

Wynyard Quarter Staff Travel Survey 2025

PTAM MARCH 2026

Staff Travel Survey - Overview

On-line survey: 28 questions

Survey period: **October – November 2025**

Participation: **Nine** Wynyard Quarter businesses

1. Air New Zealand
2. ASB
3. Beca
4. Datacom
5. KPMG
6. Southern Cross
7. Trade Me
8. Warren & Mahoney
9. WSP

Survey participation ranged from 27% to 96%.

Five businesses achieved more than 55% staff participation.

Four new businesses took part this year.

| Year | Responses |
|------|--------------|
| 2022 | 3,947 |
| 2023 | 4,440 |
| 2024 | 3,586 |
| 2025 | 4,637 |



**+1,051 responses
than 2024**
29.3% increase

Thank you for donating prizes!



WQOTMA
Wynyard Quarter Transport Management Association

STAFF TRAVEL SURVEY

PRIZES TO WIN

By completing the survey you could win:

- A night stay for 2 people + breakfast at the 5* Park Hyatt, Auckland** (estimated value \$950)
- Air New Zealand commuter pack** including branded backpack, Blunt umbrella, towel & coffee cup (estimated value \$300)
- One of two \$200 vouchers** to be spent at a business of your choice within Wynyard Quarter
- One of two Frank Green ceramic reusable bottles** (estimated value \$50 each)
- A SeaLink ferry for 2 people + car to Waiheke Island** from Wynyard Quarter (estimated value \$450)
- Ten classes at Studio Pilates Wynyard Quarter** (estimated value \$300)
- Two tickets for any Auckland Theatre Company show** at ASB Waterfront Theatre (estimated value \$200)
- Four tickets for the Auckland on Water Boat Show** (estimated value \$100)

Key Sponsors



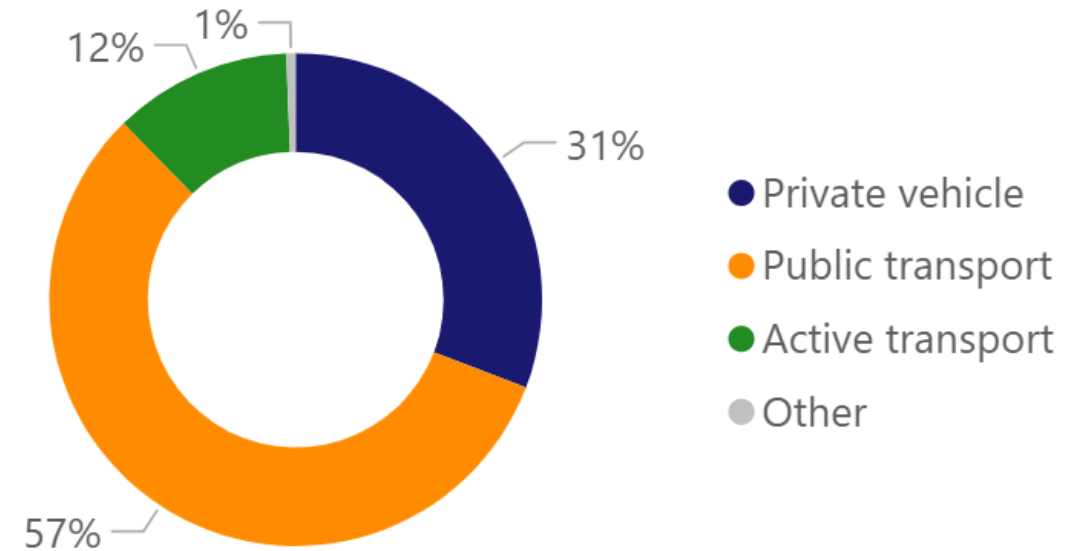
Auckland Urban Development Office

Mode Share 2025 – Longest Distance

Usual mode of transport used on longest section of commute

- **69% sustainable modes***
- **Top three modes:**
 1. Bus 39%
 2. Car – as driver (alone) 20%
 3. Train 14%
- **Other findings:**
 - 61% aged 18 to 34 use public transport, compared to 56% aged 35+
 - 8% male bike or e-bike, compared to 3% female
 - 8% usually carpool

