

# Wynyard Quarter Staff Travel Survey

## Results for all businesses

Wynyard Quarter continues to work towards achieving its sustainable mode share targets.

From Tuesday 8 March to Wednesday 23 March 2022, the Wynyard Quarter Transport Management Association (WQTMA) undertook a workplace travel survey with employees from ten businesses in the Wynyard Quarter area. The ten participating businesses were:

- Air New Zealand
- Genesis
- WSP
- Datacom
- ASB
- Park Hyatt
- Southern Cross
- Kiwi Bank
- KPMG
- Auckland Transport

The purpose of the survey was to understand how employees get to work and to identify barriers and opportunities to encouraging more sustainable travel.

The survey was undertaken during the Covid 19 Omicron outbreak in New Zealand, which meant that many staff across Wynyard Quarter businesses were working from home. The survey questions were designed to reflect these circumstances and understand travel patterns for both Covid-affected, and 'business as usual' travel.

This dashboard provides an overview of the results from the travel survey of all businesses who participated in the survey.

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**Making it easier to travel to WQ**



# Response rates

**8350**

Employees across the ten Wynyard  
Quarter businesses

**3964**

Total Employees completed the  
survey

**10**

Businesses participated in  
the survey



**DATACOM**



**47%**

Average survey response rate

**>50%**

Response rate for the top four  
responding businesses

**Top 2**

Responding businesses were:  
KPMG - 82%  
WSP - 76%

# Demographics

### Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. *Please note visuals will be blank for categories with no data*

### Travel mode today

☐ (Blank)

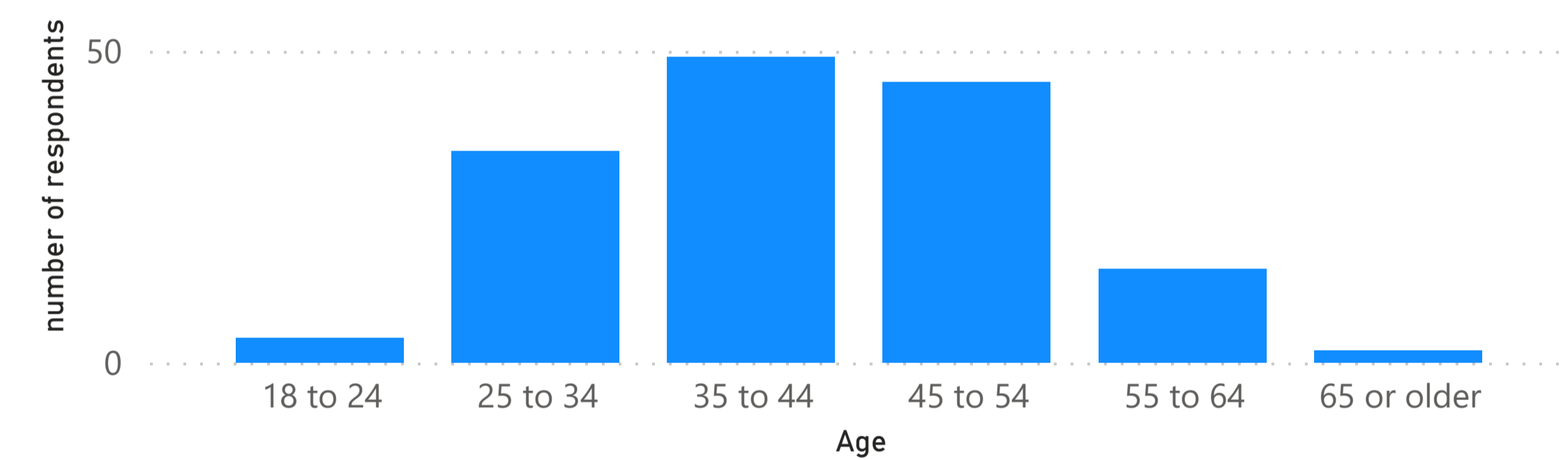
### Usual travel mode

- ☐ (Blank)
- ☐ Bicycle
- ☐ Bus
- ☐ Car as driver alone
- ☐ Carpool
- ☐ E Bike
- ☐ E Scooter

The survey asked questions on age and gender to confirm the representativeness of the sample for businesses. Most respondents were aged between 25 and 44 years old, with slightly more respondents belonging to the 34 to 44 years age bracket. The response rate was higher among women, who accounted for about 52% of respondents. This is in line with anecdotal evidence that women are more likely to respond to travel surveys than men.

