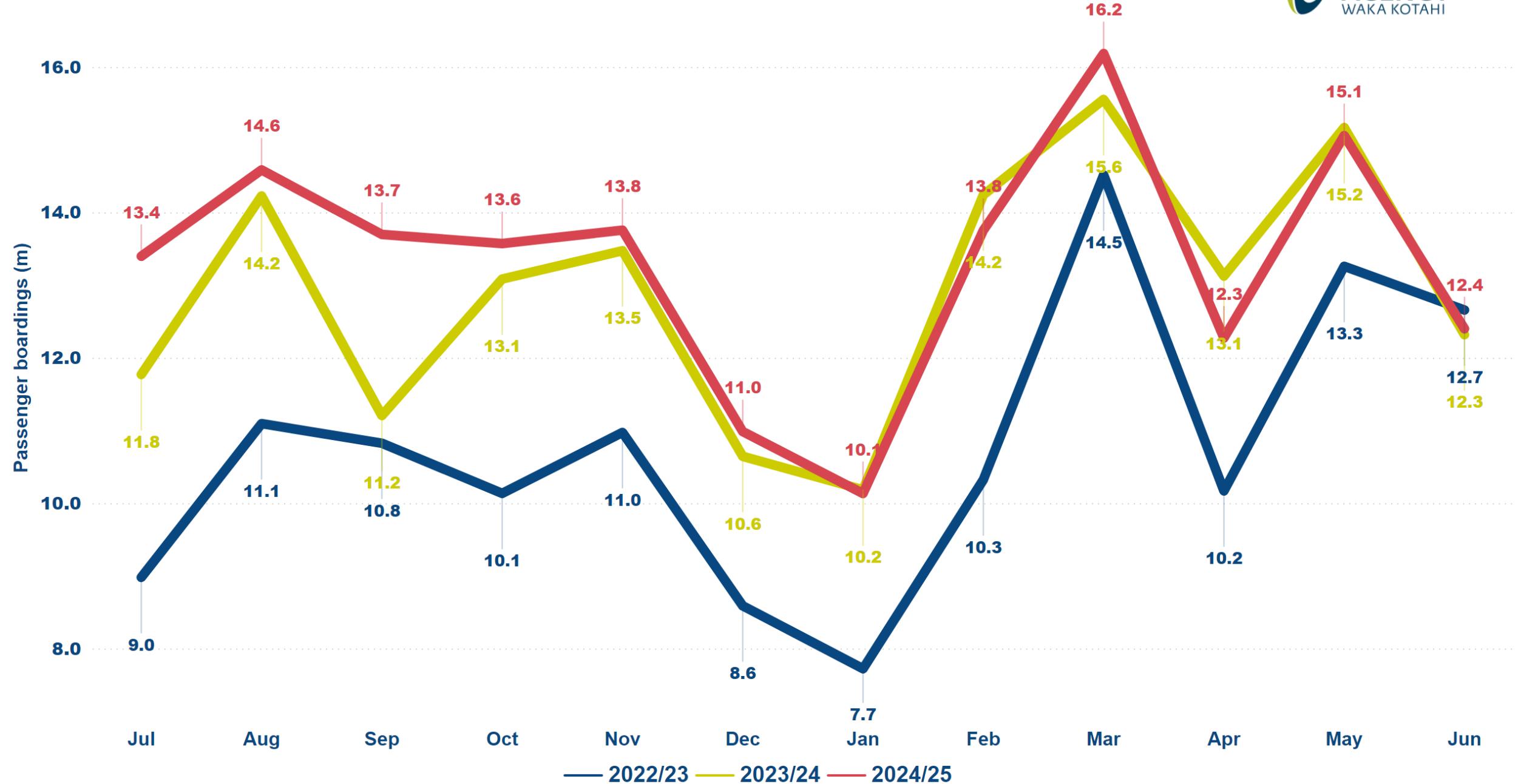


# State of public transport in New Zealand

2024/25



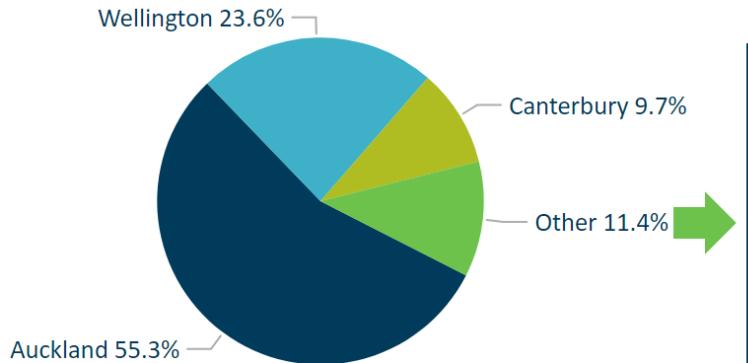
# Public transport boardings compared to previous years



# Public transport boardings by region, mode and passenger type

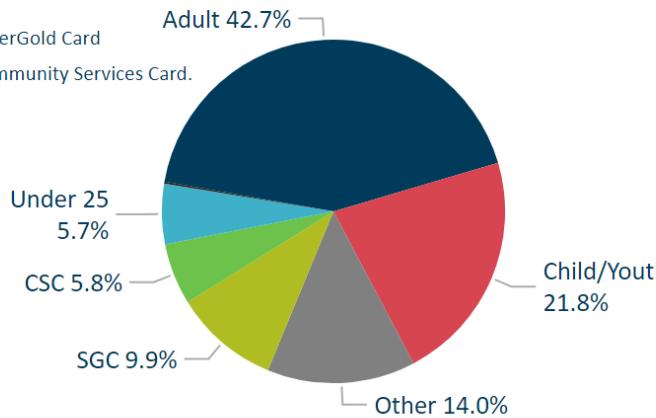
## Apr-25 to Jun-25

### Public transport boardings by region



Region	% of other
Otago	30.2%
Waikato	23.7%
Bay of Plenty	20.7%
Horizons	8.5%
Nelson-Tasman	4.8%
Taranaki	4.8%
Hawkes Bay	3.0%
Northland	2.5%
Invercargill	1.0%
Gisborne	0.8%
Marlborough	0.1%