Mode share for longest distance - usual



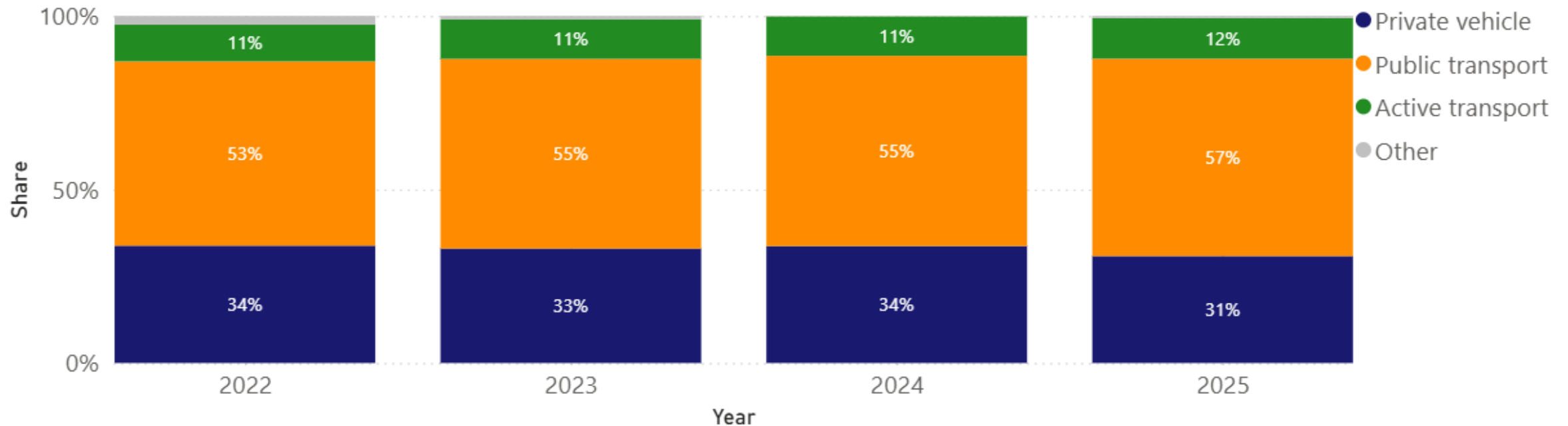
*Auckland Unitary Plan targets 70% sustainable modes for Wynyard Quarter commuting

Mode Share Over Time – Longest Distance

Usual mode of transport used on longest section of commute

- 2% increase in public transport
- 3% decrease in private vehicles
- 3% increase in sustainable modes from 66% (2024) to 69% (2025)*

