



Auckland Transport

Auckland Airport Access project

Research report

May 2018



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1

Background and methodology

Strong growth related to travel and employment are placing increasing pressure on transport in the Auckland Airport and surrounding commercial areas

Background

- The overall problem is defined as: *Reliable and timely access for customers and goods to and from the airport and its surrounding areas is limited by lack of travel choice, leading to a poor journey experience and putting New Zealand's economic potential at risk. This is significantly exacerbated by growing activity*
- Current growth projections indicate that the transport network serving the airport will reach capacity in about 5 years
- Travel times vary, particularly by bus and within the peak congestion time of between 2 pm and 6 pm, and all current travel choices are affected by peak time traffic density
- Airport interventions incorporate both network management and capacity creation and are supported by customer experience, travel demand management and behaviour change promotional activities
- Medium terms programmes for 2018 to 2020 (prior to proposed light rail from city centre to airport by 2028) include new bus routes, extension of current routes for a range of areas, improvements to walking / cycling options, better signage and real time travel information provision

Business issue

What strategies and medium term programmes will best address commuter needs and help to reduce traffic pressures in the Auckland Airport and surrounding commercial area?

A range of groups were identified for inclusion to fully understand the varying needs, opportunities and barriers among different commuters to the Auckland Airport area



Workers

Workers at Auckland Airport, Air NZ and Airport precinct business including...

- Office / regular hour workers
- Shift workers



Residents

Auckland resident customers of Auckland Airport and surrounding businesses including...

- Business travellers
- Non-work / leisure travellers
- Residents who pick up or drop off passengers for travel



Local infrastructure residents

Botany interchange and Puhinui station resident groups



Visitors

Outside of Auckland visitors to Auckland Airport including:

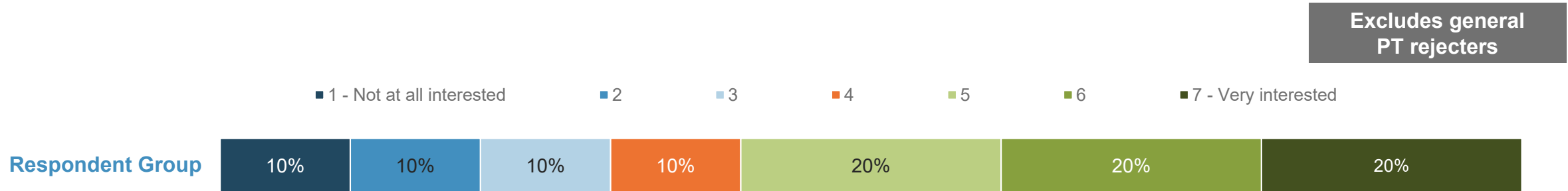
- Domestic visitors
- International visitors

The research approach incorporated a qualitative phase to provide depth of understanding and a quantitative phase to measure prevalence of attitudes and behaviours as follows:

		Qualitative	Quantitative
Workers	Office / regular hour workers	4 x mini groups (4-6 respondents in each)	- Online survey distributed via businesses - Workers: 682 interviews - Interview length: 15 minutes
	Shift workers		
Auckland resident customers	Business travellers	5 x focus groups (6 to 8 respondents in each)	- Online survey via two online panels - Auckland residents: 752 interviews - Domestic visitors: 149 interviews - Criteria: Travelled to the airport at least annually and are non-rejecters of public transport in general - Interview length: 20 minutes
	Non-work / leisure travellers		
Outside of Auckland Airport visitors	Domestic visitors	2 x focus groups (based in Wellington)	
	International visitors	Intercept interviews in international departure areas	- Intercept interviews in international departure area using Kantar TNS F2F interviewers - International visitors: 208 interviews - Criteria; Not travelling in NZ as part of a tour group - Interview length: 10 minutes

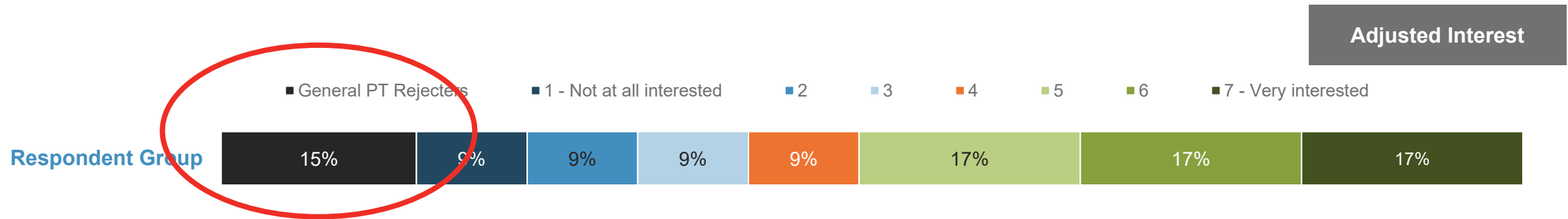
Auckland residents and domestic visitors who are rejecters of public transport use in general were not included in the survey to focus on the views of travellers open to public transport

Interest in using current and future public transport options have been provided within the report based on those answering the survey and excluding general public transport rejecters, for example:



To provide an indication of ‘interest’ in public transport options among all Auckland residents and domestic visitors, ‘adjusted interest’ figures have also been provided within the report

The ‘adjusted interest’ figures reportion interest among respondents to account for rejecters of public transport in general, for example:



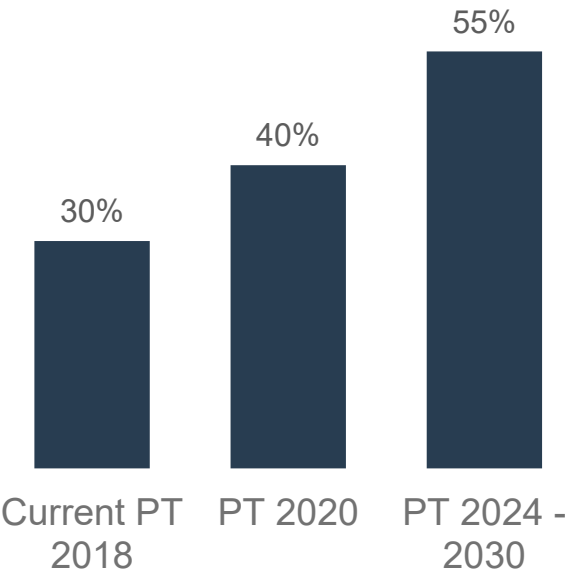
2

Executive Summary

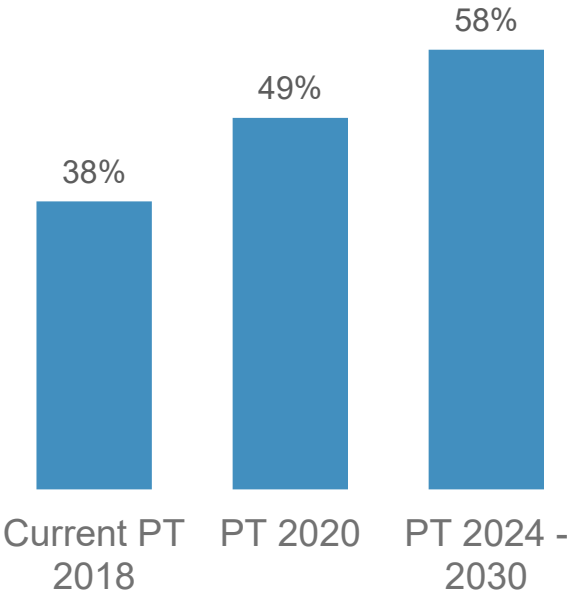
Interest in using public transport to travel to and from the airport builds among residents, workers and domestic visitors progressing from current to short term to longer term solutions

Adjusted Interest

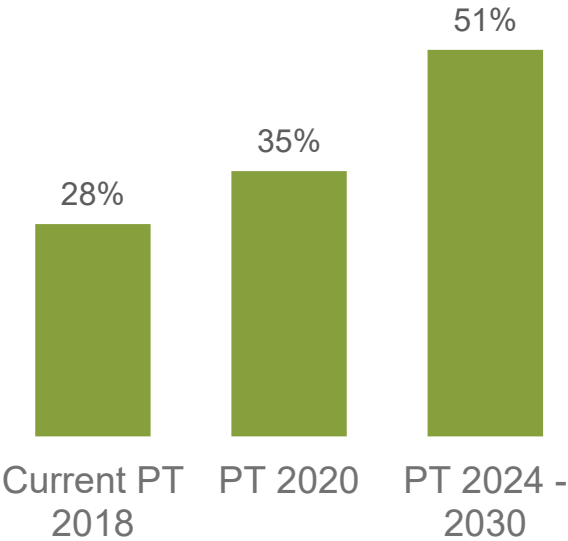
Auckland Residents



Domestic Visitors



Workers



Key learnings



Routes: extending the Eastern MRT into Howick and light rail to New Lynn will increase interest in use



Service: providing an early morning shuttle bus is of moderate interest to shift workers and should be considered further



Service: providing safety / security and clear signage / information will be important to encourage use of Puhinui Interchange



Offer: Meet and Greet has promise but requires an attractive offer and strong communications to work well



Offer: clear airport branding of the new buses (2020) will help drive uptake; fleet should all be 'airport standard' with luggage racks



Price: low cost can be a key driver for trial, especially for travellers



Ticketing: make HOP card more user-friendly for visitors and occasional users e.g. able to buy at airport, refunds on unused money



Service: proposed protected cycleways will move workers up the adoption framework for cycling to work



Service: George Memorial overbridge is welcomed by workers – consider providing safer walking options in other areas such as Tom Pearce Drive

Current journeys to and from the airport: Public transport use is low and although there is opportunity to convert many non-users, barriers such as unreliable journey times and lack of coverage will need to be addressed first to encourage use

- Car is the most common travel mode to the airport driven by aspects such as ease of travel, time of travel, length of journey time, free parking for workers and someone available to pick up or drop off domestic and international visitors
- Road improvements, such as the Waterview Tunnel and underbridge at Kirkbride Rd, and the Park & Ride service are positives for those travelling by car
- But there are also pain points for car travel with common mentions being traffic congestion and unpredictable journey times
- As a result satisfaction with car travel is mixed among Auckland residents and domestic visitors while the majority of workers are dissatisfied
- Travel by public transport to and from the airport is limited (15% or less per group) but there is opportunity to convert many current non-users and improve frequency among less regular users
- Public transport for users is often considered to be stress free, easy and offers cost savings
- However there are negatives that need to be addressed to encourage public transport use to and from the airport including the unreliability of the journey time and lack of service coverage

Attitudes to current public transport options: Interest in using the current options is only moderate among current non users but the low cost with AT HOP provides a hook to help encourage trial

- Skybus dominates public transport use among domestic visitors, international visitors and both residents and workers living in North, Central and West Auckland
- The 380 Airporter is more commonly used among residents and workers living in East and South Auckland
- Awareness of the 380 Airporter is reasonable among workers but only moderate among other groups
 - Increasing awareness of the service will be an important first step to help encourage trial
- Once adjusted to include general public transport rejecters, interest in using the current public transport options is moderate among Auckland residents (at 30%) and workers (at 28%) due to barriers such as length of journey time, transport changes, inconvenience to access, difficulties with luggage and a lack of confidence for many
- However, the low cost of travel with AT Hop is a key trigger for openness to trial
 - As such, it needs to be included in communications to help increase consideration and overcome discouraging aspects
- Other positives worth mentioning in communications are the frequency of the service
- A targeted communication approach for the 380 Airporter will be more optimal with interest (due to route) being predominantly among East and South Auckland residents and workers

Reactions towards short to medium term solutions (2020): There is a moderate lift in interest in using public transport to and from the airport due to the increased range of routes, wider coverage, faster travel times and frequency of service

- Once adjusted to include general public transport rejecters, interest in using the proposed short to medium term solutions is highest among domestic travellers (at 49%) and similar among Auckland residents (at 40%) and workers (at 35%)
- There are many perceived positives which can be highlighted in communications including the low price, range of routes, wider Auckland coverage, faster travel times and frequency of service
- However, the length of the journey time is still a deterrent for some, as is lack of coverage to some parts of Auckland
- Other barriers to use including transport changes being required and not being convenient to access from home
- Among those interested in using the new options, transport changes are not a deterrent with as many interested in the bus and train combinations as the bus-only options
- Among Workers with early shift starts, there is moderate interest in using an early shuttle among those living in South Auckland and to a lesser extent, East and West Auckland
 - As such, the option is worth further consideration particularly due to the high incidence of variable hours among Auckland Airport based workers, with many starting and finishing outside of the proposed public transport hours
- Workers are positive towards the new bus flow around the airport if it is likely to improve traffic flow however it is hard for them to imagine how it would work and there is a desire for clear signage and information

Puhinui Interchange: Safety is the most critical aspect to get correct in an interchange to encourage use as well as boosting confidence by ensuring, and conveying, that the interchange is easy to navigate and use

- Safety emerges as the most important factor in encouraging use of an bus and train interchange and as such is critical to get correct
- There is a very positive response to the proposed interchange design including looking safe, comfortable and modern
- But for some, the current Puhinui station has perceptions of being unsafe so ensuring an interchange that dispels this will be even more critical to encourage use
 - Communicating the safety aspects of the interchange will be an important factor
- Auckland residents and domestic visitors are mixed in their confidence to use an interchange such as Puhinui so clear signage will be important and providing live departure and arrival times for buses and trains
 - Communications / videos that demonstrate how easy it is to use the interchange would also help to boost confidence and encourage use
- Other factors that would help encourage use are live departure and arrival information for flights, staffed information kiosks and drop off / pick up zones

Meet and Greet: Although interest is mixed, one in three Auckland residents and domestic visitors are interested in using Meet and Greet services which offers potential to help divert car traffic to and from the airport

- Auckland residents are regularly either being dropped off or picked up at the Auckland Airport themselves or are dropping off or picking up others, with just under half doing so at least every six months
- Meet and Greets are seen to provide the positives of reducing airport congestion and reducing the travel time of the person picking up / dropping off
- But for some, it is seen to be a less personal / caring option, means less time with loved ones and is less appropriate for visitors who may have lots of luggage, be travelling with children, are elderly or have just finished a long flight
- Overall, there is mixed interest in using Meet and Greets with around one in three residents and domestic travellers interested in the option for being picked up / dropped off themselves or for picking up / dropping off others
- However, among international visitors who were dropped off or picked up within Auckland, most were open to using a Meet and Greet type service if available
 - As such, promoting the service among international visitors is another avenue to drive use from the visitor side
- Short term free car parking at the Meet and Greet will be more influential than drop off / pick up zones for encouraging use
- Comfortable, covered places to sit and wait are also important and, similar to interchanges, ensuring a safe environment and live departure / arrival information for flights

Reactions to longer term solutions (2024 to 2030): The longer term solutions are well received due to being faster speed options and there is a strong increase in interest in using public transport to and from the airport once they are available

- There is a lot of positive sentiment towards the longer term solutions with key benefits being the price and faster speed
- The most commonly mentioned negative is the length of time to implement with other concerns being the cost to build, adding to car congestion particularly on Dominion Road, still being too slow for some and not always convenient to access
- Once adjusted to include general public transport rejecters, interest in using the proposed medium or longer term solutions is similar among all customers at 55% among Auckland residents, 51% among workers and 58% among domestic visitors
- Light rail from Britomart is favoured among Auckland residents and workers living in North, Central or West Auckland
- Interest is relatively equal for light rail from Britomart and busway from Botany among those living in South or East Auckland
- Extending light rail to run directly from New Lynn increases the strength of interest among West Auckland residents and workers while extending the busway to run from North of Botany increases the strength of interest among Howick residents and workers
 - As such, both extensions are worth further consideration

AT HOP card: Being able to buy an AT HOP card at the airport and be refunded for unused money are important for encouraging public transport use among domestic visitors

- Almost all Auckland residents and workers are aware of the AT HOP card
- Three in four Auckland residents and one in two workers already have an AT HOP card and there is further intention among others to get one
- Three in four domestic visitor are aware of the AT HOP card however only one in four already have one and many without a card do not intend to get one
- Being able to buy an AT HOP card at the airport and be refunded for unused money are both important in encouraging use of public transport to and from the airport among domestic visitors
 - As such, both options should be ideally be made available

Cycling and Walking among workers: The proposed protected cycleway network will help build interest among infrequent cyclists and considerers while pedestrian overbridges on key roads would be welcomed to help improve the safety of walking around the airport area

- The proposed protected cycleway network is positively viewed by workers for providing a safe and healthy option for travelling to and from work in general
- Common mentions among workers however is that the trip by cycle would be too long or not practical given the bags / luggage they need to take to work
- Given this, Interest in using the cycleways is moderate at one in five workers overall – where the cycleways are of higher interest are among workers currently cycling to work, even if only occasionally, and among considerers
- Workers based near the Auckland Airport terminal more regularly walk around the airport area than workers based either at the terminal or at Auckland Oaks
- Almost half (45%) workers do not consider it safe to walk around the airport / Airport Oaks area currently and even many regular walkers in the airport area rate safety low
- The proposed pedestrian overbridge on George Memorial Drive is seen as very helpful as addressing a main safety concern
- When asked for further suggestions to improve walking, more crossings and overbridges on roads such as Tom Pearce Drive and continuous footpaths are common suggestions

3

Airport visitation and Workers – Profiling information

Two in three Auckland residents (68%) and half (50%) of other New Zealand residents travel at least annually to the Auckland Airport or surrounding businesses

Frequency travel to the Auckland Airport – among **Auckland residents** and **Other New Zealand residents**

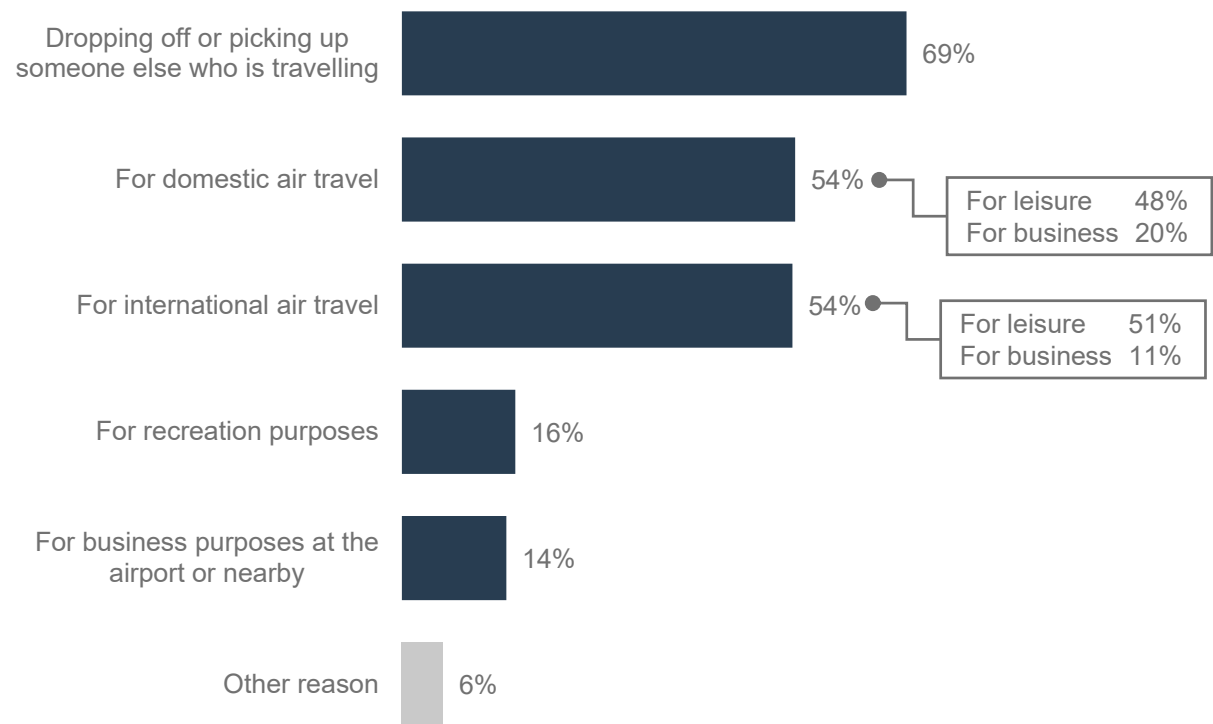


NOTES:
Base: Auckland residents n = 2198, Other NZ residents n = 697
Source: How often do you travel via Auckland Airport, or to businesses near the Airport, for any reason? Note: Businesses near the airport = near terminals or Auckland Oaks suburb, i.e. south of Kirkbride / Ascot roads.

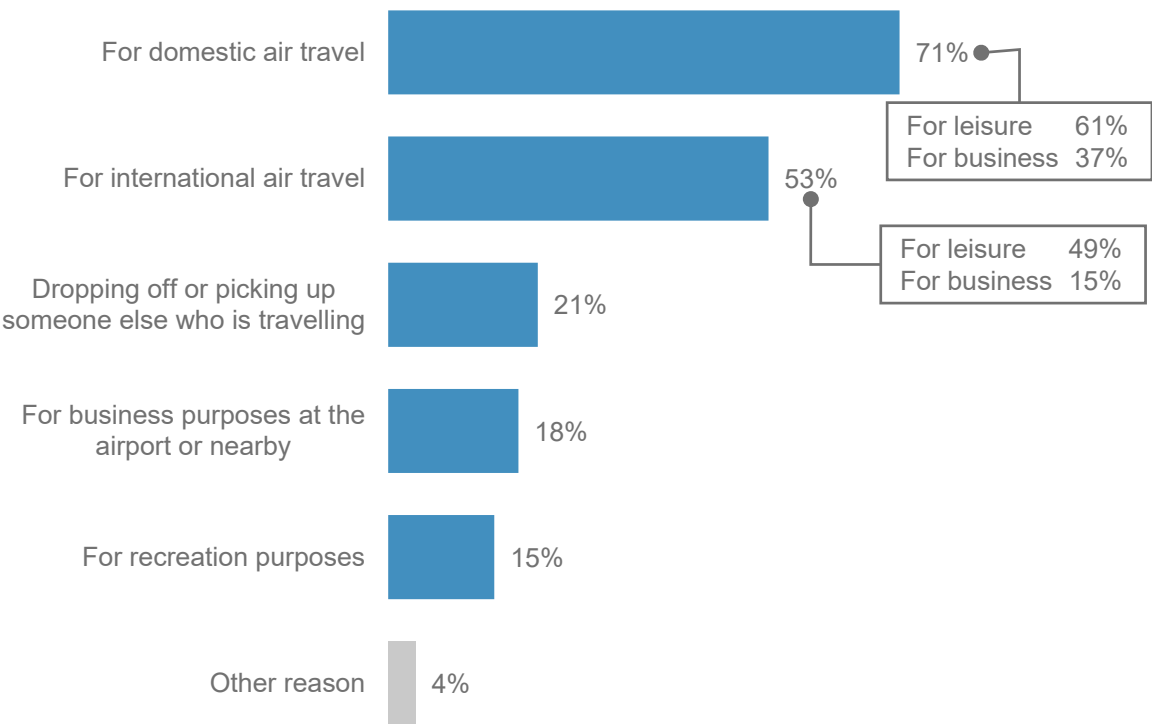
Auckland residents most commonly visit the Auckland Airport to drop off or pick up someone else who is travelling while domestic visitors most commonly visit for domestic air travel

Reasons for visiting the Auckland Airport in the past 12 months – among **Auckland residents** and **Domestic visitors** in past 12 months

Auckland Residents



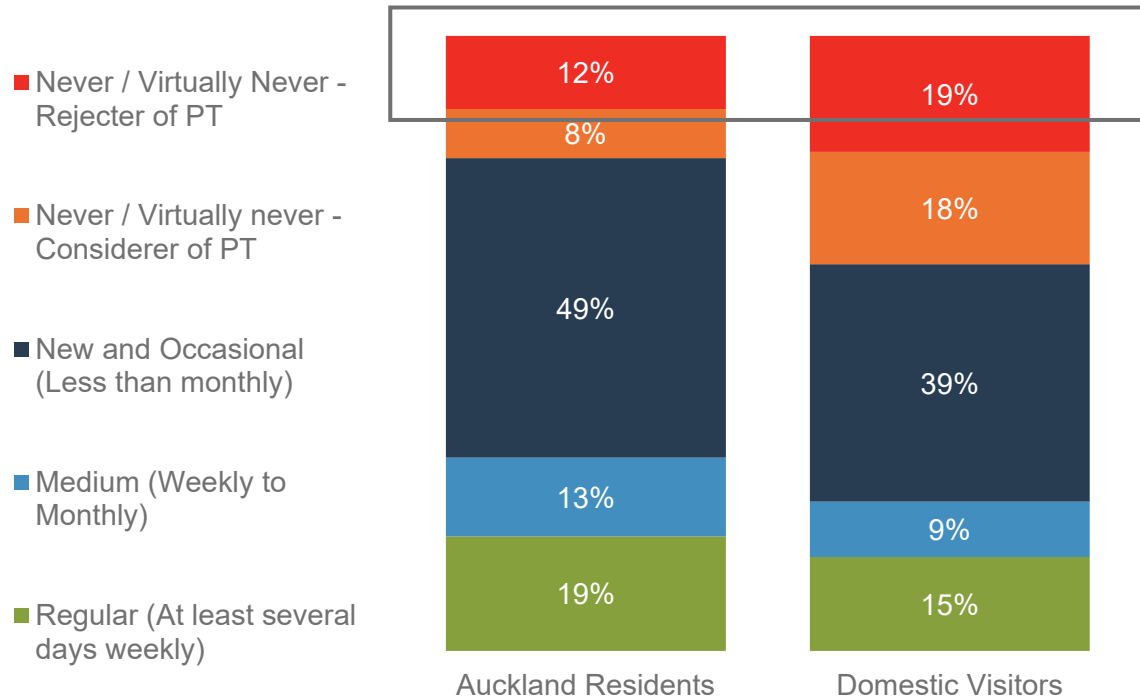
Domestic Visitors



NOTES:
Base: Auckland Residents n = 1484, Domestic Visitors n = 324
Source: For what reasons have you travelled via Auckland Airport or to nearby businesses in the past 12 months?

Rejecters of public transport use in general were not included in the survey in order to focus on the views of travellers open to using public transport

Adoption Framework for public transport in general – Among annual travellers to / from the Auckland Airport

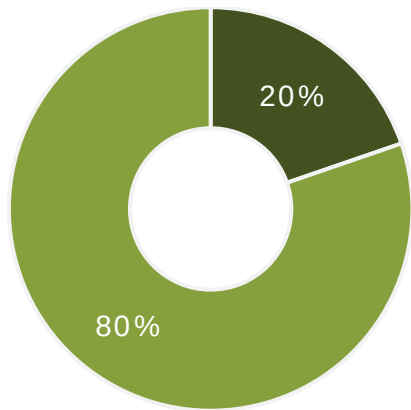


To provide an indication of 'interest' in public transport options among all Auckland residents and domestic visitors, 'adjusted interest' figures have been provided within the report which include rejecters of public transport in general

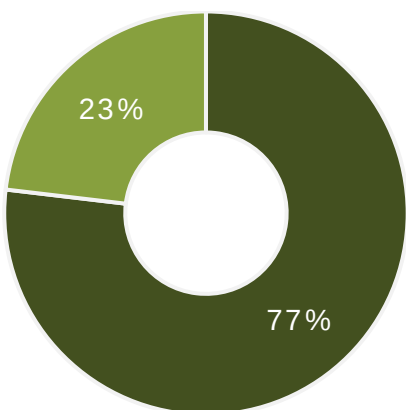
The majority of workers at the Auckland Airport terminal work variable hours each week while those based near the terminal or at the Airport Oaks area typically work fixed hours

Regular / fixed hours or variable hours / shift work – among **Workers** by work location

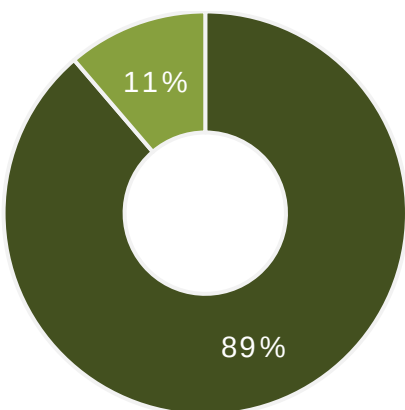
Auckland Airport terminal



Near Auckland Airport terminal



Airport Oaks area

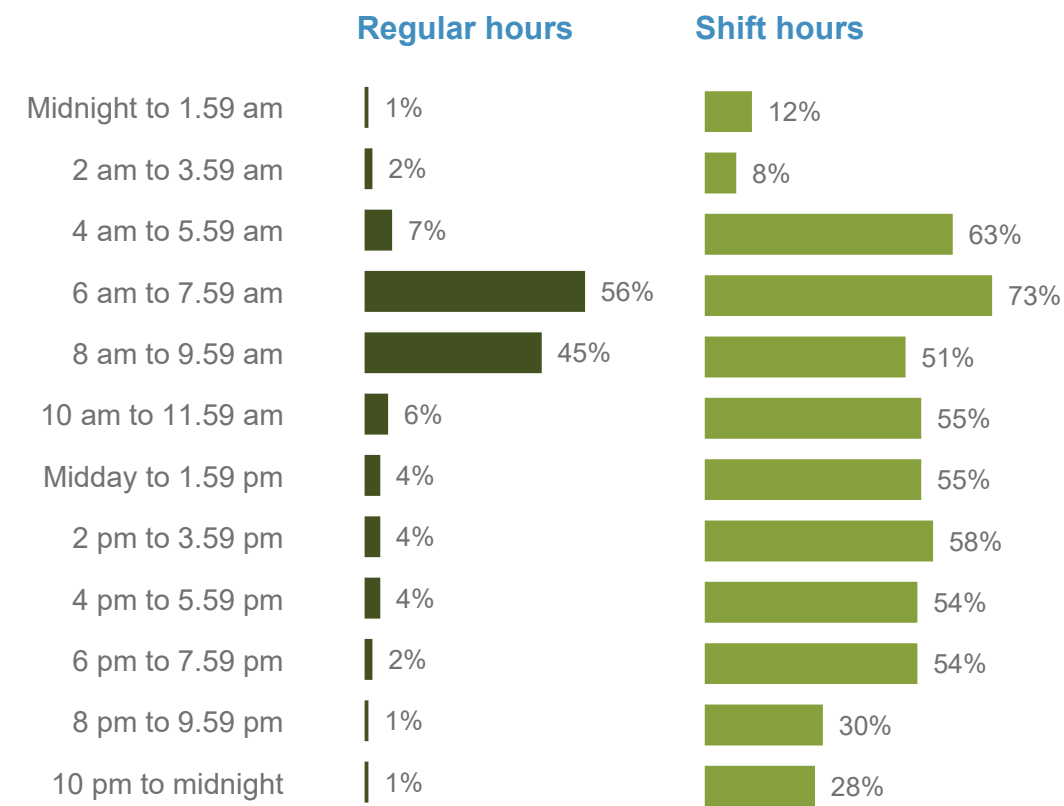


- I work regular / fixed hours each week
- I work variable hours or shift work

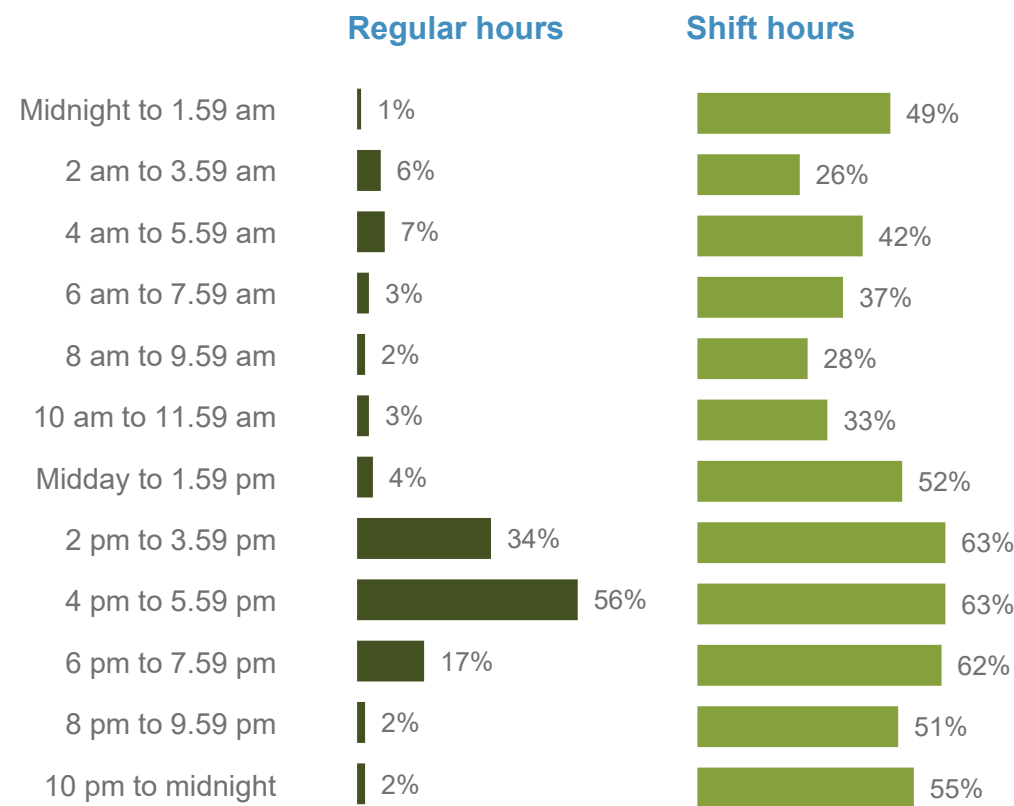
NOTES:
Base: Work located at: Auckland Airport terminal n = 304, Nar Auckland Airport terminal n = 307, Airport Oaks area n = 71
Source: Do you have regular fixed hours that are the same each week or do you have changing shift hours?

Shift workers in the Auckland Airport area start and finish work across all hours of the day and night

Times start work for the day if work...



Times finish work for the day if work...



NOTES:
 Base: Regular hour workers n = 359, Shift workers n = 323
 Source: Please select the times below when you start work for the day. Please select the times below when you finish work for the day.

4

Current travel to and from the Auckland Airport

Getting to and from the airport is predominantly a negative experience for Auckland residents, with a high level of anxiety in many cases

Associations with getting to/from airport



“Road is your only option out. Cab/bus/car, if there’s an accident you are all screwed. Sometimes you’ll hear before leaving Wellington there’s been an accident in Auckland. I’m stressing - do I (still) go?” Wellington, business

“If I’m going overseas on a morning flight I’d stay at an airport hotel the night before.” Botany

*“Absolutely s**t traffic...you’re not sure of the travel time...every Friday it’s horrific... Christmas time is horrific...have to leave horrendously early to give myself enough time.” West*

The journey is also often a negative experience for workers, with high levels of uncertainty and long journey times for those who have to travel at peak time

- Peak times in morning and afternoon/evening often cause heavy levels of congestion and thus **long journey times**
 - Oct-Dec and Friday's also noted as highly congested
- **Unpredictable** journey times; need to allow a large buffer if do not want to be late
- Can encourage people to work longer hours if they are supposed to start/finish in peak-time
- There may be major consequences for being late, especially for shift workers – causes stress
- If there is a problem with your car, there may not be an alternative public transport route available



“Way to work is ok. Way back unplannable. Can sometimes get home at 3.30pm if leave at 3, but on Friday was 4.45pm.” Shift

“Called to ask if I can pick up one of the kids. Don’t know if I can make it on time. Had to get teacher to stay and look after them.” Shift

“We’ve got a lot of staff out by New Lynn and basically if your car is out of operation you’ve got to take a day off work because you can’t get there. This (2020 plan) gives you more flexibility, don’t have to rely so much on a car.” Office

“I don’t want to risk my job over public transport. Not worth it.” Shift (being late)

The congestion and the current level of public transport available can make it difficult to hire and retain staff

- The airport is currently felt to be woefully lacking good public transport options for workers; due to coverage and operating hours
- Not having a car often prevents people from being able to work at the airport
- The congestion and lack of public transport can make it difficult to fill roles, hard to get people for rush hour shifts (Airport Oaks) and may encourage staff to leave; as well as having a major impact on staff well-being



“Part timers get the sharp end of the stick, crap times to work and public transport doesn’t support that.” Shift

“I’ve just resigned because the long journey times were too much – I can’t change my hours.” Office

“We have 3 jobs vacant and can’t get people who can get to work. Crazy.” Shift

“Businesses around the airport struggle to get staff in certain areas.” Shift

“Hard area to work in. Hardest place to fill positions is Auckland Airport.” Shift

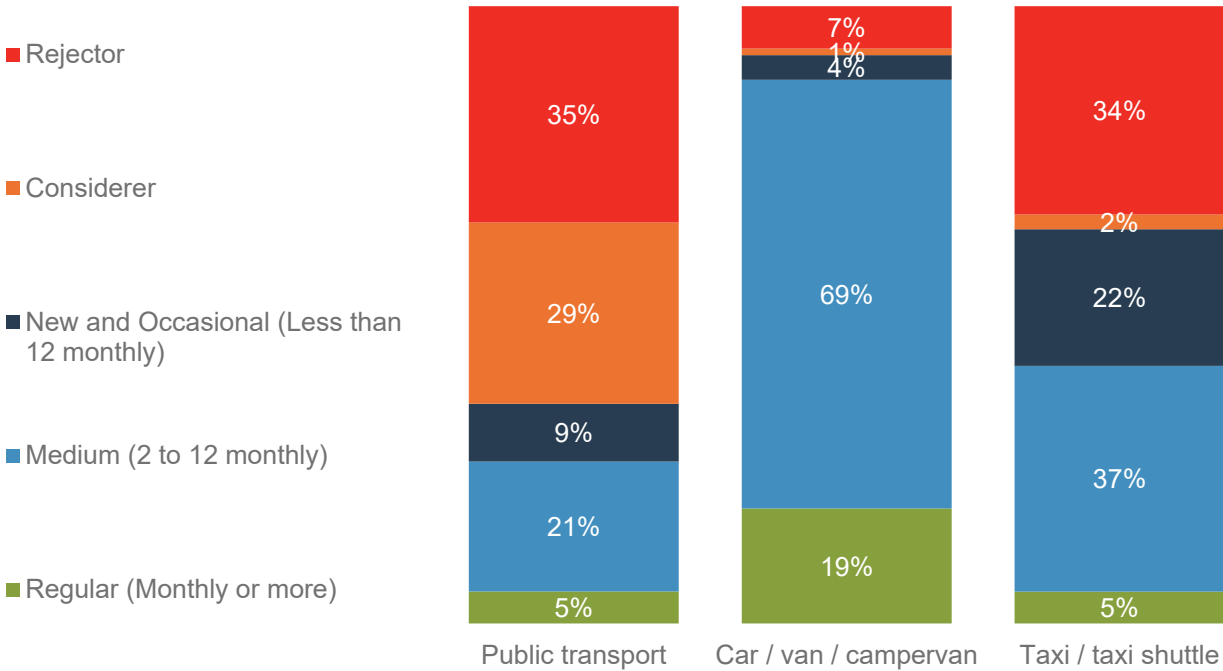
“The first question I ask job applicants is do you have transport? It (usually) rules them out as someone I can hire if they don’t have a car. Such an issue.” Shift

“If people work with us they have to be able to work to midnight and there’s no midnight buses.” Shift

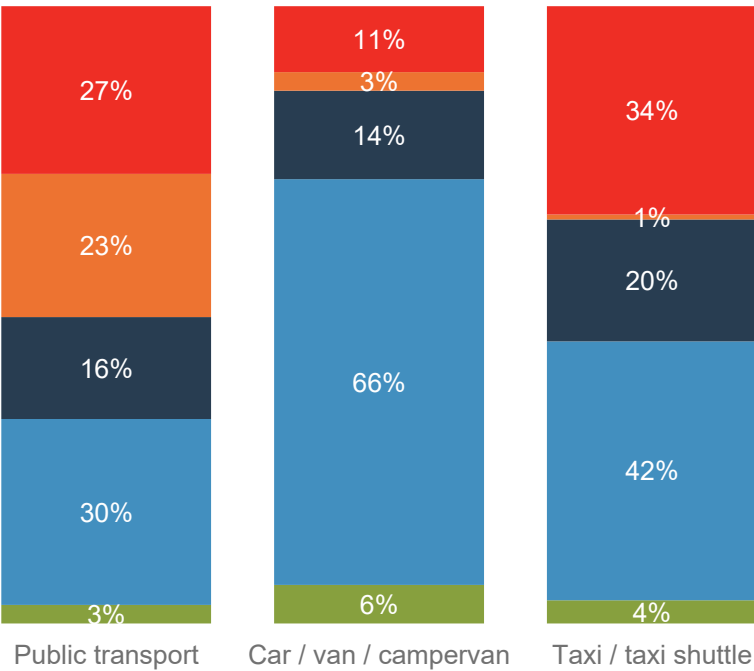
Cars are the most common form of transport to and from the airport for both Auckland residents and domestic visitors followed by taxi

Adoption framework – travel to Auckland Airport

Auckland Residents



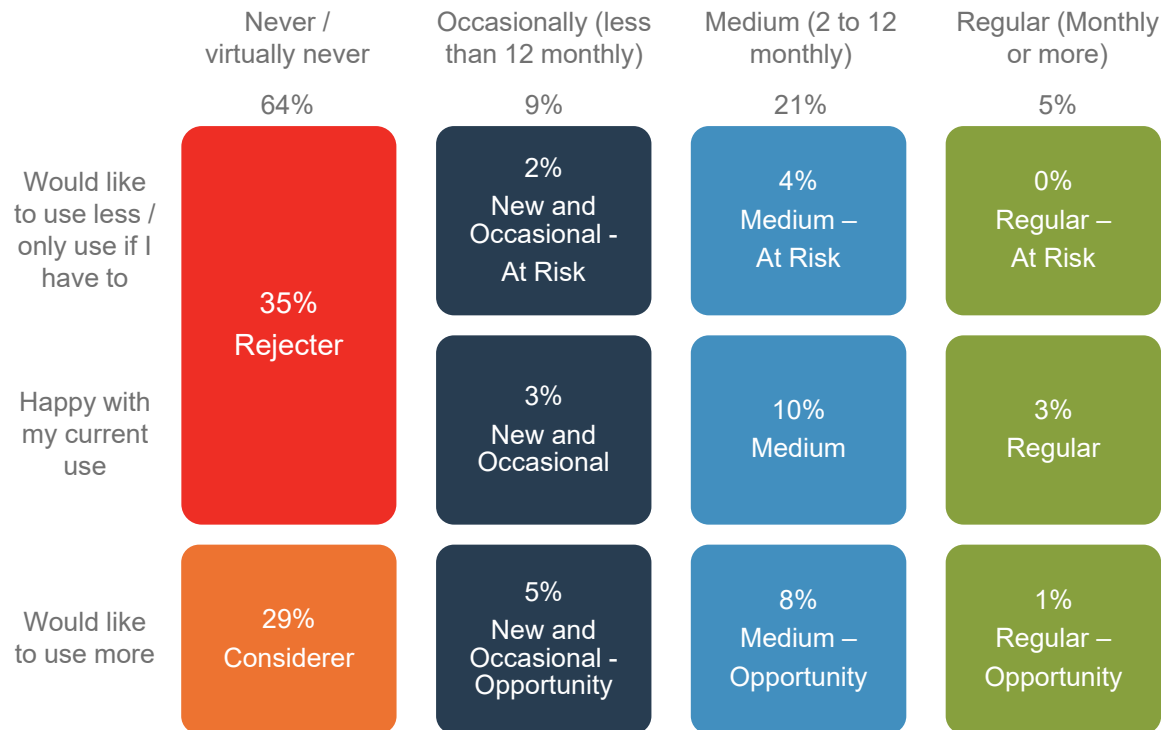
Domestic Visitors



NOTES:
Base: Auckland Residents n = 752, Domestic Visitors n = 149
Source: How often do you travel to and from Auckland Airport or nearby businesses in the following ways? Which describes your preference for travel to and from Auckland Airport or nearby businesses?