### Public transport boardings by passenger type



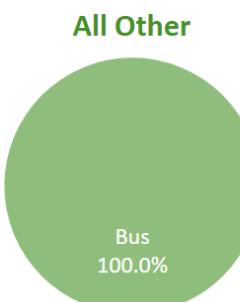
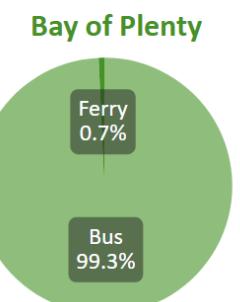
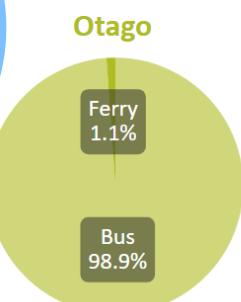
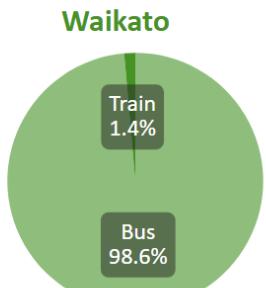
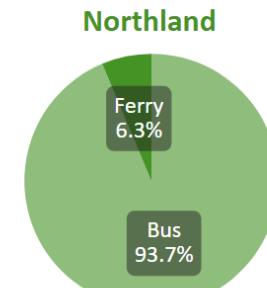
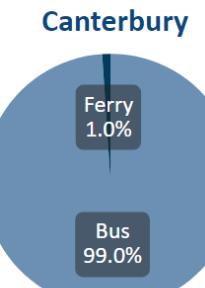
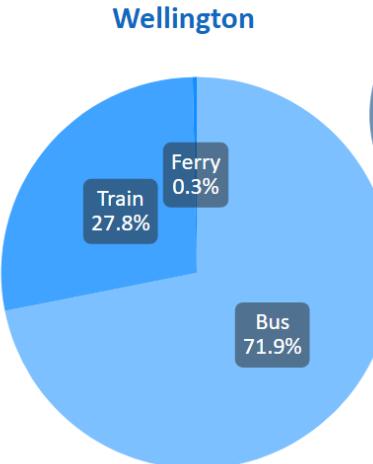
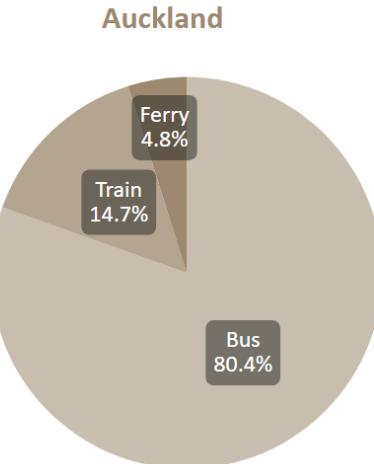
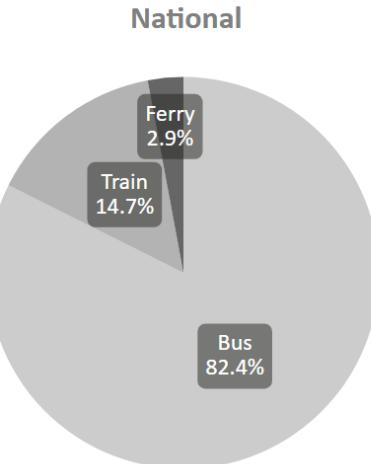
Crown fare concessions (SGC and CSC) account for **15.7%** of boardings.

Nationally defined fare concessions for child/youth account for **21.8%** of boardings.

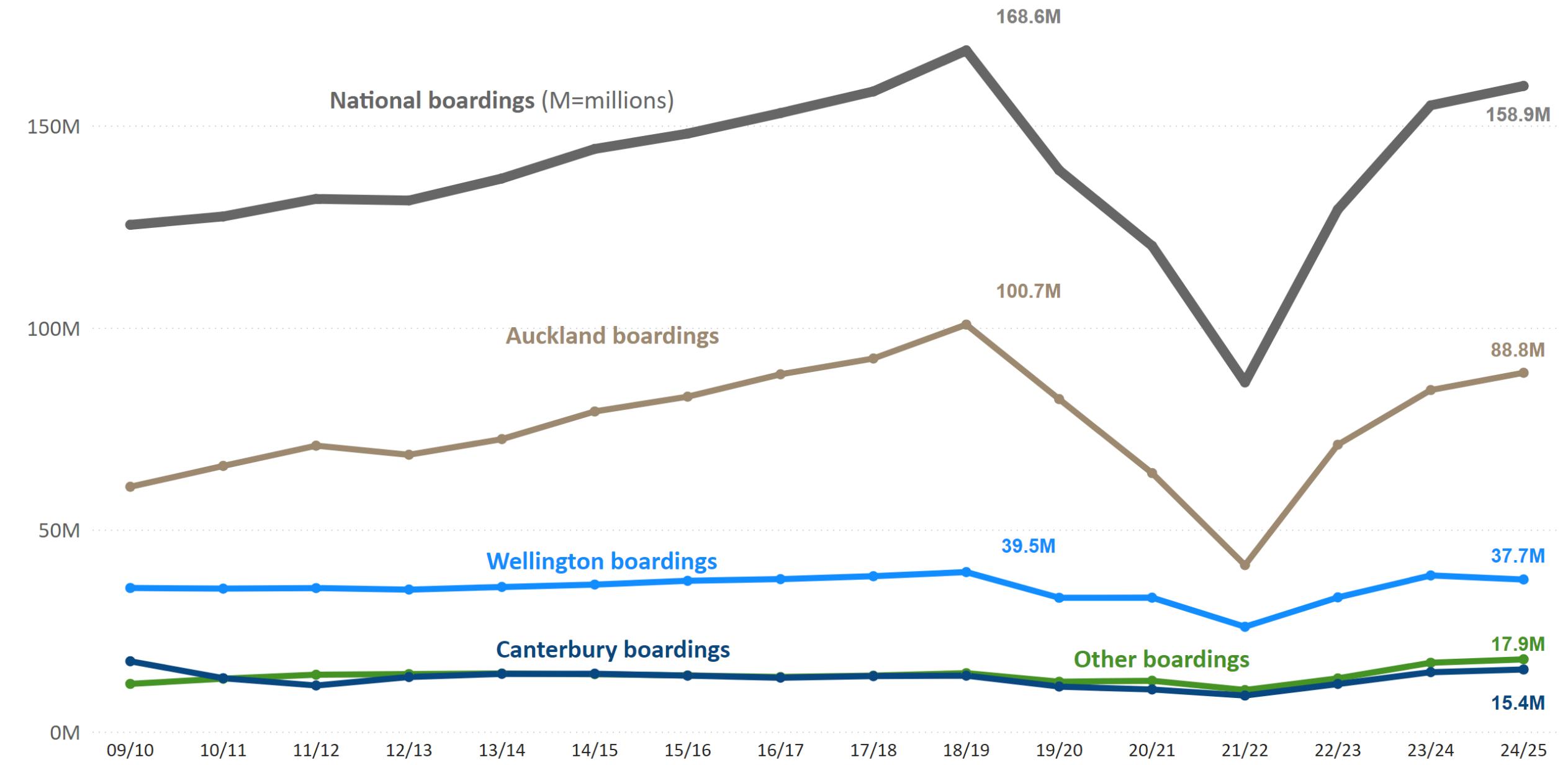
**Auckland and Wellington** account for **78.9%** of total public transport boardings. **88.6%** of boardings are from the three largest regions only.