Change in mode share longest distance - usual



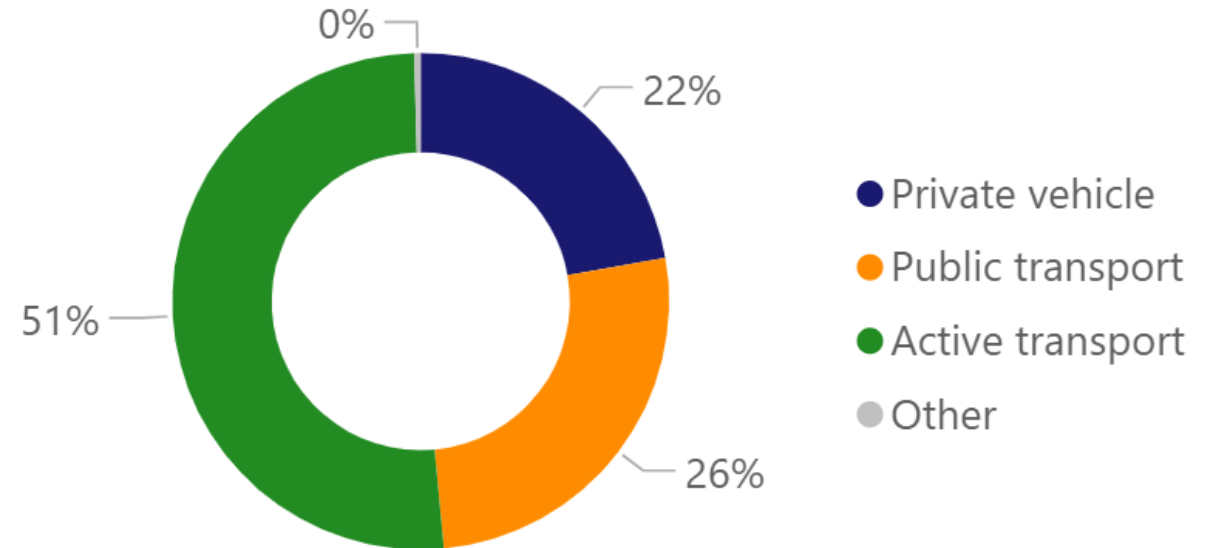
*Auckland Unitary Plan targets 70% sustainable modes for Wynyard Quarter commuting

Mode Share 2025 – Arrival

Usual mode of transport used to arrive into Wynyard Quarter

- **77% sustainable modes**
- **Top three modes:**
 1. Walk 43%
 2. Bus 26%
 3. Car – as driver (alone) 14%
- **Other findings:**
 - 51% active modes for usual arrival
43% walk, 3% bicycle, 3% e-bike, 2% e-scooter
 - 9% male bike or e-bike, compared to 3% female
 - 5% carpooling

Mode share for arrival - usual

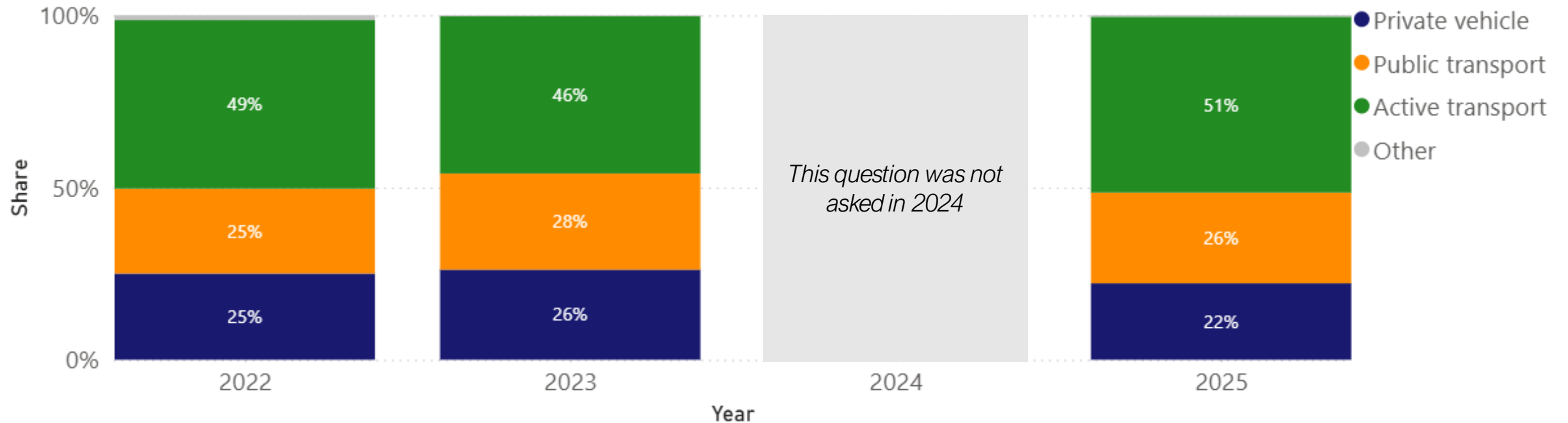


Mode Share Over Time – Arrival

Usual mode of transport used to arrive into Wynyard Quarter

- 5% increase in active modes
- 4% decrease in private vehicles
- 3% increase in sustainable modes to 77%