There is opportunity to increase public transport use to and from the airport among Auckland residents by converting those who never use public transport to the airport currently but are open to doing so

Adoption framework – public transport to the Auckland Airport - among **Auckland Residents**



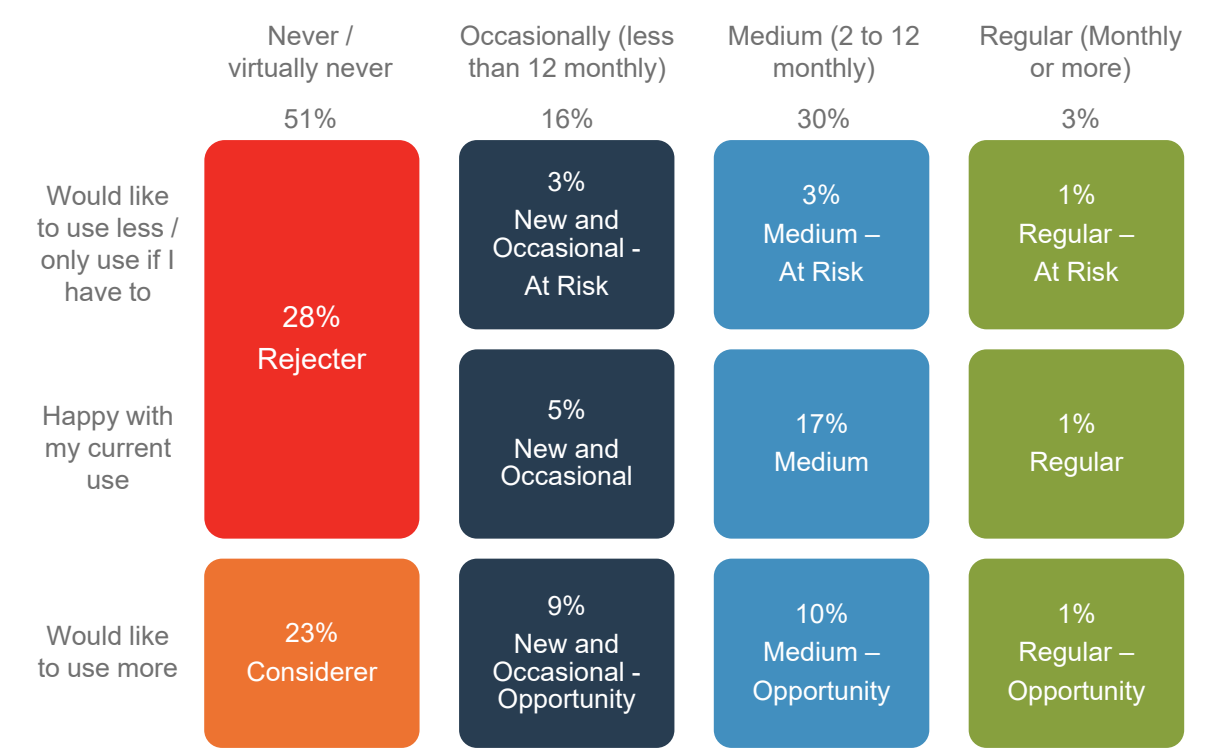
NOTES:

Base: Auckland Residents n = 752

Source: How often do you travel to and from Auckland Airport or nearby businesses in the following ways? Which describes your preference for travel to and from Auckland Airport or nearby businesses?

Although domestic visitors currently have higher use of public transport to and from the airport than Auckland residents, there is also potential to build use further

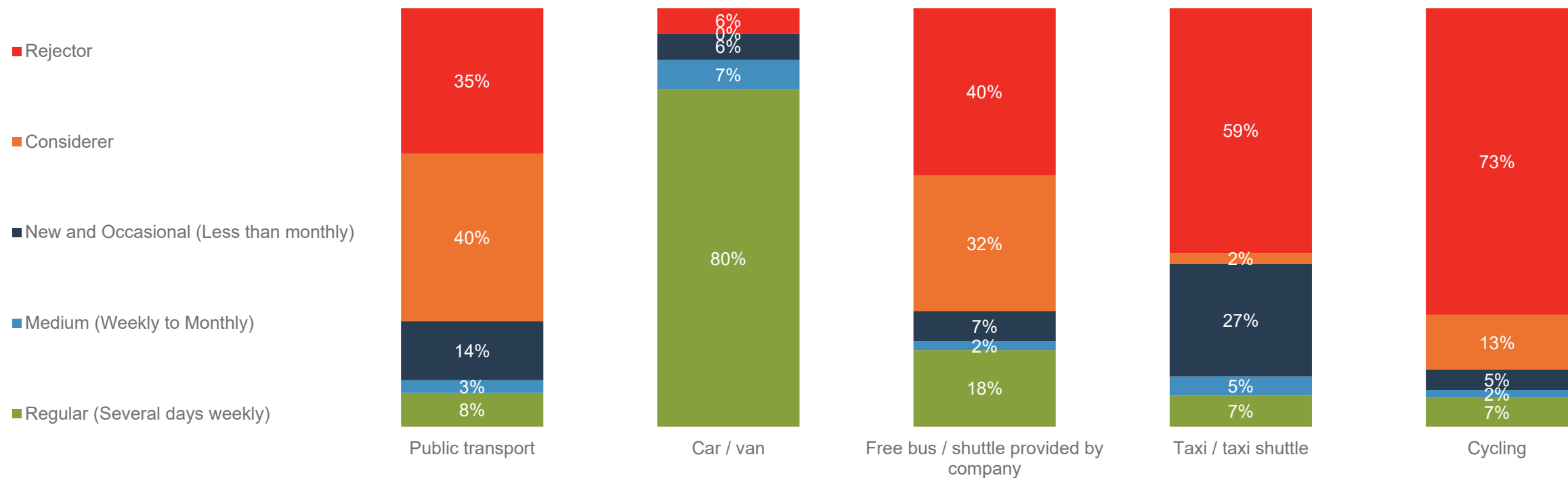
Adoption framework – public transport to the Auckland Airport - among Domestic Visitors



NOTES:
 Base: Domestic Visitors n = 149
 Source: How often do you travel to and from Auckland Airport or nearby businesses in the following ways? Which describes your preference for travel to and from Auckland Airport or nearby businesses?

Fewer than one in ten workers (8%) regularly travel to and from work using public transport while one in five regularly use a free bus or shuttle provided by their company

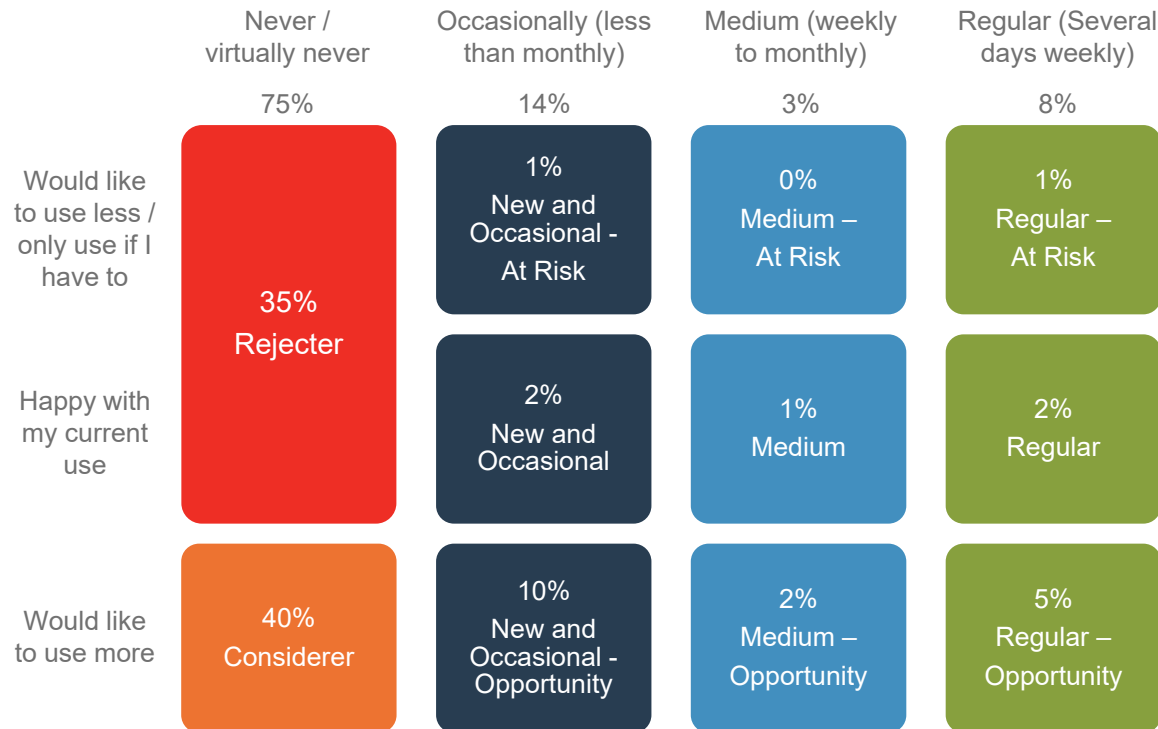
Adoption framework – travel to Auckland Airport among Workers



NOTES:
Base: Workers n = 681
Source: How often do you travel to and from Auckland Airport or nearby businesses in the following ways? Which describes your preference for travel to and from Auckland Airport or nearby businesses?

There is opportunity to increase workers use of public transport to travel to the airport area for work by increasing use among both occasional users and current non-users

Adoption framework – public transport to the Auckland Airport - among **Workers**



NOTES:

Base: Workers n = 681

Source: How often do you travel to and from Auckland Airport or nearby businesses in the following ways? Which describes your preference for travel to and from Auckland Airport or nearby businesses?

Auckland residents who are male, aged under 45 or living in Central Auckland are more likely to currently use public transport to and from the airport

Groups which have higher incidence of regular / medium public transport use to and from the Auckland Airport

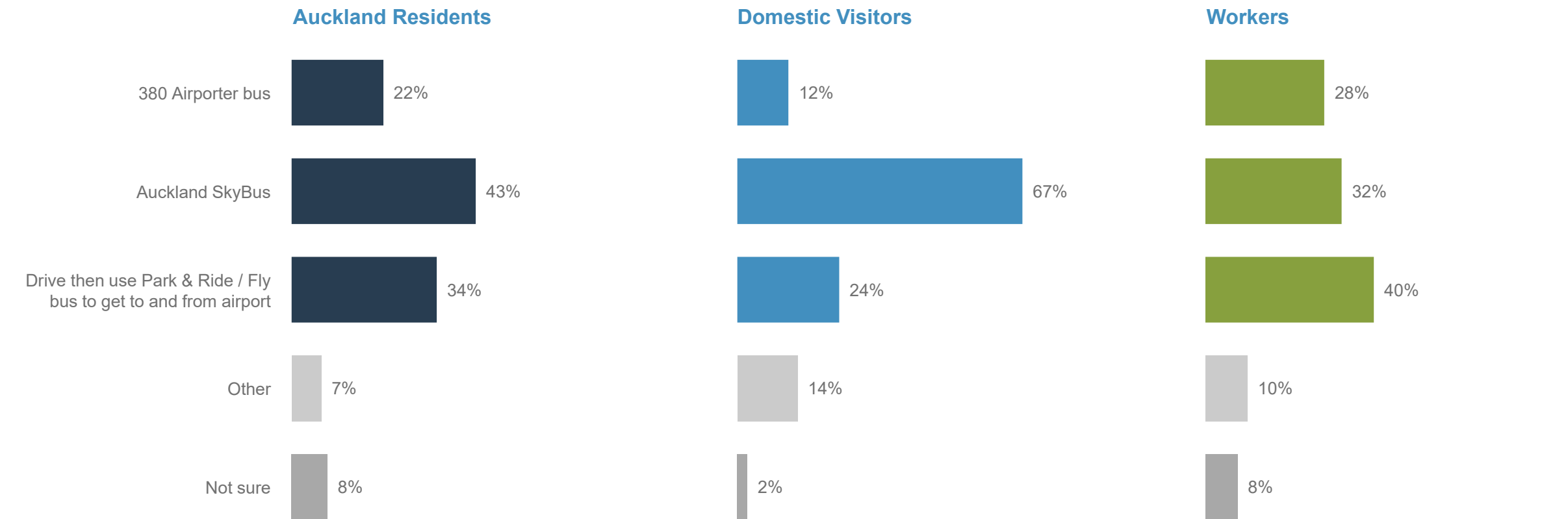
Auckland Residents (26% Regular / Medium) ⁽¹⁾	Domestic visitors (33% Regular / Medium) ⁽¹⁾	Workers (11% Regular / Medium) ⁽²⁾
 Males (31%)  Under 45's (33%)  Household without kids (29%)  Central Auckland residents (39%)  Asian or Indian descent (38%)  Public transport use in general: - Regular users (45%) - Medium users (36%)	 Lower North Island (44%)  Regular public transport users in general (55%)	 Under 45's (13%)  Based at Auckland Airport terminal (14%)  Shift work / variable hours (15%)

NOTES:

- 1. Travel at least annually to or from Auckland Airport using public transport
 - 2. Travel at least monthly to or from Auckland Airport using public transport
- Source: How often do you travel to and from Auckland Airport or nearby businesses in the following ways? Which describes your preference for travel to and from Auckland Airport or nearby businesses?

While domestic visitors most commonly use the SkyBus to travel to and from the airport, Auckland residents and workers use a mix of the 380 Airporter and SkyBus

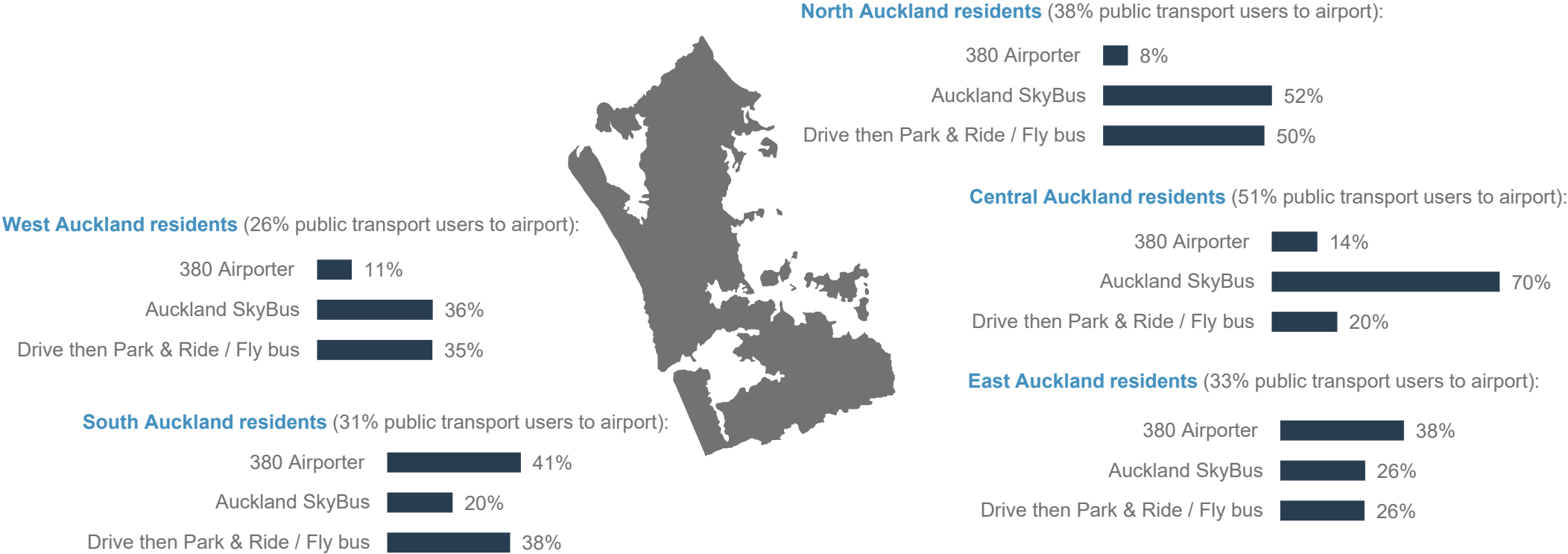
Bus usually used to travel to and from Auckland Airport – among public transport users to / from the airport



NOTES:
Base: Use public transport to / from the Auckland Airport at least occasionally; Auckland Residents n = 247, Domestic Visitors n = 59, Workers n = 172
Source: When travelling to or from Auckland Airport or nearby businesses by bus, do you usually use ...

Residents living in South and East Auckland are most likely use the 380 Airporter while Central, North and West Auckland residents typically use the SkyBus

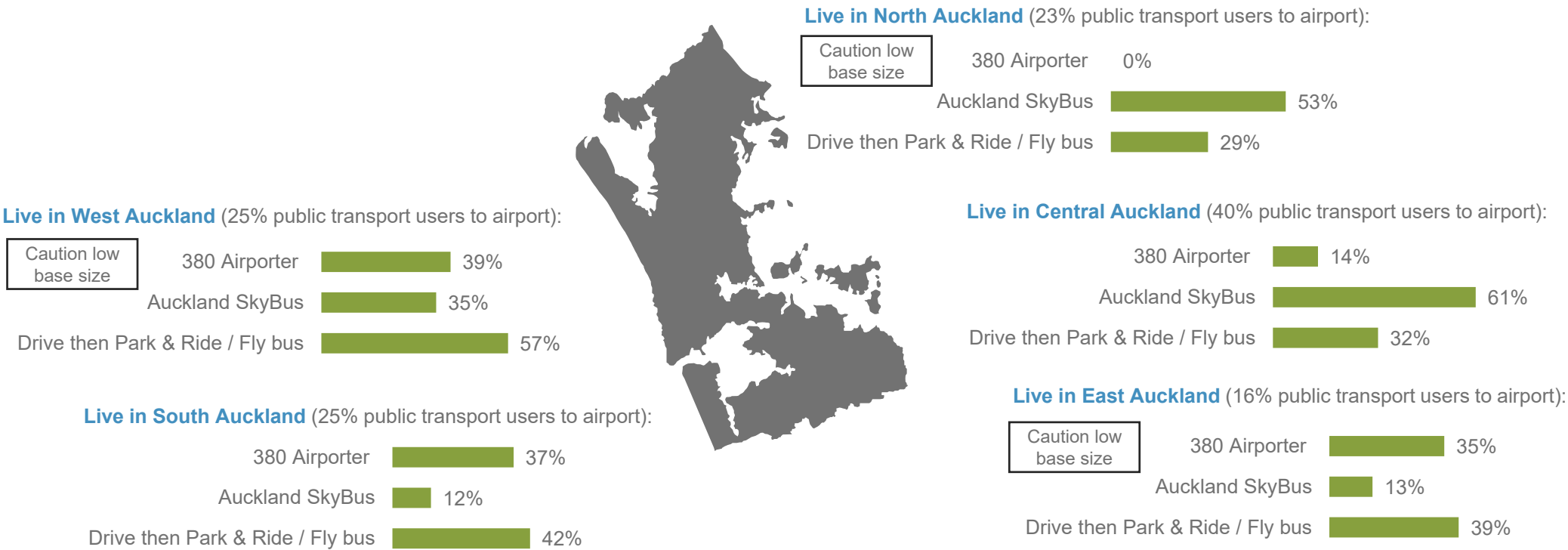
Bus usually used to travel to and from Auckland Airport – among **Auckland Resident** public transport users to from/ the airport by area



NOTES:
Base: Use public transport to / from the Auckland Airport at least occasionally; Auckland Residents – North Auckland n = 69. West Auckland n = 35. East Auckland n = 49, South Auckland n = 33, Central Auckland n = 61
Source: When travelling to or from Auckland Airport or nearby businesses by bus, do you usually use ...

Similarly, workers living in East and South Auckland are most likely to use the 380 Airporter while those living in North and Central Auckland typically use the SkyBus

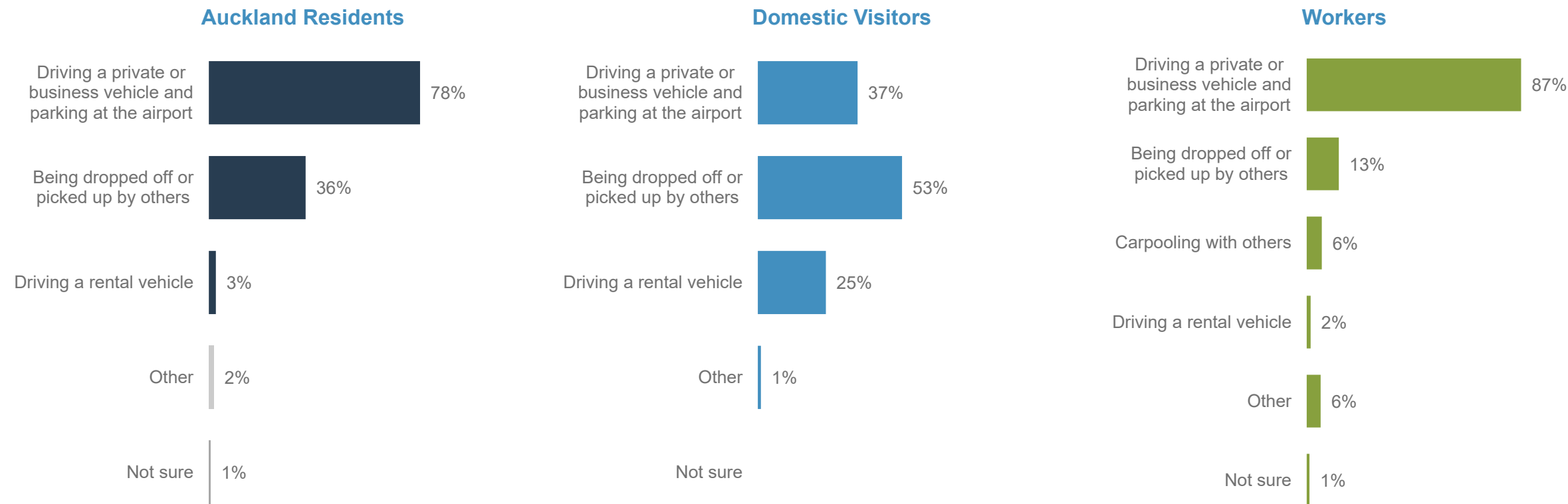
Bus usually used to travel to and from Auckland Airport – among **Workers** who use public transport to airport by area



NOTES:
1. Caution low base size
Base: Use public transport to / from the Auckland Airport at least occasionally; Workers who live in – North Auckland n = 17, West Auckland n = 23. East Auckland n = 23, South Auckland n = 60, Central Auckland n = 44
Source: When travelling to or from Auckland Airport or nearby businesses by bus, do you usually use ...

One in two domestic visitors and one in three Auckland residents travelling by car to / from the Auckland Airport are being dropped off or picked up by others

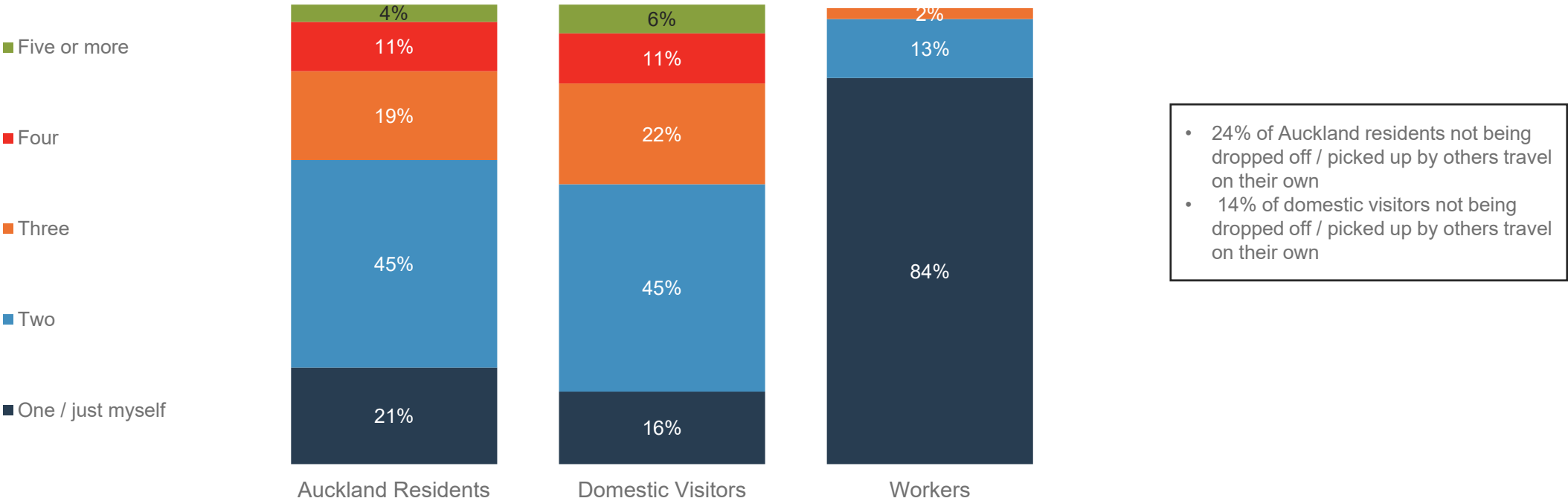
Travelling in own vehicle or being dropped off / picked up by others – among car / van / campervan users to / from the airport



NOTES:
Base: Travel by car to / from the Auckland Airport at least occasionally; Auckland Residents n = 676, Domestic Visitors n = 104, Workers n = 639
Source: When travelling to or from Auckland Airport or nearby businesses by car / van / campervan, are you usually...

One in five Auckland residents and 16% of domestic visitors are usually on their own when travelling to / from the airport by car / van

Number of people usually in vehicle – among car / van / campervan users to / from the airport

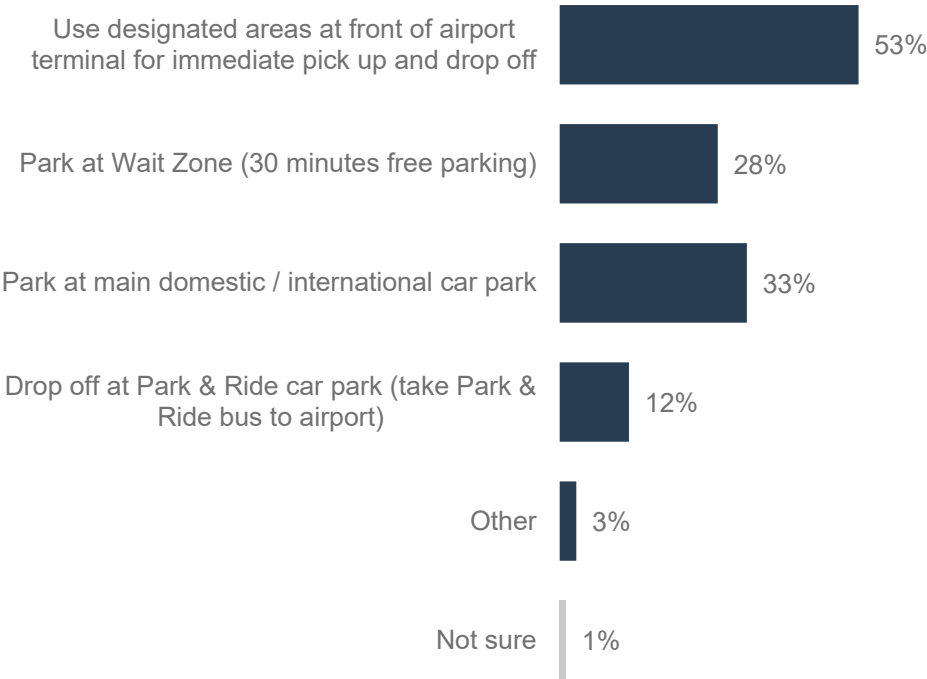


NOTES:
Base: Travel by car to / from the Auckland Airport at least occasionally; Auckland Residents n = 676, Domestic Visitors n = 104, Workers n = 639
Source: How many people are there usually in your car / van / campervan? If variable, then please answer for your last journey to or from the airport

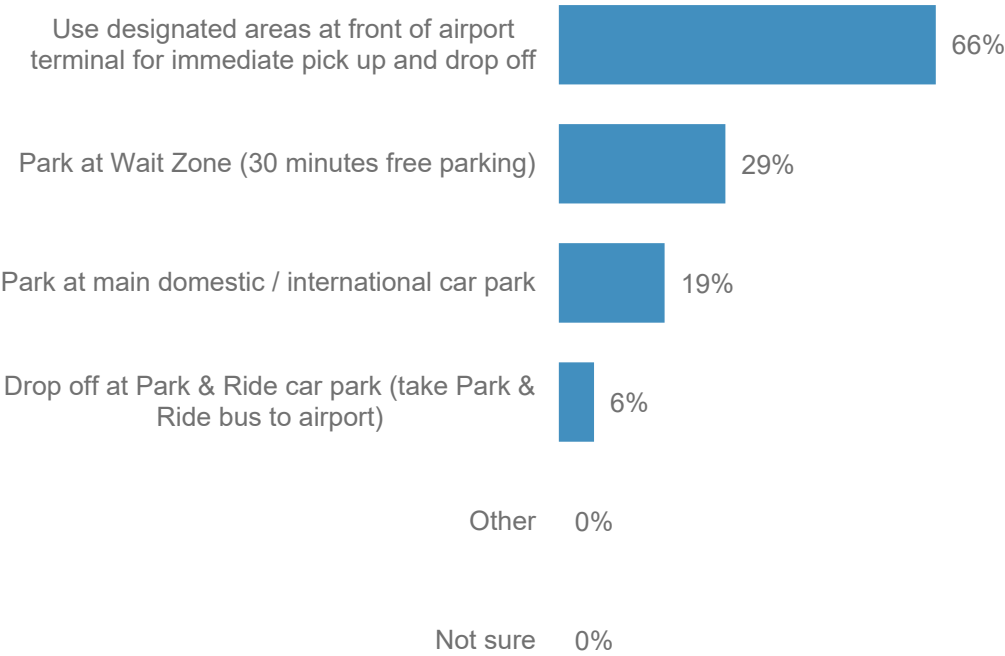
The most commonly used drop off and pick up point currently is the designated areas at the front of the airport terminal

Location usually dropped off / picked up – among those dropped off / picked up at the airport

Auckland Residents



Domestic Visitors

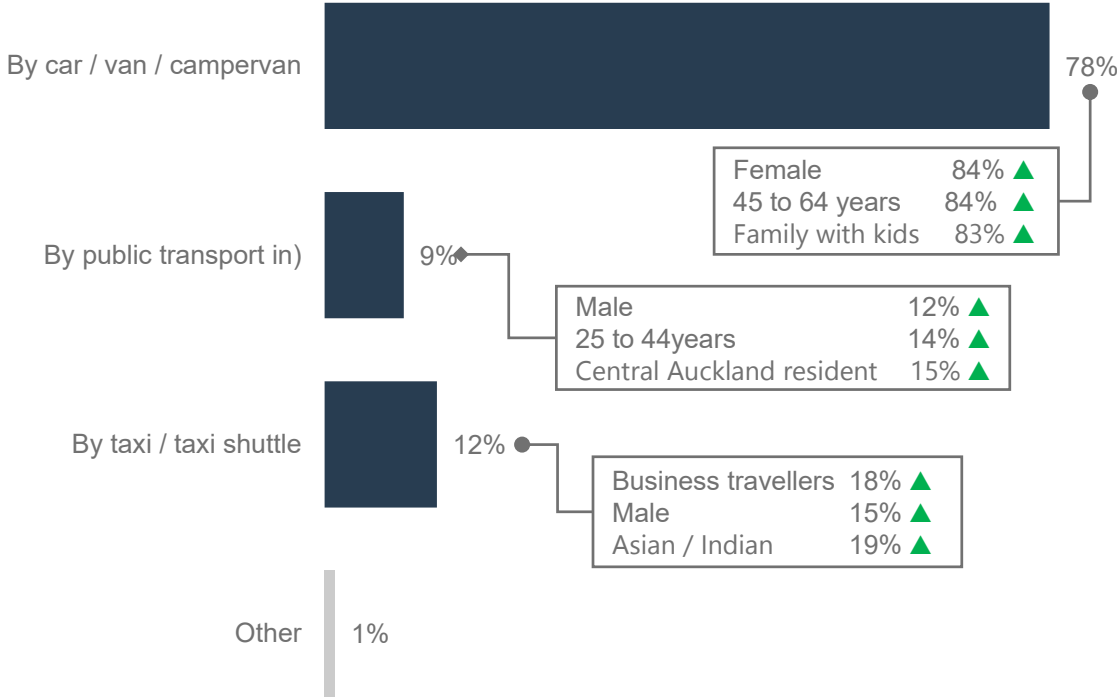


NOTES:
Base: Travel by car to / from the Auckland Airport at least occasionally and get dropped off / picked up; Auckland Residents n = 232, Domestic Visitors n = 55
Source: When you are dropped off or picked up by others at the airport, do they usually....

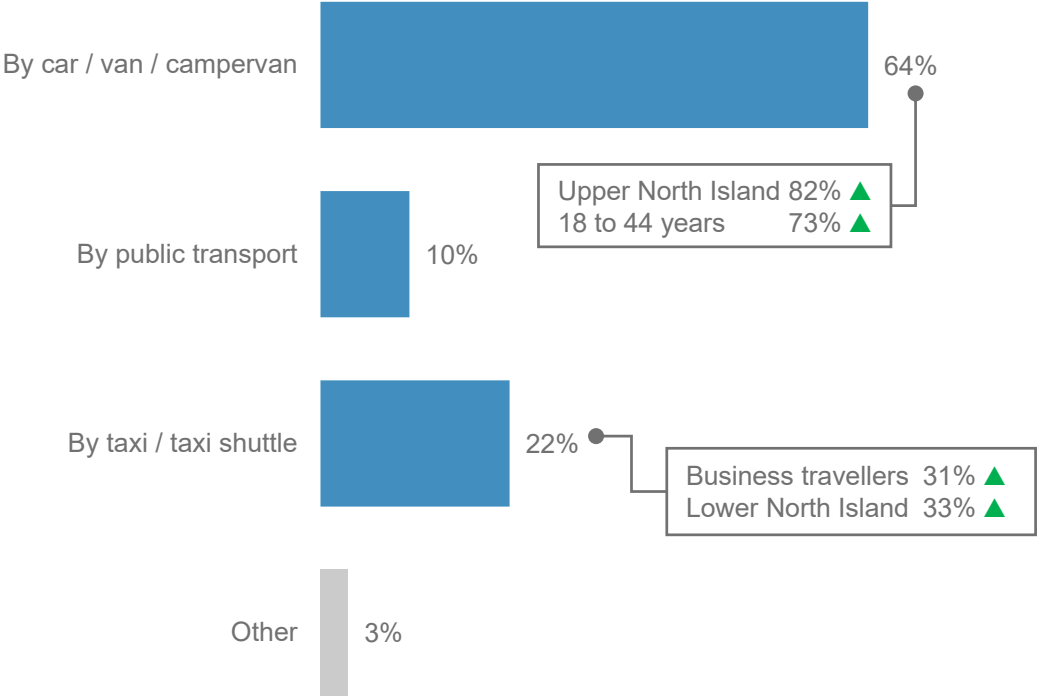
Only one in ten Auckland residents and domestic visitors used public transport when they last travelled to or from the Auckland Airport

Last mode of travel to or from the Auckland Airport

Auckland Residents



Domestic Visitors

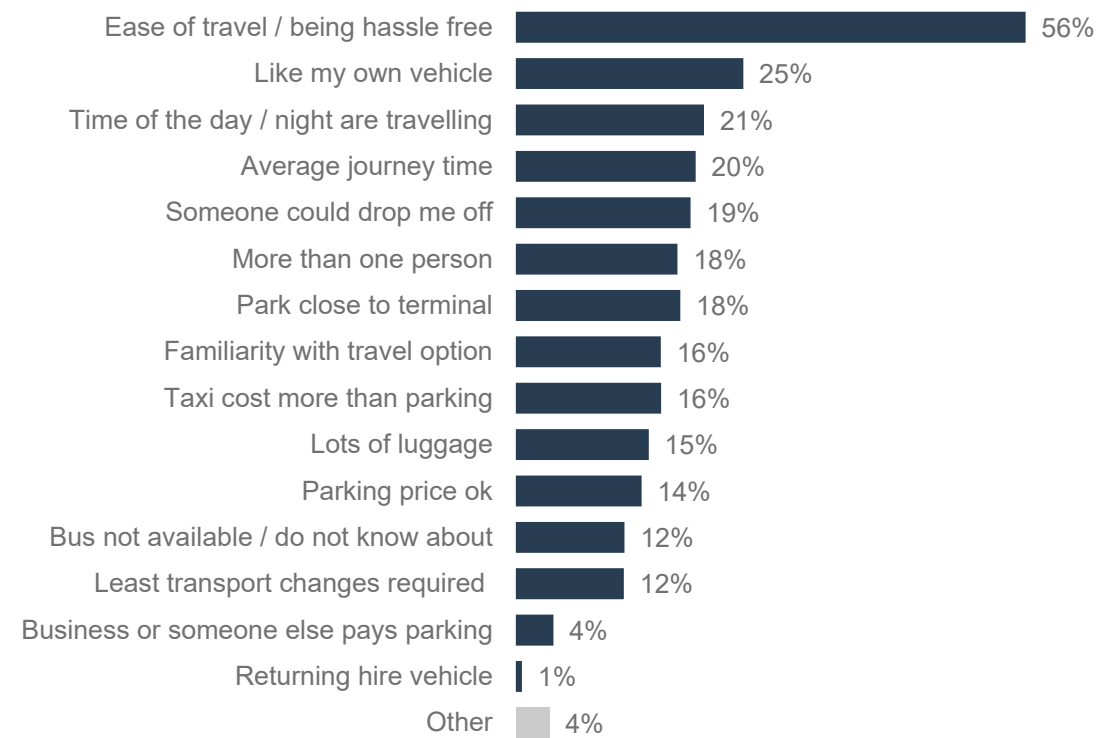


NOTES:
Base: Auckland Residents n = 752, Domestic Visitors n = 149
Source: How did you last travel to or from Auckland Airport or nearby businesses?

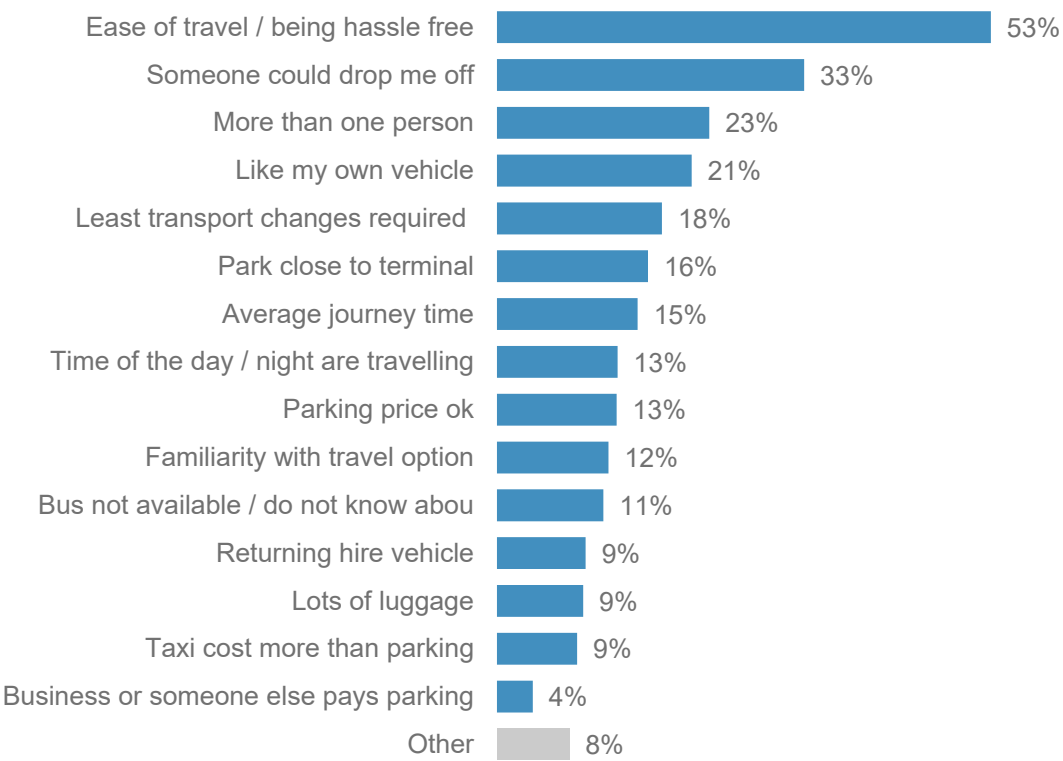
Ease of travel, time of day, average journey time, being dropped off and ability to park close to the terminal are common reasons for deciding to travel to and from the airport by car

Three most important factors in choosing to travel by Car / Van / Campervan

Auckland Residents



Domestic Visitors

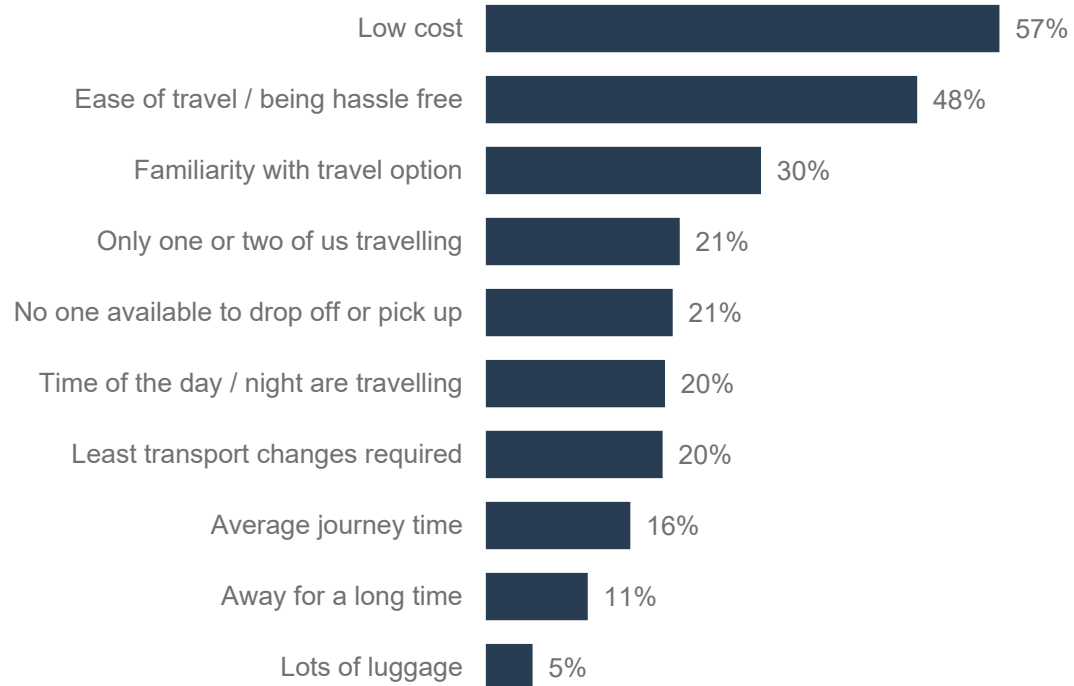


NOTES:
Base: Last travelled by Car / Van / Campervan; Auckland Residents n = 599, Domestic Visitors n = 94
Source: Thinking about your last trip to Auckland Airport or nearby businesses, which you said was by public transport. What were the three most important factors in your transport choice?