**82.4%** of total public transport boardings nationally are on **buses**.

### Public transport boardings by mode

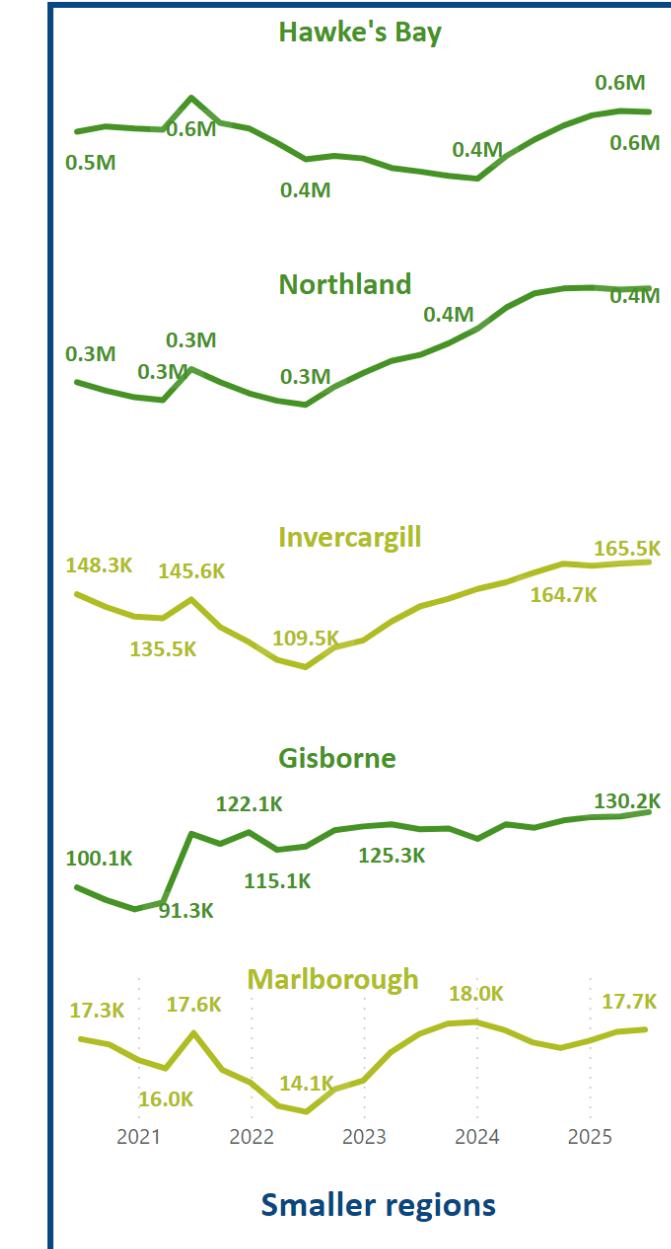
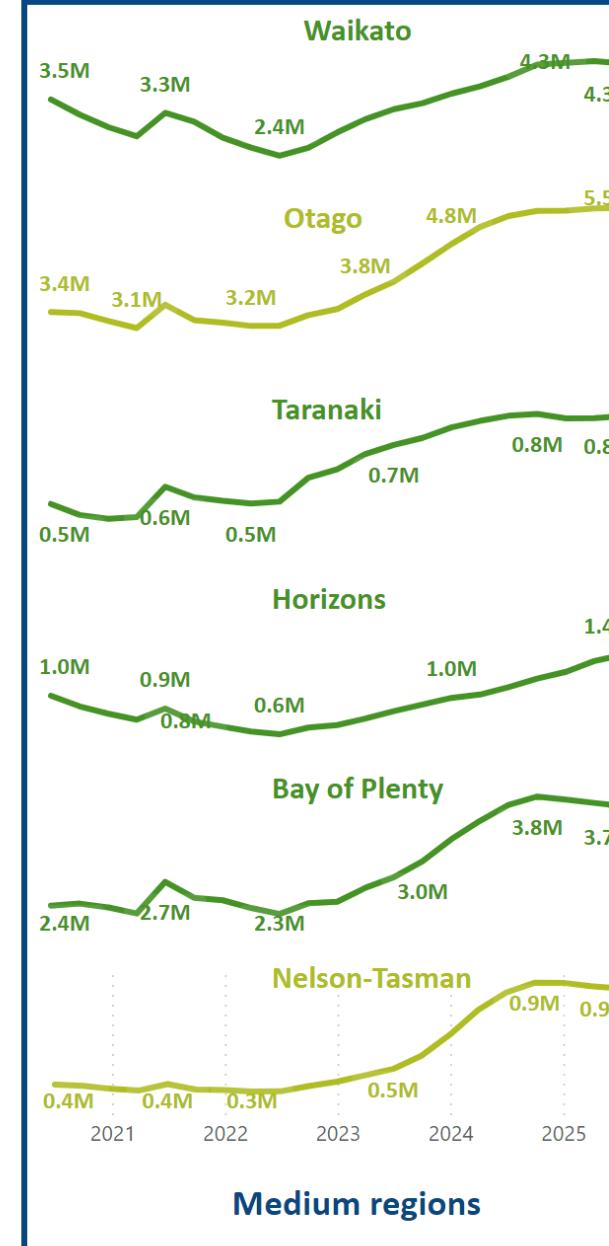
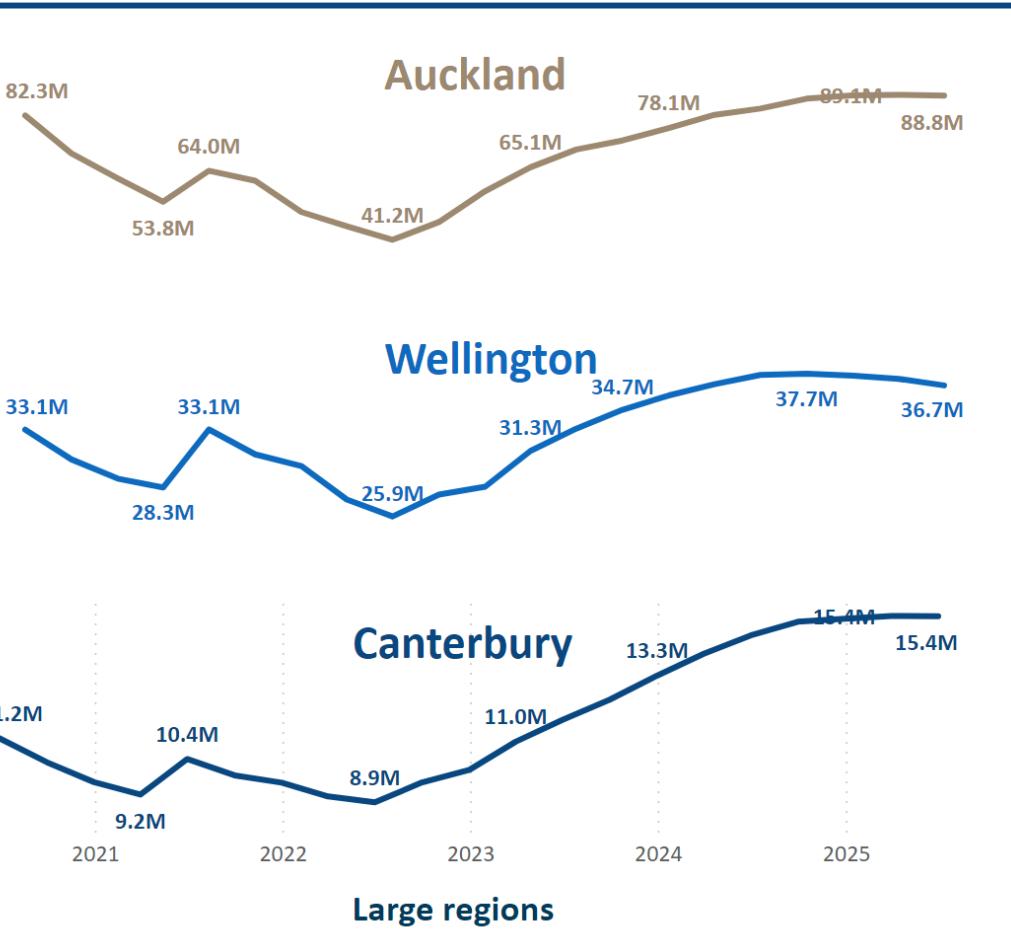
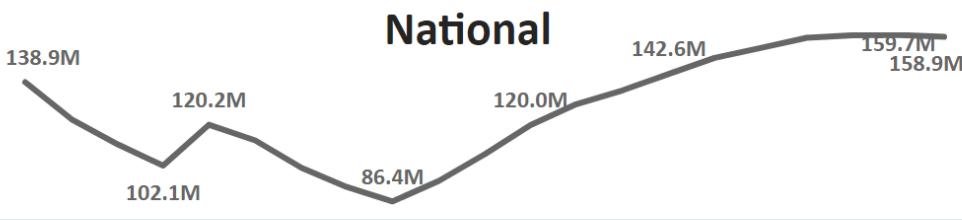