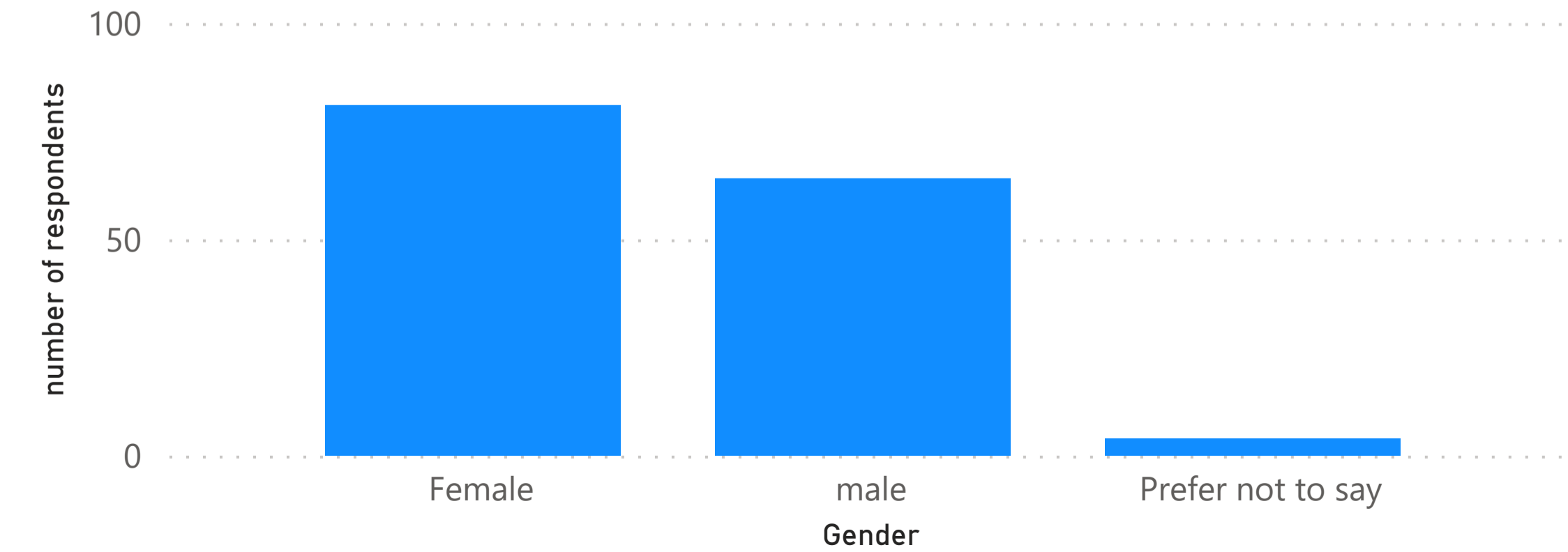
Please select your age group

N = 3,964



What gender do you identify with?

N = 3,964



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# How did people travel on the day of the survey?

## Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. *Please note visuals will be blank for categories with no data*

### Age

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54

### Gender

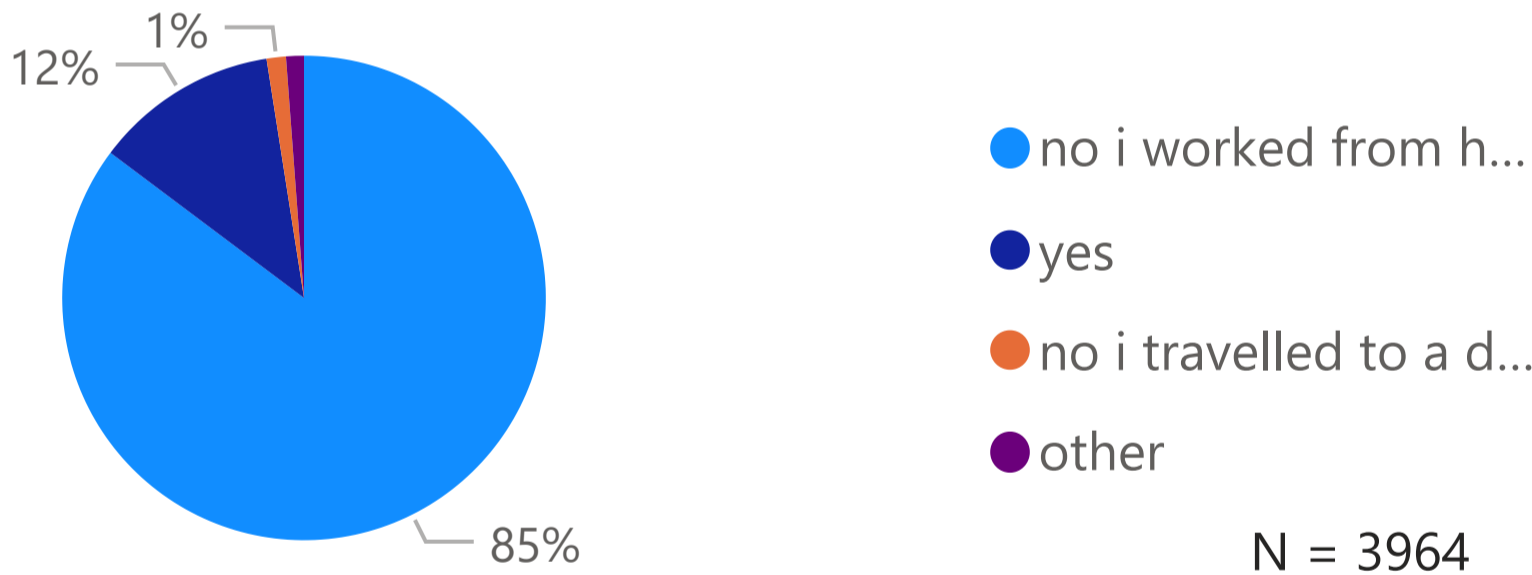
- ☐ Another gender
- ☐ Female
- ☐ male
- ☐ Prefer not to say