Change in mode share arrival - usual



Mode Share 2025 – Longest Distance and Arrival

Usual mode of transport used on longest section of commute and to arrive into Wynyard Quarter

| Longest Distance Mode | % | Count |
|----------------------------------|-----|-------|
| Bus | 39% | 1642 |
| Car – as driver (alone) | 20% | 826 |
| Train | 14% | 609 |
| Walk | 5% | 213 |
| Car – as driver (with passenger) | 4% | 166 |
| Car – as passenger | 4% | 162 |
| Ferry | 4% | 152 |
| Bicycle | 3% | 131 |
| E-Bike | 3% | 107 |
| Motor bike or moped | 2% | 94 |
| E-Scooter | 1% | 40 |
| Taxi / Uber | 1% | 29 |
| Other | 1% | 26 |
| Work vehicle | 1% | 25 |
| Run | 0% | 3 |

| Arrival Mode | % | Count |
|----------------------------------|-----|-------|
| Walk | 43% | 1829 |
| Bus | 26% | 1112 |
| Car – as driver (alone) | 14% | 581 |
| Bicycle | 3% | 146 |
| Car – as passenger | 3% | 116 |
| E-Bike | 3% | 109 |
| Car – as driver (with passenger) | 2% | 96 |
| Motor bike or moped | 2% | 91 |
| E-Scooter | 2% | 69 |
| Taxi / Uber | 2% | 29 |
| Work vehicle | 1% | 25 |
| Other | 0% | 18 |
| Run | 0% | 4 |

We're on track in Wynyard Quarter ... but we must keep going!

- Over **1,000 more** responses to the 2025 survey compared to 2024.
- We are trending in the right direction; **increasing public transport use** and **decreasing private vehicle use**.
- New businesses have recently moved into Wynyard Quarter, such as One NZ, with **more arriving soon**.
- We need to actively work with existing businesses to maintain momentum and **support new businesses** to commute sustainably.
- Auckland Unitary Plan targets **70% sustainable modes** for Wynyard Quarter commuting. We have achieved **69% in 2025**.

Deep Dive into the data with AT's Travel Choices Team

We are meeting Auckland Transport Travel Choices Team on Wednesday next week to undertake a deep dive into the data to support sustainable travel planning for Wynyard Quarter.

What We'll Explore in the Data

- Identify priority businesses in Wynyard Quarter with strong CRL interest for tailored travel planning support.
- Identify priority businesses in Wynyard Quarter who are interested in a focus group on a particular mode
- Identify “hot suburbs” where people are seeking more information for targeted engagement
- Identify cycle routes near CRL stations to support mode shift for those interested in CRL.
- Analyse the challenges and opportunities and provide insights to PTAM teams.
 - Reliability – eg. Identify key corridors.
 - Number of transfers – eg. Identify which modes to inform network planning
 - First / last-mile connections – eg. identifying opportunities to strengthen walking and cycling access and improving wayfinding.