Ease of travel, low cost, familiarity with public transport and no one available to drop off or pick up are common reasons for deciding to travel to and from the airport by public transport

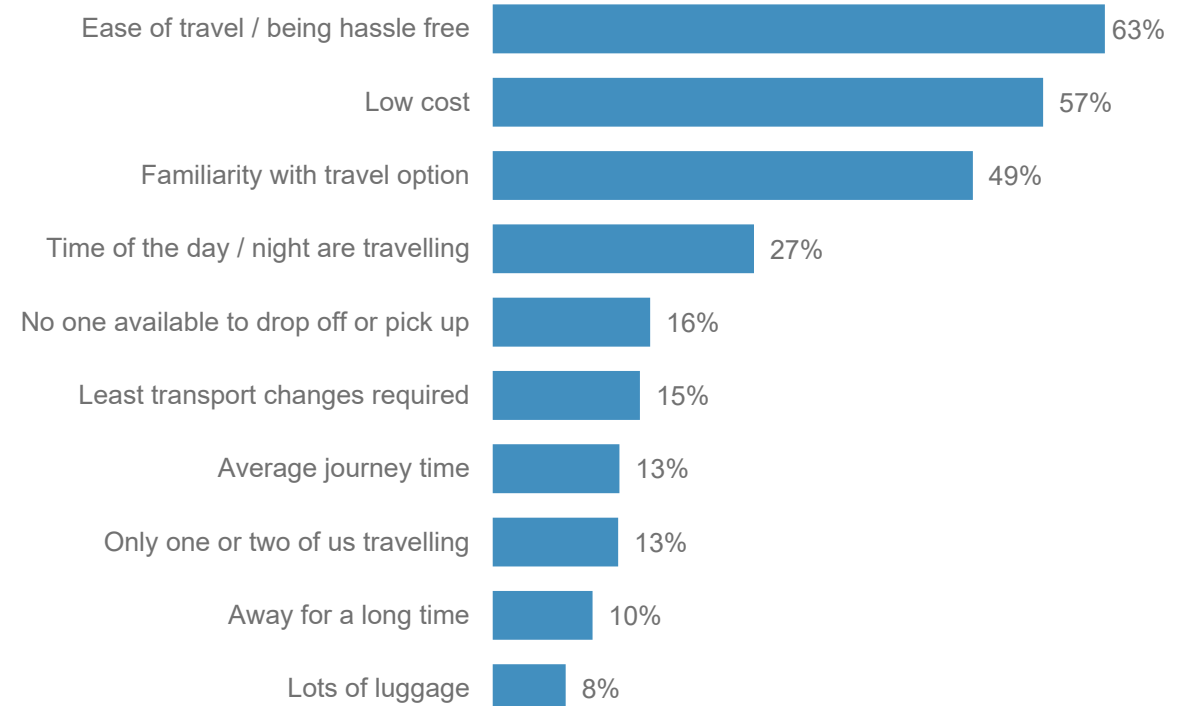
Three most important factors in choosing to travel by Public transport

Auckland Residents



Domestic Visitors

(Caution low base size)



NOTES:

Base: Last travelled by Car / Van / Campervan; Auckland Residents n = 54, Domestic Visitors n = 16

Source: Thinking about your last trip to Auckland Airport or nearby businesses, which you said was by public transport. What were the three most important factors in your transport choice?

Among Auckland residents, unreliability of the journey time is a key barrier to airport public transport use while lower price is a key motivator for potential use



Barriers

- Unreliable journey times
- Lack of service coverage (times, geography)
- Easy current options (e.g. work pays, dropped off)
- Having luggage on public transport feels hard
- Infrequent services
- Lack of direct routes; resistance to interchange
- Long journey times
- First / last mile issues (e.g. no park and ride, too far to walk)
- Unfamiliar with using public transport for commuting/other journeys
- Lack of knowledge of routes available

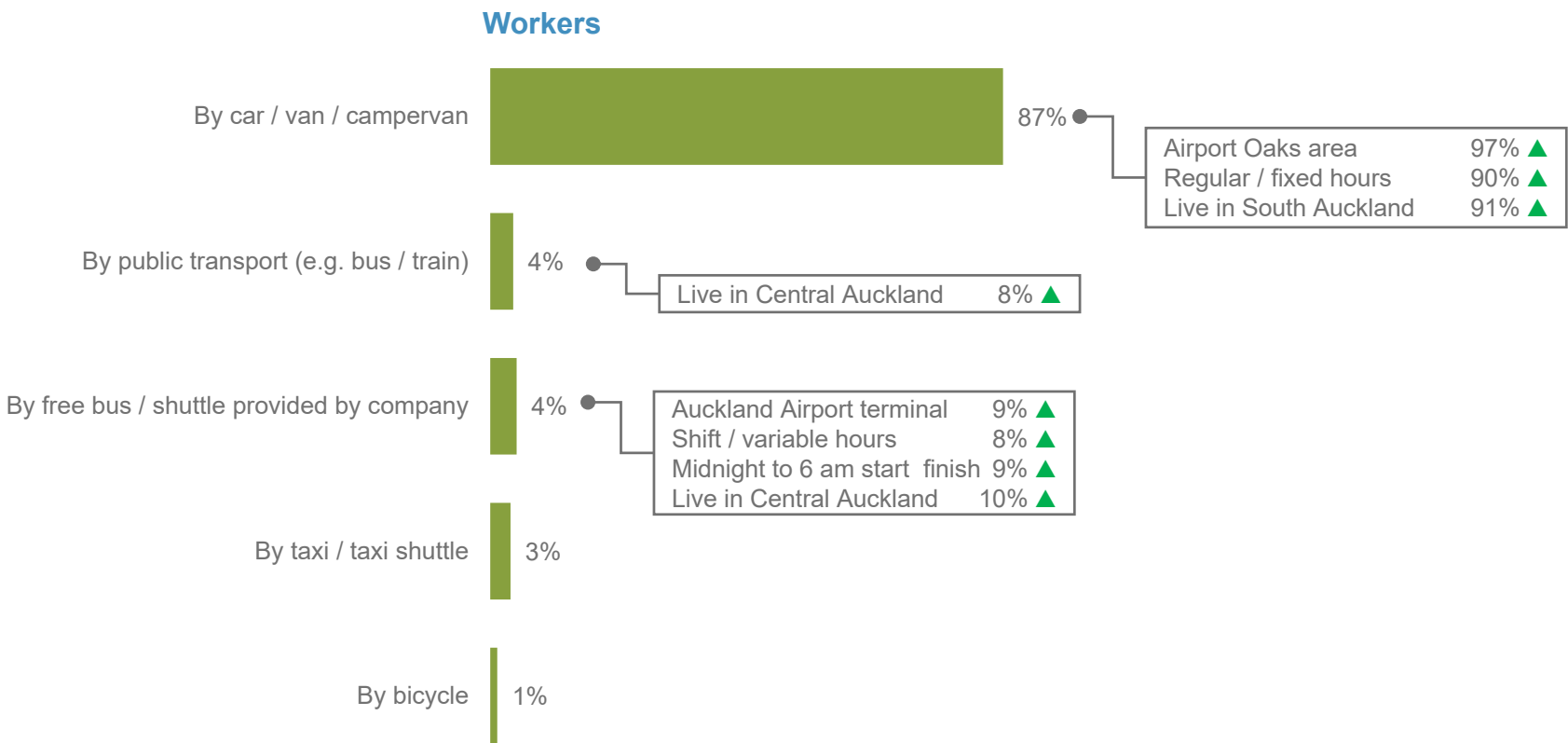


Motivators/ enablers

- Price
 - Parking / taxis can be too expensive for some people/trips
 - public transport is cheaper than most options, especially for solo travellers
- (Potential) Shorter and/or more reliable journey times
- Sometimes no one is available for a drop-off / pick-up; a couple of participants did not own a car
- Not everyone likes driving across town, especially in rush hour traffic
- Sometimes parking at the airport can feel like a hassle
- Familiarity / positive experiences with public transport on other journeys

Although many workers use more than one travel mode at least occasionally, car dominates as the main means of travelling to and from the airport area for work

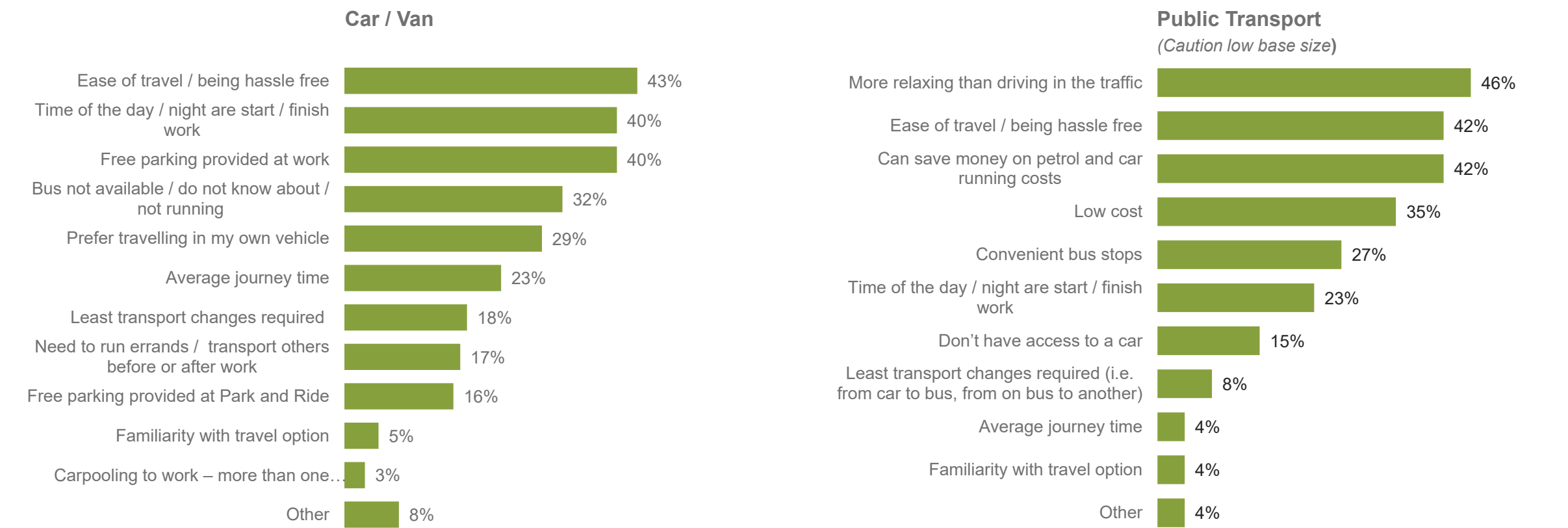
Main mode of travel to and from the airport area for work



NOTES:
Base: Workers n = 668
Source: Can you confirm how you most often travel to and from the airport area for work?

Cost savings and being more relaxing are common reasons for travelling by public transport among workers while work start / finish hours and free parking are common reasons for travelling by car

Most important reasons among **Workers** for travelling to work by...



NOTES:
 Base: Workers who - Mainly travel by car n = 581, Mainly travel by public transport n = 26
 Source: When you travel to work [INSERT MODE], what are the most important reasons for your transport choice? You can select up to 3 reasons

Among workers, unreliable and long journey times plus limited hours of operation are key barriers to workers using public transport to the airport while the inconvenience of using Park and Ride is a key motivator for potential use



Barriers

- Lack of service coverage (times, geography)
- Unreliable journey times (cf. driving)
- Infrequent services
- Long journey times than driving
- Having a free carpark at your work (e.g. Airport Oaks)
- Lack of direct routes; resistance to interchange
- First / last mile issues (e.g. no park and ride, too far to walk)
- Wanting or needing to run errands on way to / from work (e.g. dropping child at day-care, going to supermarket)

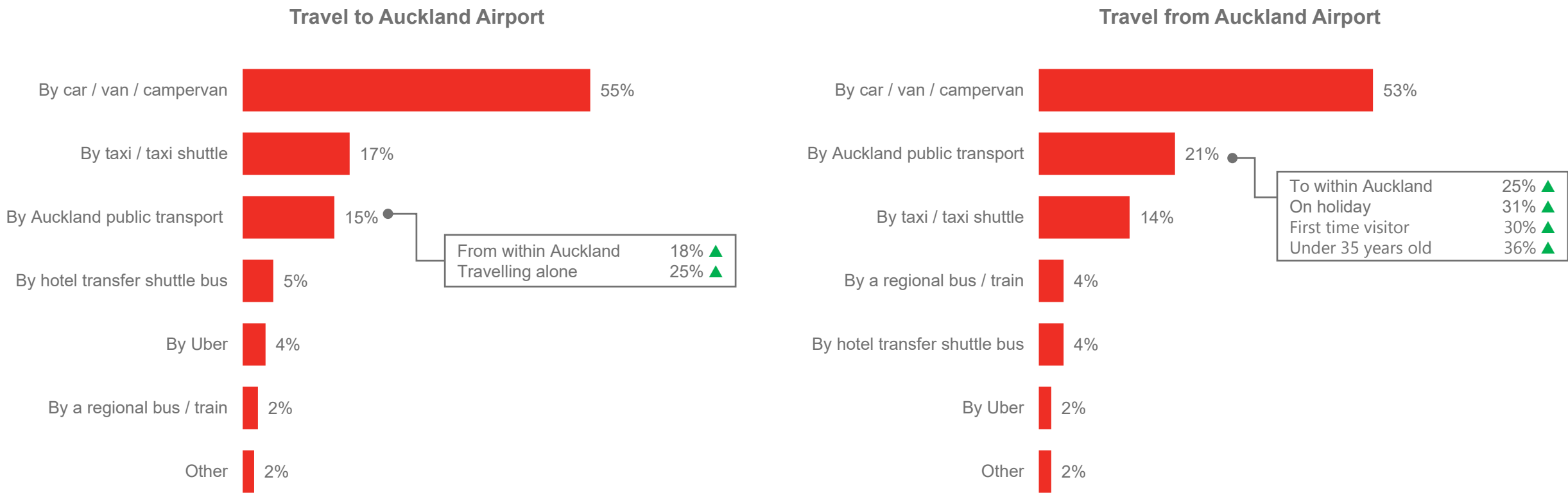


Motivators

- Inconvenient and time-consuming nature of Park and Ride (for most airport workers)
- (Potential) Shorter and / or more reliable journey times
- Not having access to a car
- Saving money on petrol and vehicle running costs
- Being able to relax on the journey, rather than the stress of driving in traffic

Most international visitors (not in a tour group) travel via car to and from the Auckland Airport however approximately one in five use public transport

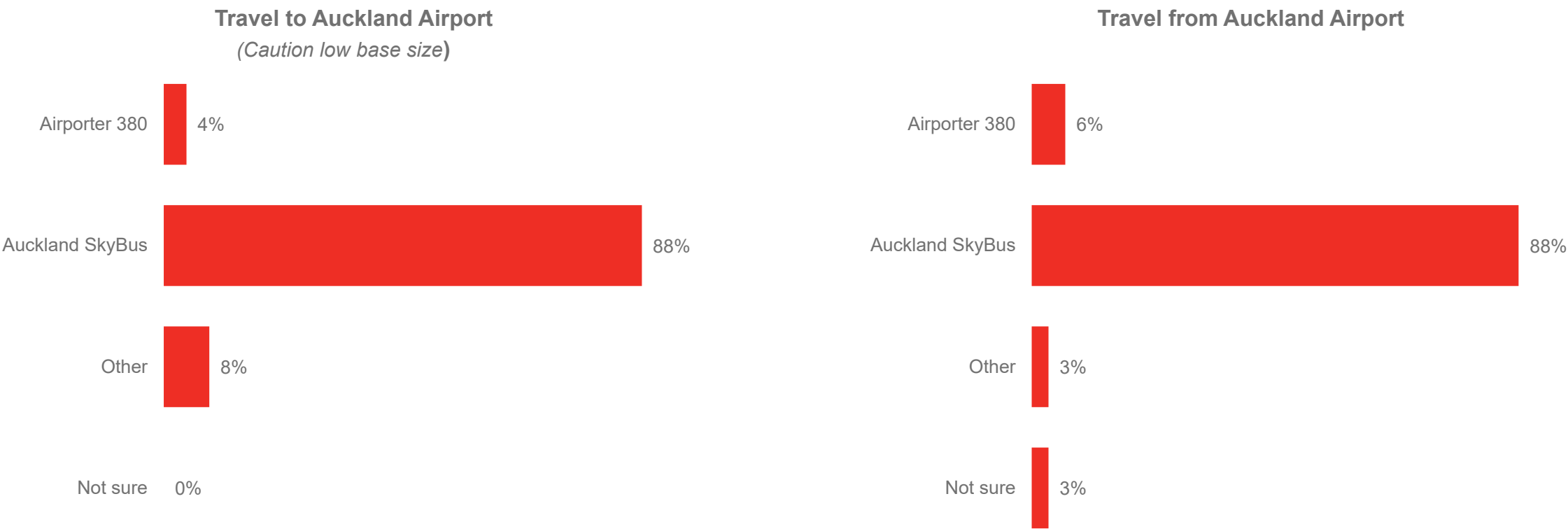
How mainly travelled to / from Auckland Airport – among International Visitors



NOTES:
Base: International visitors: Travelled to Auckland Airport n = 164, Travelled from Auckland Airport n = 154
Source: How did you mainly travel to the Auckland Airport today? How did you mainly travel from the Auckland Airport to your location?

Almost all public transport use among international visitors is via the SkyBus

Bus used to travel to or from the Auckland Airport – among International Visitors who used public transport

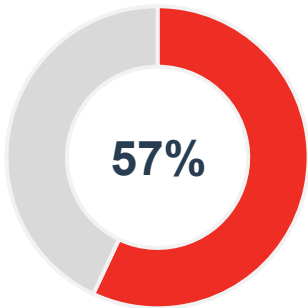


NOTES:
Base: International visitors who used public transport: Travelled to Auckland Airport n = 24, Travelled from Auckland Airport n = 33
Source: Which of the following public buses did you use to travel to the airport? Which of the following public buses did you use to travel from the airport?

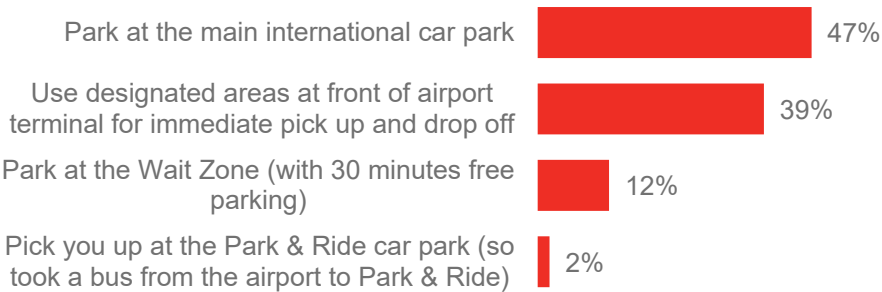
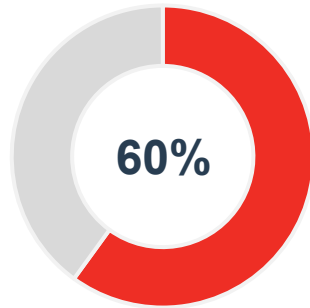
Three in five international visitors travelling via car are being dropped off or picked up at the Auckland Airport with the main international car park more commonly used when picking up

Dropped off / picked up at the Auckland Airport and where – among International Visitors who travelled via car

Dropped off at Auckland Airport



Picked up at the Auckland Airport



NOTES:
Base: International visitors who travelled by car – To the airport n = 91, From the airport n = 61; International visitors where were – Dropped off n = 52, Picked up n = 49
Source: When you were dropped off today, did your friends or family.... When you were picked up, did your friends or family....

Price and convenience are common reasons for using public transport to and from the airport among international visitors, while hiring a car or being picked up / dropped off by family are common reasons for travelling via car

Main reasons for travel mode selection to / from the airport – Selection of comments among International Visitors

 Travel by car / van / campervan	 Travel by public transport	 Travel by taxi / shuttle
To the airport: • “Children take their parents to the airport, this is Chinese culture” • “Poor public transport to the airport” • “Relatives offered, too much luggage, have a baby” • “Friend offered, I came to visit them so I expect them to pick me up” • “Had hired a car and dropped it back to the airport” • “Had to return car to hire company” From the airport: • “Had organised a road trip” • “To get on the road for a road trip” • “Friend picked me up” • “Brother picked me up and we went to Hamilton”	To the airport: • “Cheaper and easiest” • “Comfortable, good connections” • “Good services, good prices” • “Convenient, proximity, good value” • “Guide book says SkyBus is best to and from airport” • “Didn’t want to inconvenience others to drive me” From the airport: • “Cheaper than taxi to Sky City Hotel” • “I knew about it from relatives” • “Investigated and seemed good. Airport website recommended” • “Had a return ticket, service okay” • “Fastest, best connection to the city”	To the airport: • “Taxi to Auckland Airport for six people is cheapest option” • “Taxi was flat rate. I knew price and arranged \$45” • “I struggle with how to catch the bus as I can’t speak English and can’t find the bus stops” • “Taxis are the easiest option as trustworthy, convenient, simpler” • “Company arranged for the taxi” From the airport: • “Company paid. They prefer me to taxi” • “Booked through travel agent” • “No other options found to Block House Bay from airport terminal” • “Convenient for us both”

NOTES:

Source: What are the main reasons that you decided to travel to the airport [INSERT TRAVEL MODE]? What are the main reasons that you decided to travel from the airport [INSERT TRAVEL MODE]?

Quite a few international travellers interviewed in the qualitative phase had used the Auckland Skybus and generally had very positive impressions

Positive comments around Skybus

- Frequency of service
- Quality and comfort of vehicle
- Free wifi
- Driver service
- Ticketing

There was some room for improvement

- Signage and information in airport
- Named stops
- Journey speed
- Efficient functioning of air-con
- Pricing (more of an issue with NZ residents)

Note: Only a couple of people had used the 380 bus; no issues reported



(Skybus) *“Perfect- on time, efficient, aircon, wifi, friendly driver.”*

(Skybus) *“Good, it wasn't on time but it comes every 15 mins so didn't really matter. It was quick, hours of operation were good.”*

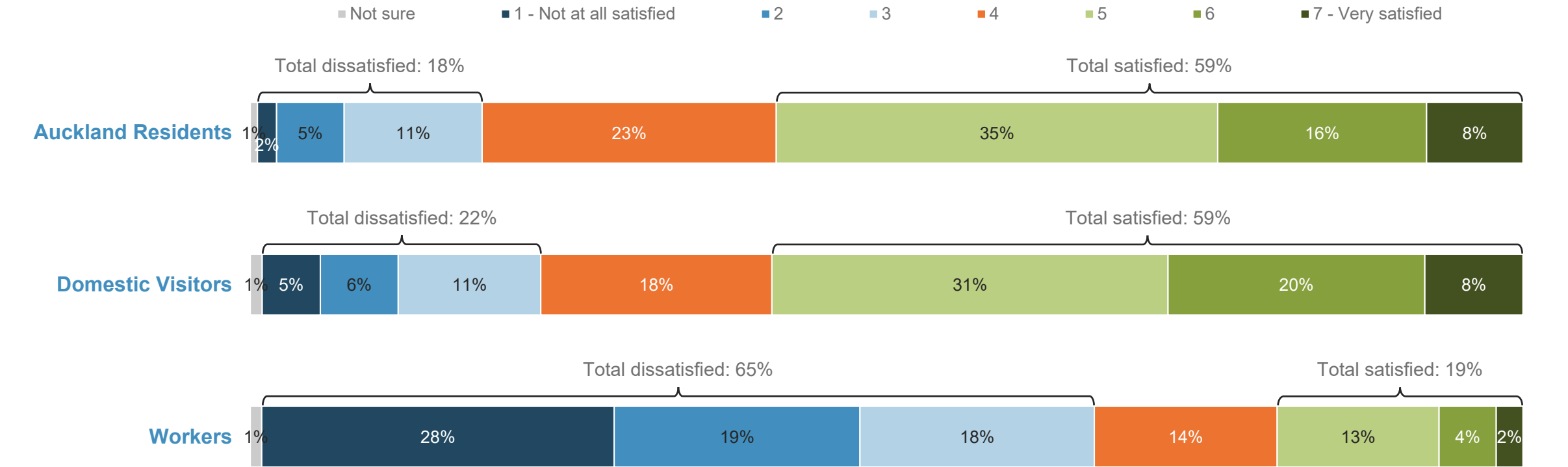
“When we arrived I didn't realise there was a bus. Took it back in today – good.”

“Skybus is excellent but telling visitors which stop to get is tricky, they are often confused - a map of all stops online and on bus with agreed names would make it much easier.”



Fewer than one in four Auckland residents and domestic travellers are dissatisfied with travel to and from the airport while dissatisfaction is the norm among workers at 65%

Overall satisfaction with experience of travelling to and from the Auckland Airport area



NOTES:
Base: Auckland Residents n = 752, Domestic Visitors n = 149, Workers n = 682
Source: Overall, how satisfied are you with the experience of travelling to and from the Auckland Airport or nearby businesses?

Satisfaction differs by mode of travel with those travelling to and from the airport by car / van being less satisfied than those choosing to travel via public transport

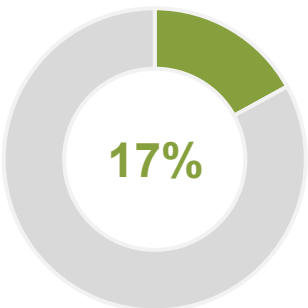
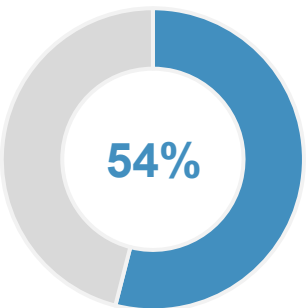
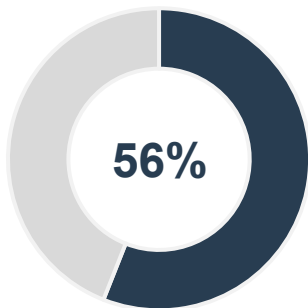
Total satisfaction with travelling to and from Auckland by mode of travel⁽¹⁾

Auckland Residents

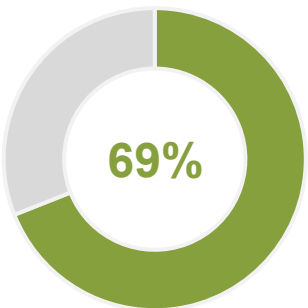
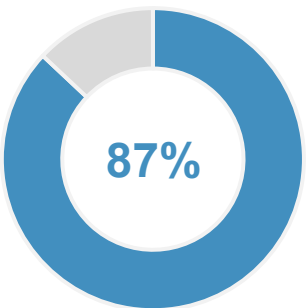
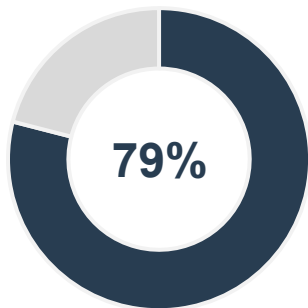
Domestic Visitors

Workers

Car / Van / Campervan



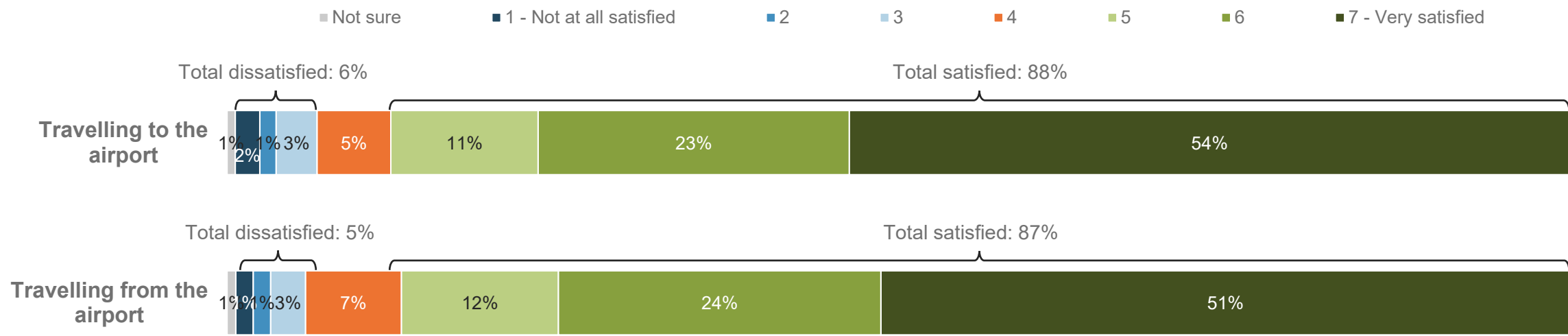
Public Transport
(Caution low base sizes)



NOTES:
1. Rated as 5 to 7 on a 7 point scale where 1 is 'Not at all satisfied' and 7 is 'very satisfied'
Base: Car / Van / Campervan: Auckland Residents n = 599, Domestic Visitors n = 94, Workers n = 581; Public Transport: Auckland Residents n = 54, Domestic Visitors n = 16, Workers n = 26
Source: Overall, how satisfied are you with the experience of travelling to and from the Auckland Airport or nearby businesses?

In contrast, the majority of international visitors are strongly satisfied with their travel to and from the Auckland Airport

Overall satisfaction with experience of travelling to and from the Auckland Airport – among International Visitors



NOTES:
Base: International visitors: Travelled to Auckland Airport n = 164, Travelled from Auckland Airport n = 154
Source: Overall, how satisfied were you with the experience of travelling to the airport today? Overall, how satisfied were you with the experience of travelling from the airport. ?

Road improvements and Park & Ride service are commonly mentioned positives for travelling by car while public transport is often reliable, stress free, easy and offers good pricing

Positives about experiences travelling to / from the airport – Selection of comments from Residents, Domestic Visitors and Workers



Travel by car / van / campervan

- “Roads to airport have been **improved** including **better signage**” – Resident
- “**Kirkbride Road intersection** improvements, **Waterview tunnel**” – Resident
- “**Fast via new tunnel. Easy to use Park and Ride**” – Resident
- “**Access routes and parking have both improved** significantly in recent years” – Resident
- “**Comfortable** in my own vehicle, **easy to pre-pay parking** and leave vehicle there” – Domestic visitor
- “New under bridge at **Kirkbride Rd**” – Domestic visitor
- “**Waterview tunnel** and **Kirkbride Road** underpass have **improved traffic congestion** somewhat.” – Worker
- “My office building is **free parking**” – Worker
- “**Free parking at Park n Ride**” – Worker
- “**Bypass to Park and Ride from southern side** works well.” – Worker
- “The **new underpass** allows **traffic to flow more freely** and **removes unnecessary traffic lights**.” – Worker



Travel by public transport

- “Connections between bus and train are **close, fairly fast, great price**” – Resident
- “The bus is **24 hours**, has **wifi**, is **very reliable**, can buy **tickets online** and **have them on your phone**” – Resident
- “**Not having to worry about a car left at a parking facility**” – Resident
- “The bus service is a **reliable, stress free** way of travelling” – Resident
- “Airport bus **easily available, discount for gold card**” – Domestic visitor
- “Bus was **more reliable** than taxi shuttle” – Domestic visitor
- “**Good, regular** bus service” – Domestic visitor
- “The morning journey is **comfortable** and **usually on time**.” – Worker
- “**Staff discount on Skybus**” - Worker
- “Bus now has **access to a bus lane on the airport motorway SH20**” – Worker
- “Handy to work and home; don't need to worry about the traffic once I'm on the bus; **handy AT App**, showing when the bus will arrive at bus-stop; great the bus **comes now approx. every 15-20 min**” - Worker

NOTES:

Source: Is there anything that you consider positive or good or negative or poor about your experiences travelling to and from Auckland Airport or nearby businesses?

Traffic congestion and unpredictability is a pain point for all traveling to the airport, including those going via bus, while the cost of parking is also a common negative among residents and domestic visitors

Negatives about experiences travelling to / from the airport – Selection of comments among **Residents, Domestic Visitors** and **Workers**



Travel by car / van / campervan

- “Road works and busy times of the day can make the trip twice as long” – Resident
- “Traffic is terrible - busy, slow at most times of day” – Resident
- “Traffic can be bad and unpredictable” - Resident
- “Parking is expensive” – Resident
- “Expensive car parking. Poor road design into domestic terminal (all lanes feed into one lane by the car park” – Resident
- “Traffic delays at certain times. Rather confusing road pattern.” – Domestic visitor
- “Long term parking is way too expensive” – Domestic visitor
- “Traffic – I have missed flights due to poor traffic flow” – Domestic visitor
- “Traffic congestion is terrible, I now have to leave Three Kings where I live 1.30hrs before I start to be there on time.” – Worker
- “Roads are too congested. Roundabout near Park and Ride needs an overpass.” – Worker
- “Puhinui is a single lane so it can get clogged at certain time of the day.” – Worker
- “Constant delays and traffic jams” - Worker



Travel by public transport

- “Public transport is not as frequent as expected, especially the train to Onehunga” – Resident
- “Buses are hard to get to from my house and liable to get stuck in traffic” – Resident
- “Public transport is very difficult with luggage” - Resident
- “Too many cars in Auckland so slow to get anywhere even on a bus” – Domestic visitor
- “Not enough bus lanes” – Domestic visitor
- “I would prefer to travel by train but there are none that are suitable.” – Domestic visitor
- “Some buses are very old, makes the journey less enjoyable. Bus fare is still too high” – Worker
- “Bus gets stuck in traffic, sometimes have to wait more than 15-20 min” – Worker
- “Erratic bus schedule, bus doesn't keep to timetable. Understand these are not guaranteed and depend on traffic conditions but the particular bus I take is CONSISTENTLY late in the morning” – Worker
- “I regularly use the Skybus and at peak times it is unable to maintain a schedule due to the design on the traffic flow” - Worker

NOTES:

Source: Is there anything that you consider positive or good or negative or poor about your experiences travelling to and from Auckland Airport or nearby businesses?

5

Attitudes towards current public transport options

For Auckland residents, the ideal airport public transport involves frequent services, consistent journey times and availability of direct routes



Ideal public transport service

- Frequent services, every 10 mins (or more often)
- Services available for all flights
- Consistent journey times (ideally quick!)
- Inexpensive
- Good coverage / network – including alternative public transport routes
- No changes required (and some express options)



Ideal train stations/ bus stops

- Feel safe, e.g. stations have staff and cameras, well-lit
- Real time bus / train departure information and journey times
- Shelter and seating



“Noticed with the Link once it ran every 10 mins more people used it. Got busier. Seems counterintuitive. People knew they could just use it instead of taking the car. Every ten mins it was feasible to use all the time.” Botany

“Regularity. When I caught the Skybus I had to wait and wait.” Wellington, business

“Convenience, reliability, hassle-free, direct from the city. Not only from 6am in the morning.” East

“Dedicated lanes for public transport. Affordable, safe, longer hours. Storage (bags), reliability. Cameras on bus, security people.” South

The ideal airport public transport for workers is similar to other Auckland residents, but with a greater emphasis on 24 hour service and short journey times



Ideal public transport service

- Frequent services, every 10-15 mins
- 24 hour service - 30 min off-peak
- Fast journey times
- Consistent journey times
- Good coverage / network
- No changes required (and some express options)
- Inexpensive



“Why do that when AT needs to run a 24 hour service? Airport is a 24 hour operation.” Shift

*“Puhinui is a cluster**** so you could run a bus service before the bridge so everyone parks at a massive carpark before the bridge and bus filters you off to everywhere else in the airport area?” Office*

“Wouldn’t mind using it if it takes 40 mins when driving takes 20 if it was reliable.” Shift

“I would want it to come often enough you didn’t need to check a timetable.” Office

Ideally for Auckland residents the airport would appear more focussed on public transport, with more physical space, better layout and improved information provision

Auckland Airport is felt to be insufficiently geared towards public transport, relative to other domestic or international airports

Desired improvements include...

- 1 More physical space in the airport devoted to public transport (e.g. ticket machines and staffed booths) and more prominent bus stop areas
- 2 Better navigation and signage to bus-stops e.g. floor/path signage and use of symbols and colour-coding
- 3 More information and signage about public transport options and routes available; linking to airlines and ticketing could be helpful



“Auckland (airport) seems to have such a focus on parking...you come out and there’s just taxis there, and there’s no buses – doesn’t feel easy to navigate to them. Think they need to take the taxi area further away.” East

“Welcoming, not stressful. Streamlined. Big map with all these routes on the wall – like in London with the network map. Hop machine at its base. And manned kiosks – places to say this is where I need to go...” Botany

“It would be good to be combined with the flight tickets. Air NZ have videos now about driving in NZ in different languages – be really easy to have something like that about what to do when you land.” East

“(Signage) Like the walking thing between domestic and international. Sometimes people get lost with overhead signage. Symbols, pictures of buses, recognisable by all cultures.” Botany

International visitors have even greater need for easy options, clear signage and luggage-friendly options

Needs from international travellers:

- 1 Ease and signage are very important, as most arrive tired after a long journey
- 2 Help with luggage and good luggage racks is critical, as most have lots of luggage
- 3 Can feel anxious about which bus-stop to get off at
- 4 Good online information important, as quite likely to plan ahead; some also like to pre-purchase ticket before arrival
- 5 Some doing a stopover in Auckland staying at airport hotel could use public transport to explore the city



“Sydney has a big map on the wall that shows you all the different bus routes. Also in Sydney I can get a bus from anywhere to anywhere and there's enough info on the bus and at the bus stop so you know what to catch and where to get off. Auckland it's not like that, much less information, it's confusing...”

“You walk outside and it's just taxis and shuttles, don't see buses...NZ is supposed to be green but it doesn't look it - where's the green option?”

“Trains are good! Then you know where to get off - less stressful.”

The ideal public transport vehicle to and from the airport for residents and visitors has plentiful luggage storage, clear airport branding and a helpful driver



Ideal vehicle

- Luggage storage – plentiful, easy to get bags in and out, bus can ‘kneel’ - this is the major pain point / deterrent
- Airport branded inside and out; feels like extension of airport; ideally name to reflect this e.g. AirNORTH or Air254
- Clean, modern, quality, well designed
- Comfortable seats, not overcrowded
- Driver is friendly and helpful– can help with directions and luggage if needed
- Electronic map showing route and current progress
- Extras: Power points, Wi-Fi, trains – table seating
- Low emissions/ electric



“Easy to see like those orange and purple Wellington ones...or like the Link, easy to see and flag down.” North

“Is there a luggage compartment inside? Do they take your luggage from you, put it in the boot?” Wellington, leisure

“In Wellington they have a map of where you’ve going, follows the route via GPS. And do advertising of the city.” Botany

“Clean, comfortable- with Skybus they have Wi-Fi, TV’s. There’s space for your luggage and the drivers are always super-nice and helpful if anything is too heavy. That makes a difference. You’ve got to have a driver and hosts (at airport) who are people people..helpful, friendly, patient.” North

Openness to using public transport to and from the airport is quite variable among international visitors depending on budget and other options available

Key barrier to using public transport is having a good alternative

- If travellers have friends / family in New Zealand, the offer of an airport pickup / drop off is hard to turn down
- Some travellers hire cars for their whole trip
- Others always catch a taxi; a bus is not considered

Main motivators to using public transport are cost, familiarity and availability

- Many travellers stay in the CBD, where public transport service is good
- Taxi fare to the CBD is relatively high
- Some travellers are keen to save money
- Some travellers are more familiar with using public transport



"I would use a train if we had it. Probably use a bus if we had dedicated bus lanes."

"International I always have luggage, I'd prefer a taxi."



Expectations among international travellers based on their experiences from other airports include a train to the CBD and a wider variety of bus routes

There are some clear expectations from other airports

- 1 Train to CBD
- 2 Variety of bus routes (if no train system to other destinations)
- 3 More visible public transport at the airport



“Sooner we get a train the better; serious infrastructure like every other international city. A train is seamless - guaranteed timing.”

“The airport needs more different routes in - not just Skybus.”

“Bus lanes so you could go faster than traffic. Or rail Botany to Manukau is ideal so there's a faster option.”

Plus some specifics on what people would like in future

- 1 Bus lanes for faster journeys
- 2 Better links to Manukau / Southern part of Auckland (i.e. Skybus type services)
- 3 Better signage at international drop-off area

Residents, domestic travellers and workers not currently using the Airporter 380 were shown the following information to measures awareness and trial of the Airporter 380 and SkyBus:

There are two bus options for travel to the Auckland Airport area, Auckland Transport's Airporter 380 in gold and privately owned SkyBus in blue. The 380 Airporter connects with the train lines, shown in black. SkyBus travels along Mt Eden and Dominion Roads.

While international travellers were given the following description:

There are two bus options for travel to the Auckland Airport area. Auckland Transport's Airporter 380 in gold connects with the train lines and travels between Onehunga and Manukau. The SkyBus in blue is privately owned and travels from the City.