# Public transport boardings over time, 2009/10 to 2024/25



# Public transport boardings by region - from Jun-20 to Jun-25

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

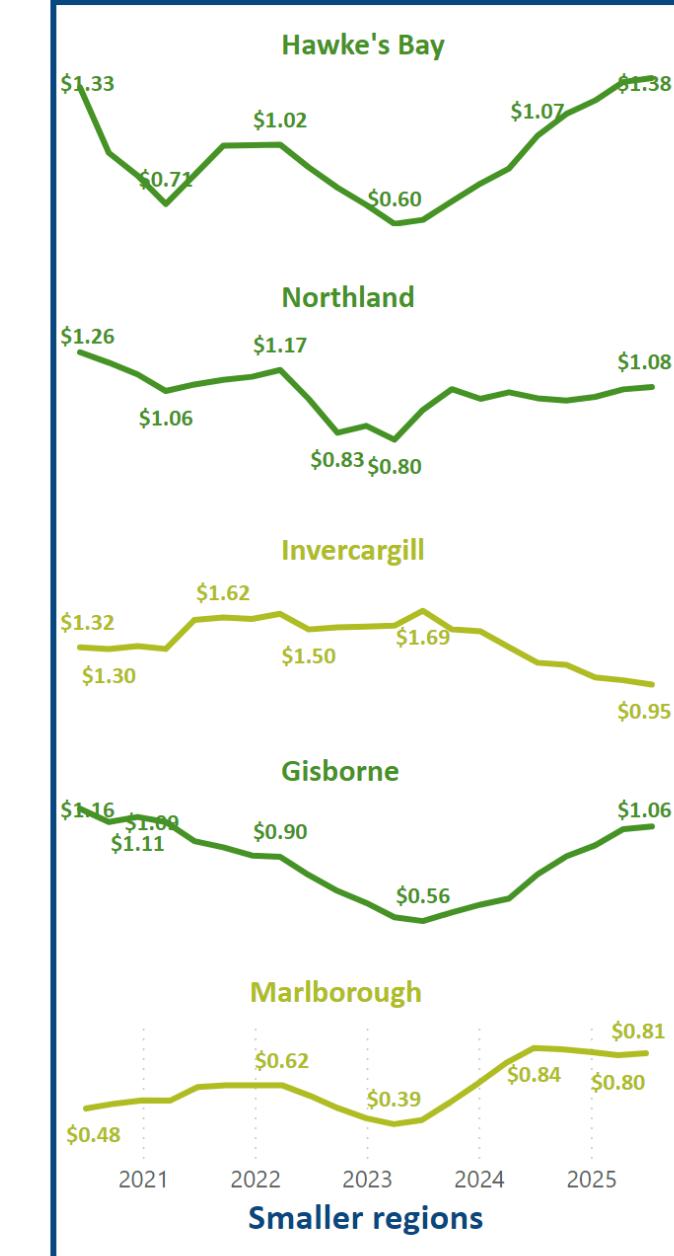
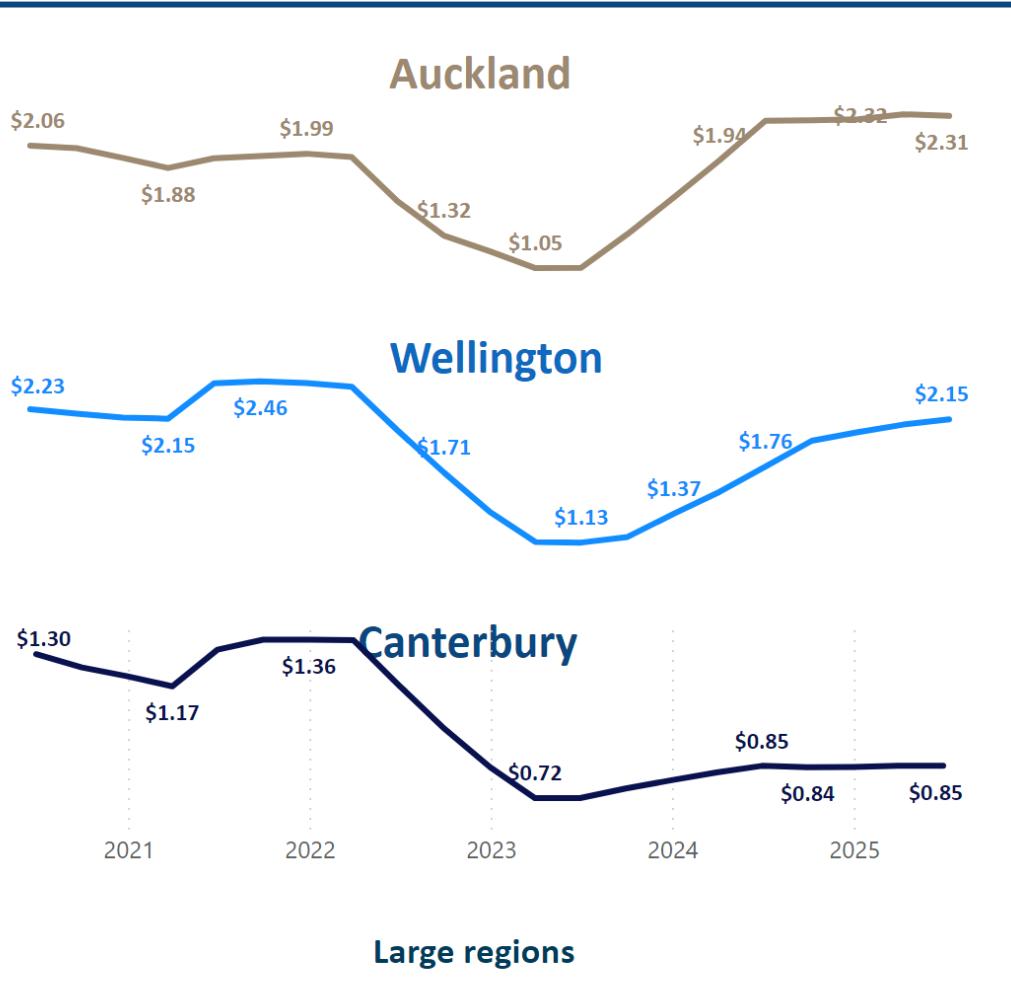