Commuter Locations and Opportunities – Bus

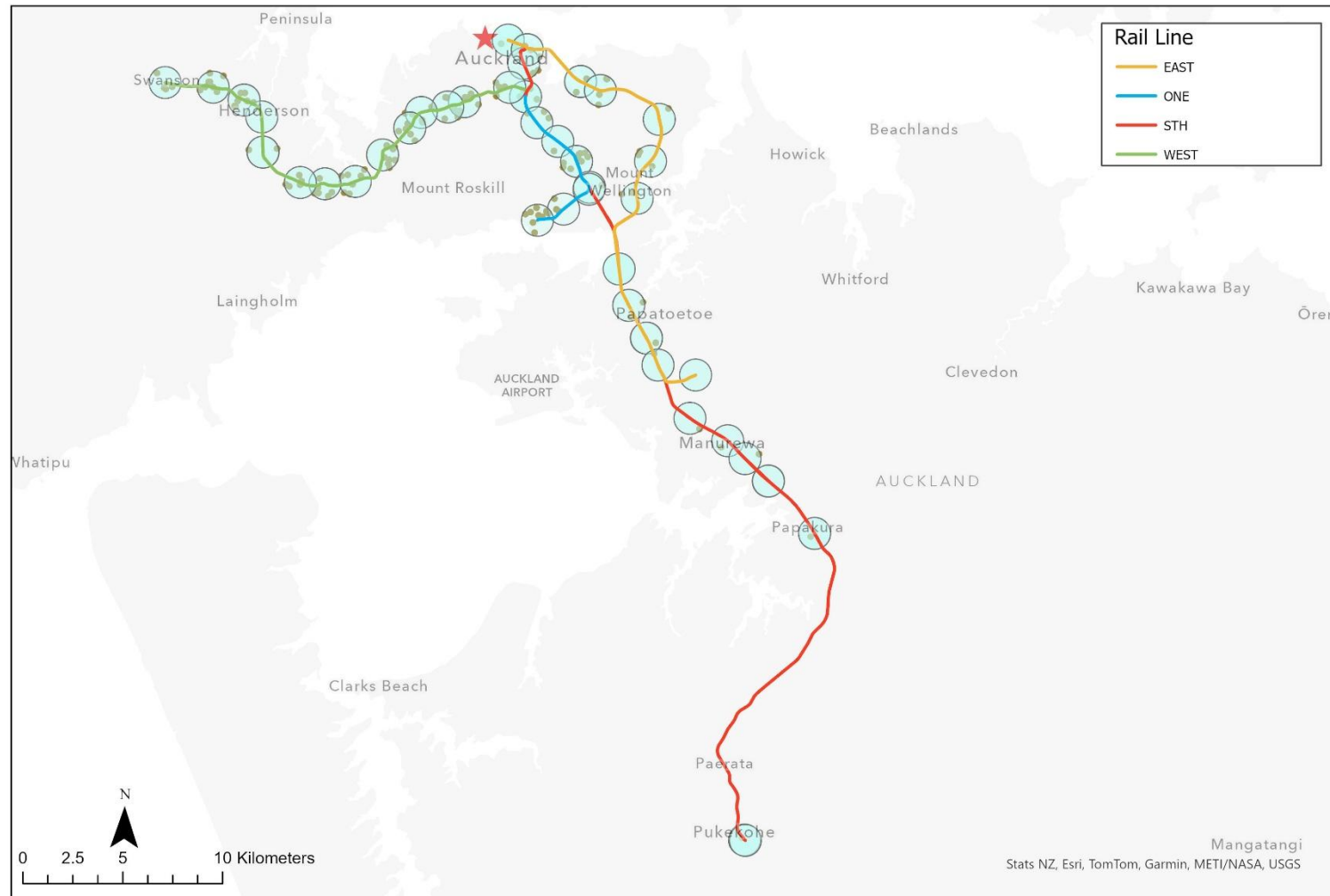
Survey Respondents within 1600m of Northern Busway Stations who Drive



- **1,034** who usually commute by car live within a **~5 minute walk** (400m) of a bus stop.
- **32** who commute by car live within **1,600m** of a Northern Busway station.