### Arrival time today

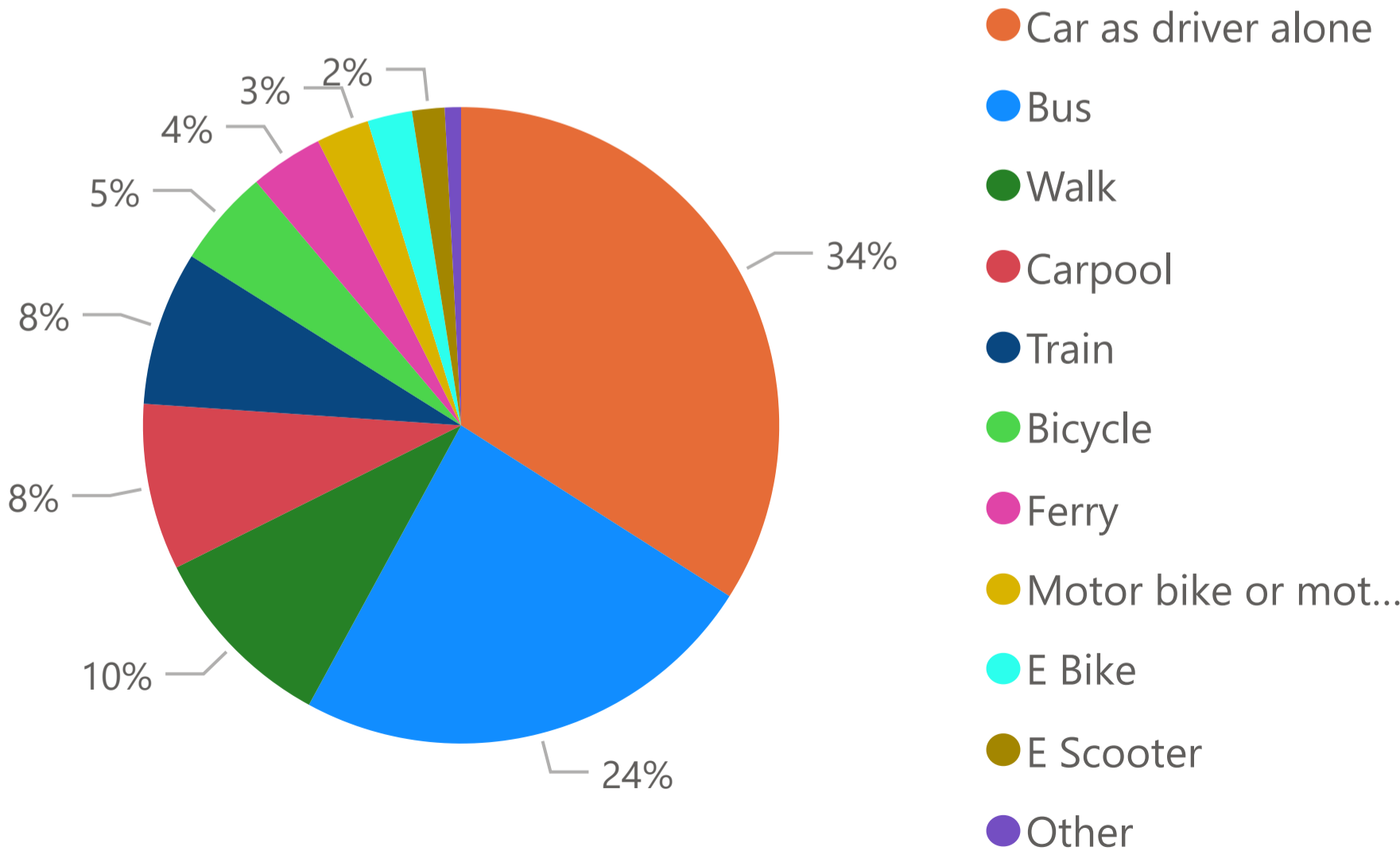
All

Most respondents worked from home on the day of the survey (85%) which reflects the Omicron outbreak at the time the survey occurred. Respondents who travelled to work on the day they answered the survey were asked to specify the mode they used for the longest distance and the mode they used to arrive to Wynyard Quarter on that day. The results show that car as driver alone had the highest mode share (34%) and the total private vehicle mode share was about 43%. The bus had the second highest mode share at 24% and total public transport mode share was 36%. This trend was reflected among all age groups, except those under 25, who were more likely to use the bus than to drive