

Appendix A

Written Parliamentary Question 67832 (2024)

Breakdown of number of people who have visited Archives New Zealand reading rooms between 1 January 2024 and 30 September 2024 inclusive, by location and month.

Month 2024	Auckland	Christchurch	Dunedin	Wellington	Total
January	55	42	38	188	323
February	55	59	38	296	448
March	40	50	44	254	388
April	54	51	46	285	436
May	57	52	45	297	451
June	46	35	54	168	303
July	84	46	53	232	415
August	125	41	50	306	522
September	65	49	44	285	443
Total	581	425	412	2311	3729

Written Parliamentary Question 67834 (2024)

Breakdown of full-time equivalent (FTE) staff at Archives New Zealand between 1 January 2024 and 30 September 2024 inclusive.

Month 2024	FTE
January	122.4
February	125.6
March	136.2
April	136.7
May	135.8
June	134.9
July	116.9
August	111.8
September	110.9

Written Parliamentary Question 67835 (2024)

Breakdown of the contacts that have been made to the RealMe Helpdesk between 1 January 2024 and 30 September 2024 inclusive.

	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
Calls	8,999	9,312	8,330	6,891	8,728	8,005	9,939	7,687	8,428
Emails	2,120	1,770	1,397	1,813	1,806	1,426	1,694	1,599	1,471

Written Parliamentary Question 67836 (2024)

Breakdown of complaints made to the RealMe Helpdesk between 1 January 2024 and 30 September 2024 inclusive.

January 2024	February 2024	March 2024	April 24	May 24	June 2024	July 2024	August 2024	September 2024
10	15	7	2	18	6	6	6	4

Written Parliamentary Question 67837 (2024)

Breakdown of the number of times RealMe was used to access Government online services between 1 January 2024 and 30 September 2024 inclusive.

January 2024	February 2024	March 2024	April 24	May 24	June 2024	July 2024	August 2024	September 2024
3,392,831	3,736,979	3,544,496	3,574,564	3,928,472	3,386,014	3,703,796	3,494,395	3,615,086

Written Parliamentary Question 67838 (2024)

Breakdown of new RealMe Accounts set up Between 1 January 2024 and 30 September 2024 inclusive.

January 2024	February 2024	March 2024	April 24	May 24	June 2024	July 2024	August 2024	September 2024
88,377	86,688	83,331	86,800	96,163	87,413	87,607	96,113	98,303

Written Parliamentary Question 67839 (2024)

Breakdown of the number of times RealMe was used to verify an identity between 1 January 2024 and 30 September 2024 inclusive.

January 2024	February 2024	March 2024	April 24	May 24	June 2024	July 2024	August 2024	September 2024
39,654	46,123	33,462	27,882	36,493	25,141	30,524	34,954	36,225