To assess interest in using current public transport options in the future, further information about operating hours, frequency, journey length and cost were presented to respondents:

	Operating hours	Operating frequency	Expected time to airport	Cost
380 Airporter bus	4.30 am to midnight	15 mins	From Onehunga: 27 mins From Manukau: 29 mins	From Onehunga: HOP* \$3.30 From Manukau: HOP* \$1.90
Auckland SkyBus	24 hours daily	Day: 10 - 15 mins Night: 30 mins	From Downtown: 52 mins	\$18 (Airport workers \$5)

**An Auckland Transport HOP card is a reusable prepay smart card for Auckland public transport that gives you at least 25% saving over cash and you pay by fare zones travelled rather than per bus or train.*

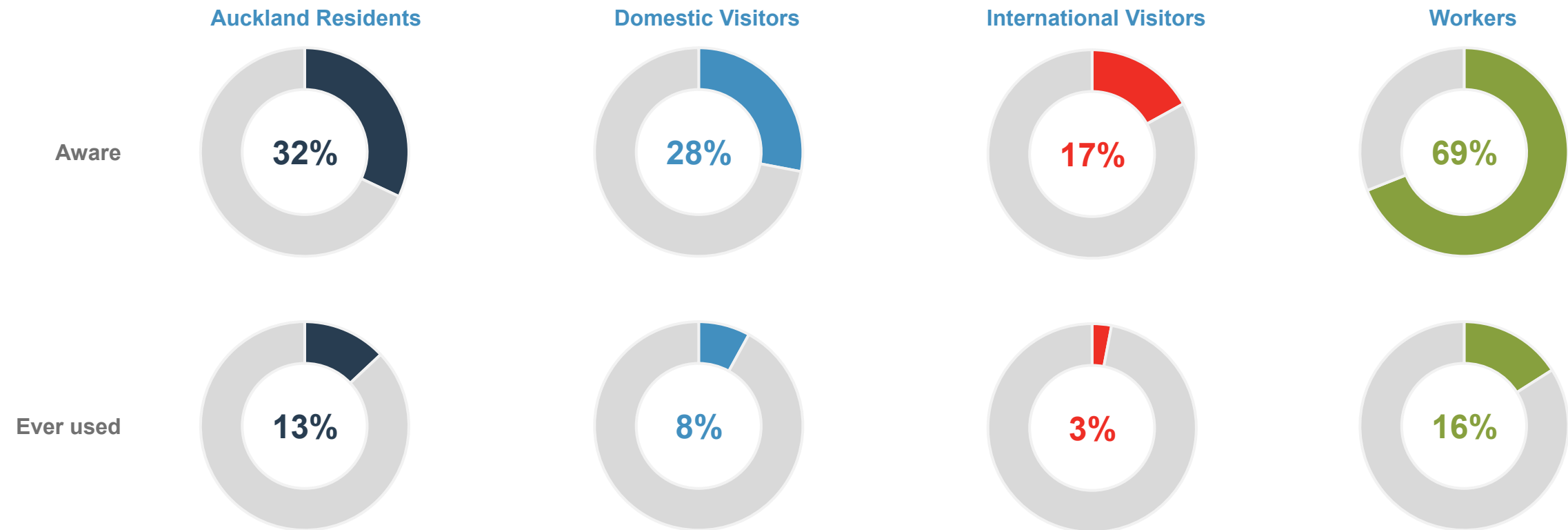
An example specific to the Ward in which each Auckland respondent lived and to Auckland central for domestic visitors was also included such as...

For example if travelling from Britomart you could either catch the East or Southern line trains to Papatoetoe and transfer to the Airporter 380 bus to the airport. This would take just under an hour and the total HOP card cost is \$4.80. Alternatively, SkyBus will be about 3 minutes faster to the airport and cost \$18.

Awareness is only moderate for the 380 Airporter among Auckland residents and domestic visitors although reasonable among workers



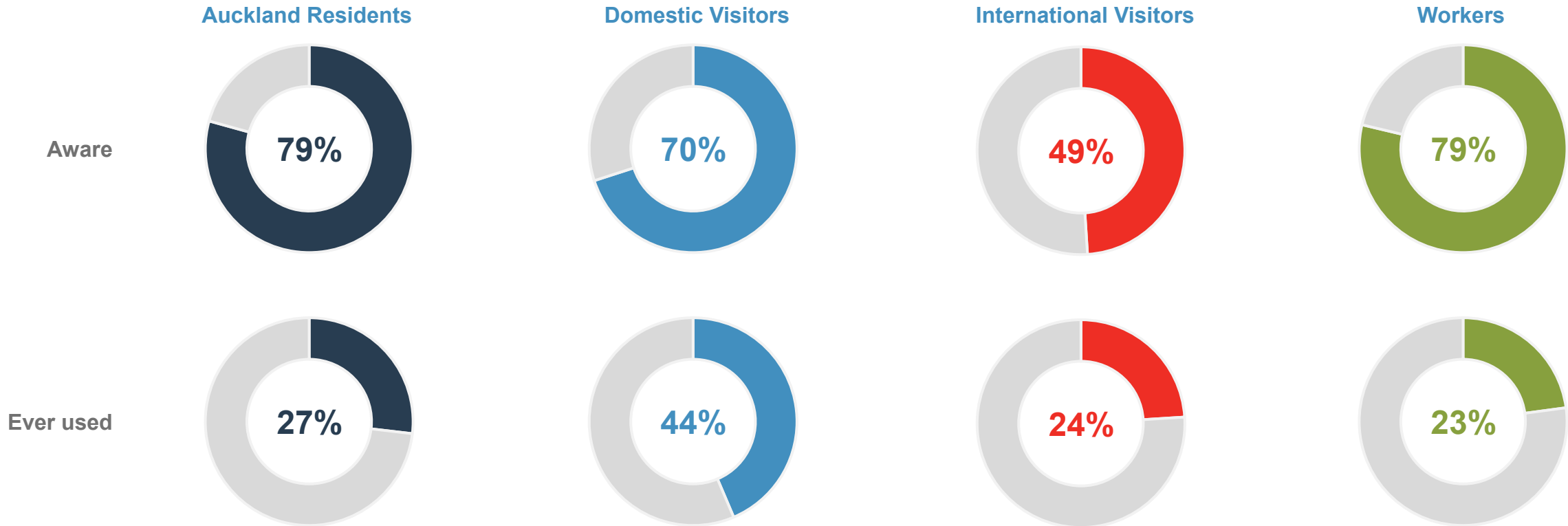
Awareness and use (ever) of 380 Airporter



NOTES:
Base: Auckland Residents n = 752, Domestic Visitors n = 149, International Visitors n = 208, Workers n = 682
Source: Which buses were you aware of prior to this survey? Which, if any, have you ever used?

In contrast, the majority of Auckland residents, domestic visitors and workers are aware of the Auckland Skybus and many have used it before

Awareness and use (ever) of Auckland SkyBus (among non-users of 380 Airporter)

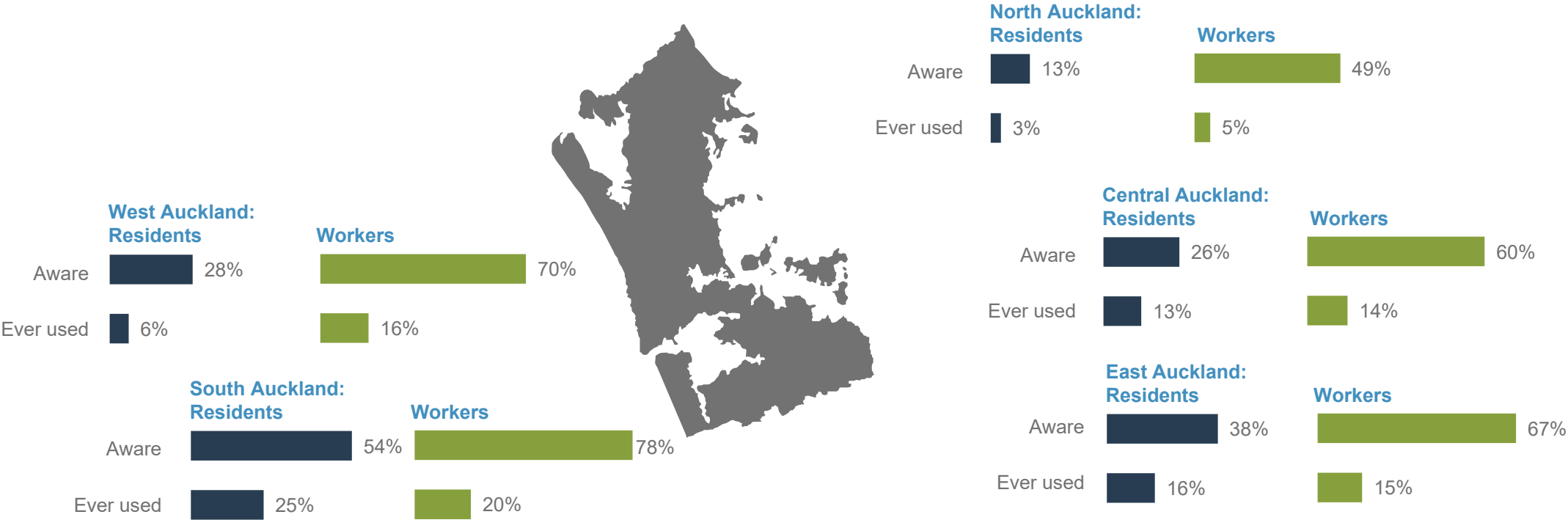


NOTES:
Base: Non-users of 350 Airport bus; Auckland Residents n = 706, Domestic Visitors n = 142, International Visitors n = 208, Workers n = 634;
Source: Which buses were you aware of prior to this survey? Which, if any, have you ever used?

By area, awareness of the 380 Airporter is highest among residents and workers living in South Auckland



Awareness and use (ever) of 380 Airporter – among **Auckland Residents** and **Workers** by area⁽¹⁾

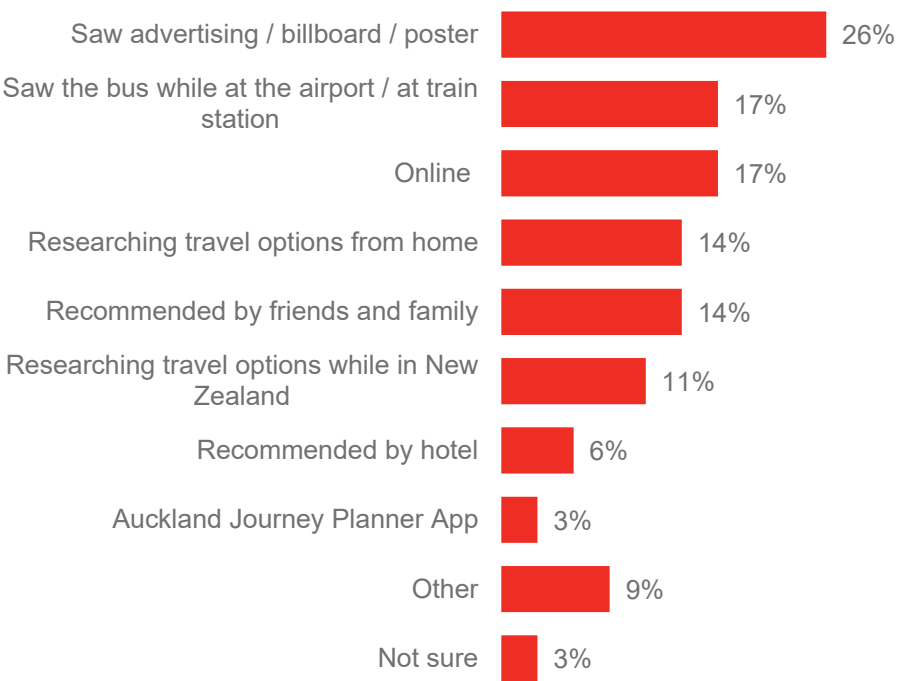


NOTES:
 Base: North Auckland Residents n = 205, Workers n = 75. West Auckland Residents n = 133. Workers n = 92. Central Auckland Residents n = 132, Workers n = 110, East Auckland Residents n = 157, Workers n = 146, South Auckland Residents n = 125, Workers n = 239
 Source: Which buses were you aware of prior to this survey? Which, if any, have you ever used

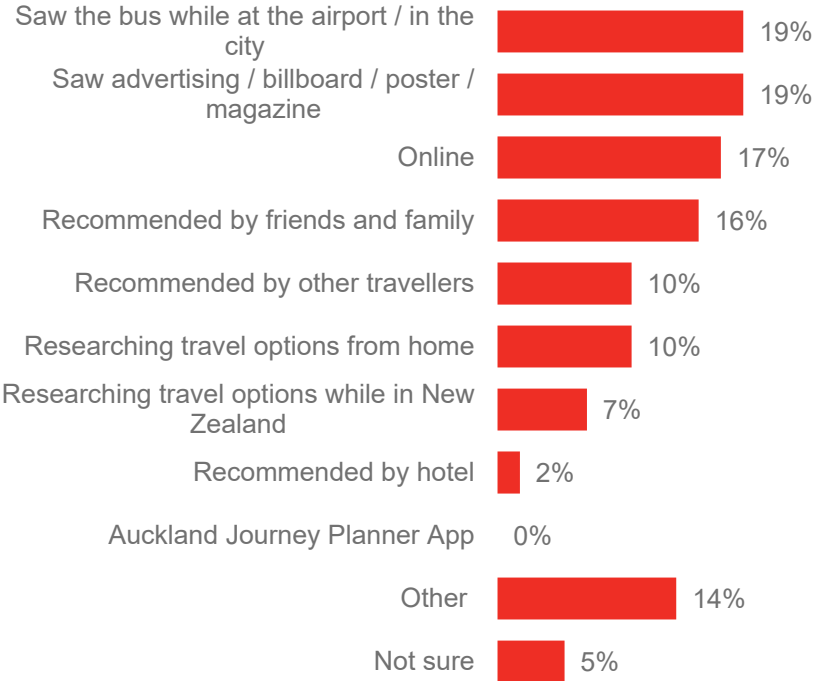
Advertising, online information and seeing at the airport or bus station are the more common ways in which international visitors first become aware of the Airporter 380 and the SkyBus

How first became aware of Airporter 380 and SkyBus – among International Visitors

Airporter 380



SkyBus

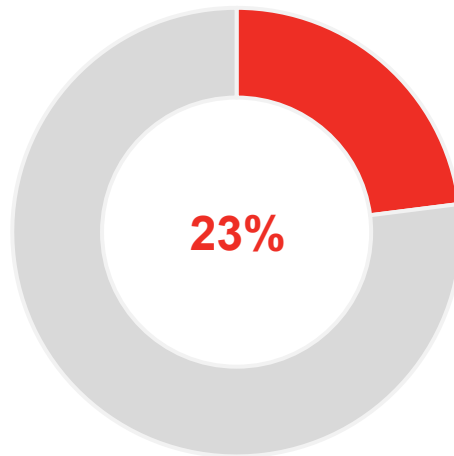


NOTES:
Base: International visitors: Aware of Airporter 380 n = 35, Aware of SkyBus n = 56
Source: How did you first become aware of the Airporter 380 in gold? How did you first become aware of SkyBus in blue?

Among international travellers not using public transport but aware of the option, one in four considered doing so with reasons for deciding not to including time of travel and being driven by friends or family

Consideration of using public transport - among **International Visitors** aware of but not using public transport

Considered using public transport
either to or from the airport?



Reasons decided not to use public transport::

- "I slept at the airport"
- "No public transport from New Lynn in early morning"
- "Because of the time. Early morning"
- "My bags were heavy. Uber seemed better on a wet day"
- "We got ride a today but SkyBus is fine from our arrival experience"
- "Used SkyBus when we arrived"
- "Friends came at last minute"
- "Son dropped us off as night time"
- "Homepage of AT was too complicated"
- "I considered using SkyBus but I didn't know where the bus station was"

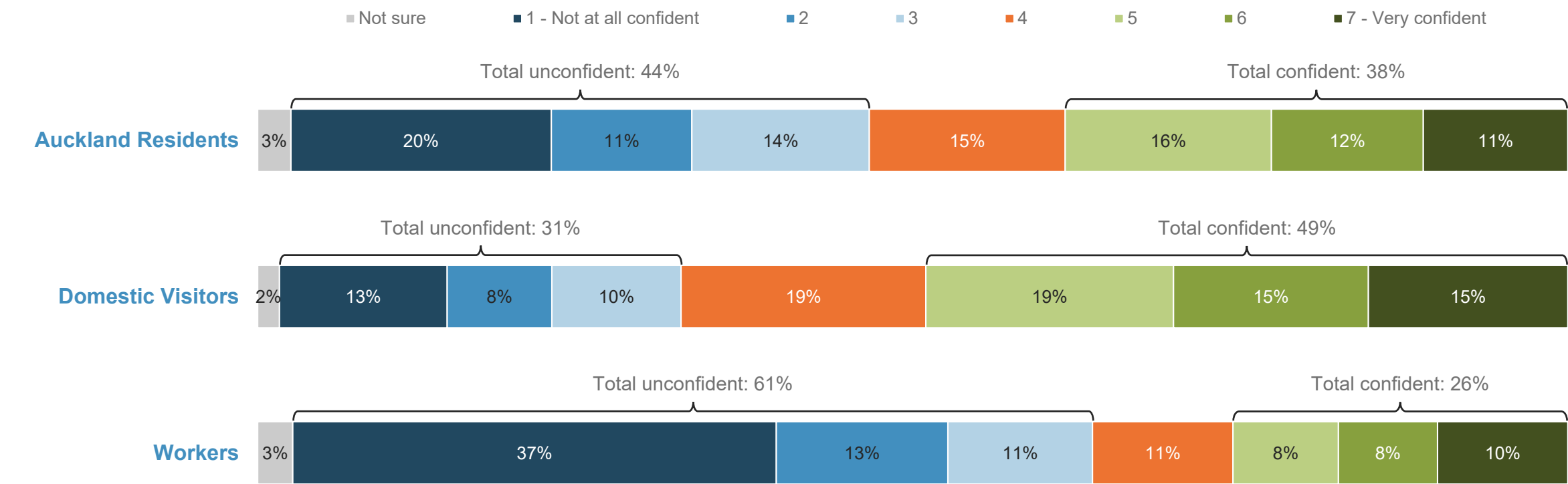
NOTES:

Base: International visitors aware of but not using public transport to or from airport n = 64

Source: Did you consider using public transport either to travel to the airport today or to travel from the airport during your trip? What are the main reasons that you decided not to use public transport?

Confidence in using public transport to travel to the airport is mixed among Auckland residents while more workers feel unconfident than confident

Confidence in ability to use public transport to travel to and from the Auckland Airport area (among non users of 380 Airporter)



NOTES:
Base: Non-users of 350 Airporter bus; Auckland Residents n = 706, Domestic Visitors n = 142, Workers n = 634;
Source: How confident do you feel in your ability to use public transport to travel to and from the Auckland Airport area?

On shown the AT HOP cost to travel to the airport, the low cost emerged as a key trigger for openness to trialling airport public transport in the future among Auckland residents

Cost of journey to Airport



- For many there was surprise and delight at the low cost to get to the airport
 - Many anchor the cost off Skybus pricing
 - Most non regular users of public transport are not familiar with current AT zone pricing
- The pricing makes public transport feel much more appealing and relevant while some who were previously uninterested would now consider using public transport for some journeys

Implication: The price is a key component to include in communications to increase consideration, encourage reassessment of options and ultimately drive behaviour change



“Wow! I’ll be taking the bus!! That’s wonderful. That makes it worth it. Can’t even start your car for a dollar. Yeah think about how much park and ride is...”
 Botany

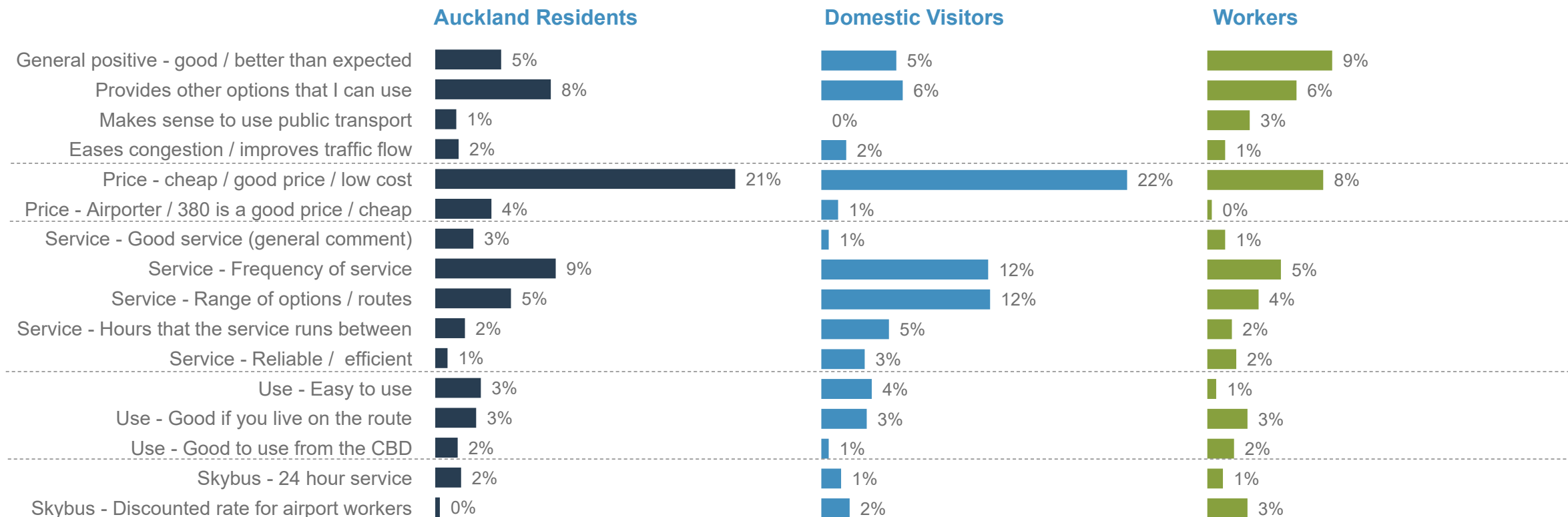
“Wow, that’s cheap. Very cheap. That would be a selling point for a number of people. I could get the whole family there for less than \$20.” West

“Wow, I’d do it. You’d just jump on the train and zone out.” North

“Pretty good...I would still drive though.”
 North

Price, service frequency and the range of routes are commonly mentioned positives about current public transport options and to a lesser extent, hours of service and ease of use

Unprompted positive or encouraging aspects about current public transport options - among non-users of 380 Airporter



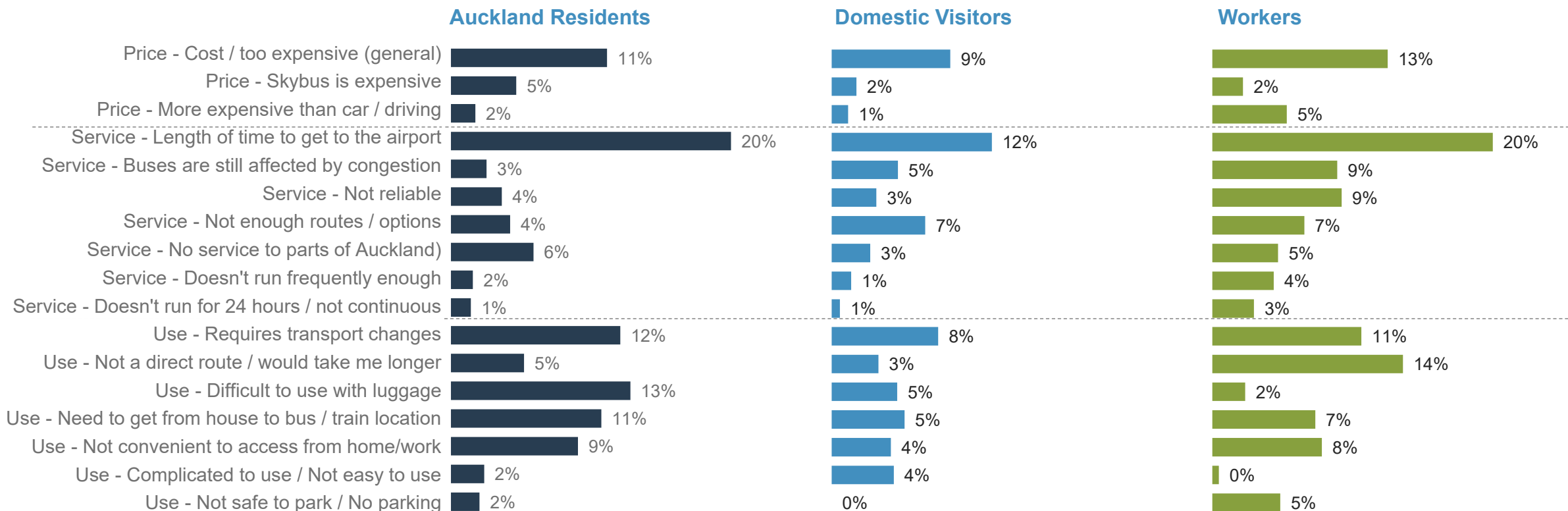
NOTES:

Base: Non-users of 350 Airporter bus; Auckland Residents n = 706, Domestic Visitors n = 142, Workers n = 629

Source: Based on all the information provided and your own knowledge, is there anything particularly positive or encouraging or negative or discouraging about the current airport public transport?

Journey length, price, transport changes, difficulty with luggage and not being convenient to access are common negatives mentioned about current public transport options

Unprompted negative or discouraging aspects about current public transport options - among non-users of 380 Airporter



NOTES:

Base: Non-users of 350 Airporter bus; Auckland Residents n = 706, Domestic Visitors n = 142, Workers n = 631

Source: Based on all the information provided and your own knowledge, is there anything particularly positive or encouraging or negative or discouraging about the current airport public transport?

Positive and negative aspect of current public transport – Selection of comments from Auckland residents, domestic visitors and workers

Positive comments	Negative comments
• “Airporter option is very cost effective & fairly regular” – Resident • “The SkyBus operates 24 hours Affordability of the 380 bus” – Resident • “No need to think about parking. Cost is more affordable than a taxi” – Resident • “Cheap and good operating hours. Direct drop off to airport” – Resident • “Price seems very reasonable and way cheaper than parking at the airport” – Domestic visitor • “Family members don’t have to spend an hour driving home after dropping off” – Domestic visitor • “The cost is way less than taxis. The frequency of public transport is very good” – Domestic visitor • “Great for people working/travelling at normal times and on the route” – Worker • “Reasonable price. Commute time competitive with peak hour car travel time” – Worker • “The frequency of the SkyBus and the improved frequency of the 380 is positive. The discount on the SkyBus for airport staff is welcome.” – Worker • “The public transport seems cheaper and reliable” – Worker • “The HOP card price from Botany is cheap” - Worker	• “Length of time taken to travel. Inconvenience of getting from home to stop. Inconvenient if carrying bags or boxes” – Resident • “Still have to get to the bus so have to think about getting dropped off or getting up to 3 buses which will take a long time.” – Resident • “Too many changes and difficulty of carrying luggage between options..” – Resident • “Length of journey & location options aren't great for me” – Resident • “Only useful if you reside in Auckland” – Domestic visitor • “Why should I have to obtain a HOP card to get a discounted fare?? A card that I can't use in my home town” – Domestic visitor • “Too many stops and too slow compared to using car” – Domestic visitor • “Catching the bus from Manukau to the Airport means extra traveling time & I have to pay for parking at Manukau while I am at work” – Worker • “Journey is too long and does not stop close enough to work” – Worker • “The duration of time and the switching of buses. It would commit a huge amount of time to an already large commute” – Worker • “Too expensive. Does not work for shift workers!! Does not pass at a regular bus stop close to home.. Will have to drive to the bus stop and park on a street!!” - Worker

NOTES:

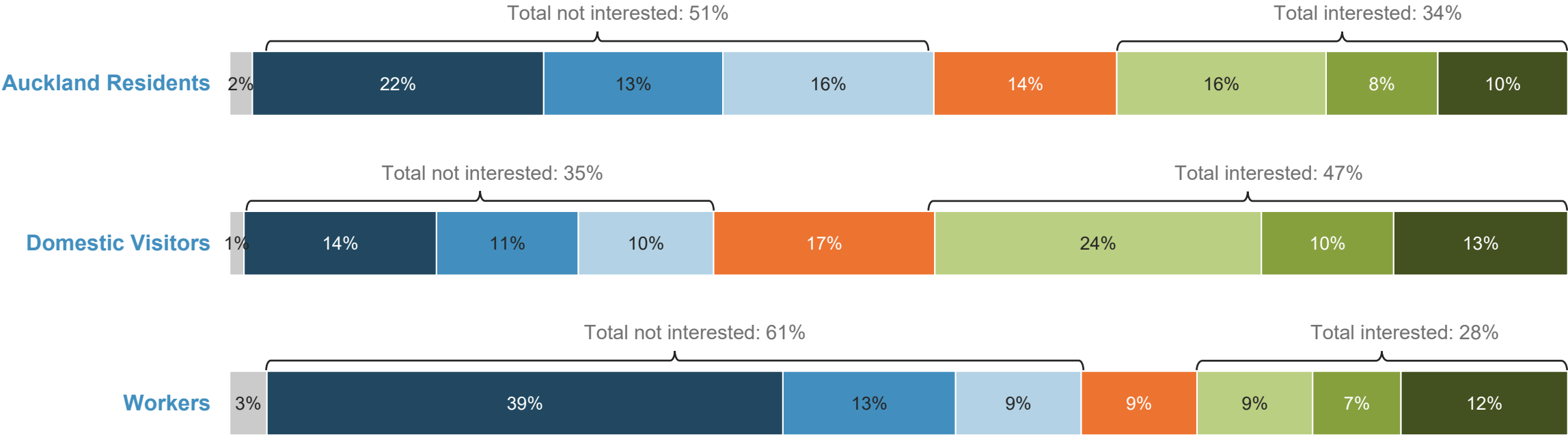
Source: Based on all the information provided and your own knowledge, is there anything particularly positive or encouraging or negative or discouraging about the current airport public transport?

Overall, there is moderate interest in using current public transport options among Auckland residents and workers

Interest in using current public transport options to travel to and from the Auckland Airport area

Excludes general PT rejecters

■ Not sure ■ 1 - Not at all interested ■ 2 ■ 3 ■ 4 ■ 5 ■ 6 ■ 7 - Very interested

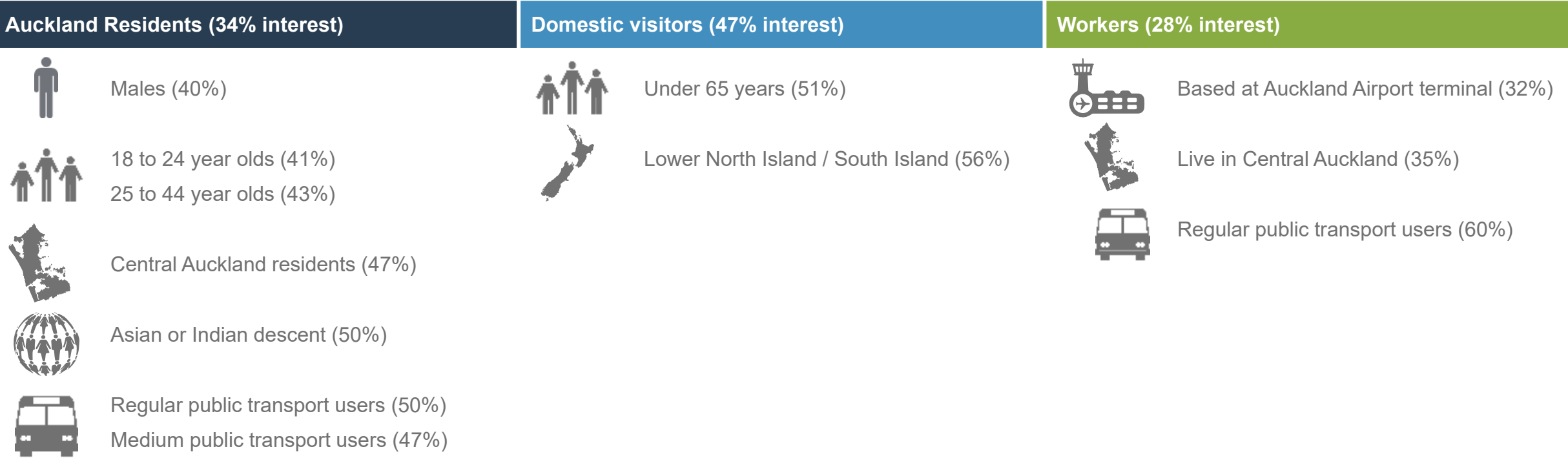


NOTES:
Base: Auckland Residents n = 752, Domestic Visitors n = 149, Workers n = 682
Source: Overall how interested are you in using the public transport options described to travel to or from the Auckland Airport in the future?

Interest for using current public transport options to travel to and from the Auckland Airport is higher among those already regularly using public transport in general

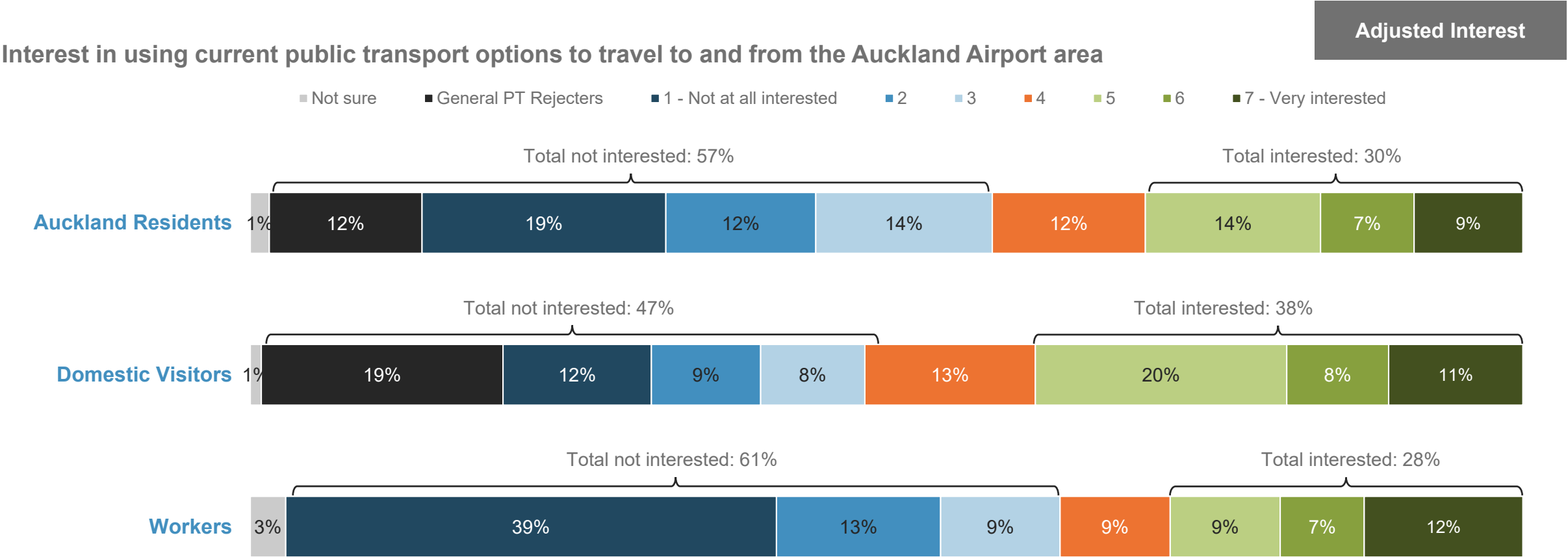
Excludes general PT rejecters

Groups which are more interested in using current public transport options to travel to / from the Auckland Airport area ⁽¹⁾



NOTES:
1. Interested = Rated 5 to 7 on a 7 point scale where 1 = 'Not at all interested' and 7 – 'Very interested'
Source: Overall how interested are you in using the public transport options described to travel to or from the Auckland Airport in the future?

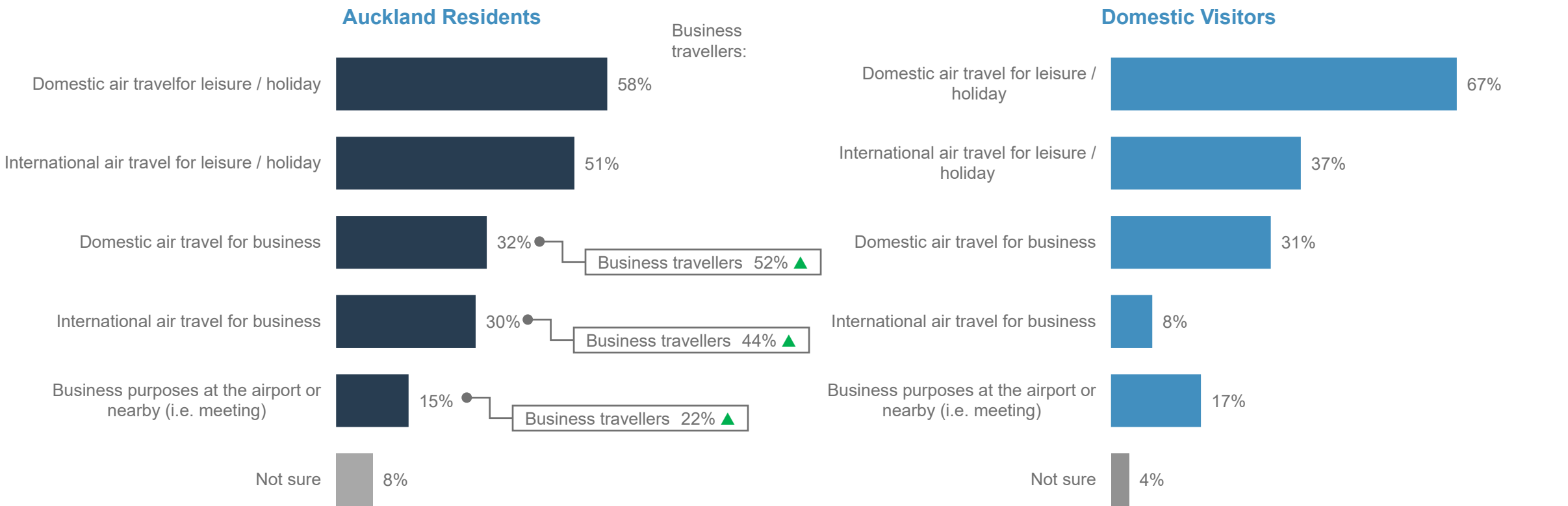
Once adjusted to include general public transport rejecters, interest is similar in using the current public transport options to / from the airport among Auckland residents and workers



NOTES:
Base: Auckland Residents n = 752, Domestic Visitors n = 149, Workers n = 682
Source: Overall how interested are you in using the public transport options described to travel to or from the Auckland Airport in the future?

Although public transport is most likely to be used for holiday travel, business travellers are equally interested in using public transport for business travel

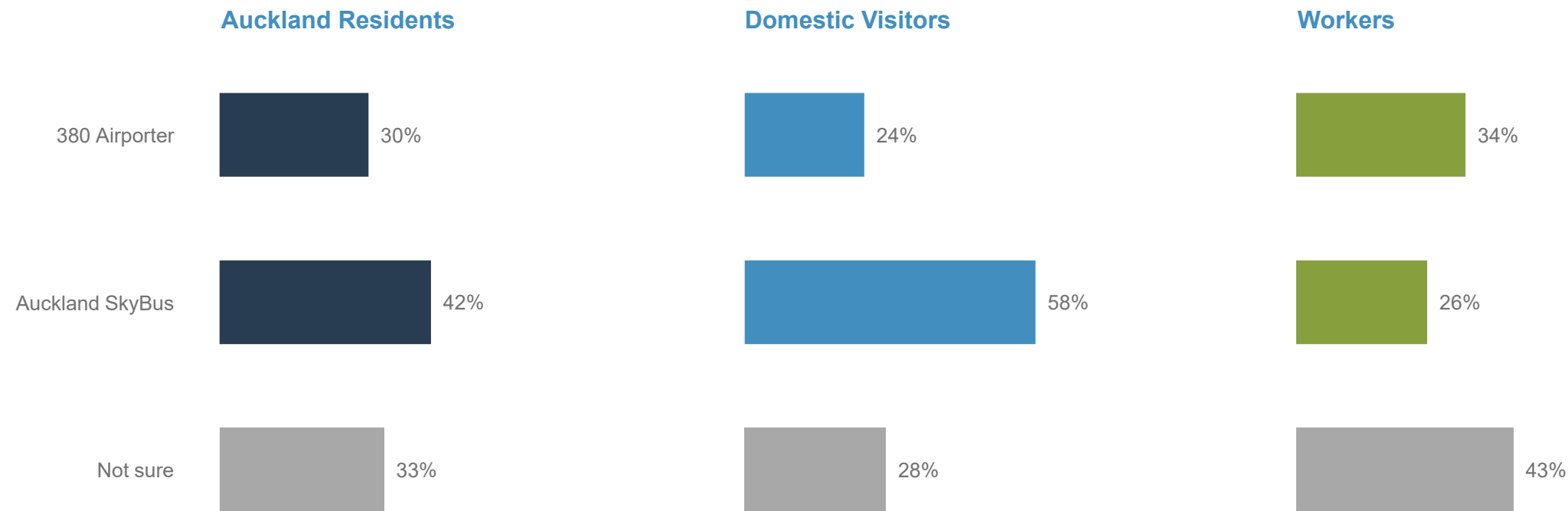
When most likely to use public transport options to travel to and from Auckland Airport (among those rating interest 4 to 7) ⁽¹⁾



NOTES
 1. : Interested rated on a 7 point scale where 1 = 'Not at all interested' and 7 – 'Very interested'
 Base: Interest rated as 4 to 7; Auckland Residents n = 293, Domestic Visitors n = 88
 Source: When would you be most likely to use public transport to travel to and from Auckland Airport?