All boardings for bus, train and ferry, rolling annual total

# Public transport average fares by region, from Jun-20 to Jun-25

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

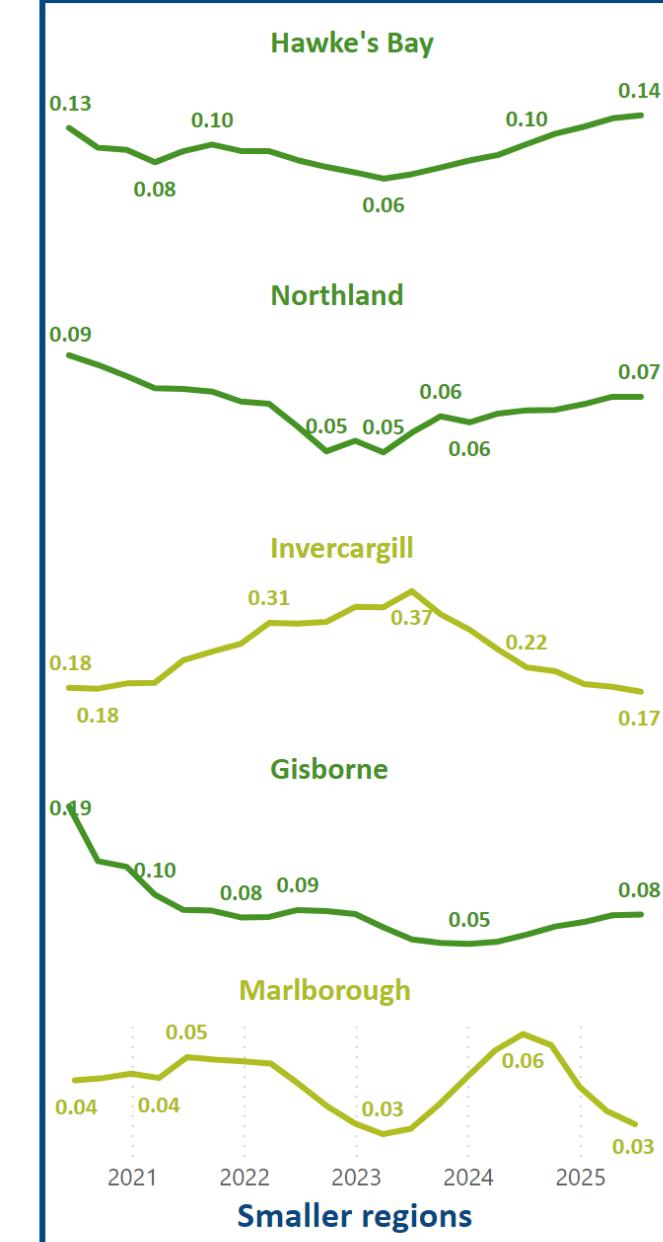
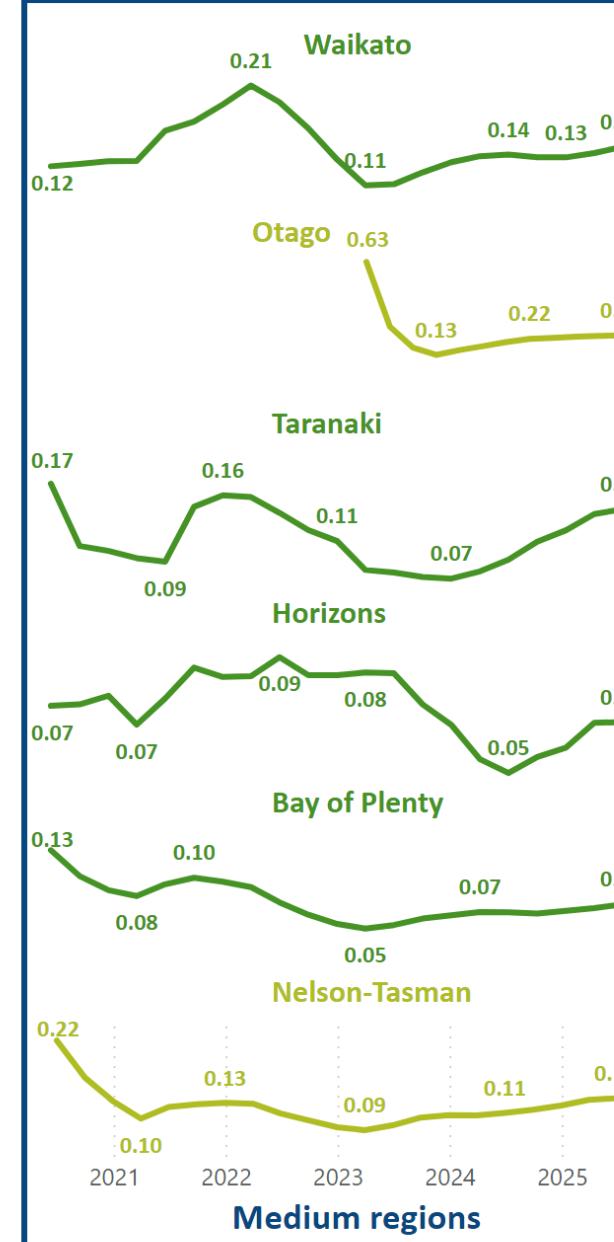
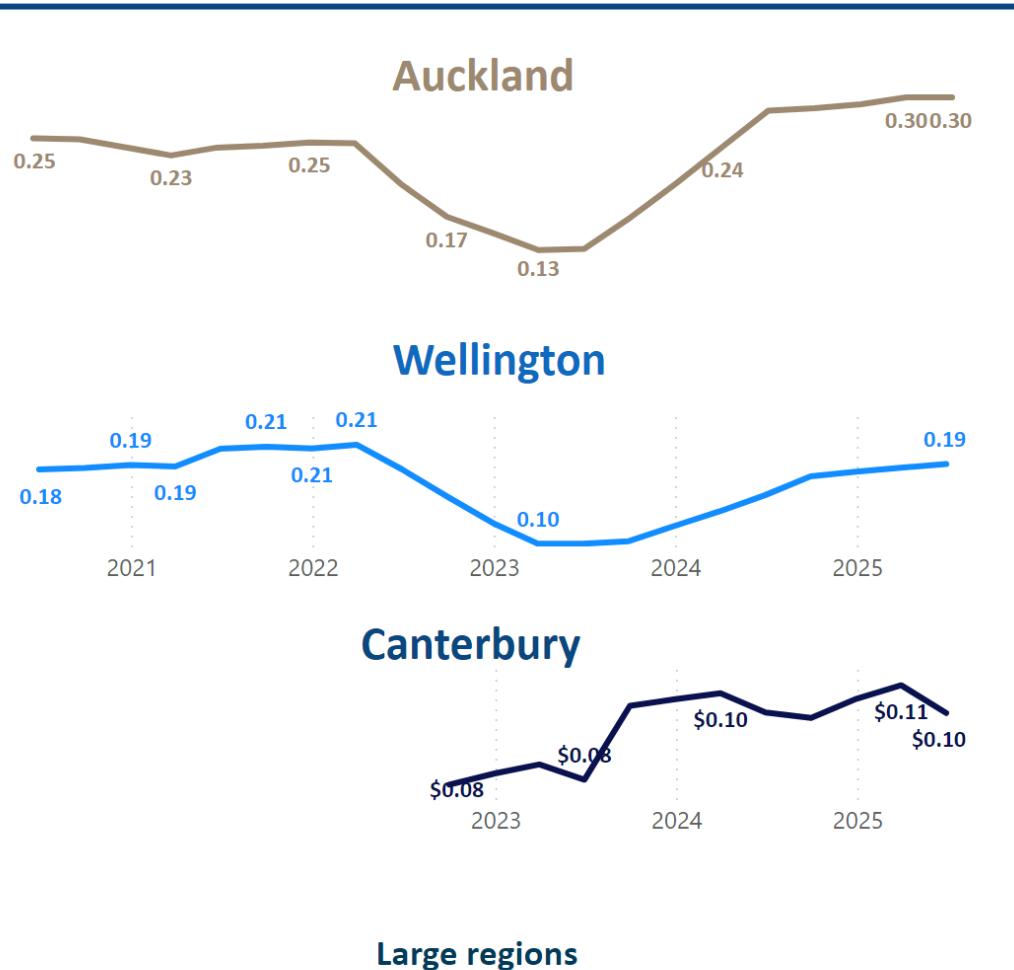
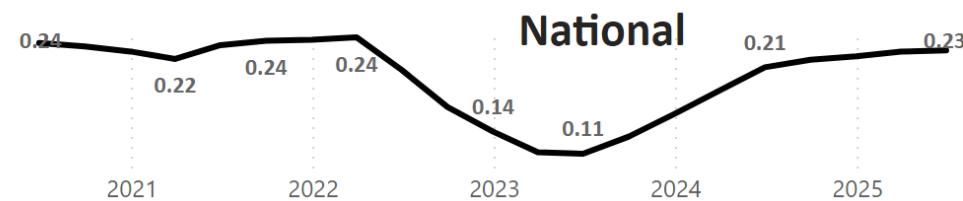
Average for fares for bus, train and ferry, rolling annual total