Commuter Locations and Opportunities – Train

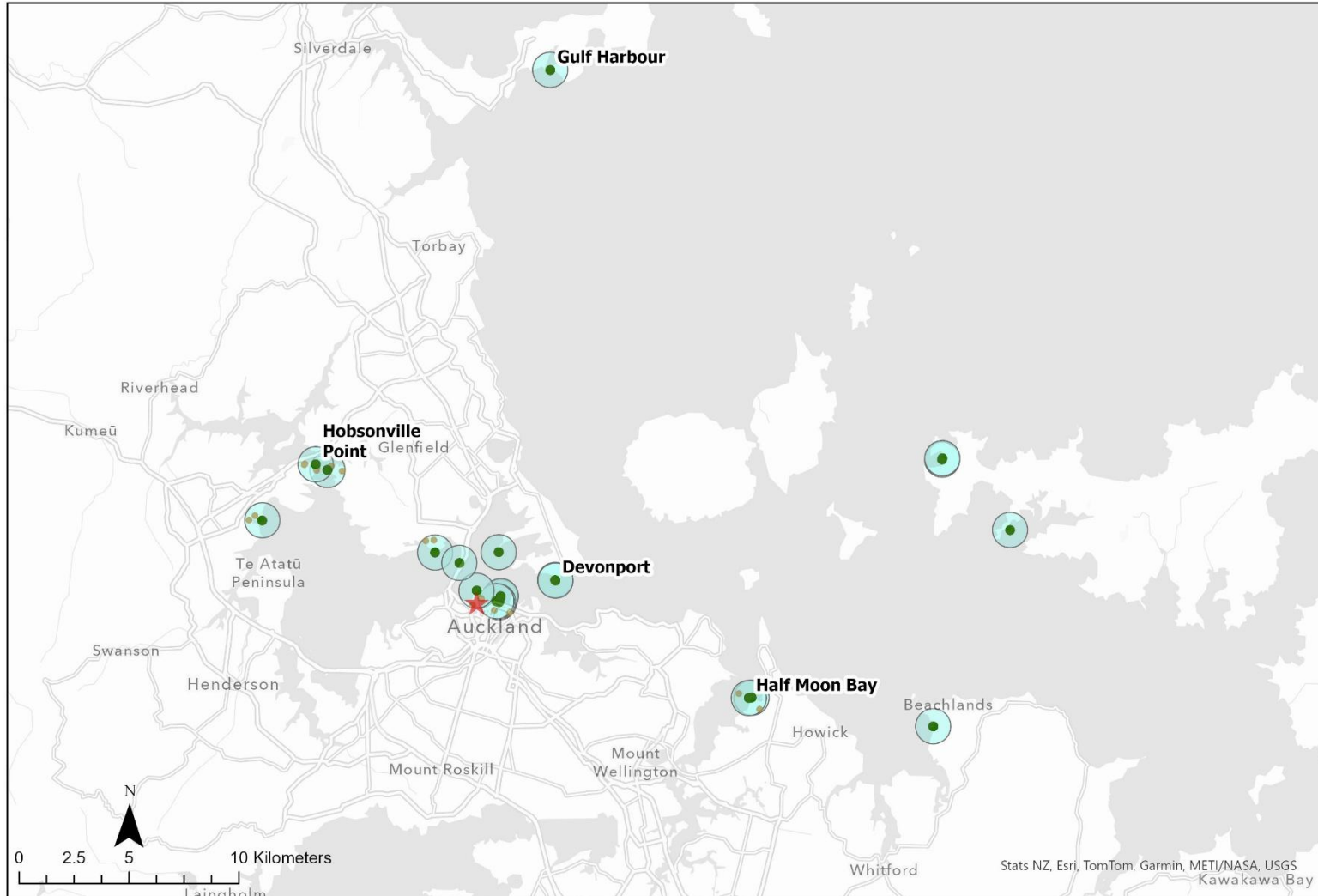
Survey Respondents within 800m of a Rail Station who Drive



- **334** who usually commute by car live within a **~15 minute walk** (1,200m) of a train station.
- **52** who usually commute by car live within a **~10 minute walk** (800m) of a train station.
- The Western Line has approximately 250 people who are currently driving to Wynyard Quarter alone and live within 1200m of train station.
- With the intro of CRL Western line passengers will have significant travel time savings.
- We can identify those stations which have high numbers of people who are currently driving and live close to a station a short train trip to the city.