Workers have higher interest in the 380 Airporter than the Skybus while being the opposite among Auckland residents

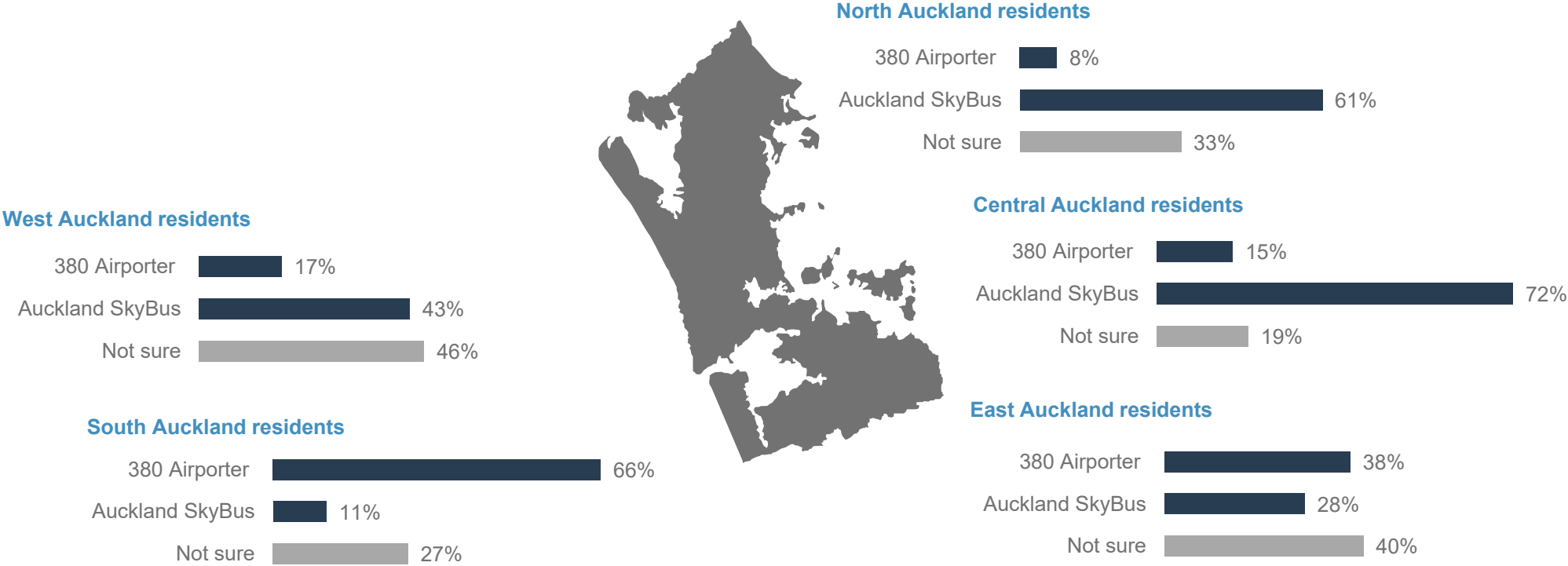
Public transport option most likely to use to travel to and from Auckland Airport



NOTES:
Base: Auckland Residents n = 752, Domestic Visitors n = 149, Workers n = 682
Source: Which of the following public transport options would you be most likely to use to travel to and from Auckland Airport?

Residents living in South and East Auckland are most likely to use the 380 Airporter while those living in North, West and Central Auckland favour using the SkyBus

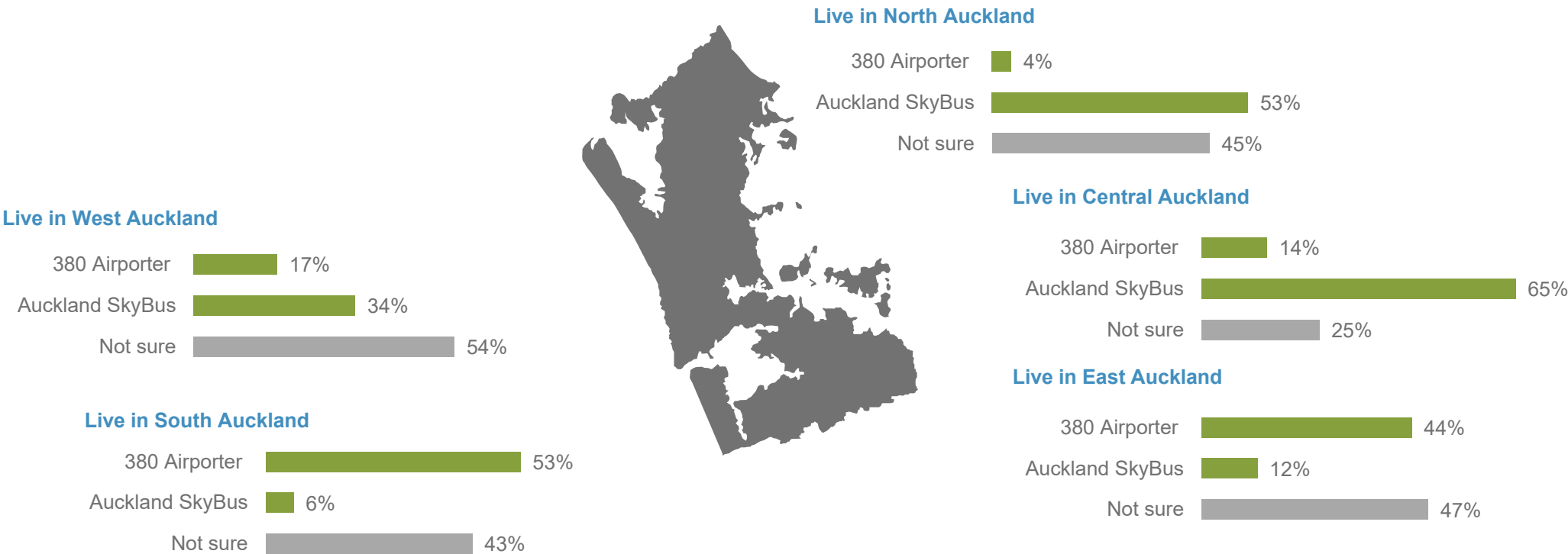
Public transport option most likely to use – **Auckland Residents** by area⁽¹⁾



NOTES:
Base: Auckland Residents – North Auckland n = 205. West Auckland n = 133. Central Auckland n = 132, East Auckland n = 157, South Auckland n = 125
Source: Which of the following public transport options would you be most likely to use to travel to and from Auckland Airport?

Similarly, workers living in South and East Auckland more likely to use the 380 Airporter while those living in North, West and Central Auckland are more likely to use the SkyBus

Public transport option most likely to use – **Workers** by area⁽¹⁾



NOTES:
Base: Auckland Workers living in – North Auckland n = 75. West Auckland n = 92. Central Auckland n = 110, East Auckland n = 146, South Auckland n = 239
Source: Which of the following public transport options would you be most likely to use to travel to and from Auckland Airport?

6

Reactions towards short to medium term solutions (2020)

To assess interest in the short to medium term solutions (2020) respondents were presented with the following map of new and extended bus routes and information

This map shows the 2020 new and extended bus routes and new stations / interchanges at Puhinui and near Britomart:



For new and extended bus routes will all run 5.30am to 11.30pm with the following journey time and frequency:

Buses	Expected time to airport	Operating frequency:		HOP Cost
		Peak: 7 am to 7 pm	Off peak	
Central City 30	75 mins	10 mins	30 mins	\$4.80
Sylvia Park 32	55 mins	15 mins	30 mins	\$3.30
Botany 31	50 mins	15 mins	30 mins	\$1.90
Botany 35	50 mins	10 mins	30 mins	\$1.90
New Lynn	45 mins	15 mins	30 mins	\$4.80

The Puhinui Station interchange was described to all respondents and the New Northern Connection interchange to those living in North Auckland

New Puhinui Station interchange (near Papatoetoe) will provide connection between trains and airport buses. It will be similar to the Otahuhu Station shown below:



Expected travel time and cost to the airport by rail then bus via new Puhinui Station from a selection of train stations:

Train station origin example	Expected time to airport	HOP Card Cost
From City Centre	55 mins	\$4.80
From Glen Innes	41 mins	\$3.30
From Ellerslie	38 mins	\$3.30
From Papakura	40 mins	\$3.30

New Northern Connection interchange: The Northern Express and Light Rail will be accessed from the area near Britomart, where the old Downtown Shopping Centre was. It will be similar to the depictions below. As an example, it takes 32 minutes to travel Albany to Britomart on the Northern Express, then a further 55 minutes on train and bus interchanging at the new Puhinui Station. The HOP cost of the full journey to airport is \$7.50 from Albany, \$6.20 from Akoranga



An additional map and information was presented to airport workers to outline proposed changes around the airport

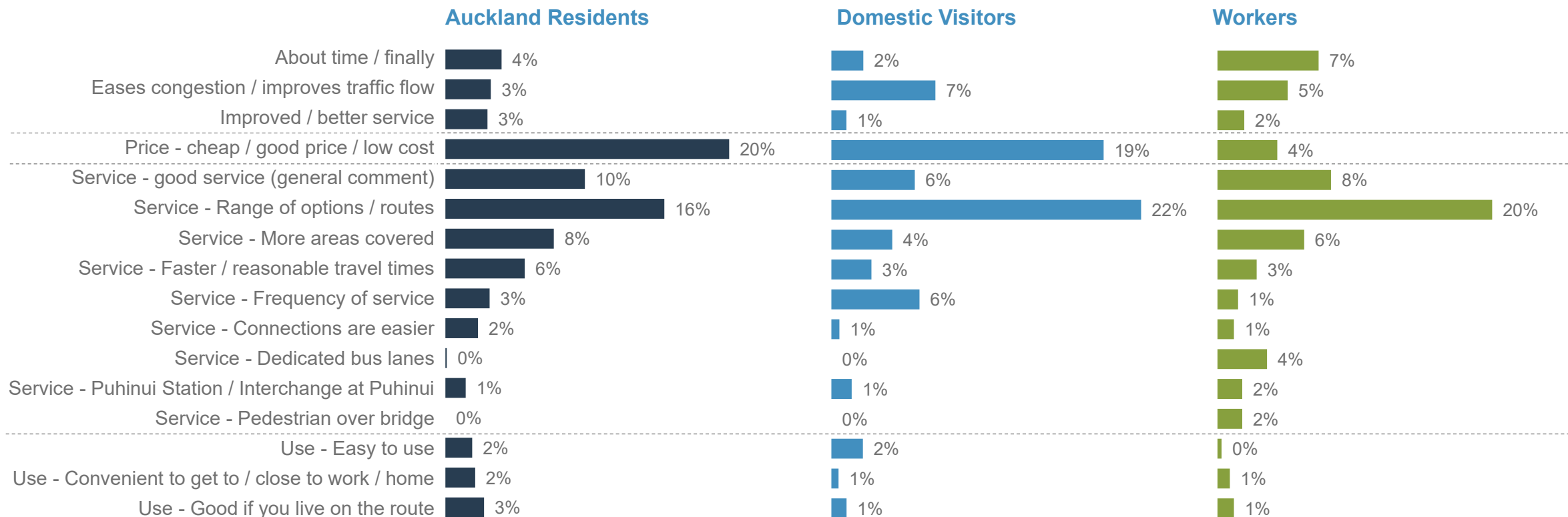
The following map shows other proposed changes around the airport:

- *Clockwise bus route around the airport (starting at the Domestic Terminal) including some new bus only roads that will avoid congestion*
- *Buses will go down George Bolt Memorial Drive, not Leonard Isitt Drive where the Airport 380 currently travels*
- *A new pedestrian over bridge on George Memorial Drive provides access to bus stops and shops*
- *A possible new Westney Road bus route from the Otahuhu Station*



Price, range of routes, coverage of more areas, faster travel times and frequency of service are commonly mentioned positives about the short to medium term solutions

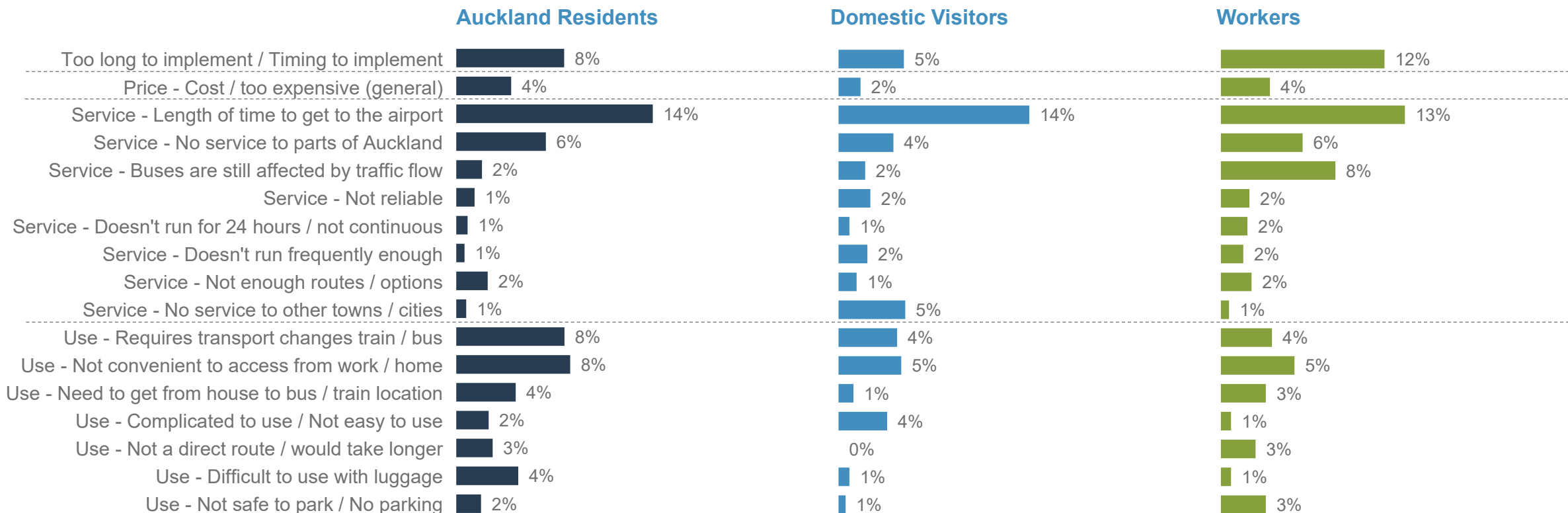
Unprompted positive or encouraging aspects about short to medium term solutions



NOTES:
 Base: Auckland Residents n = 752, Domestic Visitors n = 149, Workers n = 682
 Source: Is there anything that you think is particularly positive or good or negative or discouraging about the proposed public transport solutions that could be available by 2020?

Journey length, still being affected by traffic flow, not covering all Auckland, requiring transport changes and inconvenience to access are common negatives about the short to medium term solutions

Unprompted negative or discouraging aspects about short to medium term solutions



NOTES:
 Base: Auckland Residents n = 752, Domestic Visitors n = 149, Workers n = 682
 Source: Is there anything that you think is particularly positive or good or negative or discouraging about the proposed public transport solutions that could be available by 2020?

Positive and negative aspects of short to medium term solutions – Selection of comments from Residents, Domestic Visitors and Workers

Positive comments	Negative comments
• “It’s cheap. The travel times are much better than the existing bus travel times. The frequencies are much better too.” – Resident • “More coverage for areas not currently provided for” – Resident • “It will be very convenient and the cost for a trip to the airport is reasonable.” – Resident • “Faster, reliable, easier to get on and off. Less traffic & gridlocks.” – Resident • “A lot more routes which will suit people with family closer in Auckland.” – Domestic visitors • “Additional routes and better connections” – Domestic visitor • “Should decrease traffic congestion” – Domestic visitor • “Having dedicated bus lines and interchange at Puhinui is more attractive.” – Worker • “Will hopefully take more cars off the road and ease congestion.” – Worker • “New interchange at Puhinui will make it a little more attractive” – Worker • “Quicker timeframes for travel. more stops and easier access to more of the airport area” – Worker • “There is some good coverage and the pricing doesn’t look too bad. Some of the travel times are pretty reasonable” - Worker	• “The journeys are more complex and mostly take long. There is the possibility of missing connections” – Resident • “Journey time too long, inconsistency of Auckland public transport if you are catching an international flight” – Resident • “Changing train to bus / vice versa is not convenient if lots of baggage” – Resident • “Still require additional travel to airport transport network locations.” – Resident • “Doesn’t cater for flights requiring check in midnight to six a.m.” – Domestic visitor • “Can be difficult connecting between trains and buses” – Domestic visitor • “Need to learn where the stations are and connections which can be hard for an outsider” – Domestic visitor • “Hours of operation outside my normal working hours. Loop route in airport complex is not near my place of work.” – Worker • “Buses will still get caught up in airport congestion.” – Worker • “Travel times might still not be significantly better than driving” – Worker • “I still have to get to New Lynn and there is no parking there so better for me to drive to work” – Worker • “Does not really help me from my location, would more than double the time it takes me to get to work.” - Worker

NOTES:
Source: Is there anything that you think is particularly positive or good or negative or discouraging about the proposed public transport solutions that could be available by 2020?

The 2020 airport area plans are generally accepted by workers and there is interest in Westney Road route

Travel to Auckland Airport Employment Area
Around 2020/2021



- * S&B Airport route from Onehunga is replaced by an extension of Silverdale route, but it terminates at International Terminal. Uses same bus stops
- * Eliminates bus loop with some new bus only roads that avoid congestion
- * All routes begin at Domestic Terminal and end at International Terminal after completing full run
- * Possible New Westney Road Route for employment areas, proposed bus stops shown
- * All buses now go down George Ball Memorial Drive, not Leonard Road where S&B work

- The proposed Westney road bus was seen as useful to service the businesses along the route
 - Mentions that two schools create major localised traffic jams between 2pm-4pm which would gridlock buses. Potential to look at school bus solutions to help with this issue?
- If the new bus pattern is likely to improve traffic flow and regularity of buses, workers are positive towards it
- Quite hard for workers to imagine how the bus flow would work; desire for very clear signage and information at bus stops
- Although workers in the groups were not affected, having to interchange is a strong barrier to using public transport – generally changing twice is not accepted – which may limit people from South using public transport to get to Airport Oaks
- Nixon Road bypass well received



*“Got 2 Muslim schools there on that road. Can’t get out onto road. Nightmare. You’d need a bus lane, especially on Fridays.”
Shift (Westney bus route)*

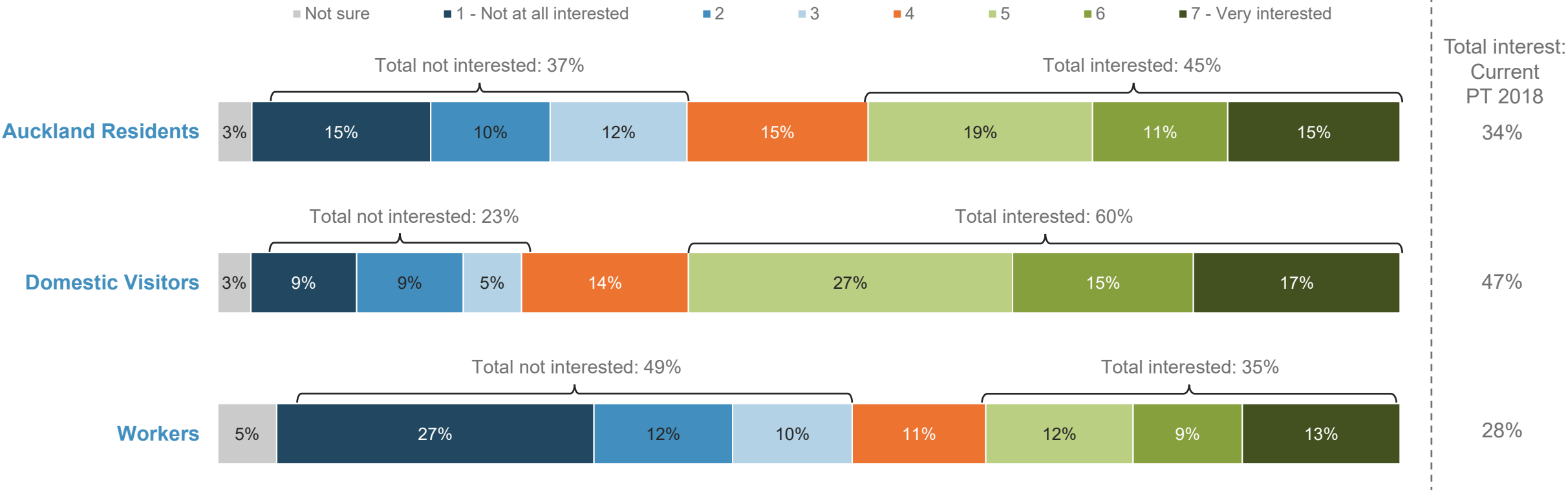
“There are heaps of workers down there...it would reduce congestion.” Office

(Nixon Road bypass) “I think that’s pretty cool and hope it goes ahead quickly because the precinct itself will be less clogged.” Office

Interest in using public transport to and from the airport increases among all groups when presented with the short to medium term solutions

Interest in using proposed short to medium term public transport solutions

Excludes general PT rejecters

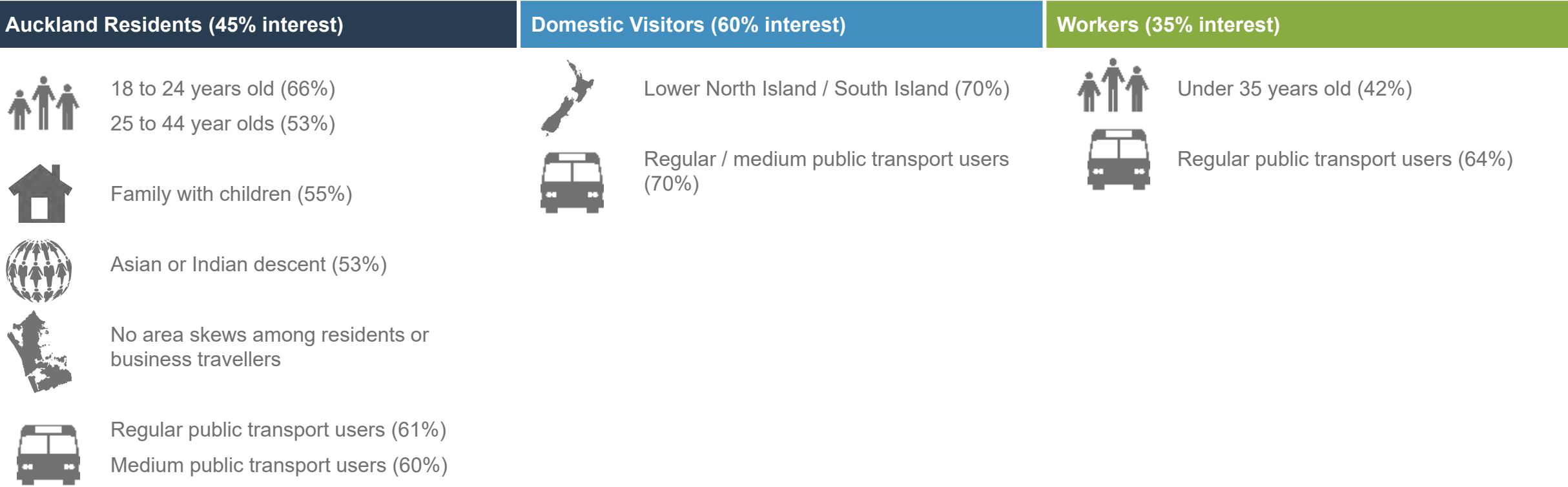


NOTES:
Base: Auckland Residents n = 752, Domestic Visitors n = 149, Workers n = 682
Source: How interested would you be in using public transport to travel to or from Auckland Airport once the proposed solutions are available?

Interest in the proposed solutions is higher among regular public bus users in general and younger Auckland residents (under 45 years) and workers (under 35 years)

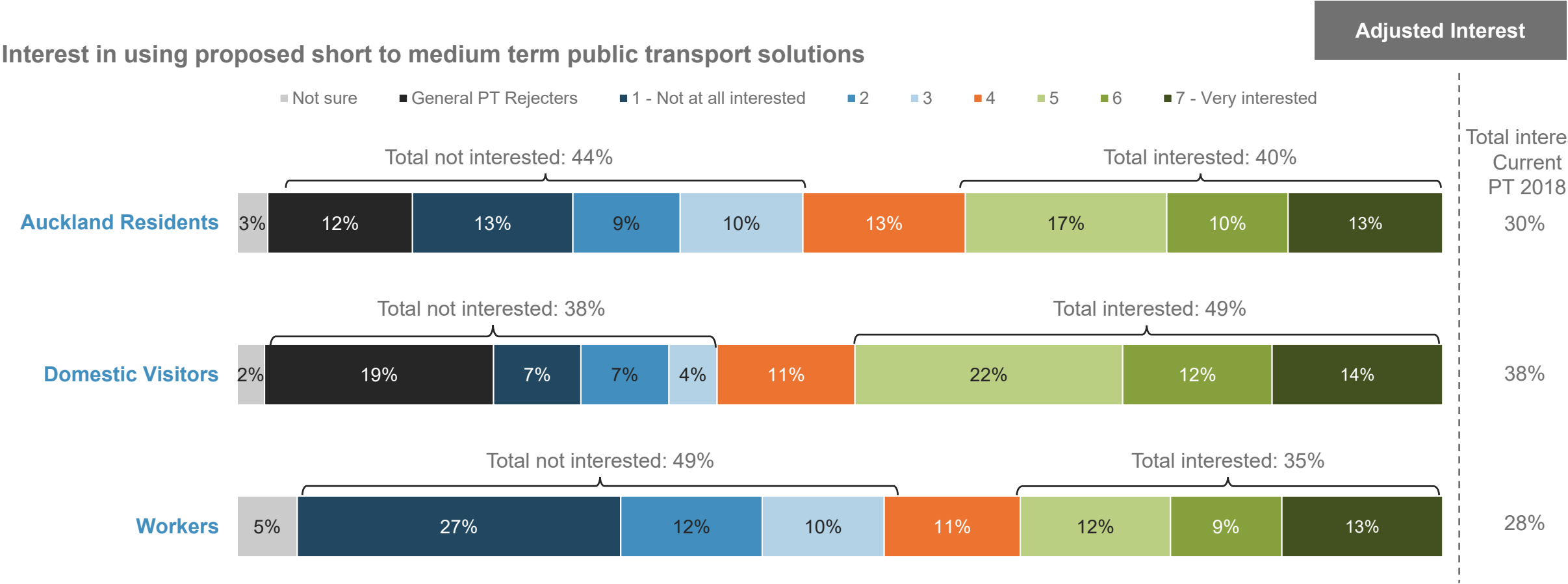
Groups which are more interested in using proposed short to medium term public transport solutions⁽¹⁾

Excludes general PT rejecters



NOTES:
1. Interested = Rated 5 to 7 on a 7 point scale where 1 = 'Not at all interested' and 7 – 'Very interested'
Source: How interested would you be in using public transport to travel to or from Auckland Airport once the proposed solutions are available?

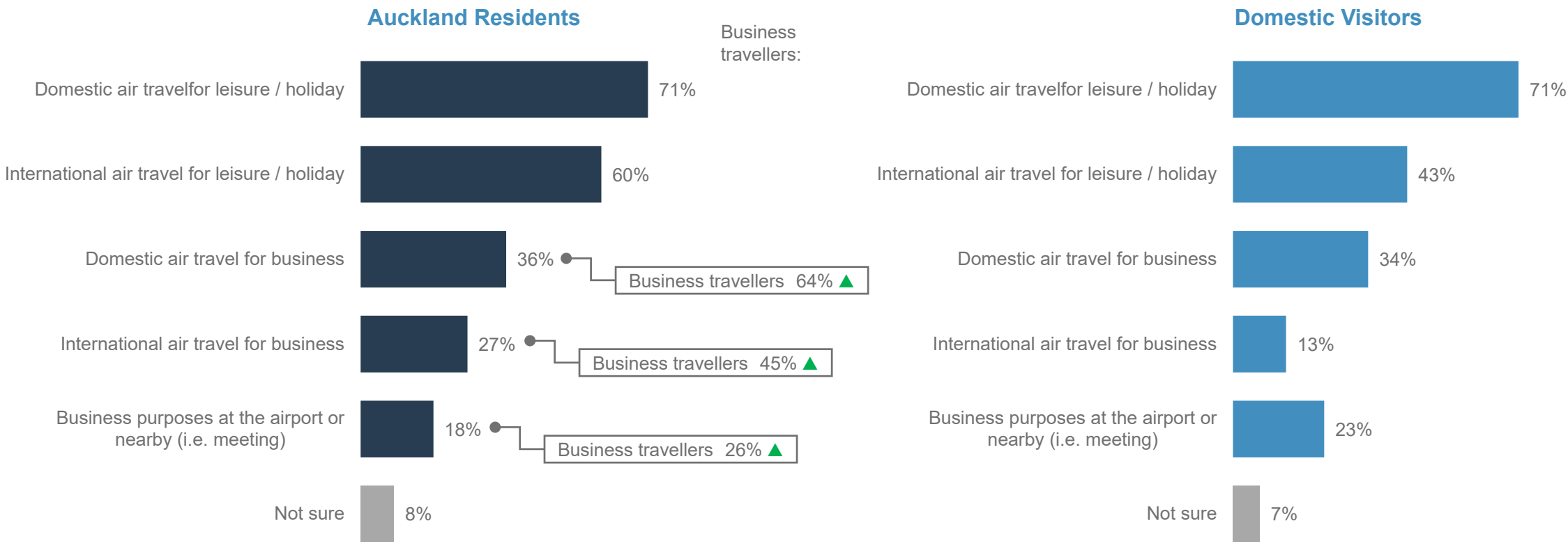
Once adjusted to include general public transport rejecters, interest in using the short to medium term solutions is similar among both Auckland residents and workers



NOTES:
Base: Auckland Residents n = 752, Domestic Visitors n = 149, Workers n = 682
Source: How interested would you be in using public transport to travel to or from Auckland Airport once the proposed solutions are available?

Although short term public transport solutions are most likely to be used for holiday travel, business travellers interested in using public transport show strong interest in this option for business use

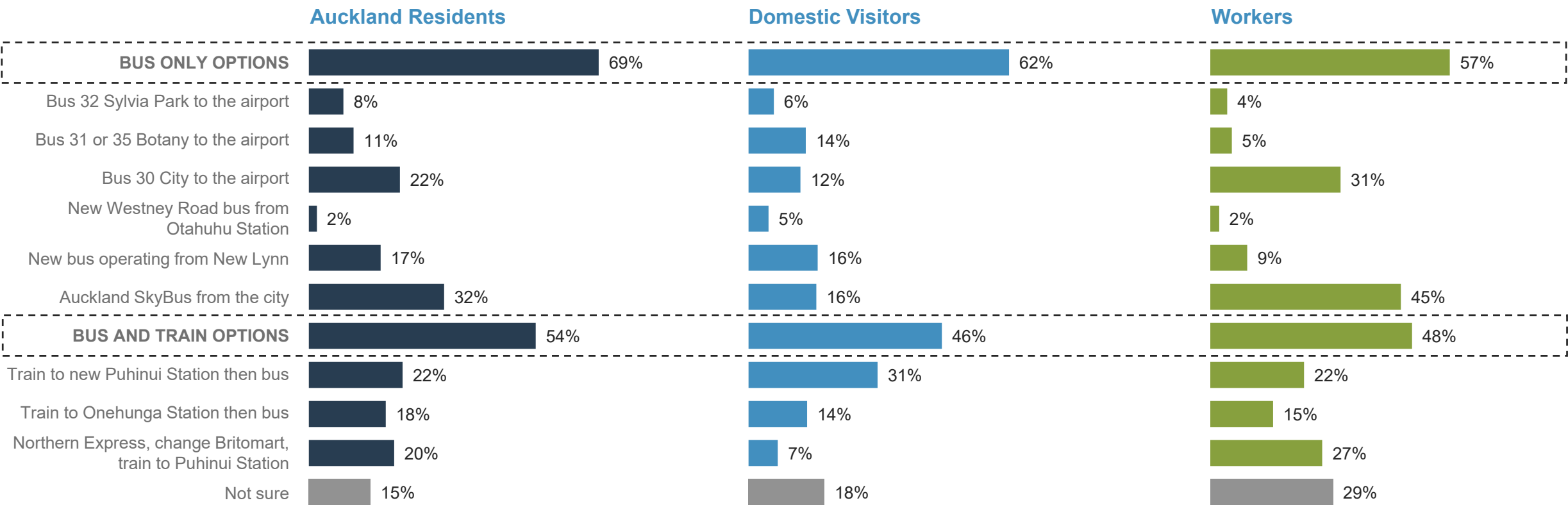
When most likely to use public transport options to travel to and from Auckland Airport (among those rating interest 4 to 7) ⁽¹⁾



NOTES
 1. : Interested rated on a 7 point scale where 1 = 'Not at all interested' and 7 – 'Very interested'
 Base: Interest rated as 4 to 7; Auckland Residents n = 430, Domestic Visitors n = 111
 Source: When would you be most likely to use public transport to travel to and from Auckland Airport once the proposed solutions are available?

Interest in using train and bus combinations to get to and from the airport is almost as high as using bus only options

Public transport options most likely to use (among those rating interest 4 to 7)

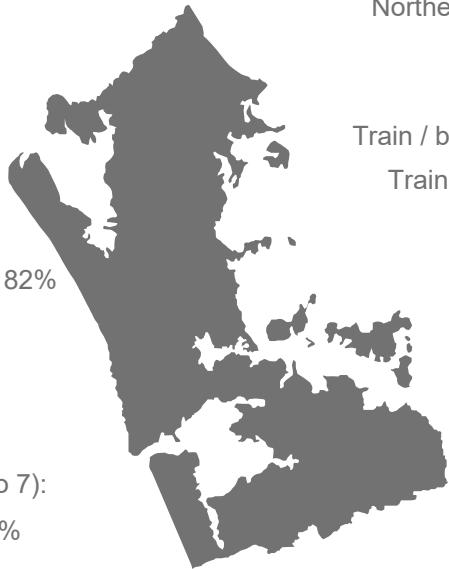


NOTES:
 1. Interested rated on a 7 point scale where 1 = 'Not at all interested' and 7 – 'Very interested'
 Base: Interest rated as 4 to 7; Auckland Residents n = 429, Domestic Visitors n = 107, Workers n = 316
 Source: Which of the following public transport options would you be most likely to use to travel to and or from Auckland Airport if available?

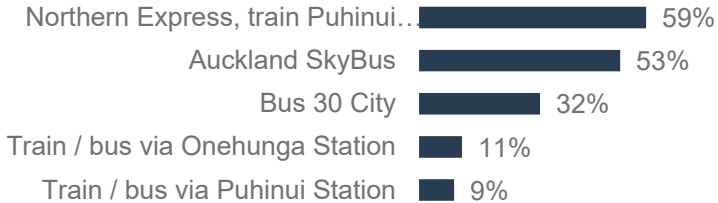
Residents living in most areas would consider a range of options however the new bus from New Lynn is strongly favoured by West Auckland residents

Public transport option most likely to use (among those rating interest 4 to 7) – **Auckland Residents** by area⁽¹⁾

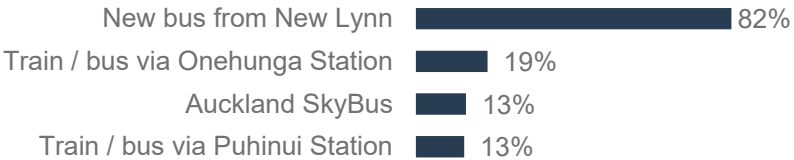
Excludes general PT rejecters



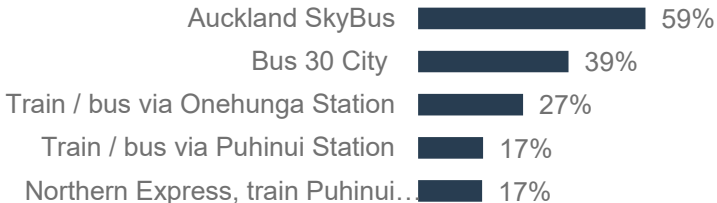
North Auckland residents (56% rating interest as 4 to 7):



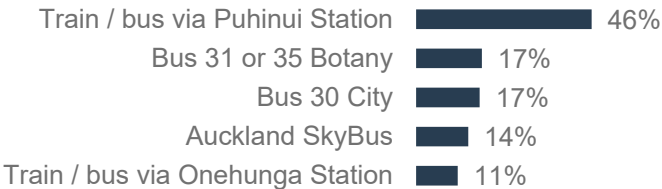
West Auckland residents (63% rating interest as 4 to 7):



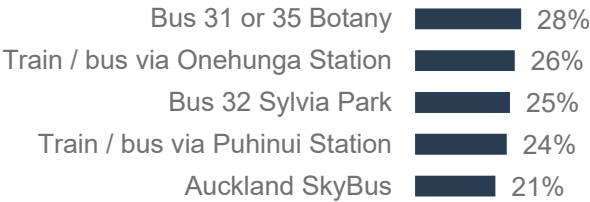
Central Auckland residents (67% rating interest as 4 to 7):



South Auckland residents (60% rating interest as 4 to 7):



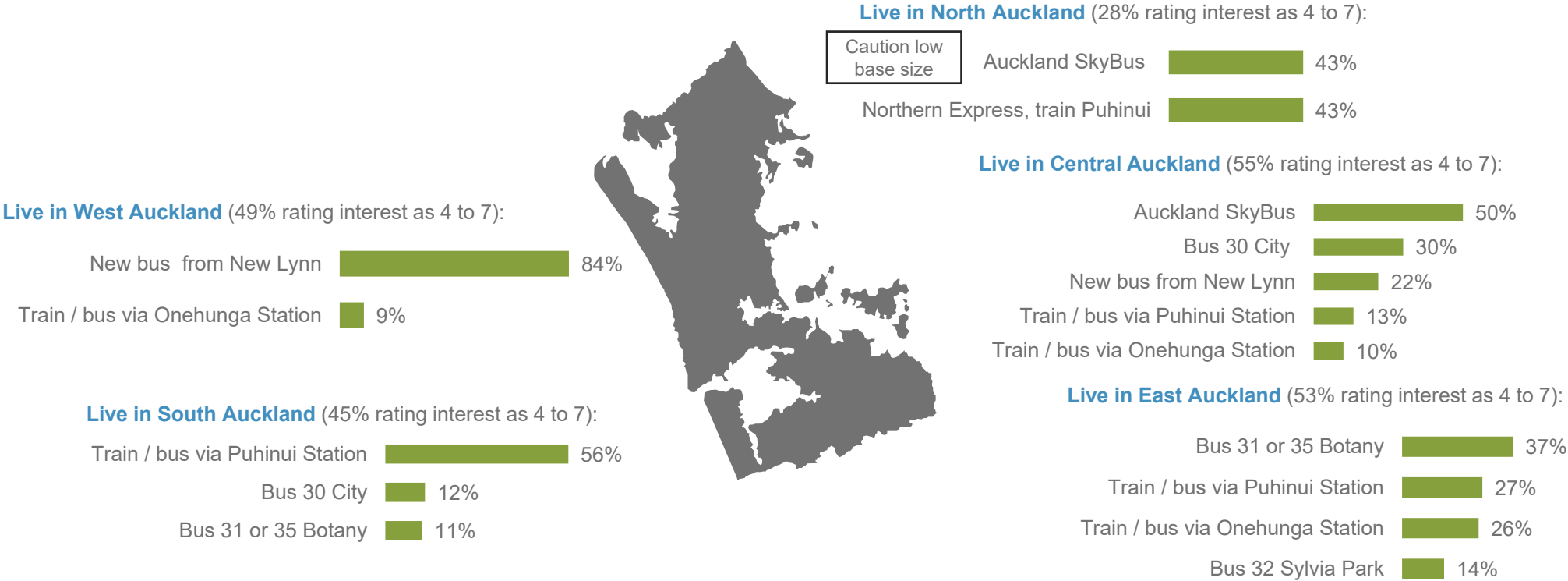
East Auckland residents (58% rating interest as 4 to 7):



NOTES:
1. Interested rated on a 7 point scale where 1 = 'Not at all interested' and 7 – 'Very interested'
Base: Interest rated as 4 to 7; Auckland Residents – North Auckland n = 107. West Auckland n = 81, Central Auckland n = 86,. East Auckland n = 85, South Auckland n = 70
Source: Which of the following public transport options would you be most likely to use to travel to and or from Auckland Airport if available?

Similarly, workers living in West Auckland favour the new bus from New Lynn while those living in South Auckland are most likely to travel by train then bus via the new Puhinui Station

Public transport option most likely to use (among those rating interest 4 to 7) – **Workers** by area⁽¹⁾



NOTES:
1. Interested rated on a 7 point scale where 1 = 'Not at all interested' and 7 = 'Very interested'
Base: Interest rated as 4 to 7; Auckland Residents – North Auckland n = 21. West Auckland n = 45. Central Auckland n = 60, East Auckland n = 78, South Auckland n = 107
Source: Which of the following public transport options would you be most likely to use to travel to and or from Auckland Airport if available?

For residents who would prefer to connect at Onehunga rather than Puhinui the main reasons are Onehunga being closer, a more direct route and more familiar

Reasons for preferring to connect at Onehunga rather than Puhinui – among those only selecting Onehunga connection

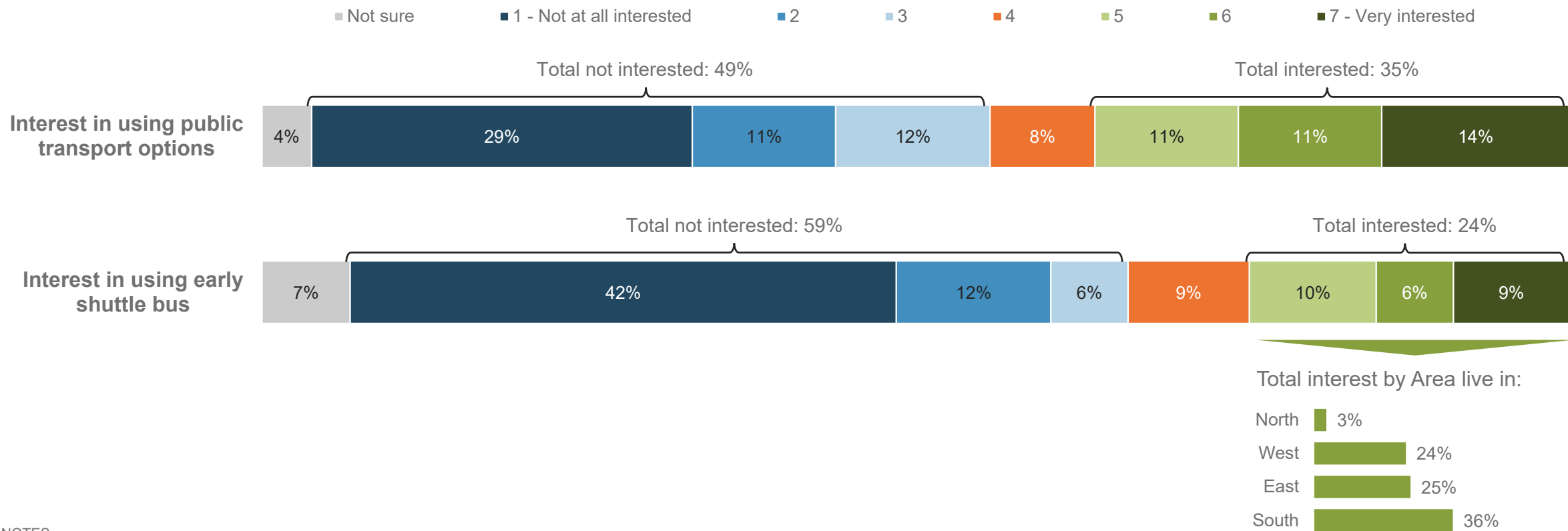
- “I live closer to Onehunga and trains go to Onehunga that I'm more familiar with” – Resident, Albany
- “It would be faster via Onehunga from the city centre” – Resident, Waitemata and Gulf
- “From my point of departure it seems the most direct and most time efficient.” – Resident, Waitemata and Gulf
- “More familiar with Onehunga area. With more information available and reviews would consider the latter” – Resident, Waitemata and Gulf
- “I am much closer to Onehunga than Papatoetoe” – Resident, Albert-Eden-Roskill
- “It's further out for me. It would take longer from where I live” – Resident, Albert-Eden-Roskill
- “I am familiar with the bus stop at Onehunga” – Resident, Albert-Eden-Roskill
- “Simply because it's less far to travel and I would have to change trains (from the western line) to reach either station.” – Resident, Whau
- “It is closer to where I live” – Resident, Whau
- “I know where Onehunga station is” – Resident, Waitakere
- “Work close to Onehunga” – Resident, Waitakere
- “I'm not sure where Puhinui is, and Onehunga is relatively close to where I live.” – Resident, Maungakiekie-Tamaki
- “I don't know where Puhinui is. I'm familiar with Onehunga.” – Resident, Maungakiekie-Tamaki
- “This is the suburb that I live in and is more direct to the Airport than Puhinui for me” – Resident, Maungakiekie-Tamaki
- “Familiar with Onehunga” – Resident, Maungakiekie-Tamaki
- “I live in Onehunga and would rarely go to Puhinui” – Resident, Maungakiekie-Tamaki

NOTES:

Source What are the main reasons that you would prefer to connect with a bus at Onehunga rather than with a bus at Puhinui?