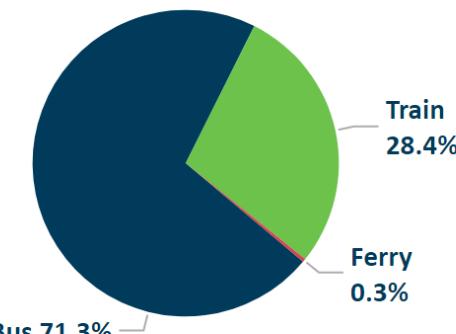
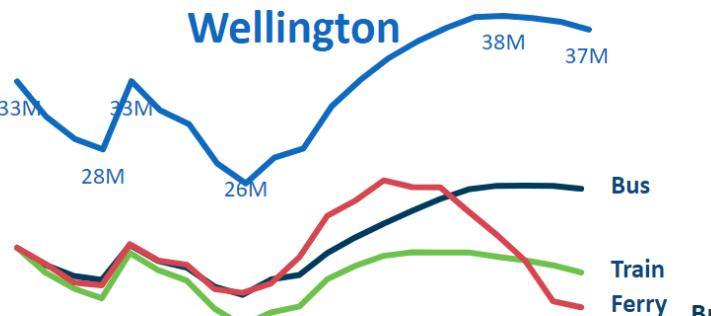
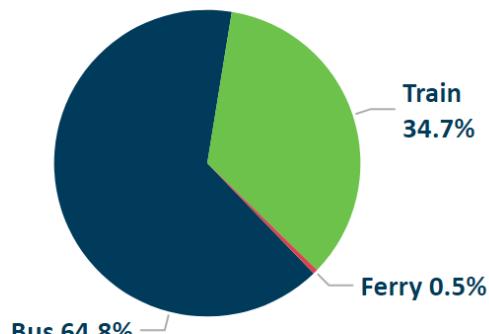
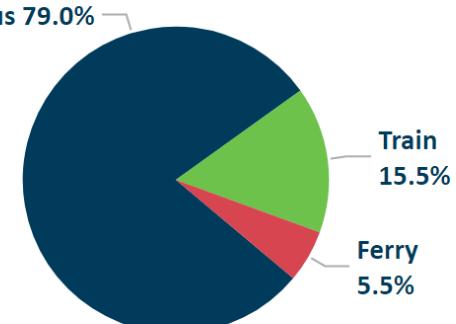
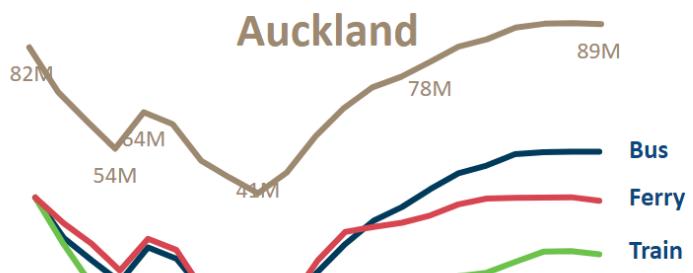
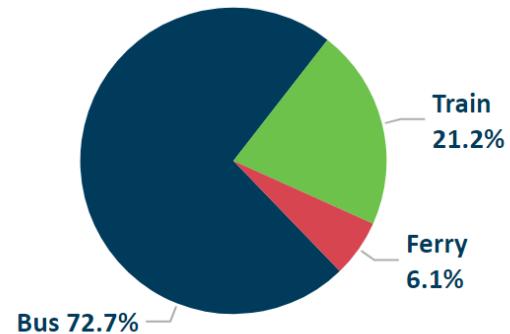
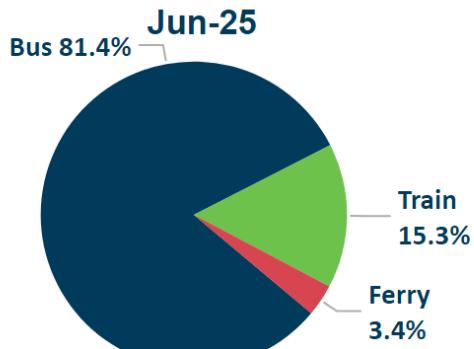
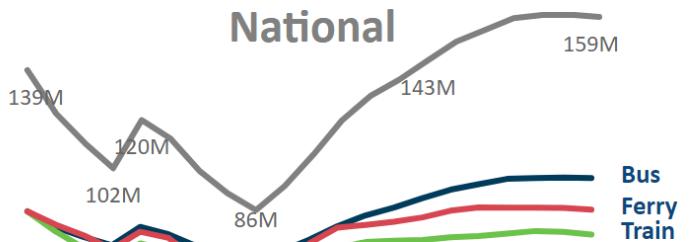
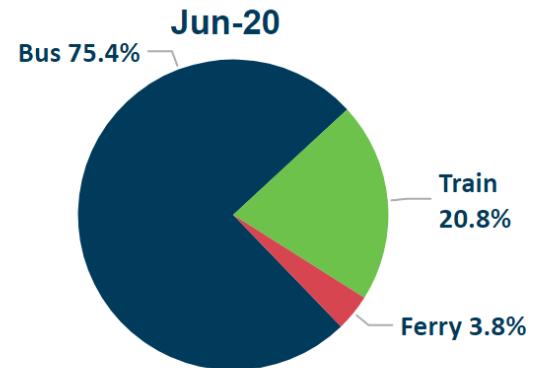
# Public transport avg fares per km by region, from Jun-20 to Jun-25

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

Average for bus, train and ferry



# Public transport boardings by mode - from Jun-20 to Jun-25

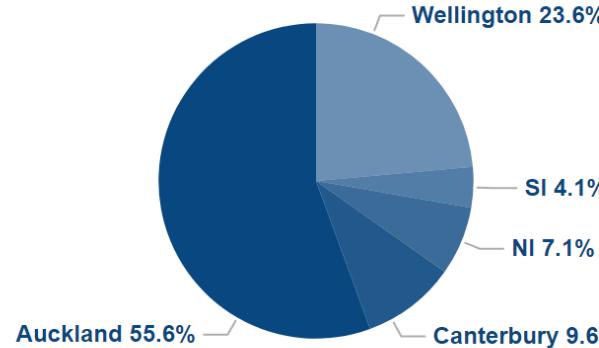


All series are rolling years. Mode charts have been plotted so each mode is indexed where Year ended Jun-20 = 100, to allow for comparison of % changes.