Commuter Locations and Opportunities – Ferry

Survey Respondents within 800m of a Ferry Terminal who Drive



- **36** who usually commute by car live within a **~15 minute walk** (1,200m) of a ferry terminal.
- **21** who usually commute by car live within a **~10 minute walk** (800m) of a ferry terminal.

Why People Choose their Way to Travel – Top Five Reasons

| All Users | % |
|----------------------------|-----|
| Most convenient option | 61% |
| Quickest option | 53% |
| Cheapest option | 45% |
| No reasonable alternatives | 16% |
| Better for the environment | 14% |



| Private Vehicle Users | % |
|----------------------------|-----|
| Most convenient option | 73% |
| Quickest option | 61% |
| Need to drop-off/pick-up | 21% |
| Cheapest option | 19% |
| No reasonable alternatives | 16% |

| Public Transport Users | % |
|----------------------------|-----|
| Cheapest option | 57% |
| Most convenient option | 57% |
| Quickest option | 48% |
| No reasonable alternatives | 18% |
| Better for the environment | 18% |

| Active Transport Users | % |
|-----------------------------|-----|
| Good for health and fitness | 59% |
| Cheapest option | 59% |
| Quickest option | 56% |
| Most convenient option | 47% |
| Better for the environment | 27% |

What Makes Sustainable Commuting Challenging

| Challenges | %* |
|--|------------|
| Responsible for childcare / school runs before and after work | 20% |
| No public transport routes that pass close to my home | 16% |
| Public transport is too expensive | 12% |
| No public transport routes that pass close to Wynyard Quarter | 9% |
| Don't know any people who are carpooling | 6% |
| Don't feel safe using sustainable transport | 6% |
| Need a car to carry out work | 5% |
| Nothing would change my mind | 4% |
| Bicycles / E-Bikes are too expensive | 3% |
| Workplace doesn't have suitable / secure parks or lockers | <1% |

**Of those who commute by car at least sometimes*

What Makes Sustainable Commuting Challenging

*Key themes from 'Other' challenges**

Public transport too slow

"my current commute would take 1.5–2 hours each way by public transport vs a 30-minute drive"

Too many transfers

"No direct public transport... I have to change 2–3 different bus/ferry to arrive at work"

Reliability issues

"Bus and train cancellations disrupt too often – more reliable trains/bus"

Weather issues

"Weather affects biking."

Safety concerns

"I don't feel safe biking in Auckland."

Family responsibilities

"I need my car to pick up/drop off children... public transport would make this impossible"

High cost

"Getting the ferry now costs over \$20 a day... it is now too expensive"

Poor first / last mile connectivity

"can't get a bus that is efficient for the first part of my journey."

Encouraging Sustainable Commuting

Key themes*

Faster, more direct services

"Faster commute times"

More reliable services

"Reliable times for public transport — not worrying about delays or cancellations."

Better cycling infrastructure

"If they had a cycle lane over the Harbour Bridge, I would bike to work."

Improved safety and comfort

"Cleaner public transport. Safer public transport"

Flexibility for personal needs

"If the company remains flexible and we don't have to be as early as possible then sustainable modes are a great option."

Cheaper fares

"Make public transport cheaper and people will use it"

More Park & Ride connectivity

"More Park & Ride options would help."

*Answers provided by over 15% of respondents

Commuting Differently or Commuting at a Different Time

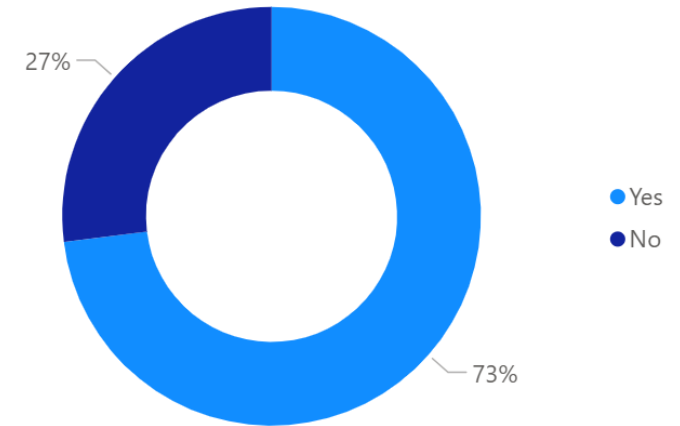
- **Commuting differently**

- Of 73% who said 'Yes', 26% usually travel by private vehicle.
- In 2024, 61% said 'Yes' (12% increase to 2025).