Among Workers with early shift starts, there is moderate interest in using an early shuttle bus among those living in South Auckland and, to a lesser extent, East and West Auckland

Interest in using an early shuttle bus from Manukau or Puhinui stations - among **Workers** with midnight to 6am shift starts



NOTES:
Base Workers with midnight to 6 am shift starts n = 237
Source: Auckland Transport is considering early shuttle buses for shift workers to the airport before regular bus services begin at 5.30am. These would start at Manukau or Puhinui Stations. Regular public transport would be used to return home at the end of your shift. If a shuttle bus was available, how interested would you be in using it to get to the airport area for early shifts?

7

Puhinui Interchange

Although some Auckland residents have reservations about the safety of Puhinui station, there is a very positive response to proposed station design

Interchanges



Interchanges will include: toilets, covered walkways, good signage

- There was positive reaction to the interchange visuals as seen to be attractive and modern
- However the current Puhinui station has perceptions of being unsafe (due to general South Auckland associations), and some participants have experienced feeling unsafe
- Given this, for many Aucklanders it will take substantial communication to convince them to use an upgraded station due to the strength of negative associations
 - Potentially renaming the station e.g. 'Puhinui-Airport' might be helpful to signal a major shift
- Those who have experienced using a high quality station (such as Otahuhu or Panmure) have a better understanding of what the new Puhinui station would be like, and tend to be more open to using it



"That station is one of the most unsafe in Auckland." South

"Last time I took a train in South Auckland it was creepy, even at midday. Isolated, no real information. No facilities, wasn't clean, no security." Wellington, leisure

"It's modern, looks nice. Having an amazing building would lift the area." Botany

"I think if the Puhinui station was at the quality of the Otahuhu station it would make a huge difference. Otahuhu is beautiful, it's really well done." East

An airport interchange station is expected to have a range of facilities, provide comfort and safety, as well as have strong airport branding

Interchanges



Interchanges will include: toilets, covered walkways, good signage

- **Safety:** Primarily through staff presence but also via security cameras and general design
- **Parking:** Some very close 5 to 10 min drop zones, and slightly further away 60 min pick up zones. Plus taxi rank
- **Airport vibe:** Having airport departure / arrival information, clear airport branding and signage, plus a specific area designated for airport travellers / their friends and family
- **Clear signage and ease of use:** Clear floor markings to show route to airport bus from train, live bus departure information, easy ticketing, staffed kiosk for queries
- **Facilities:** Toilets (including baby changing), accessible, seats, café, ideally Wi-Fi and power points, lifts/escalators. for luggage. Strong barriers to checking in luggage exist
- **Quality:** Clean, modern, spacious



"Shelter, coffee shop so you can sit down, good information, any delays. Good if there's flight info. Entertainment to occupy the kids. A few short term 5 min parks, and longer term further on – like at the airport (Waitzone)." Botany

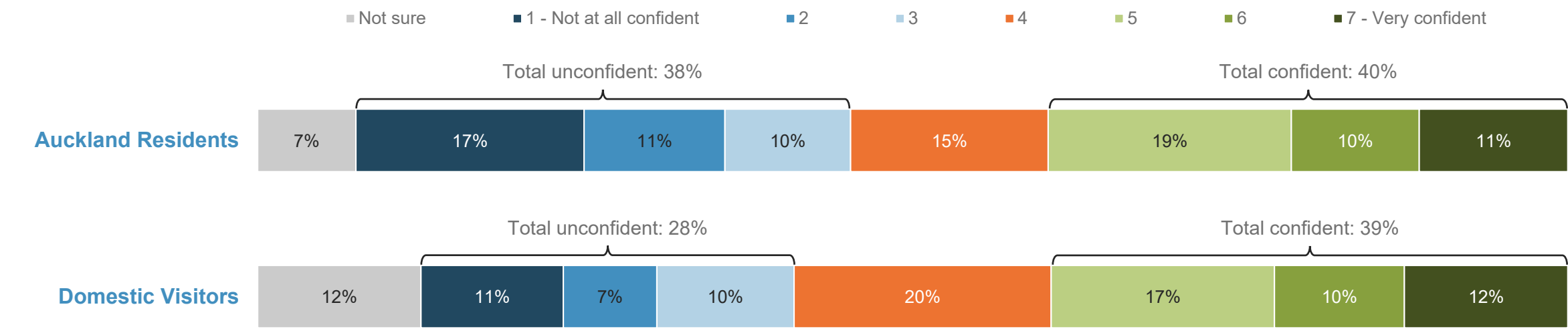
"Escalators so if you have luggage you aren't faced with stairs." East

"Eating places, security, place to relax, maybe some nice outdoor seating areas." North

"Lost luggage. It would be nerve-wracking. But amazing." Wellington leisure

Auckland residents and domestic visitors are mixed in their confidence to use an interchange such as Puhinui to connect between buses and trains

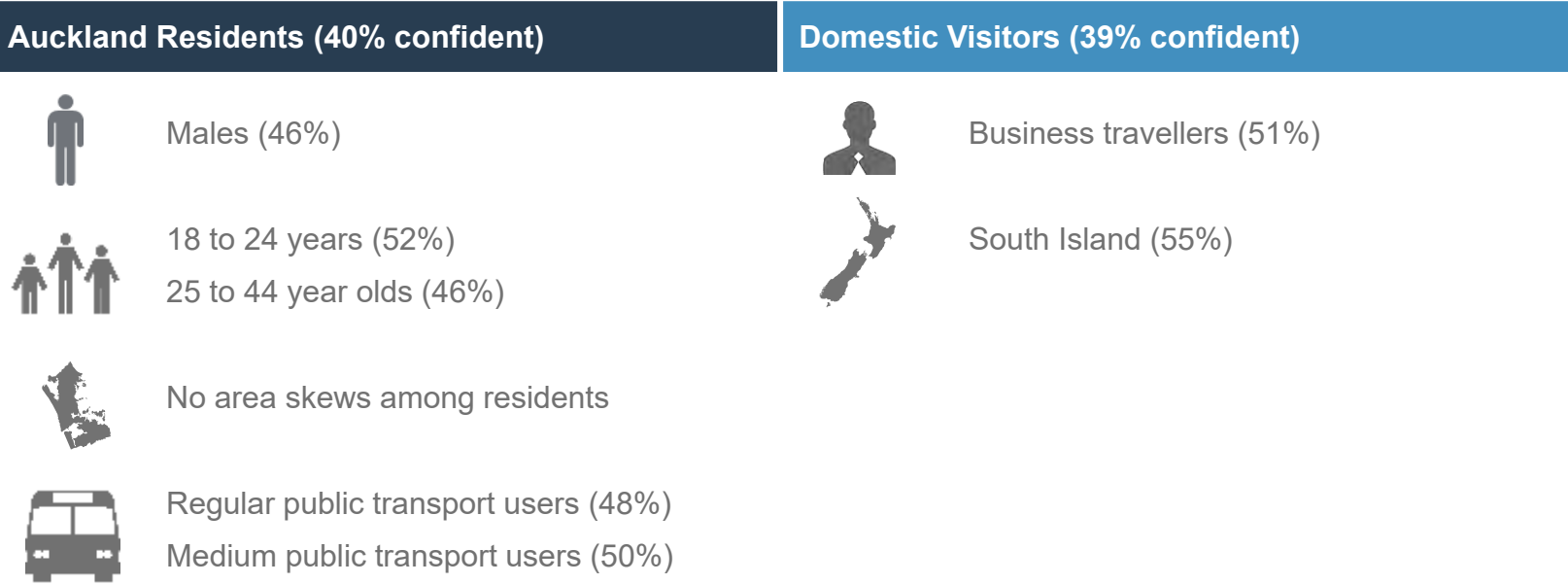
Overall confidence in ability to use an interchange such as Puhinui



NOTES:
Base: Auckland Residents n = 752, Domestic Visitors n = 149
Source: Overall, how confident do you feel in your ability to use an interchange such as Puhinui, either as a connection between buses or trains or as a location to catch an airport bus?

Among Auckland residents, regular / medium public transport users, males and those aged under 45 years are most confident in their ability to use an interchange

Groups which are more confident in their ability to use an interchange like Puhinui Station⁽¹⁾



NOTES:
1. Confident = Rated 5 to 7 on a 7 point scale where 1 = 'Not at all confident' and 7 – 'Very confident'
Source: How interested would you be in using public transport to travel to or from Auckland Airport once the proposed solutions are available?

Although Puhinui looks safe, comfortable and modern from the information shown to respondents, the safety of the area and ease of using an interchange are a concern for some

Unprompted positive and negative aspects of proposed Puhinui Station interchange – Selection of comments from Residents and Domestic Visitors

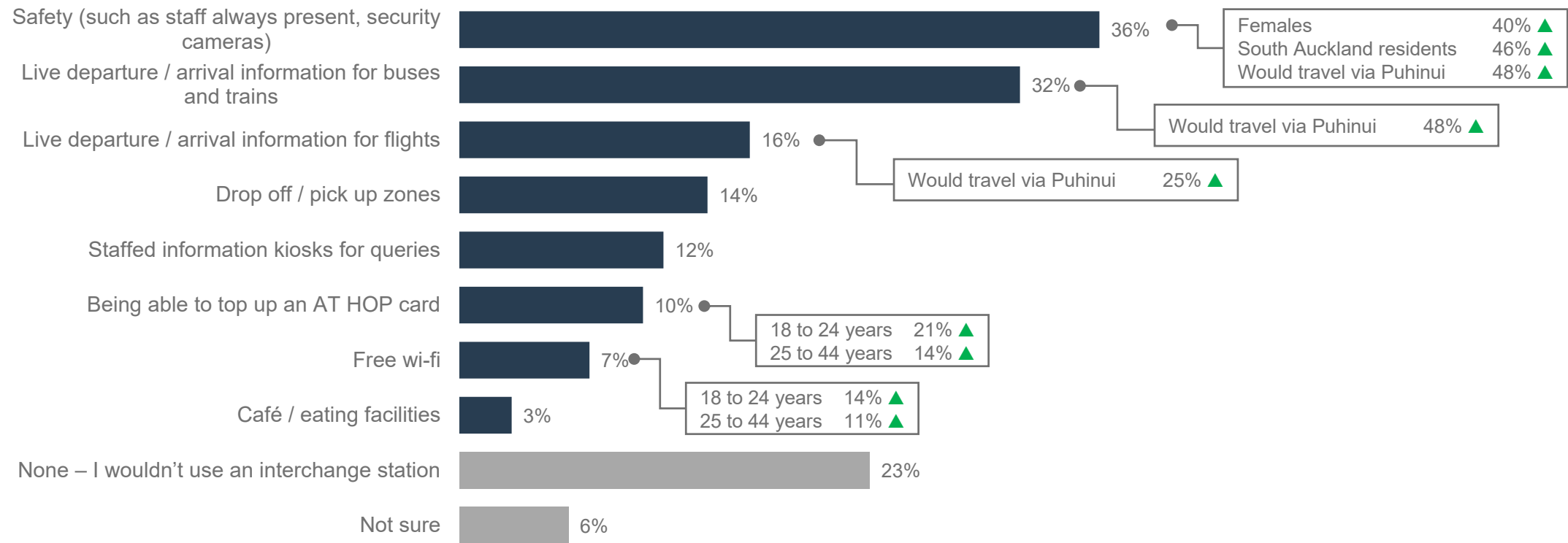
Positives	Negatives
• “Looks good, safe design, creates much better connection between city & south” – Resident • “Looks inviting and more official. Good for people new to it who may worry about where they are meant to go” – Resident • “Makes good use of the space at Puhinui” – Resident • “Great improvement on existing Papatoetoe interchange” – Resident • “Seems safer and more comfortable for passengers” – Resident • “Will be a good boost for the area and make the current need to change at Puhinui more safe and more appealing.” – Resident • “Looks customer safe, well lit and security conscious.” – Resident • “Well designed and comfortable stations would encourage more to use them” – Resident • “Modern and nice sounding amenities” – Domestic visitor • “Look goods! Providing it has all the facilities to accommodate an influx of people. Clear signage is a MUST!” – Domestic visitor • “Modern. clean terminal. Convenient location.” – Domestic visitor	• “Have you been to Puhinui after dark - it's not safe nor is it close to where I live” – Resident • “How safe is that place during the night time?” – Resident • “Needs to have more than just interchange - add wifi, cafe, security and taxi stand” – Resident • “Not as easy when lots of luggage or travel with smaller kids” – Resident • “Would need my car to get to the station and I would never leave my car there” – Resident • “Not easy to park if I choose to drive to the interchange” – Resident • “Will there be enough space for short / long term parking at affordable rates?” – Resident • “May confuse people which bus should they take where” – Resident • “Inconvenient for one-off travel with heavy luggage from most suburbs” – Domestic visitor • “Will there be people to help anyone who isn't sure?” – Domestic visitor • “I get worried about security and safety “ – Domestic visitor

NOTES:

Source: Is there anything that you think is particularly positive or good or negative or discouraging about the proposed new Puhinui Station interchange?

Safety and live departure / arrival information are the most important factors in encouraging use of an interchange, particularly among residents interested in travelling via Puhinui

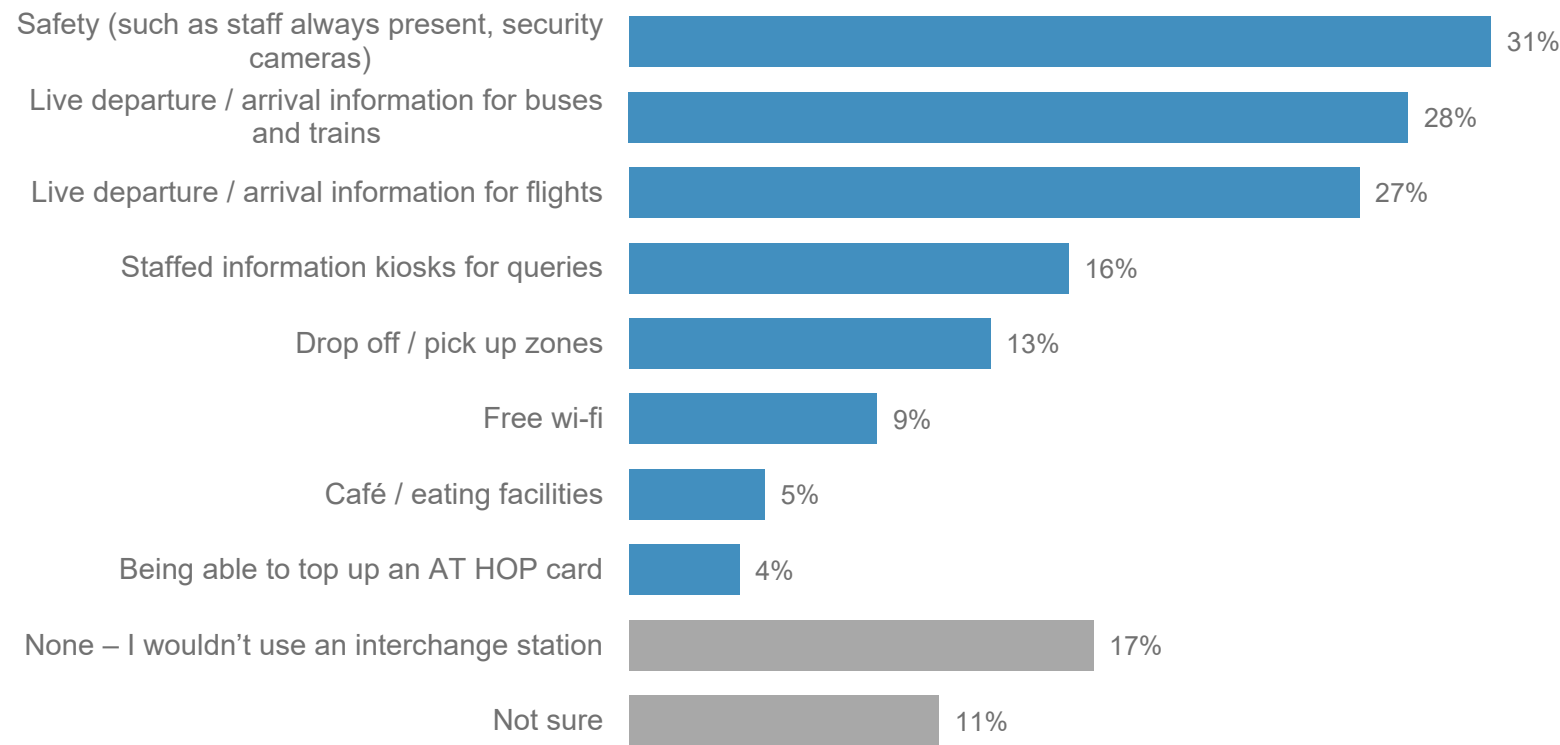
Two most important factors in encouraging use of an interchange such as Puhinui – among **Auckland Residents**



NOTES:
 Base: Auckland Residents n = 752
 Source: Which would be the two most important factors in encouraging you to use an interchange station such as Puhinui?

Safety and live departure / arrival information, including flight information, are also the most encouraging factors for domestic visitors

Two most important factors in encouraging use of an interchange such as Puhinui – among Domestic Visitors



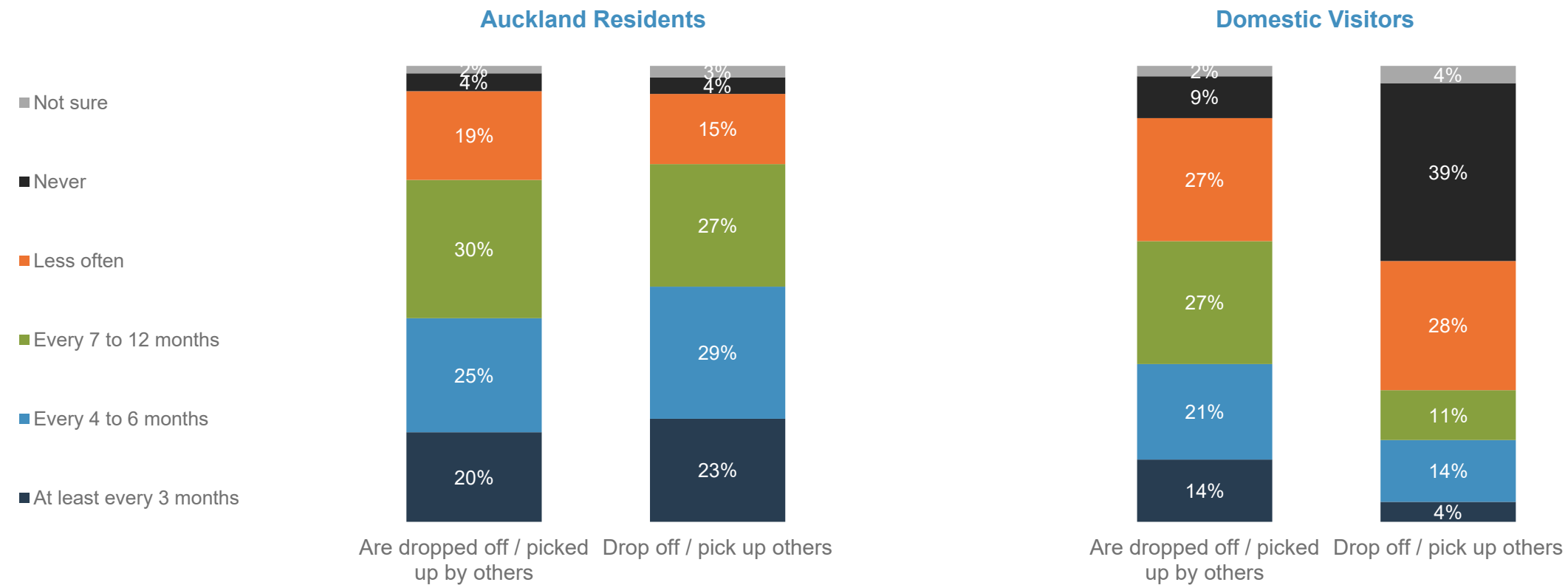
NOTES:
Base: Domestic Visitors n = 149
Source: Which would be the two most important factors in encouraging you to use an interchange station such as Puhinui?

8

Meet and Greet

Auckland residents are regularly either being dropped off or picked up at the Auckland Airport themselves or are dropping off or picking up others

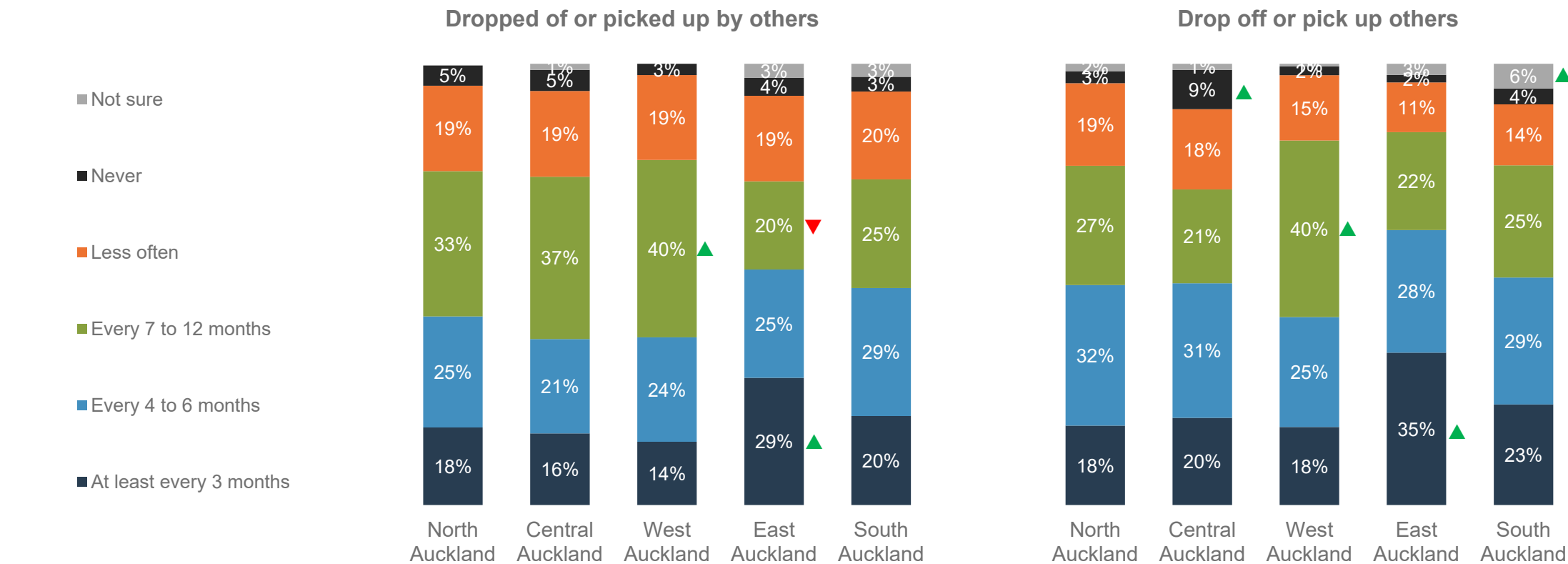
Frequency of dropping off or picking up at the Auckland Airport



NOTES:
Base: Auckland Residents n = 752, Domestic Visitors n = 149
Source: How often are you dropped off or picked up by others at Auckland Airport? How often do you drop off or pick up others at Auckland Airport?

East Auckland residents are most frequently engaged in dropping off / picking up at the Auckland Airport but this activity is common across all Auckland

Frequency of dropping off or picking up at the Auckland Airport – **Auckland Residents** by area



NOTES:
 Base: Auckland Residents; North Auckland n = 205, Central Auckland n = 132, West Auckland n = 133, East Auckland n = 157, South Auckland n = 125
 Source: How often are you dropped off or picked up by others at Auckland Airport? How often do you drop off or pick up others at Auckland Airport?

The following description of 'Meet and Greet' services was provided to survey respondents:

Proposed new 'Meet and Greet' services would provide an alternative option to dropping off or picking up travellers at Auckland Airport.

'Meet and Greet' services would provide a comfortable environment for travellers and could be in stations such as New Lynn, Sylvia Park and Botany. Travellers would use a single direct bus to get to and from the 'Meet and Greet' station and the airport.

‘Meet & Greets’ are seen to reduce airport congestion and travel time for those picking up / dropping off but they are also less personal, means less time with visitor and are less convenient with luggage, children, elderly and after long flights

Unprompted positive and negative aspects about the idea of ‘Meet and Greet’ places– Selection of comments from **Residents** and **Domestic Visitors**

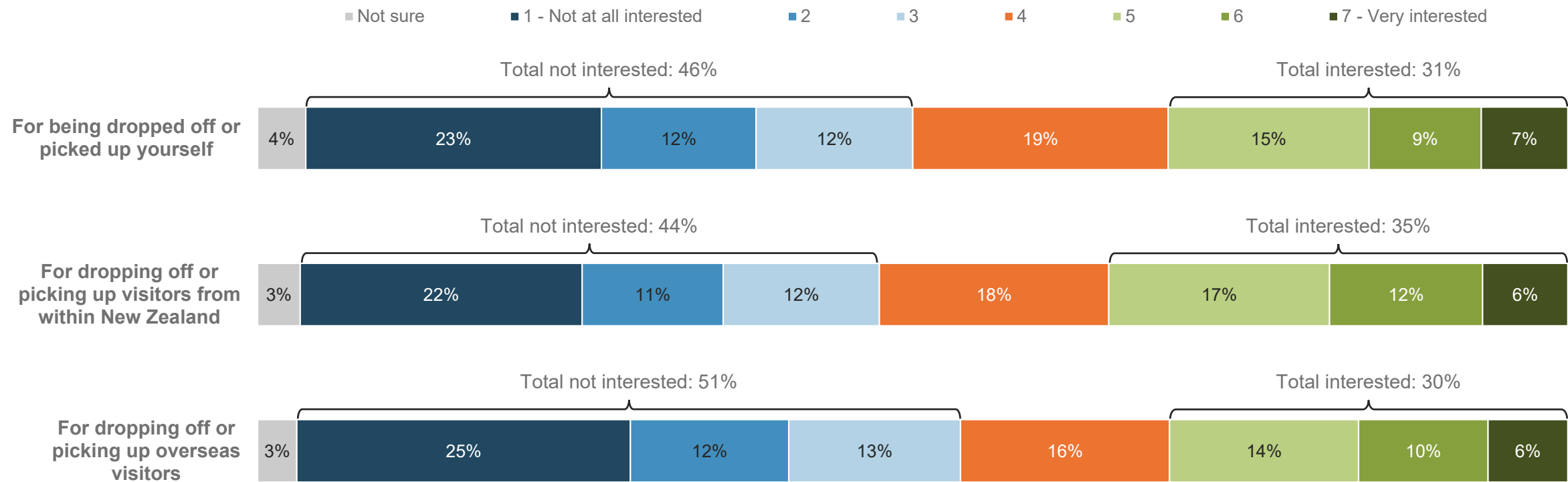
Positives	Negatives
• “Convenient if living a long way from the airport” – Resident • “Saves the trip into the airport and parking” – Resident • “It puts less of a load on the airport drop off area” – Resident • “Good idea to avoid the increasing traffic at the airport itself” – Resident • “Reduces traffic to airport. Good for people who are confident” – Resident • “A closer location to pick up someone away from the airport chaos” – Resident • “Could be a convenient option at peak traffic times” – Resident • “Gets people and traffic away from an already congested airport” – Domestic visitor • “Removes the chaos from arrivals / departures at the airport” – Domestic visitor • “Great idea! Saves time and money for the person picking up and dropping off” – Domestic visitor • “Less traffic and distance to travel for person picking up” – Domestic visitor • “Could save on travel and inconvenience for the person doing the picking up” – Domestic visitor	• “Less convenient, especially with luggage, plus increased travel time” – Resident • “Would miss the feel of the airport welcome. Less personal” – Resident • “When you get off a flight the last thing you want to do is wait for a bus, lug all your bags on and off and delay getting home” – Resident • “When pick up / drop off family I want to be with them longer” – Resident • “More congestion at stations like New Lynn as you need to park” – Resident • “Feel awkward asking people to use it especially the old and the young (i.e. teens) as it's a bit of a hassle, less personal, less safe - would make them feel like we didn't care much about them” – Resident • “Difficult for travellers with a lot of luggage / young family” – Domestic visitor • “Can be tiring after a long flight or with children / elderly” – Domestic visitor • “Having to take luggage. Having to sit around waiting. Would there be enough parking for people to wait if flights are delayed?” – Domestic visitor • “Possible long transit Having to wait longer or spend less time with loved ones” – Domestic visitor

NOTES:

Source: Based on the information provided, is there anything that you think is particularly positive or good or negative or discouraging about the idea of “Meet and Greet” places at main bus or train stations?

Although there is mixed interest among Auckland Residents for using ‘Meet and Greet’ places, around one in three are interested in this option

Interest in using ‘Meet and Greet’ places – among **Auckland Residents**



NOTES:
Base: n = 752
Source: Overall how interested are you in using 'Meet and Greet' places at main bus or train stations to either be dropped off or picked up yourself, or to drop off or pick up other Visitors?

There are few demographic differences however West Auckland residents and the under 25's generally have higher interest in using 'Meet and Greet' places to drop off and pick up

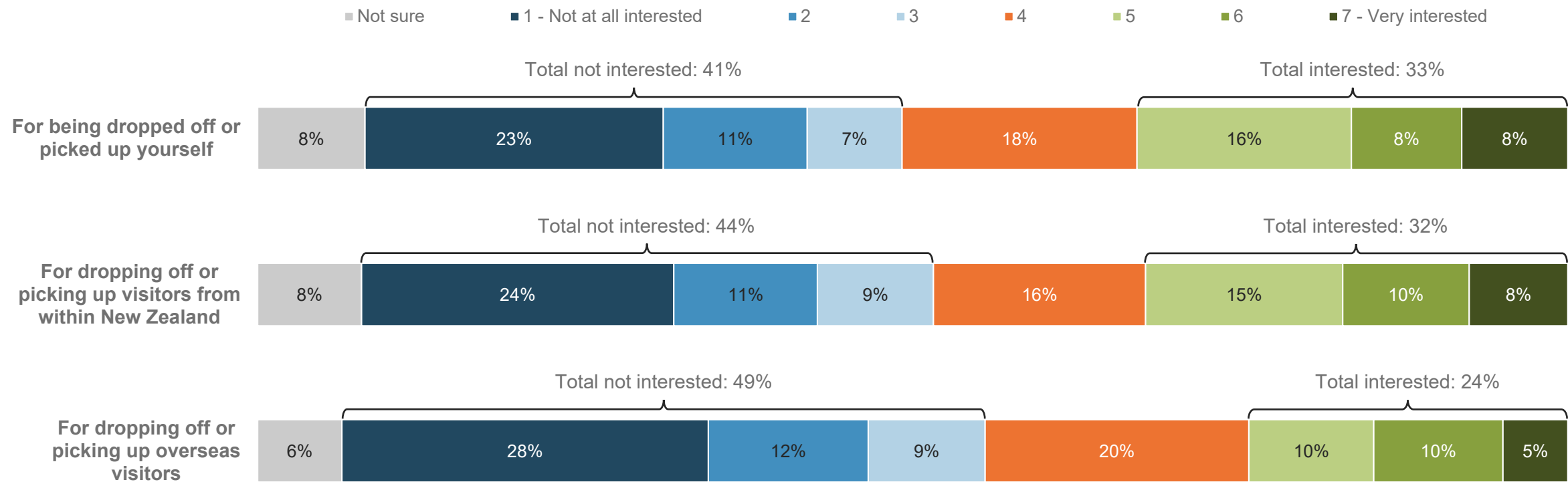
Auckland Residents more interested in using 'Meet and Greet' places⁽¹⁾

For being dropped off or picked up yourself (31%)	For dropping off or picking up visitors within New Zealand (35%)	For dropping off or picking up overseas visitors (30%)
 West Auckland residents (45%)	 18 to 24 years (46%)	 18 to 24 years (43%)
 Regular public transport users (38%)	25 to 44 years (40%)	 West Auckland residents (42%)
 Medium public transport users (41%)	 Families with children (40%)	
 Dropped off or picked up by others at least every 3 months (37%)	 West Auckland residents (47%)	
	 Drop off or pick up others at least every 3 months (42%)	

NOTES:
1. Interested = Rated 5 to 7 on a 7 point scale where 1 = 'Not at all interested' and 7 – 'Very interested'
Source: Overall how interested are you in using 'Meet and Greet' places at main bus or train stations to either be dropped off or picked up yourself, or to drop off or pick up other Visitors?

Interest in using ‘Meet and Greet’ places is also mixed among domestic visitors but, similar to Auckland residents, around one in three are interested in this option

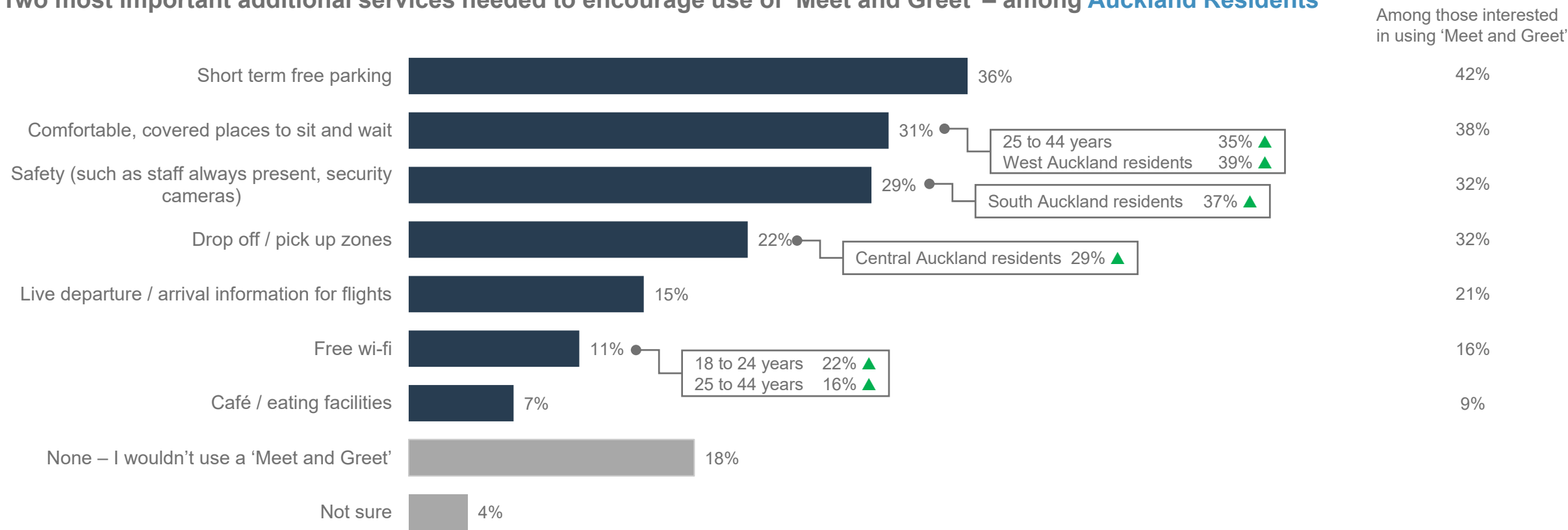
Interest in using ‘Meet and Greet’ places – among Domestic Visitors



NOTES:
Base: n = 149
Source: Overall how interested are you in using 'Meet and Greet' places at main bus or train stations to either be dropped off or picked up yourself, or to drop off or pick up other Visitors?

Providing short term free parking, comfortable places to wait and good safety will be important to encourage use of ‘Meet and Greet’ places among Auckland residents

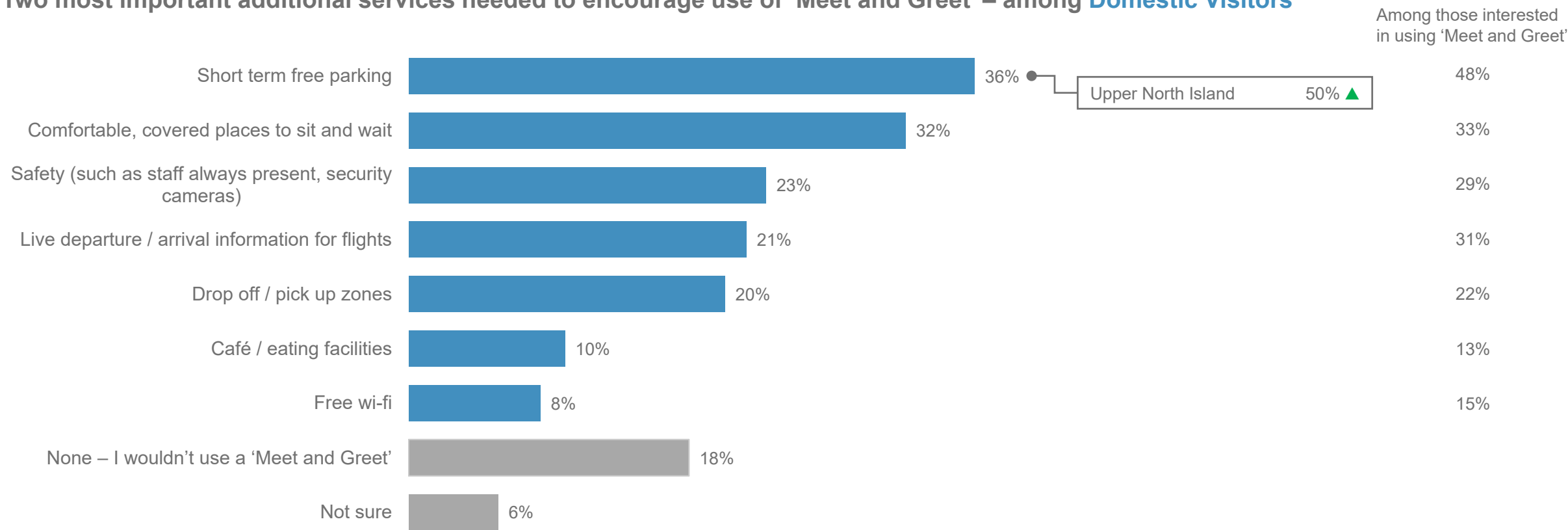
Two most important additional services needed to encourage use of ‘Meet and Greet’ – among **Auckland Residents**



NOTES:
 Base: Auckland Residents n = 752, Those interested in using a Meet and Greet for any reason (rated as 5 to 7) n = 285
 Source: ‘Meet and Greet’s will be located at main bus and train stations so they will provide covered platforms, toilets and live departure and arrival information for buses and trains. Which are the two most important additional services needed to encourage you to use a ‘Meet and Greet’ station?

The availability of short term parking is also important to encourage use among domestic visitors, particularly those living in the upper North Island

Two most important additional services needed to encourage use of 'Meet and Greet' – among Domestic Visitors



NOTES:
Base: Domestic Visitors n = 149, Those interested in using a Meet and Greet for any reason (rated as 5 to 7) n = 54
Source: 'Meet and Greet's will be located at main bus and train stations so they will provide covered platforms, toilets and live departure and arrival information for buses and trains. Which are the two most important additional services needed to encourage you to use a 'Meet and Greet' station?

Most international visitors who were picked up or dropped off at the airport are open to being asked by friends or family to catch a bus from the airport terminal to a bus station instead

Attitude to using Meet and Greet type service - among **International Visitors** who were picked up or dropped off

75%

are positive

15%

are negative

6%

maybe

5%

not sure

- “No problem at all if it was middle of day”
- “No worries, we are flexible”
- “Fine. I am used to public transport but must be clean, safe, quick and every 30 mins max”
- “Happy to, in Germany I use subway daily.”
- “Wouldn't mind as long as the journey is convenient, easy, and straightforward”
- “I use a bus.no problem. Happy with a clean fast service.”
- “It would be good to catch a bus”
- “Happy. Done it fine before”
- “Not happy, because our purpose here is to visit friends and family. Off course, they have to arrange transport for us”
- “Angry , I expect my son to drive me”
- “Not too happy, I come all the way to visit them so I expect them to take me”
- I wouldn't be happy, I travel for 30 hours. They are my family”
- “No, prefer to see them, delays with buses.”
- “Rather be in a car”
- “I would be unhappy if they asked me to use public transport.”
- “Depends a bit, if you come from a long trip prefer loved ones to collect”
- “Maybe okay but generally not”
- “Maybe”
- “Depends on their reason”

NOTES:

Base: International visitors who have been dropped off or picked up by others n = 65

Source: How would you feel if your friend or family member asked you to catch a bus to or from the airport terminal directly to a clean and comfortable bus station near their home, instead of picking you up or dropping you off at the airport?

9

Reactions to longer term solutions (2024 to 2030)

Respondents were given a brief description of light rail and busway systems...

Mass rapid transit options, such as light rail and separated busways to the airport, will become available between 2024 and 2030

Light rail runs on its own dedicated right-of-way and has traffic light priority. It is not affected by other vehicle traffic. Compared to buses it makes fewer stops, is more frequent, travels faster and can transport more people.