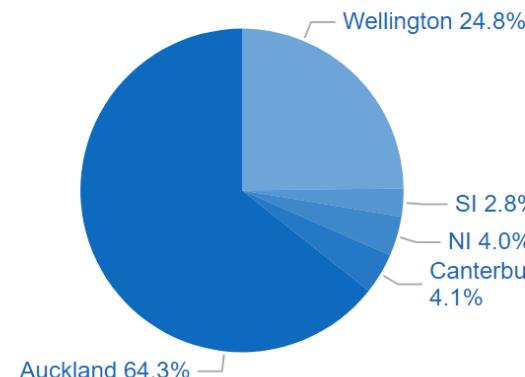
# Public transport boardings and fare revenue by region,

Jul-24 to Jun-25

## Passenger boardings



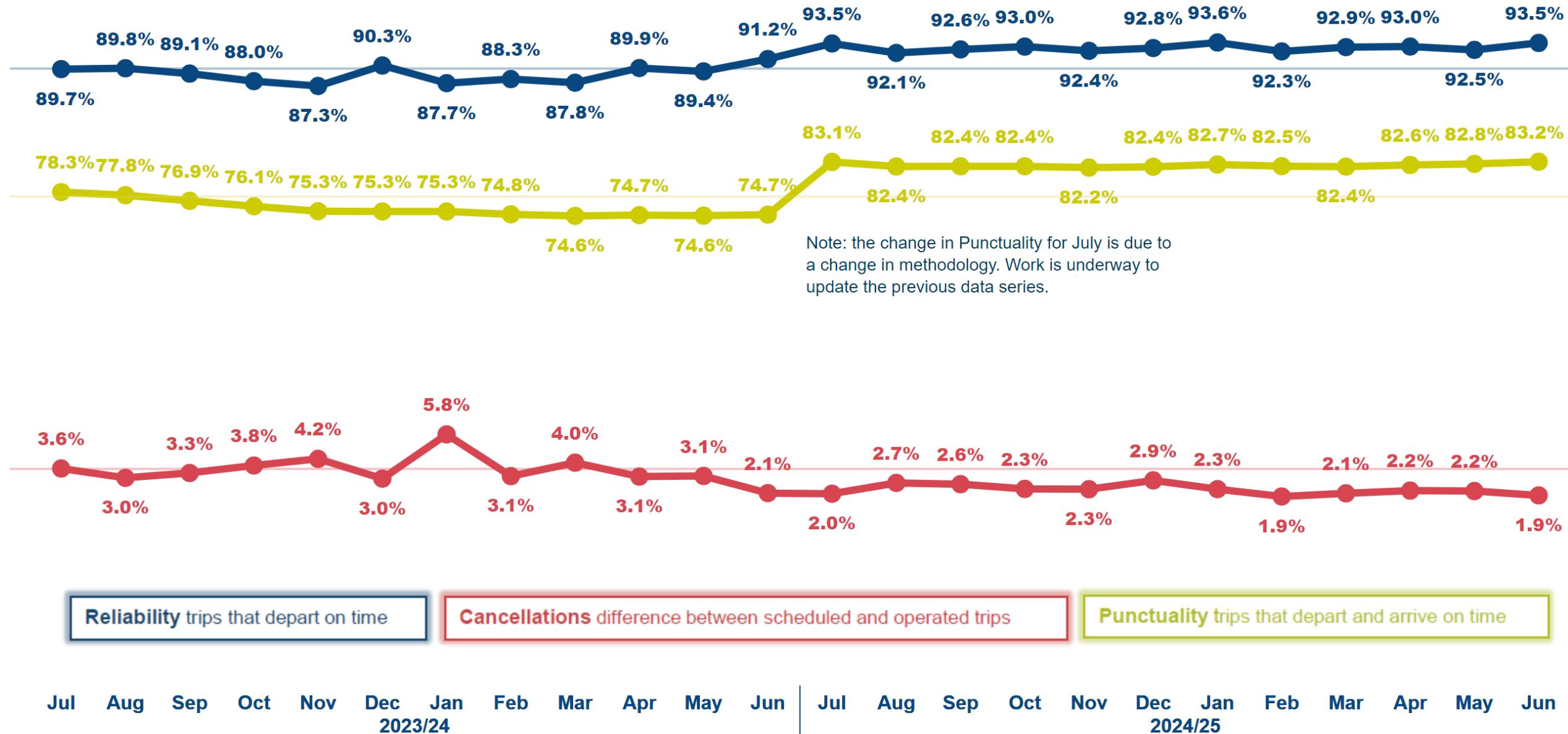
## Fare revenue



Auckland and Wellington account for **79.2%** of total public transport boardings and **89.1%** of fare revenue

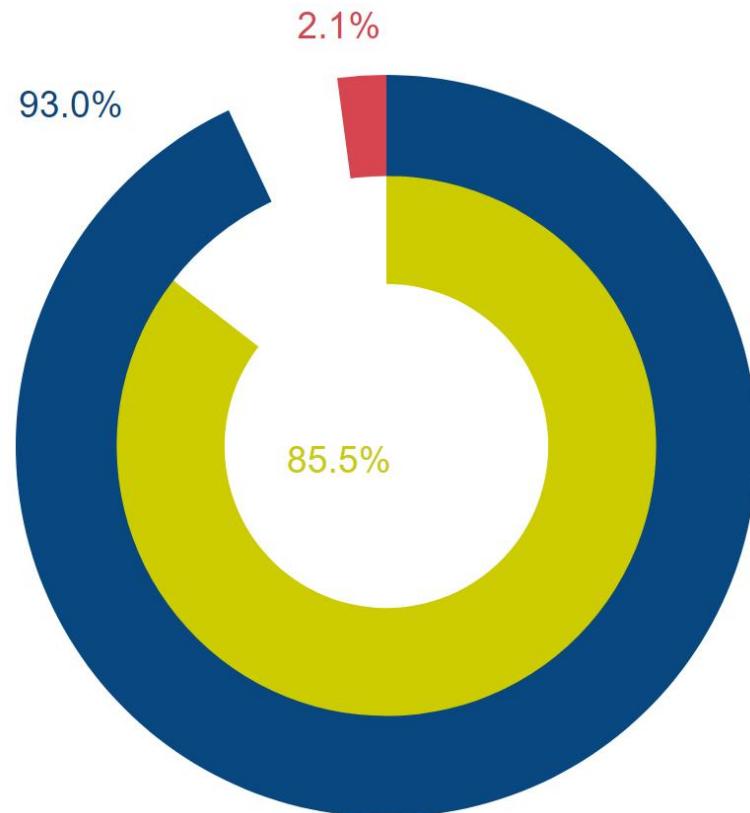
Region	Public Transport Boardings	Fare Revenue (excl GST)	Average fare (excl GST)	Share of boardings	Share of fare revenue
Auckland	88,820,995	\$204,789,151	\$2.31	55.6%	64.3%
Wellington	37,669,840	\$78,936,347	\$2.10	23.6%	24.8%
Canterbury	15,395,101	\$13,034,171	\$0.85	9.6%	4.1%
Otago	5,529,770	\$7,727,144	\$1.40	3.5%	2.4%
Waikato	4,261,276	\$6,625,034	\$1.55	2.7%	2.1%
Bay of Plenty	3,711,059	\$2,440,871	\$0.66	2.3%	0.8%
Taranaki	771,403	\$1,169,416	\$1.52	0.5%	0.4%
Nelson-Tasman	918,056	\$1,061,343	\$1.16	0.6%	0.3%
Horizons	1,402,349	\$953,934	\$0.68	0.9%	0.3%
Hawkes Bay	564,751	\$778,775	\$1.38	0.4%	0.2%
Northland	441,760	\$476,741	\$1.08	0.3%	0.1%
Invercargill	165,497	\$157,124	\$0.95	0.1%	0.0%
Gisborne	130,194	\$138,234	\$1.06	0.1%	0.0%
Marlborough	17,714	\$14,369	\$0.81	0.0%	0.0%
<b>Total</b>	<b>159,799,765</b>	<b>\$318,302,652</b>	<b>\$1.99</b>	<b>100.0%</b>	<b>100.0%</b>