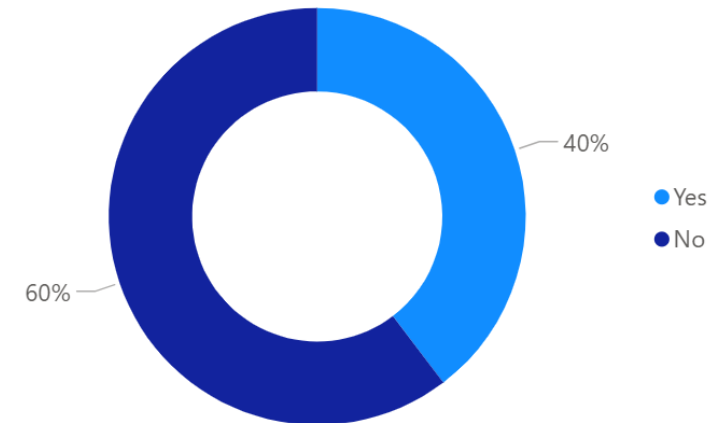
- **Commuting at a different time**

- Top three usual modes of 40% who said 'Yes':
 - Bus 37%
 - Car – as driver (alone) 14%
 - Train 12%

Could you use a different mode of transport?



Could you travel at a different time?



City Rail Link (CRL) Opportunities

757 respondents (17%) said 'Yes' or 'Maybe' that CRL would change their commute to Wynyard Quarter.

Engagement Opportunities for AT before CRL Opens



1,079 people want information on how CRL will improve their travel to Wynyard Quarter



874 people want info on **services and timetabling**



625 want a **free trial** or **HOP credit**



580 want help with **journey planning**

| Factors that will influence CRL uptake | % |
|--|-----|
| Info about how CRL will improve travel to WQ | 23% |
| Time and frequency of services | 22% |
| Improved travel times | 20% |
| Clear info about services and timetabling | 19% |
| Punctuality of trains | 16% |
| Free trial or HOP credit | 13% |
| Help with journey planning before CRL opens | 13% |
| Reduced disruptions to services | 12% |
| Improved station services | 11% |
| I already commute by train | 5% |

Getting Involved



Almost 1,700 want to find out more info on transport.



Almost 1,200 want to be part of a **focus group**.



Almost 300 who currently drive want more info about CRL.



70 people who currently drive alone want more info about **carpooling**.



27% of people who completed survey want to receive WQTMA newsletters

| Further Info | % |
|---|-----|
| City Rail Link | 26% |
| Bus Travel | 13% |
| Carpooling | 8% |
| Cycling (skills, maintenance, or e-bikes) | 8% |
| Exploring ferry options | 4% |

| Focus Groups | % |
|---|-----|
| City Rail Link | 12% |
| Bus Travel | 12% |
| Carpooling | 6% |
| Cycling (skills, maintenance, or e-bikes) | 6% |
| Exploring ferry options | 4% |

Next Steps

- One-to-one presentations and discussions with each WQ TMA business that participated in the survey.
- Data deep-dive with Travel Choices team at Auckland Transport next Wednesday. **Please let Kelly and Amber know if there is something specific you are interested in and we will take a look.**
- Light-touch travel plans developed and shared with each WQ TMA business that participated in the survey
- Developing relevant survey insights with Heart of the City and Auckland Urban Development Office to be shared with their audiences.





Ngā mihi | Thank you