A busway operates exactly like light rail, an example is the Northern Express Busway north of Auckland.



...and provided information about routes, time to airport and HOP costs

The services will run every 10 minutes from 5am to midnight with the following duration and costs:

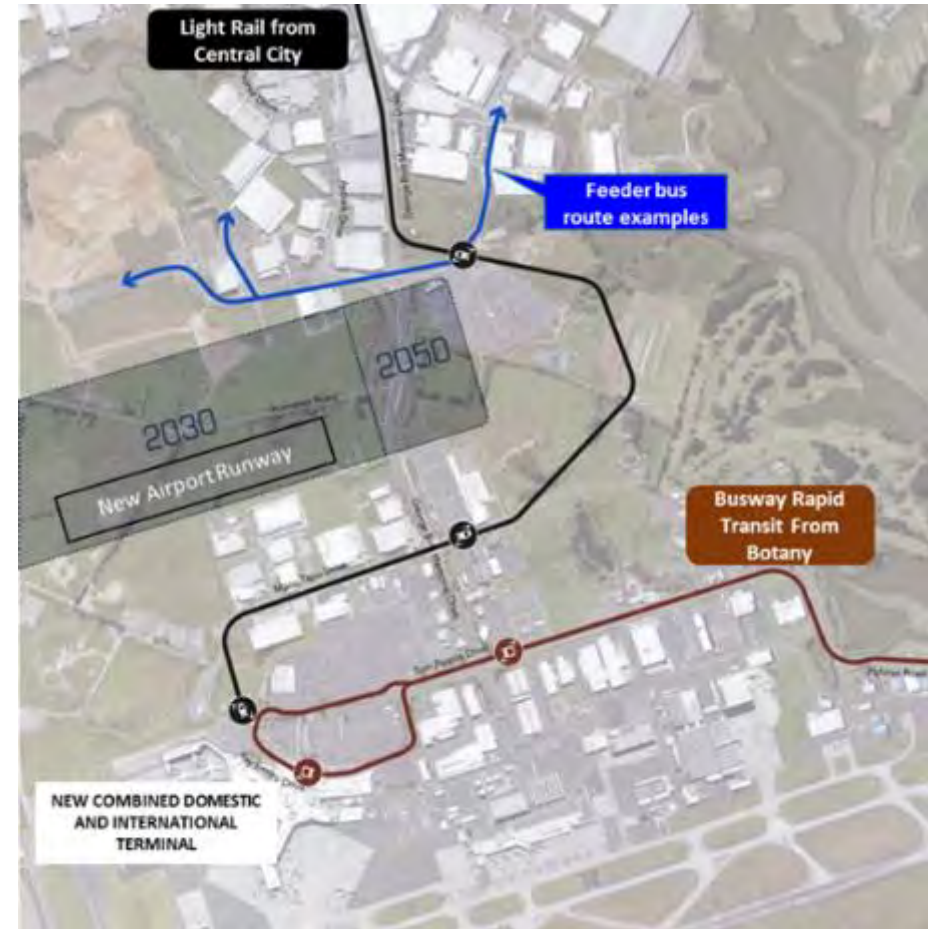
	Expected time to airport	HOP Costs
Light rail from the city (via Dominion Rd)	45 minutes	\$4.80
Busway from Botany	From Botany: 45 mins From Manukau: 20 mins From Puhinui: 15 mins	\$1.90



Information about the proposed feeder buses was also provided to Workers

Rapid transport has limited stops, see map. Feeder buses will be available within the Airport Oaks area.

The new airport runway will be completed in two stages, the first by 2030, extension by 2050. The International and Domestic Airports will be combined on the International site.



There is relatively low initial understanding of light rail and busways; however the level of quality is well received

Mass Rapid Transit Vehicle
Bus and Light Rail examples



- People are a bit uncertain what light rail is (e.g. is it like a tram?) and why Auckland can't have heavy rail airport links instead
- There is also low understanding and initial buy-in (other than North Shore participants) to MRT busway; although can link to North Shore busway, feels like some 'need to see to believe'
- The high level of quality is very appealing as the older buses in Auckland's fleet are felt to be of much lower quality
- Some concerns about whether MRT would be full of commuters and if airport travellers would still be easily able to get on with luggage
- Some interest in paying more for a dedicated, premium airport only service (business travellers especially)



"A train seems less likely to be impeded by traffic...if I catch the Northern express there's a bit where there's traffic." Botany

"Buses were crap...but the bus to the Shore you're like – wow this is so nice. Double decker and comfy seats." East

"If it's normal city bus travel a grouchy bus driver might not want to take your luggage." Wellington, leisure

There is broad agreement among workers with the 2024-2030 proposed changes around the airport

Travel to Auckland Airport Employment Area
Future between 2024 and 2030



- Light Rail and Bus Rapid Transit routes and bus stops are rough indications only
- Both rapid transit routes will have limited stops so access to high employment areas will be by transfer to feeder bus services
- The new airport runway will be completed in two stages, the first by 2030, and a further extension by 2050
- The International and Domestic Airports will be combined on the International site

- In general, workers are highly resistant to more than one interchange so having to take a feeder bus is discouraging for those who already have one change (e.g. Puhinui)
- However, there is an overall preference that the MRT is rapid with few stops so this system is broadly supported
- Some comments that feeder services might be better as mini-vans than full size buses
- Airport Oaks shift workers mentioned typical start and finish times for feeder services to cover are 5am-9am and 1pm-4pm

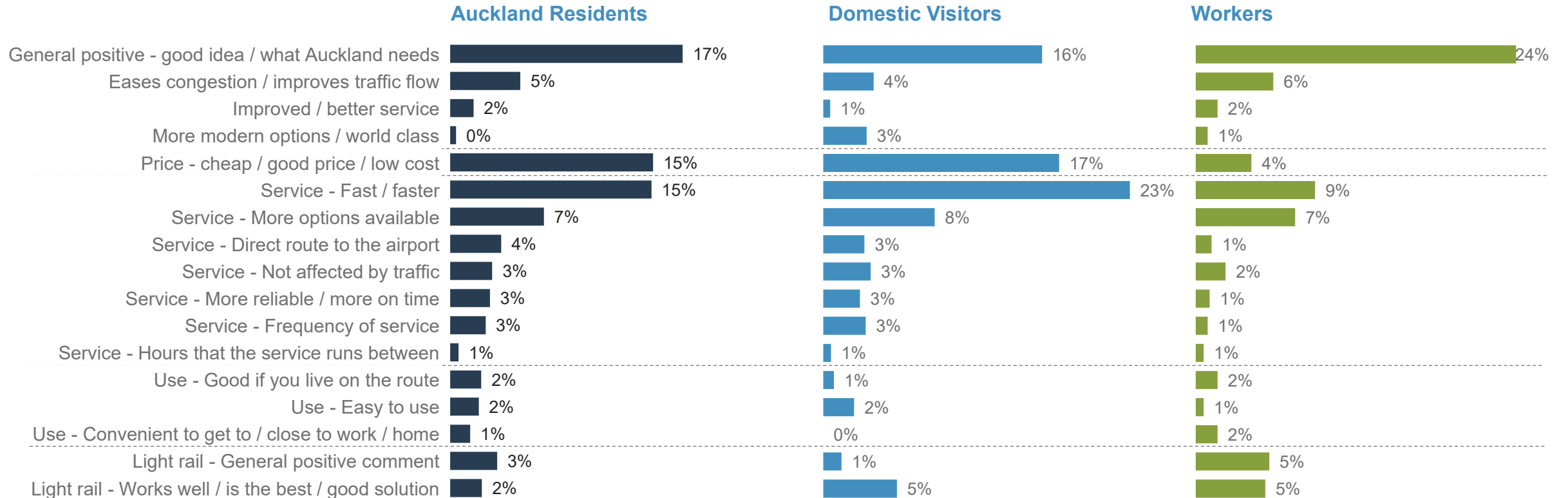
“Need to limit transfers across city to only one to get past the mind-set of Aucklanders.” Shift

“Terminal staff and air crew run different timetable to industrial zone – it’s almost 2 parts. We (Airport Oaks) have a general pattern. Put something (feeder shuttles) on 5am to 9am and 2pm to 5pm would clear a lot of people.” Shift

“I think they should look at smaller buses running more regularly...” Office

Price, a faster service which is more reliable and not affected by traffic, more options and traffic flow improvement are common positives about the longer term solutions

Unprompted positive or encouraging aspects about longer term solutions



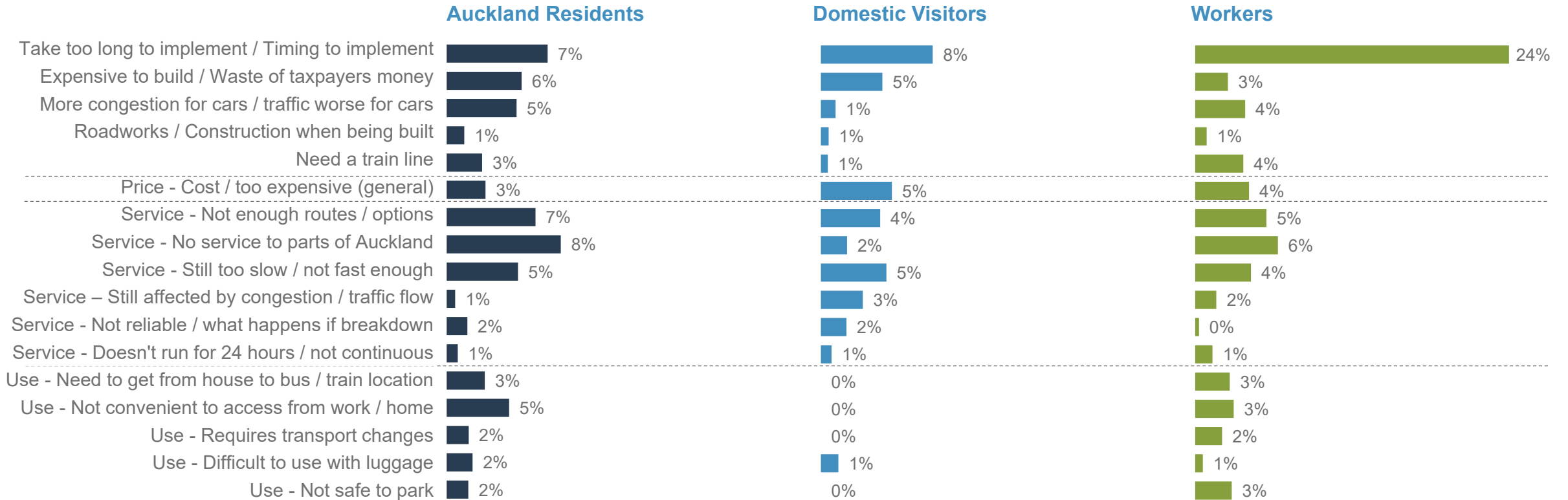
NOTES:

Base: Auckland Residents n = 752, Domestic Visitors n = 149, Workers n = 682

Source: Is there anything that you think is particularly positive or good or poor or discouraging about the proposed light rail and busway solutions for travel to and from the Auckland Airport in the future?

The most common negative is the length of time to implement with others being the expense, adding to car congestion, still being too slow for some and not always convenient to access

Unprompted negative or discouraging aspects about longer term solutions



NOTES:

Base: Auckland Residents n = 752, Domestic Visitors n = 149, Workers n = 682

Source: Is there anything that you think is particularly positive or good or poor or discouraging about the proposed light rail and busway solutions for travel to and from the Auckland Airport in the future?

Positive and negative aspects of longer term solutions – Selection of comments from Residents, Domestic Visitors and Workers

Positive comments	Negative comments
• “Certainty of journey times given segregation to normal traffic” – Resident • “Fast and unaffected by traffic jams” – Resident • “Great times to the airport from certain stations and the price is very affordable” – Resident • “Great that they’re not affected by traffic. Good prices. Better duration times to airport” – Resident • “Reliable pubic transport makes it easy to get around in a big city” – Domestic visitor • “Easier to use than the buses and quicker to get to Britomart” – Domestic visitor • “Easier to use and more comfortable than bus. More reliable as separate from traffic” Domestic visitor • “Light rail is a must, because it is not traffic dependent, therefore the passengers have a high confidence in the arrival time.” – Worker • “Light rail looks good and ideal for future proofing our city” – Worker • “Will move many car commuters to rail and bus, making less congestion” – Worker • “Significantly faster travel time than bus. Looks to be comparable to private car thus would be a good alternative” – Worker • “Removing the mass transit options from the road so separating it from congestion. Improved journey times to the airport” – Worker	• “Illogical to make Dominion Rd even more difficult to navigate around” – Resident • “Stupid idea to take up space on already overburdened roads. Should build proper rail off the roadways” – Resident • “Potential traffic delays where light rail shares infrastructure with local traffic” – Resident • “Busway from Botany could cause traffic congestion if existing roadway lane is taken” – Resident • “What happens if lines breakdown - what provisions are in place to get people to airport on time” Domestic visitor • Light rail will still be subject to traffic on the roads it travels, including traffic lights. Repeated stops/starts minimise value of this service” – Domestic visitor • “There needs to be reasonable parking options at stations. Commuting in from outside bus lines is the only option to join in these trains and buses” – Worker • “The time frame for when this will be achieved. By 2024 to 2030 the roads will be far more congested and the situation will be a lot worse” – Worker • “Expensive to use the light rail. Nearly \$10 a day for a return journey! It would be much cheaper to travel with the car” – Worker • “Adequate park and ride facilities need to be provided at the feeder stations” - Worker

NOTES:
Source: Is there anything that you think is particularly positive or good or negative or discouraging about the proposed public transport solutions that could be available by 2020?

Faster travel times are a common positive for the new options, emphasising the importance of the travel time to help encourage use of public transport options to and from the airport

Positive comments

- “Speeding up the journey from east Auckland.” – Resident
- “Speed of light rail” – Resident
- “Faster travel, less traffic” – Resident
- “Faster times, dedicated routes for public transport.” – Resident
- “Will be quick and efficient.” – Resident
- “Less stops so it's much quicker. Cheap” – Resident
- “Speedy option of travel” – Domestic visitor
- “I would so use that train! I assume it would be heaps faster to get from the airport to CBD” – Domestic visitor
- “Light rail is faster, fewer stops” – Domestic visitor
- “Ease traffic and speed up public transport” – Worker
- “It would be a fast trip and with good value.” – Worker
- “A much faster journey; cheap prices” – Worker
- “Faster travel times would make a substantially better option” - Worker
- “Tickets not that expensive, faster travel time in peak traffic times” – Worker
- “Faster, may be getting to work on time.” - Worker

NOTES:

Source: Is there anything that you think is particularly positive or good or negative or discouraging about the proposed public transport solutions that could be available by 2020?

Short journey times – ideally under 45 mins - are important for all airport users, but especially for workers and out-of-town business travellers

- Overall journey time on public transport is important for all airport users, but especially [critical for workers and out of town business travellers \(our Wellington group\)](#)
 - We did not cover this in the research but we would expect that this applies to everyone who might want to use the mass rapid transport options for regular commuting purposes (i.e. not to the airport)
 - There is an understanding of transport ‘hubs’ e.g. Howick, Botany, Manukau, Puhinui; and that mass rapid transport by its nature has fewer stops to enable rapid transit, whereas normal buses have more stops and are much slower
- Especially for international travellers and Wellington business travellers there is a [strong interest in having some direct or express routes to CBD to reduce journey times](#) – this is something which people have often experienced overseas
 - Some negative feedback on long journey times for Skybus
- Slow journey times are a barrier to airport public transport uptake for those with access to other options
- One of the [big drawbacks of the 2020 plan is long journey times](#) – e.g. 55 mins Sylvia Park, 45 mins New Lynn, Botany 50 mins, Central city 55 mins - these are seen as too slow to compete with driving
- In comparison, journey times on the 2024-2030 plan are received much more favourably – e.g. Botany MRT 35 mins, City MRT 43 mins, New Lynn 40 mins
 - [It is our impression that journey times under 45 mins are seen as more acceptable](#) – whereas anything over 45 mins is ‘close to an hour’
- [Having an acceptable link time](#) (e.g. 15 mins or under) [between Puhinui and the airport is also important](#) to encourage people to use the existing rail-line and transfer

Quotes: Shorter journey time are important for all airport users, but especially for workers and out-of-town business travellers



"I think 55 mins from Sylvia Park to airport is ridiculous..." Office

(How to promote the 2024-2030 offer) "Direct and reliable and fast and cheap." North

"Wouldn't mind using it if it takes 40 mins when driving takes 20 if it was reliable." Shift

(2020) "It says 55 mins to the airport – at least you know.Don't travel to Auckland until 2030." Wellington, business

"In KL they have an express option – no stops. As long as there are no connections, don't mind paying a premium for it." Wellington, business

(Major perceived improvement) "Route – Airbus used to take 45 mins now it takes 30." North

(2020) "In most countries the train is faster than a bus...but here the bus takes 45 mins, whereas the train is an hour 10 minutes. What are they doing?! Make it go faster." Wellington, business

(Attractive PT service is) "Frequency. Consistency, if it says 30 mins, it's 30 mins." North

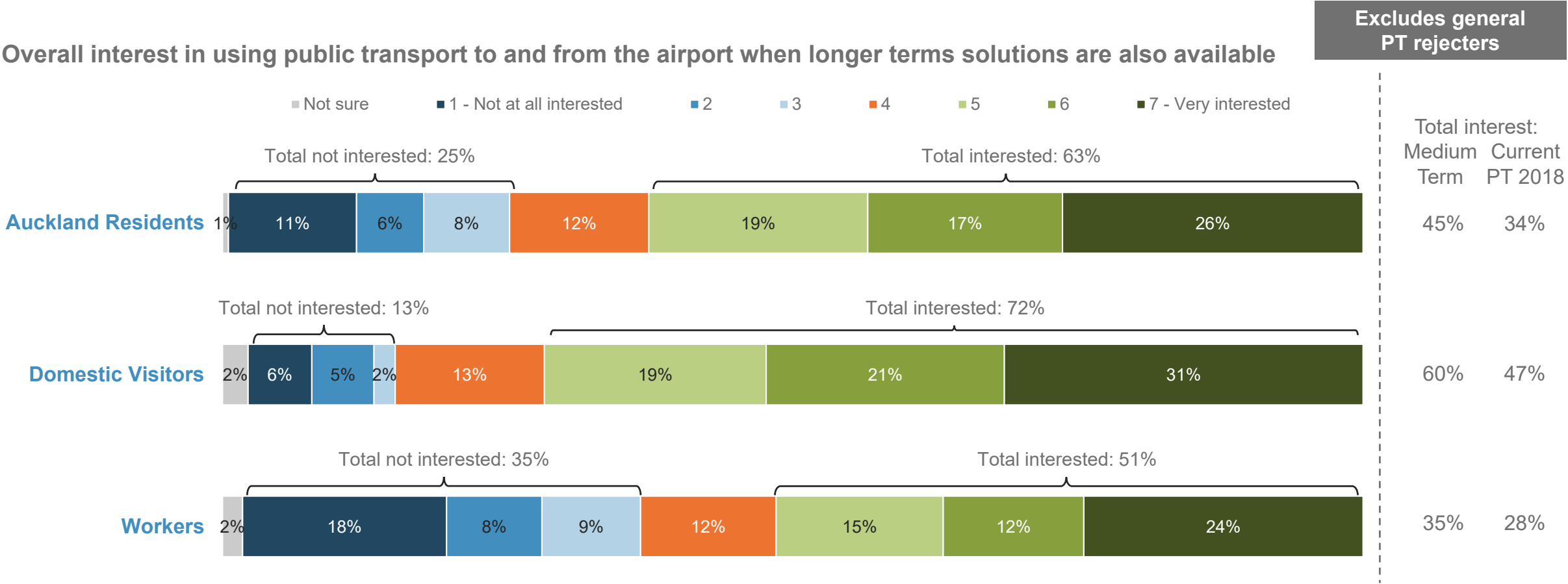
"Direct service from Botany. & bus only lane." Botany.

"35 mins is quick for a bus. Think it will take cars off the road.." (Botany) Office

"Travel faster and cheaper to the airport, introducing light rail." West

"Rapid bus from Botany is good, less cars on road. Rail from city, light rail really good because I go that way a lot for business meetings." Office

There is a strong increase in interest to use public transport to and from the airport when the longer term solutions are also available

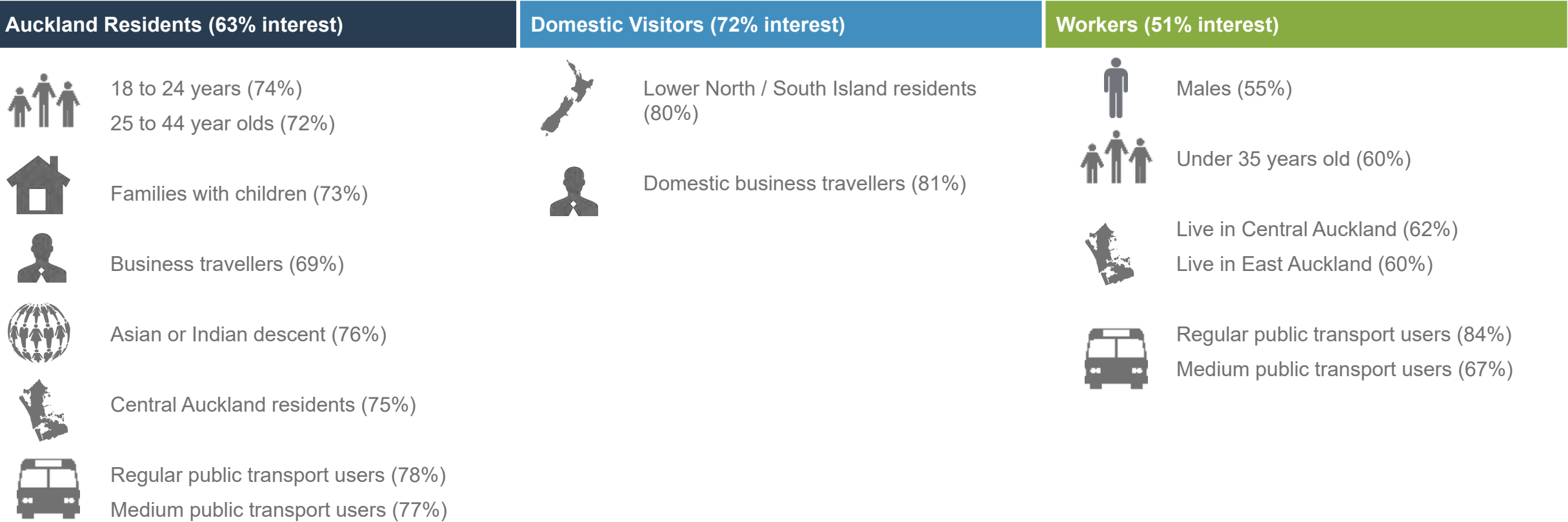


NOTES:
Base: Auckland Residents n = 752, Domestic Visitors n = 149, Workers n = 682
Source: Overall how interested are you in using the following public transport options to travel to or from Auckland Airport in the future?

Among both Auckland residents and workers, the younger age groups and those living in Central Auckland have higher interest in using the public transport options

Excludes general PT rejecters

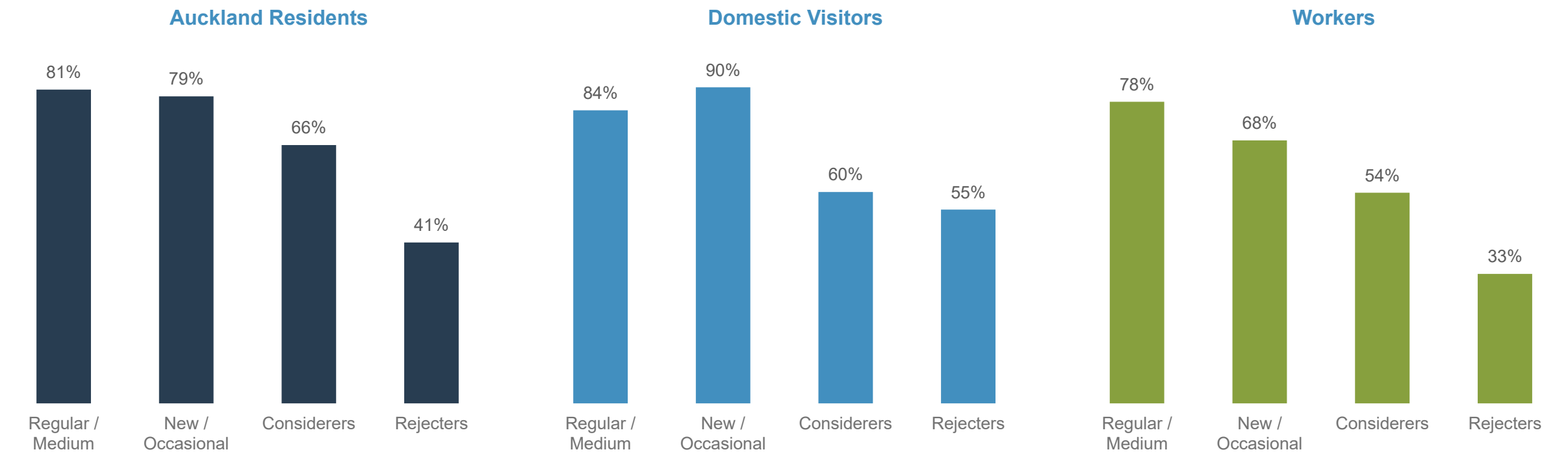
Groups which are more interested in using public transport to and from the airport once the longer term solutions are available⁽¹⁾



NOTES:
1. Interested = Rated 5 to 7 on a 7 point scale where 1 = 'Not at all interested' and 7 – 'Very interested'
Source: Overall how interested are you in using the following public transport options to travel to or from Auckland Airport in the future?

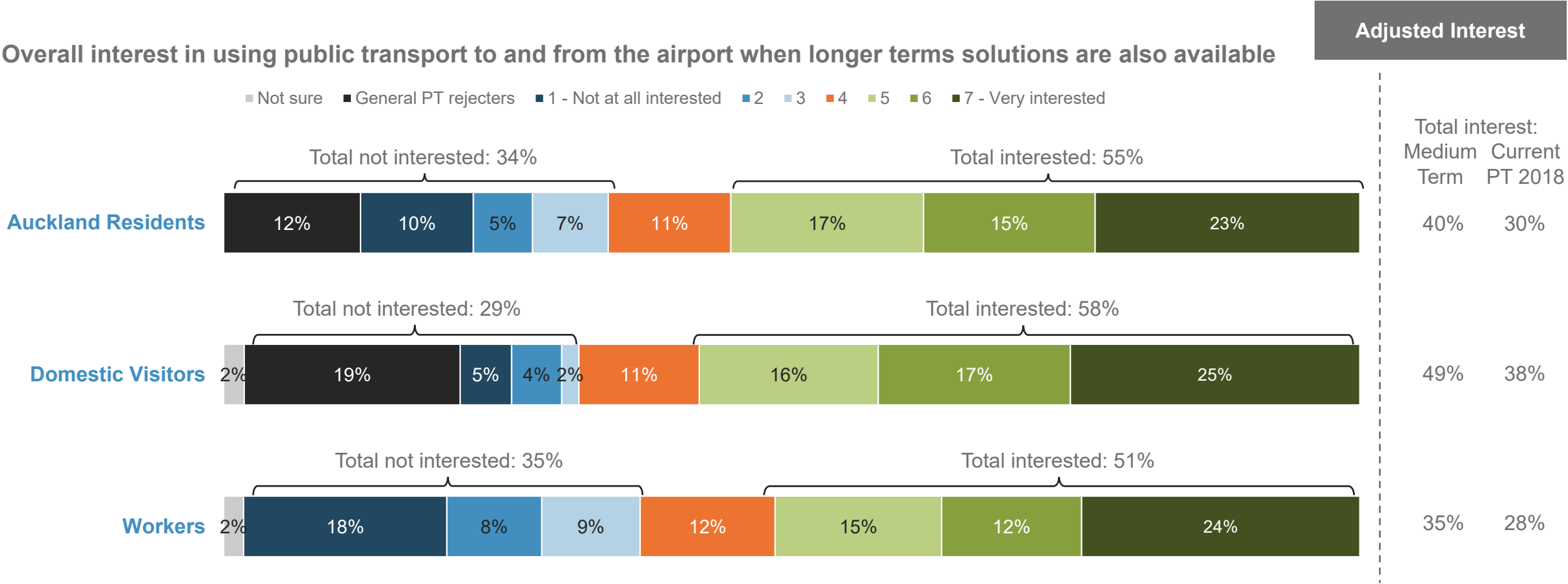
There is a strong increase in interest once the longer term solutions are available among both current considerers and rejecters of using public transport to and from the airport

Overall interest in using public transport to and from the airport when longer terms solutions are available – by Auckland Airport PT Adoption framework ⁽¹⁾



NOTES:
1. Interested = Rated 5 to 7 on a 7 point scale where 1 = 'Not at all interested' and 7 – 'Very interested'
Base: Auckland residents – Regular / medium n = 181, New / occasional n = 69, Considerers n = 232, Rejecters n = 270, Domestic visitors – Regular / medium n = 49, New / occasional n = 24, Considerers n = 35, Rejecters n = 41, Workers – Regular / medium n = 76, New / occasional n = 96, Considerers n = 273, Rejecters n = 237
Source: Overall how interested are you in using the following public transport options to travel to or from Auckland Airport in the future?

Once adjusted to include public transport rejecters, interest in using public transport when the longer term solutions are available is similar for residents, workers and domestic travellers



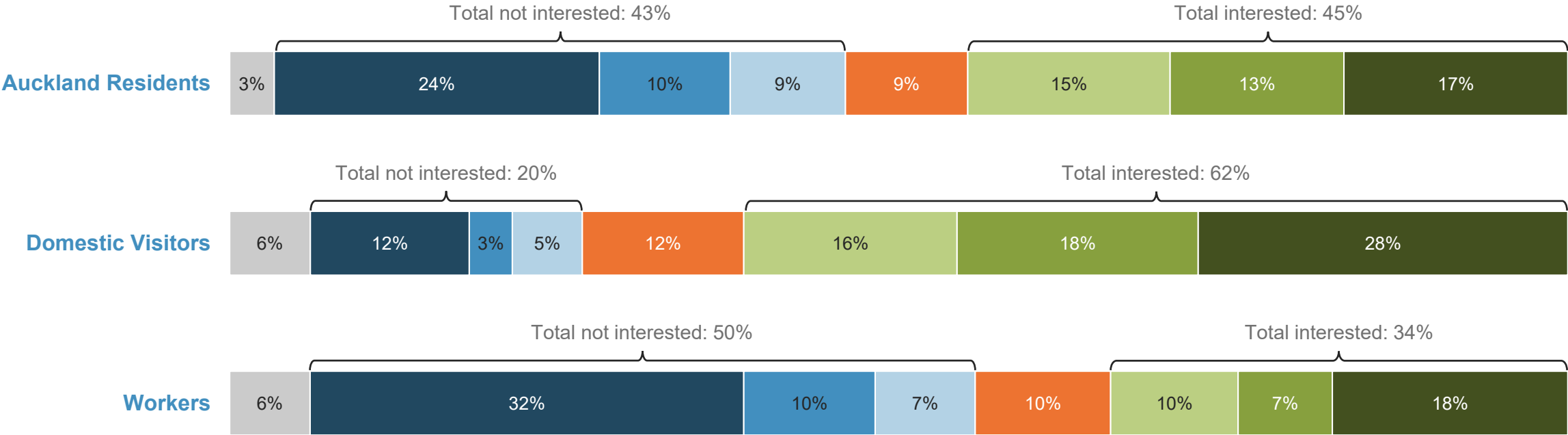
NOTES:
Base: Auckland Residents n = 752, Domestic Visitors n = 149, Workers n = 682
Source: How interested would you be in using public transport to travel to or from Auckland Airport once the proposed solutions are available?

Interest in using light rail from Britomart is higher among domestic visitors than Auckland residents

Overall interest in using light rail from Britomart to Auckland via Dominion Road

Excludes general PT rejecters

■ Not sure ■ 1 - Not at all interested ■ 2 ■ 3 ■ 4 ■ 5 ■ 6 ■ 7 - Very interested



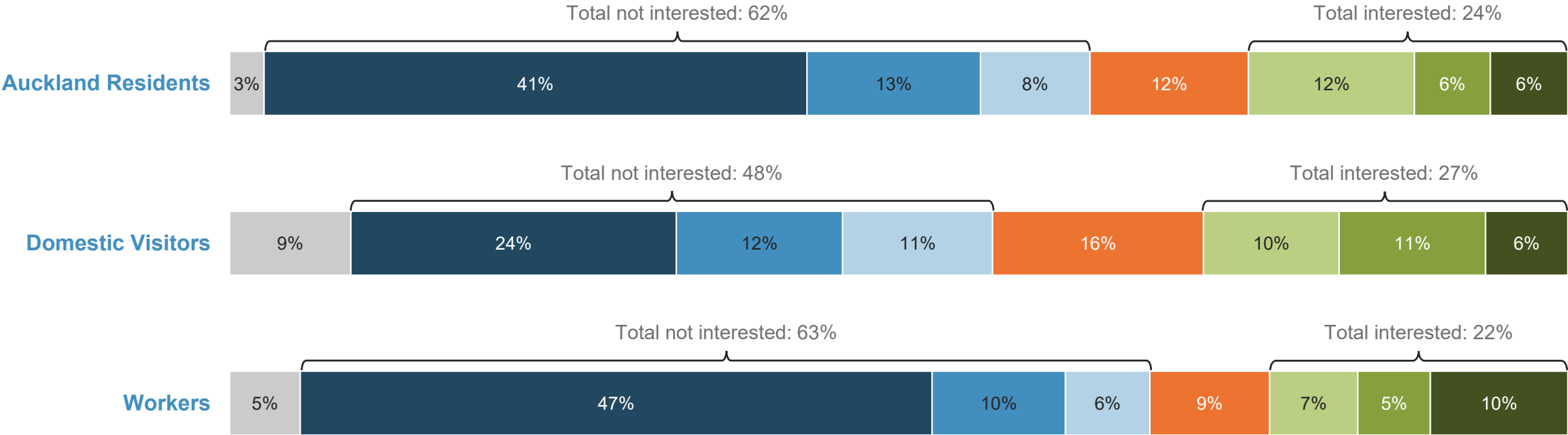
NOTES:
Base: Auckland Residents n = 752, Domestic Visitors n = 149, Workers n = 682
Source: Overall how interested are you in using the following public transport options to travel to or from Auckland Airport in the future?

Interest in using a busway from Botany is similar among both Auckland residents and domestic visitors

Overall interest in using busway from Botany to Auckland Airport via Manukau

Excludes general PT rejecters

■ Not sure ■ 1 - Not at all interested ■ 2 ■ 3 ■ 4 ■ 5 ■ 6 ■ 7 - Very interested

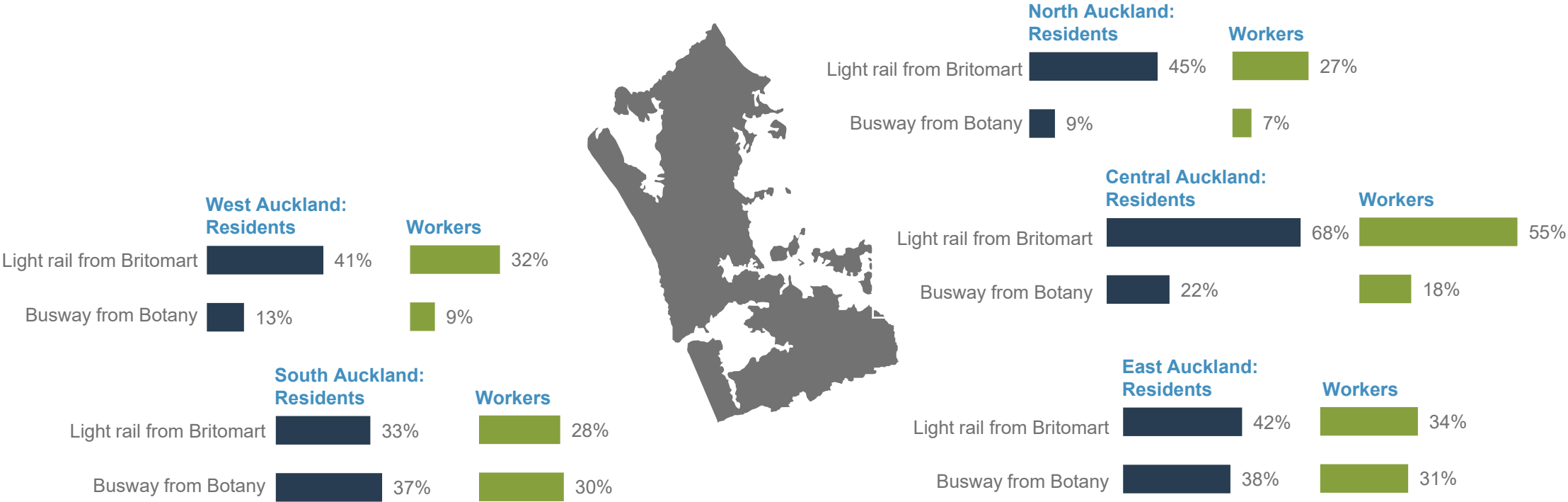


NOTES:
Base: Auckland Residents n = 752, Domestic Visitors n = 149, Workers n = 682
Source: Overall how interested are you in using the following public transport options to travel to or from Auckland Airport in the future?

By area, Auckland residents and workers living in East and South Auckland have a similar level of interest in using a busway from Botany as they do light rail from Britomart

Interest in future transport options (Rated as 5 to 7) – **Auckland Residents** and **Workers** by area⁽¹⁾

Excludes general PT rejecters

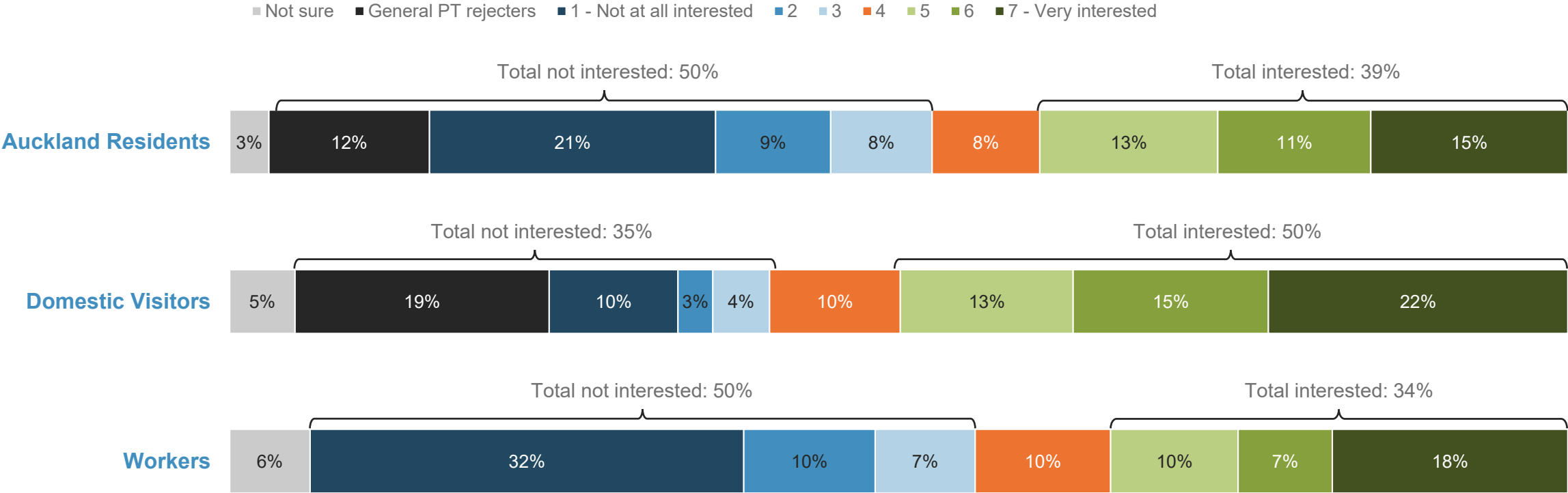


NOTES:
 1. Interested rated on a 7 point scale where 1 = 'Not at all interested' and 7 – 'Very interested'
 Base: Interest rated as 4 to 7; North Auckland Residents n = 205, Workers n = 75, West Auckland Residents n = 133, Workers n = 92. Central Auckland Residents n = 132, Workers n = 110, East Auckland Residents n = 157, Workers n = 146, South Auckland Residents n = 125, Workers n = 239
 Source: Overall how interested are you in using the following public transport options to travel to or from Auckland Airport in the future?

Once adjusted for general public transport rejecters, interest is using light rail from Britomart is highest among domestic visitors and similar among both Auckland residents and workers

Adjusted Interest

Overall interest in using light rail from Britomart to Auckland via Dominion Road

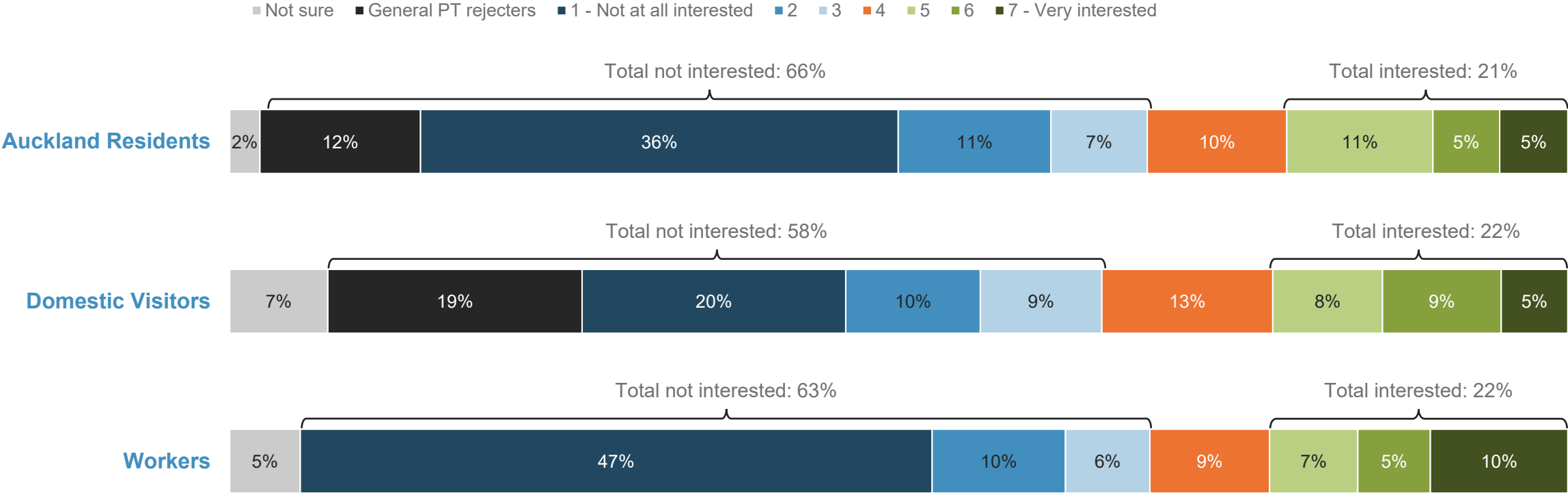


NOTES:
Base: Auckland Residents n = 752, Domestic Visitors n = 149, Workers n = 682
Source: Overall how interested are you in using the following public transport options to travel to or from Auckland Airport in the future?