# Public transport service performance over time

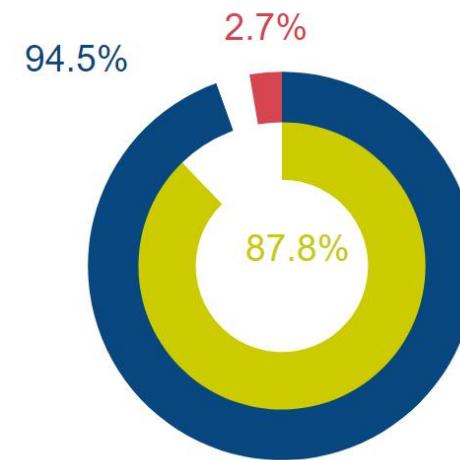


# Public transport service performance - Apr-25 to Jun-25

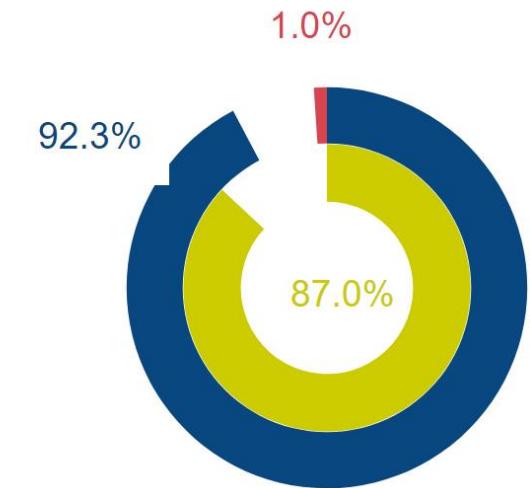
**National**



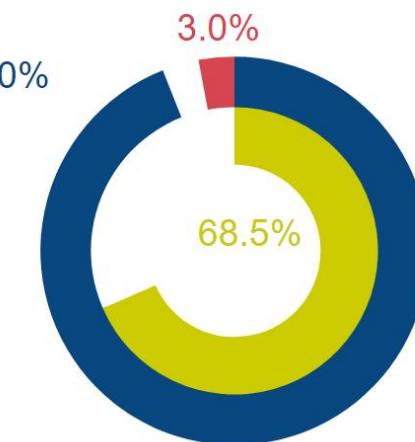
**Auckland**



**Wellington\***



**Canterbury**



Reliability trips that depart on time

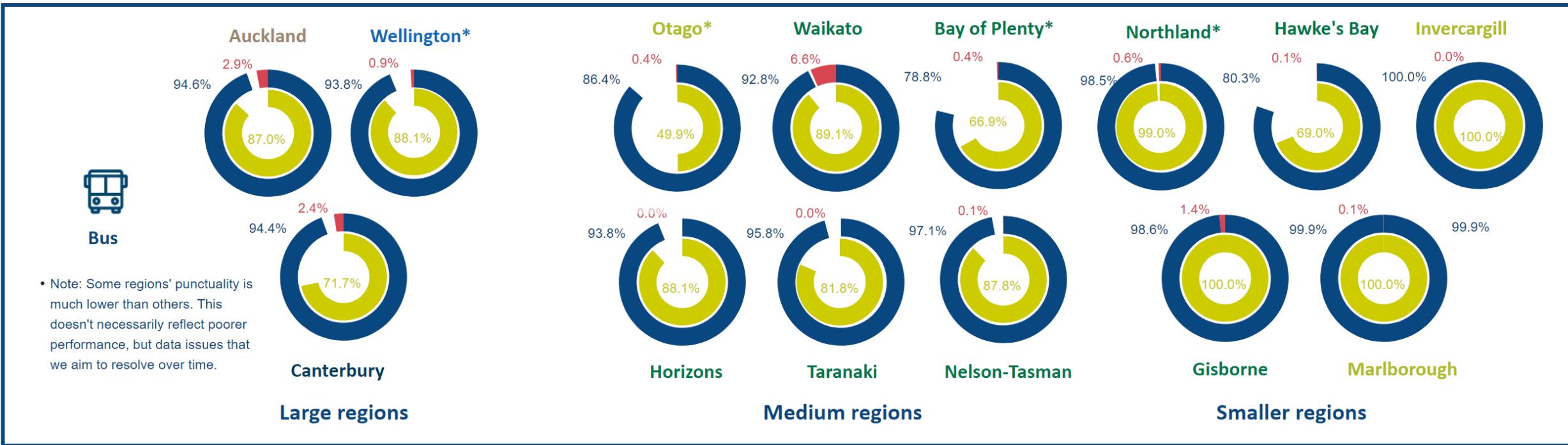
Cancellations difference between scheduled and operated trips

Punctuality trips that depart and arrive on time

# Performance of public transport services- reliability, punctuality, cancellations

Jul-24 to Jun-25

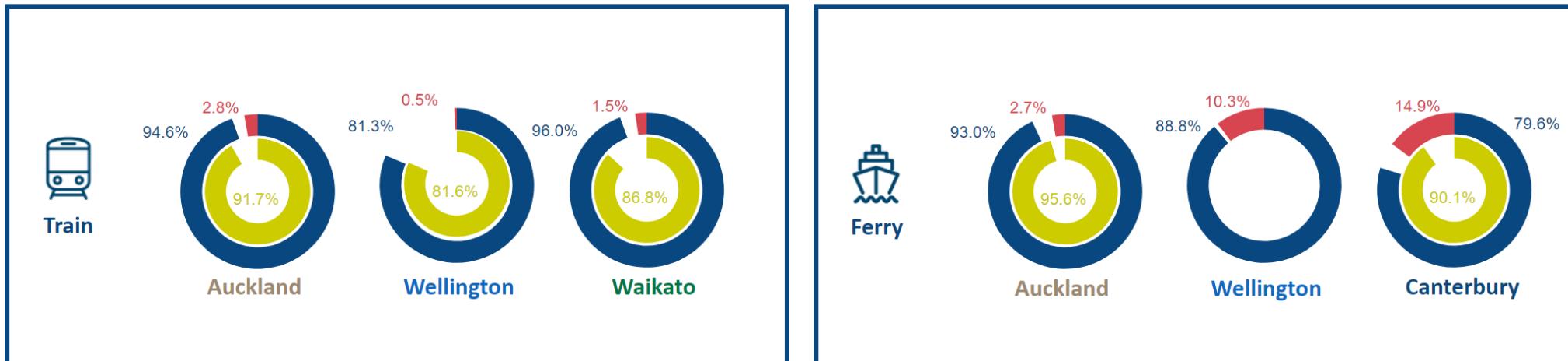
KEY: AUCKLAND | WELLINGTON | CANTERBURY | NORTH ISLAND | SOUTH ISLAND



**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



# 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 are working to update their data to align with our definition, and may appear currently to be out of step with other regions.

### 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](mailto:pt.reporting@nzta.govt.nz).