Once adjusted for general public transport rejecters, interest is using a busway from Botany is similar among all groups at just over one in five

Overall interest in using busway from Botany to Auckland Airport via Manukau

Adjusted Interest

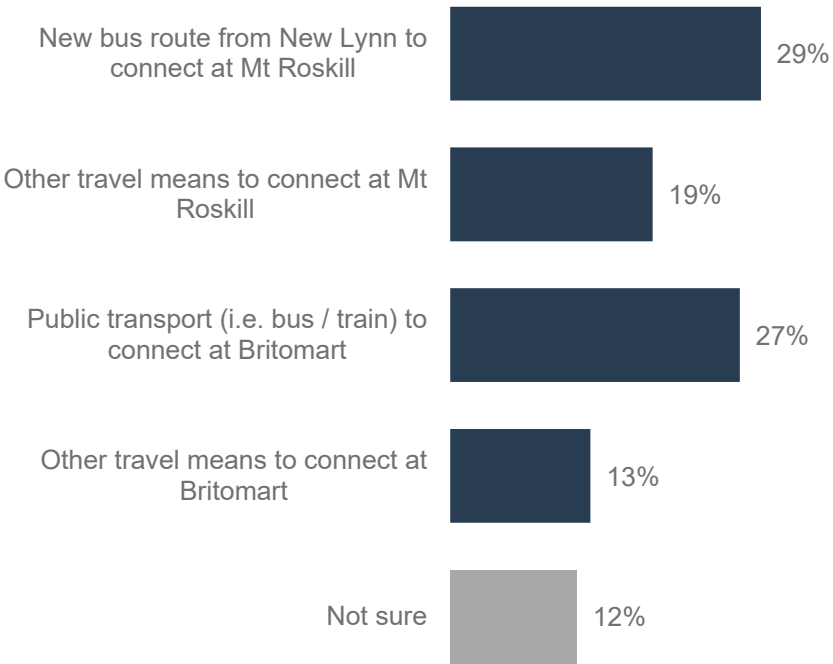


NOTES:
Base: Auckland Residents n = 752, Domestic Visitors n = 149, Workers n = 682
Source: Overall how interested are you in using the following public transport options to travel to or from Auckland Airport in the future?

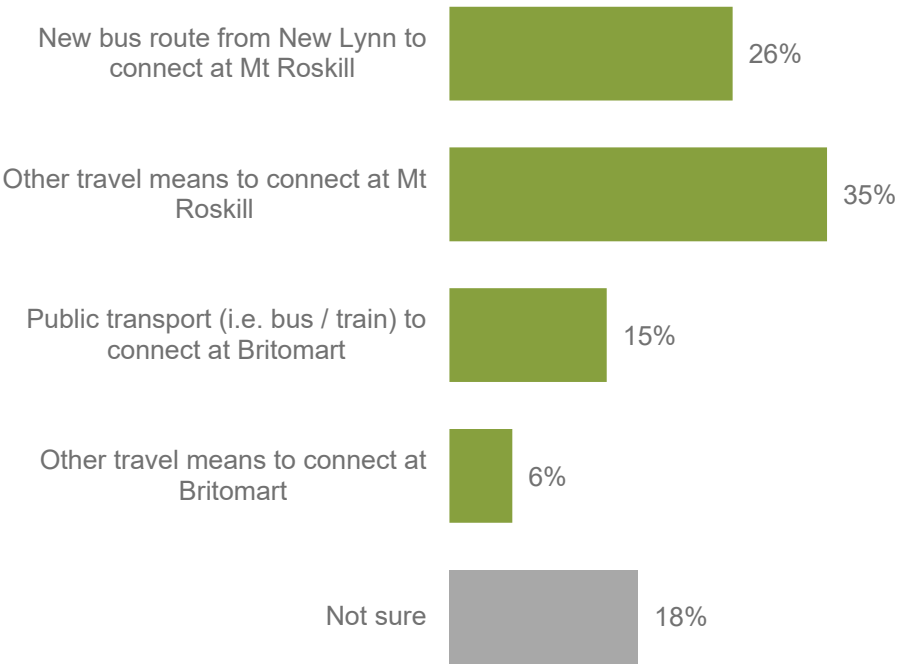
Under the current proposal, West Auckland residents have similar likelihood to connect with light rail at Mt Roskill as Britomart, while workers are more likely to connect at Mt Roskill

Most likely to connect with light rail – among **West Auckland Residents and Workers** interested in using light rail⁽¹⁾

Auckland Residents



Workers

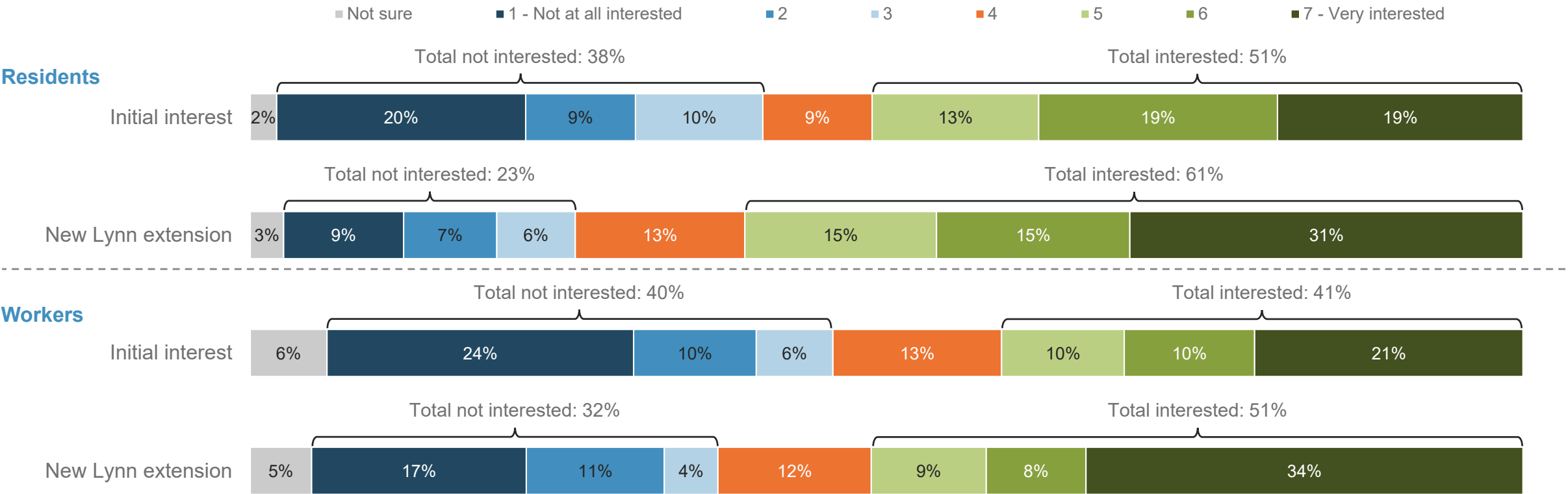


NOTES
1. : Interested rated on a 7 point scale where 1 = 'Not at all interested' and 7 – 'Very interested'
Base: Interest rated as 4 to 7; West Auckland Residents n = 101, Workers n = 68
Source: How would you be most likely to connect with the light rail?

Extending light rail to run directly from New Lynn to the airport would increase interest among West Auckland resident and workers

Excludes general PT rejecters

Interest if light rail was extended to run from New Lynn to the airport – among **West Auckland Residents and Workers**

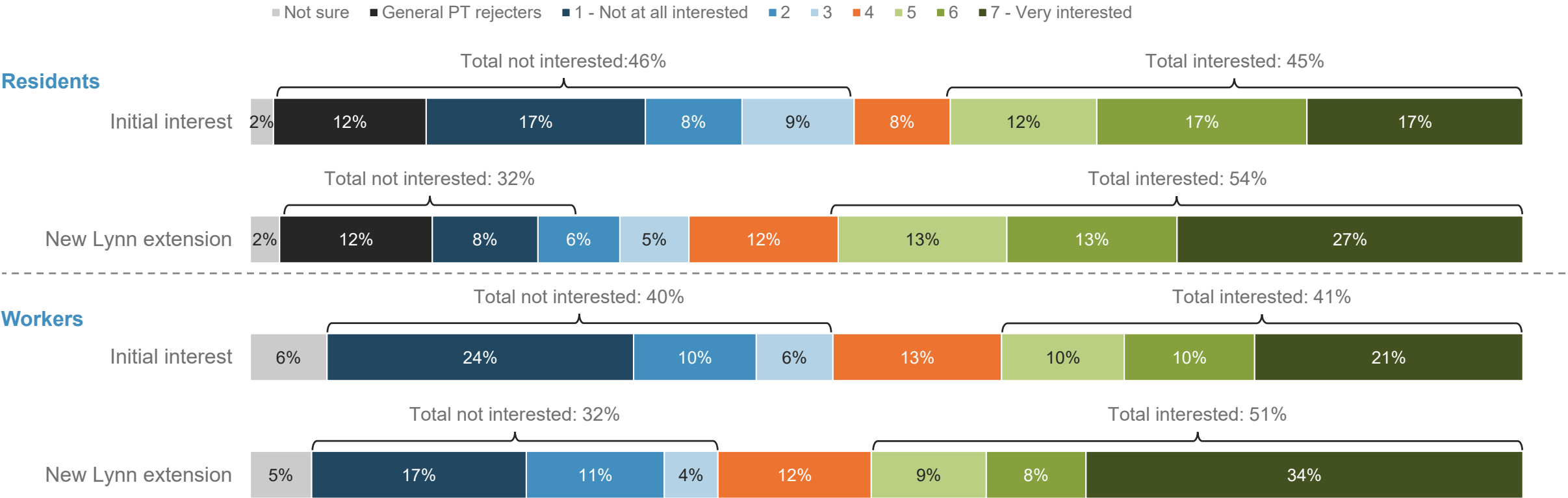


NOTES:
Base: West Auckland Residents n = 214, Workers n = 166
Source: If light rail was extended so it ran from New Lynn directly to the airport, how interested would you be in using light rail to travel to or from Auckland Airport in the future?

Once adjusted for general public transport rejecters, one in four West Auckland residents and one in three workers are ‘very interested’ if light rail is extended to New Lynn

Adjusted Interest

Interest if light rail was extended to run from New Lynn to the airport – among **West Auckland Residents and Workers**

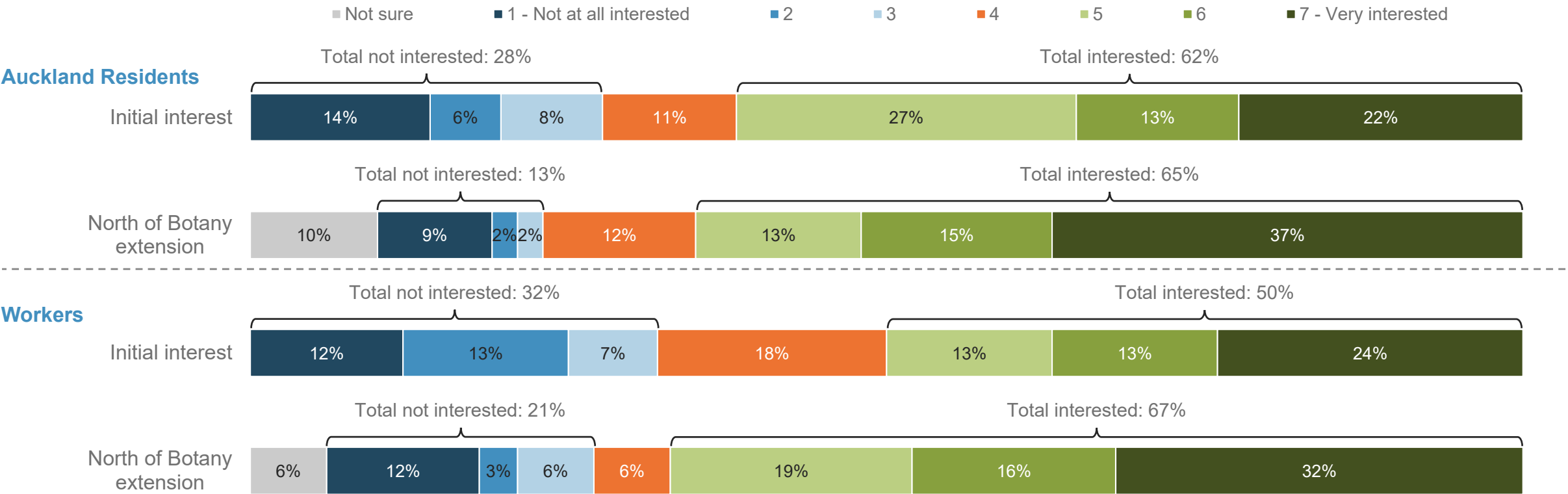


NOTES:
Base: West Auckland Residents n = 214, Workers n = 166
Source: If light rail was extended so it ran from New Lynn directly to the airport, how interested would you be in using light rail to travel to or from Auckland Airport in the future?

Similarly, extending the busway to run from North of Botany would increase interest among Howick residents and workers

Excludes general PT rejecters

Interest in busway if it was extended to run from North of Botany – among **Howick Residents** with Botany on airport route

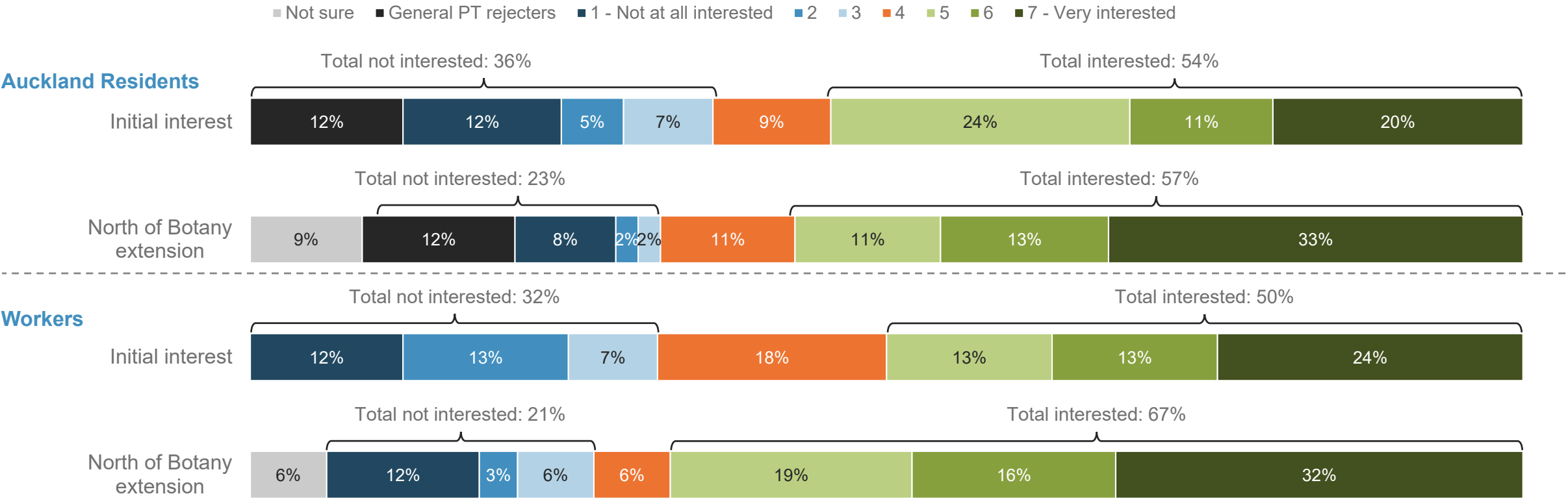


NOTES:
Base: Auckland Residents n = 69, Workers n = 68
Source: If the busway was extended so it ran from North of Botany, e.g. Howick or Highland Park, through Botany to the airport, how interested would you be in using the busway to travel to or from Auckland Airport in the future?

Once adjusted for general public transport rejecters, one in three Howick residents and workers are ‘very interested’ in the busway if extended to run from North of Botany

Adjusted Interest

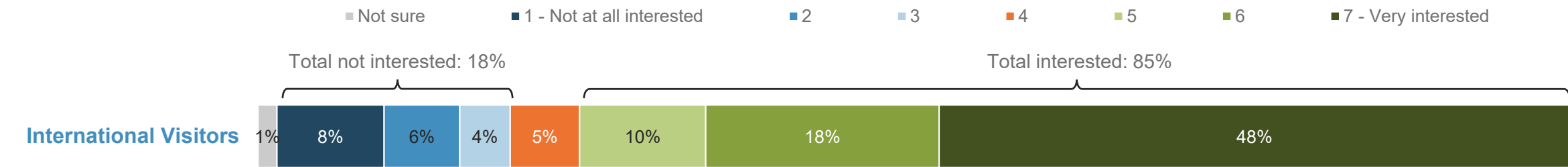
Interest in busway if it was extended to run from North of Botany – among **Howick Residents** with Botany on airport route



NOTES:
 Base: Howick Residents n = 69, Workers n = 68
 Source: If the busway was extended so it ran from North of Botany, e.g. Howick or Highland Park, through Botany to the airport, how interested would you be in using the busway to travel to or from Auckland Airport in the future?

Three in four international visitors are interested in using mass rapid transit options (such as light rail and separated busways) to the Auckland Airport once available in the future

Interest in using mass rapid transit options to Auckland Airport – among International Visitors



NOTES:
Base International visitors n - 208
Source: 'Mass rapid transit' options, such as light rail and separated busways to Auckland Airport, will become available between 2024 and 2030. If there is a good public transport option to and from the airport, would you be interested in using public transport if travelling in Auckland in the future?

Speed, low price and reliability would encourage international visitors to use public transport in the future while too much luggage and complicated journeys are barriers to use

Aspects which would encourage and discourage use of public transport to and from the airport in the future – Selection of comments from [International Visitors](#)

Encourage	Discourage
• “Prefer use of public transport and would use train if reasonable price” • “Predictable times” • “If I know where to go, good direction notices” • “If it saves family from picking me up” • “Rapid airport trains with reasonable prices” • “More convenient and stops right outside airport” • “Convenient for independent travel” • “If quick and good price” • “Speed and convenience.” • “Trains avoid traffic so faster and more effective” • “Quicker and no traffic jams - especially if catching a plane” • “Faster than car” • “Avoid traffic”	• “Complicate transfers” • “Travel time is too long” • “Too slow and need to transfer” • “Too much luggage” • “Price and carrying lots of luggage” • “Too costly. Too time consuming” • “Too much luggage can be issue and if its slow that's not good.” • “Luggage is main issue” • “If it wasn't direct to my final destination” • “If it didn't go to right place for me and too slow and not regular” • “If it was slow and dirty.” • “Complicated journey using public transport” • “If it's confusing”

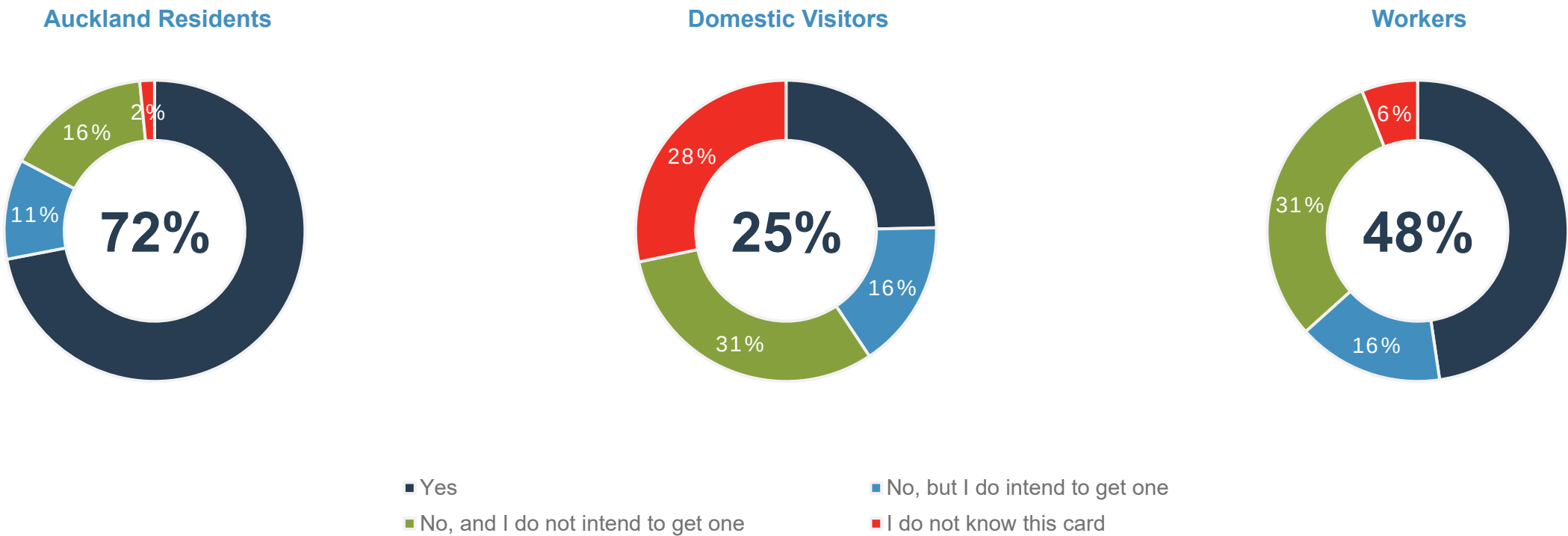
NOTES:
Source: What would encourage you to use public transport to or from the airport in the future? What would discourage you from using public transport to or from the airport in the future?

10

AT HOP card

Three in four Auckland residents, one in two workers and one in four domestic visitors currently have an AT HOP card with further intention among all groups to get one

Have an AT HOP card? (after provided with a description)



NOTES:
Base: Aware: Auckland Residents n = 752, Domestic Visitors n = 149, Workers n = 682
Source: An AT HOP card is a reusable prepay card for travel on trains, ferries and buses around Auckland which provides at least 25% discount compared to paying by cash. Do you have an AT HOP card?

Ticketing is a key barrier to airport public transport use for residents, with HOP machines and staffed kiosks desired, as well as improving HOP cards for occasional users

Current ticketing experience was identified as a key issue at the Airport, both for visitors and Aucklanders who are not regular public transport users

Desired improvements include...

- 1 Having machines and staffed kiosks to purchase and top-up HOP card, with variety of payment options
- 2 Airport signage/information about HOP card
- 3 Credit on HOP cards does not expire / has a long expiry date
- 4 Ability to be easily refunded credit from HOP card
- 5 Topping of HOP cards online should be instant / faster; more locations where you can buy / top up HOP cards



“Coming into the airport there’s nowhere to buy HOP cards. They should have a stand / machine, put \$10 get a preloaded card. Or get it on the bus – make it as easy as possible.” Botany

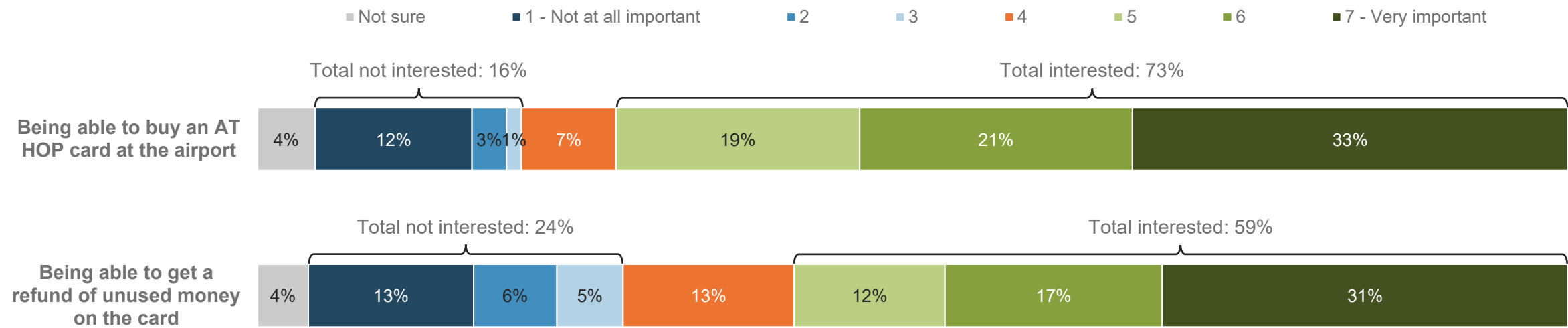
“I find it almost offensive you can’t buy a HOP card at the airport. Boggles the mind. And you can’t top up.” East

“Non expiring travel cards...needs to be much easier for tourists...want a seamless way to buy what you need.” Wellington, leisure

“HOP online system needs an upgrade as lots of problems. Top up online can take 2 days and don’t know how long will take. And if don’t use card for 3 months takes money. Stupid.” South

Being able to buy an AT HOP card at the airport and be refunded for unused money would strongly encourage use of public transport to and from the airport among domestic visitors

Importance of factor in encouraging use of public transport to or from the Auckland Airport – among Domestic Visitors



NOTES:
Base: n = 149
Source: How important would each of the following factors be in encouraging you to use public transport to or from the Auckland Airport?

11

Cycling and Walking among Workers

The following information was provided to Auckland Airport area based workers about the proposed cycleway network:

The following map indicates cycle lanes that are current, under construction and proposed. Some are protected cycle lanes (separated from road by barriers) and unprotected cycle lanes (indicated by road markings but not physically separated from road traffic). There will also be better bike facilities at the airport and bike sharing (hire for short journeys such as from bus to work) options.



Protected cycle lanes to the airport are desired in general by workers

Cycleway network map



- Cycling in the airport vicinity is currently felt to be difficult and not very safe due to high volume of traffic and drivers often impatient
- The cycle lanes to the airport area are felt to be reasonable (from the few cyclists in our groups), but what is available close to the airport is insufficient – workers tend to have to cut through carparks etc.
- There is a strong desire for fully protected cycle lanes from Puhinui and Onehunga; this should encourage some less confident people to try cycling
- Request for cycle racks at the terminals; likewise creating cycle friendly train stations at Onehunga and Puhinui



“Alright until you arrive here. Around the airport is dangerous. Best way to come is through Airport Oaks, because George Bolt’s cycleway is closed. When you get to the roundabout you have to cut across through car park 7. Nightmare.” Shift

“There’s no parking (for bikes) at the airport. We have to take them to the locker room, it’s a pain.” Shift

“Need separate cycle path...definitely off the road.” Shift

“They should put cycle lockers at Puhinui...like in Waikanae, Paraparamu and Otaki. You could even put a little scooter in.” Office

Although cycling provides great exercise and protected cycleways are well received, for many workers the trip would be too long and not practical given luggage required

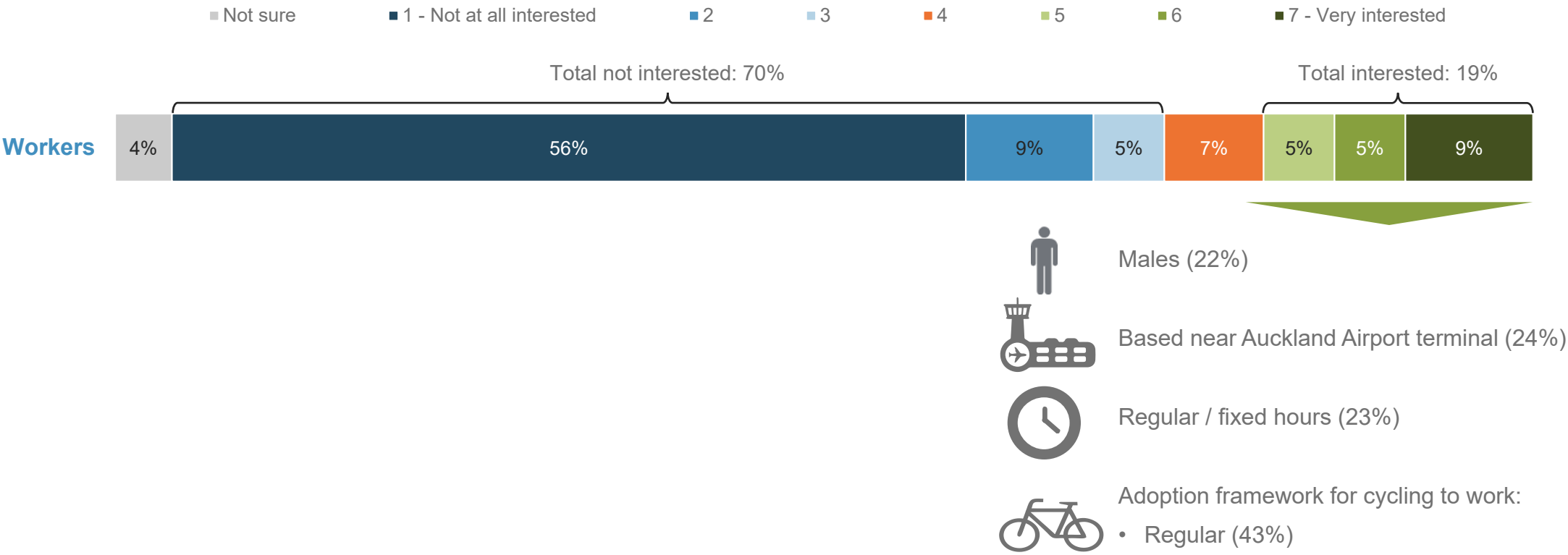
Unprompted positive and negative aspects about the proposed cycle network – Selection of comments from **Workers**

Positives	Negatives
• “Good combination, allowing people to move from A to B at an affordable cost, safely and do exercise.” • “Good to use more sustainable means of transport” • “I would use the bike network and bike to work if it was safe” • “Promotes a healthy option for workers who don’t have to bring luggage to the airport.” • “Good to see protected bike lanes” • “I cycle 2 plus times a week. Any new cycle ways would be a big improvement.” • “It is very encouraging to see cycling proposed as a real alternative to get to work. Especially given a lot of people have electric bikes” • “Cycling to work would be great, especially in summertime. Great exercise.” • “More people on bikes means less driving and less congestion” • “Fitness will improve. Easy way to travel and don't need to pay any money.” • “Would make cycling a safer and more viable option” • “Would be good to cycle to work – healthy and protected cycleways would make it safer”	• “Shift work makes cycling undesirable” • “Takes too long - end of trip facilities at airport are largely no existent” • “It’ll block room for traffic and be under utilised” • “Given the distance to the airport, the bike paths to the airport are likely to be limited in use to only those nearby the airport” • “High cost for few users. Weather conditions and distance to travel is not encouraging.” • “I think it’s still a dangerous way to get to work” • “Unable to use a bike to travel to work as I have to bring to bags to work in order to complete my job Not possible to carry 2 bags on bike” • “More land required for bike parking” • “It would take a lot longer to bike to work. Could cause pressure if running late.” • “Shower facilities would be needed prior to work” • “I want to get to work dry and relaxed and have somewhere to put my suitcase as most of the people going to the airport will need” • “Can’t take bags. So not an option for me”

NOTES:
Source: Is there anything that you think is particularly positive or good or negative or discouraging about the proposed cycle network which will provide improved access by bike to the airport area?

Although there is only low interest overall in using the proposed new cycleways to travel to and from work, there is high interest among medium / occasional cyclists and considerers

Interest in using proposed cycleway to travel to and from work – among Workers



NOTES:
Base: n = 668
Source: How interested would you be in using the proposed cycle ways to travel to or from work?

Workers based near the Auckland Airport terminal most regularly walk around the airport or Airport Oaks area

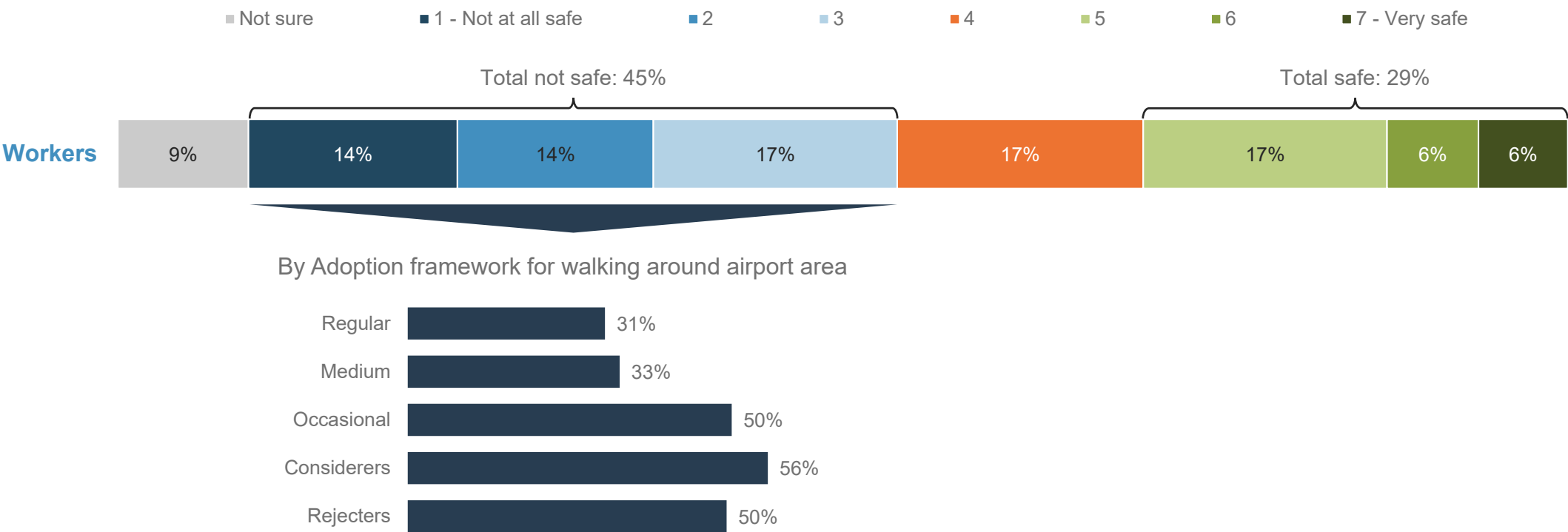
Adoption framework for walking around the Airport or Airport Oaks – among **Workers**



NOTES:
Base: Total Workers n = 667, Located at – Auckland Airport terminal n = 297, Near Auckland Airport terminal n = 300, Airport Oaks area n = 70
Source: How often do you travel by walking around the airport or Airport Oaks area for any reason? Would you be interested in travelling by walking more or less often around the airport or Airport Oaks area?

Almost one in two (45%) workers do not consider it safe to walk around the airport and Airport Oaks area and even many regular walkers in the airport area rate safety low

Perceived safety of walking around the airport and Airport Oaks area – among **Workers**



NOTES:
Base: Workers n = 666
Source: How safe do think it is to travel by walking around the airport and Airport Oaks area?

The proposed pedestrian overbridge was extremely well received by workers

Travel to Auckland Airport Employment Area
Around 2020 / 2021



- * S&B Airport route from Onehunga is replaced by an extension of Silverdale route, but it terminates at International Terminal. Uses same bus stops
- * Eliminates bus loop with some new bus only roads that avoid congestion
- * All routes begin at Domestic Terminal and end at International Terminal after completing full run
- * Possible New Windsor Road Route for employment areas, proposed bus stops shown
- * All buses now go down George Ball Memorial Drive, not Leonard Road Drive where S&B went

- The proposed pedestrian overbridge is seen as very helpful as this addresses a major safety concern
- A key route workers tend to walk is from the terminals to Countdown retail area; a few workers thought a path was planned / being built in this area, or that it should be

Other comments (only a couple of participants)

- Having a pedestrian overbridge to connect terminals to Butterfly Creek as passengers on stopovers often visit this, and staff sometimes need to cross nearby too



“Definitely a must. Almost hit people.” Shift

“That would be brilliant because at the moment people just take their lives in their hands and run across the road.” Office

“By Butterfly creek there should be one as well, especially as there are 3 or 4 lanes there...it’s a bit scary. We go and walk around the lake in our lunch break.” Office

When asked suggested improvements for walking, more crossings and overbridges on roads such as Tom Pearce Drive plus continuous footpaths are common suggestions

Unprompted positive and negative aspects about the proposed cycle network – Selection of comments from Workers

- “Airport Oaks is quite dark at night and could do with more lighting”
- “Make the crosswalks across Leonard Isitt legally valid zebra marked crossings. Not the "suggested" crossings there now where cars don't intend to stop for pedestrians.”
- “Pedestrian crossing / bridge over Tom Pearce Drive near McDonalds”
- “More pedestrian crossings in busy areas, like over Leonard Issitt drive between the BNZ building and McDonalds/Subway”
- “A crossing of some description on Tom Pearce drive closer to butterfly creek would make things much safer for people walking to / from the shops”
- “Perhaps an over bridge on Tom Pearce by butterfly creek would be awesome and encourage people to use the walkways around Butterfly Creek to Countdown and also to Subway / sushi etc”
- “Make it easier to walk to park and ride. Needs to be a more direct route rather than the current shared path.”
- “Sidewalks where needed. Walking track back through behind aviation golf course to fitness trail for airport workers. “
- “Many of the footpaths just stop and you need to walk on the road or grass. Not always ramps available when pushing a trolley, which makes it difficult to go down curb.”
- “More lighting and dedicated crossings”
- “Better footpaths on both sides of the road, adding a barrier between cars and pedestrians is essential”
- “Pedestrian access to the park n ride”
- “More lights around airport oaks area, find it pretty dark at night and does not feel safe”
- “Covered walking paths & actual pathways that aren't interrupted, old & broken or non existent.”
- “More pedestrian crossings closer to food services. Better / more footpaths”

NOTES:
Source: Apart from the proposed new overbridge on George Memorial Drive do you have any suggestions for improving walking around the airport and Airport Oaks area?

Appendix

Respondent profiles

Weighted profile: Auckland residents (who are non rejecters of public transport in general)

		Auckland Residents
GENDER	Male	52%
	Female	48%
AGE	Up to 24 years	11%
	25 to 34 years	15%
	35 to 44 years	23%
	45 to 54 years	19%
	55 to 64 years	16%
	65 plus years	16%
ETHNICITY	NZ European / European	75%
	Maori	4%
	Pacific Islander	4%
	Asian / Indian	19%
	Other	1%
HOUSEHOLD STRUCTURE	Family with pre-school aged children	6%
	Family with school aged children	23%
	Family with older children at home	13%
	Couple	36%
	Living alone	11%
	Flatting in house or sharing	10%

NOTES:
Base: Auckland Residents n = 752

		Auckland Residents
EMPLOYMENT STATUS	Employed or self employed full time	62%
	Employed part time / casual	12%
	Student full time	7%
	Student part time	1%
	Retired	12%
	Domestic/ home duties	3%
	Not working	3%
WARD	Albany	10%
	Albert-Eden-Roskill	11%
	Franklin	5%
	Howick	9%
	Manukau	9%
	Manurewa-Papakura	9%
	Maungakiekie-Tamaki	5%
	North Shore	10%
	Orakei	6%
	Rodney	4%
	Waitakere	11%
	Waitemata and Gulf	6%
	Whau	5%

Weighted profile: Domestic visitors (who are non rejecters of public transport in general)

		Domestic Visitors
GENDER	Male	48%
	Female	52%
AGE	Up to 24 years	5%
	25 to 34 years	14%
	35 to 44 years	26%
	45 to 54 years	22%
	55 to 64 years	13%
	65 plus years	21%
ETHNICITY	NZ European / European	84%
	Maori	5%
	Pacific Islander	2%
	Asian / Indian	12%
	Other	1%
HOUSEHOLD STRUCTURE	Family with pre-school aged children	13%
	Family with school aged children	20%
	Family with older children at home	9%
	Couple	34%
	Living alone	16%
	Flatting in house or sharing	7%

		Domestic Visitors
EMPLOYMENT STATUS	Employed or self employed full time	63%
	Employed part time / casual	13%
	Student full time	
	Student part time	0%
	Retired	17%
	Domestic/ home duties	4%
	Not working	2%
REGION	Northland	5%
	Waikato	15%
	Bay of Plenty	13%
	Hawke's Bay	2%
	Manawatu-Whanganui	2%
	Wellington	37%
	Tasman	1%
	Nelson	1%
	Canterbury	14%
	Otago	10%

NOTES:
Base: Domestic Visitors n = 149

Unweighted profile: Workers based in the Auckland Airport area

		Workers
GENDER	Male	54%
	Female	43%
	Gender diverse	1%
	Prefer not to say	2%
AGE	Up to 24 years	8%
	25 to 34 years	22%
	35 to 44 years	28%
	45 to 54 years	23%
	55 to 64 years	14%
	65 plus years	3%
	Prefer not to say	1%
ETHNICITY	NZ European / European	72%
	Maori	8%
	Pacific Islander	9%
	Asian / Indian	15%
	Other	1%
	Prefer not to say	1%

		Workers
WARD LIVE IN	Albany	10%
	Albert-Eden-Roskill	11%
	Franklin	5%
	Howick	9%
	Manukau	9%
	Manurewa-Papakura	9%
	Maungakiekie-Tamaki	5%
	North Shore	10%
	Orakei	6%
	Rodney	4%
	Waitakere	11%
	Waitemata and Gulf	6%
	Whau	5%
	Outside of Auckland region	0.5%

NOTES:

Base: Auckland Airport area / Airport Oaks workers n = 682

Unweighted profile: International Visitors

		International Visitors
GENDER	Male	44%
	Female	56%
AGE	Under 35 years	44%
	35 to 54 years	25%
	55 plus years	32%
CONTRY / REGION	Australia	13%
	Oceania	0%
	China	19%
	Other Asia	7%
	UK / Europe	39%
	North America / Canada	17%
	South America	2%
	Africa	1%
FIRST TIME VISITOR	Yes	56%
	No	44%

		International Visitors
REASON FOR TRIP	For business	11%
	For leisure / a holiday	78%
	To visit friends or family	34%
PEOPLE TRAVELLING WITH	On your own	44%
	With a partner	31%
	With children	4%
	With other family members	14%
	With friends	14%
NUMBER IN TRAVEL PARTY	With business colleagues	2%
	One / just myself	43%
	Two	41%
	Three	4%
	Four	6%
	Five or more	5%

NOTES:
Base: international Visitors n = 208