alone. Women were less likely to drive than men and were less likely to ride a bike and more likely to use public transport. Walking was the most common way for people to arrive into the Quarter, except for those aged between 35 and 54 years old, for whom driving alone was most common.

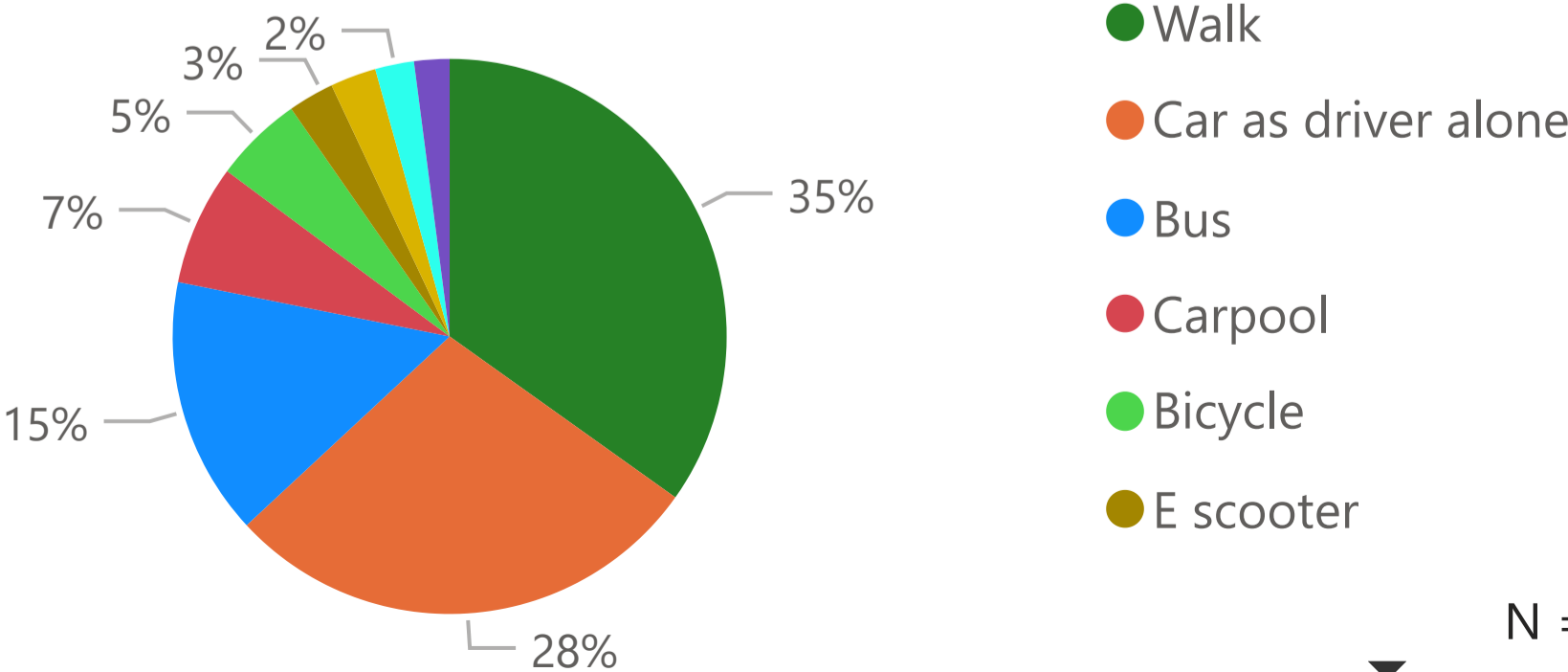
Did you travel to your place of work in Wynyard Quarter today?



What mode did you use for the longest portion of your journey to work today?



How did you ARRIVE into Wynyard Quarter today?



# Survey day arrival and departure times

## Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. *Please note visuals will be blank for categories with no data*

### Age

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54

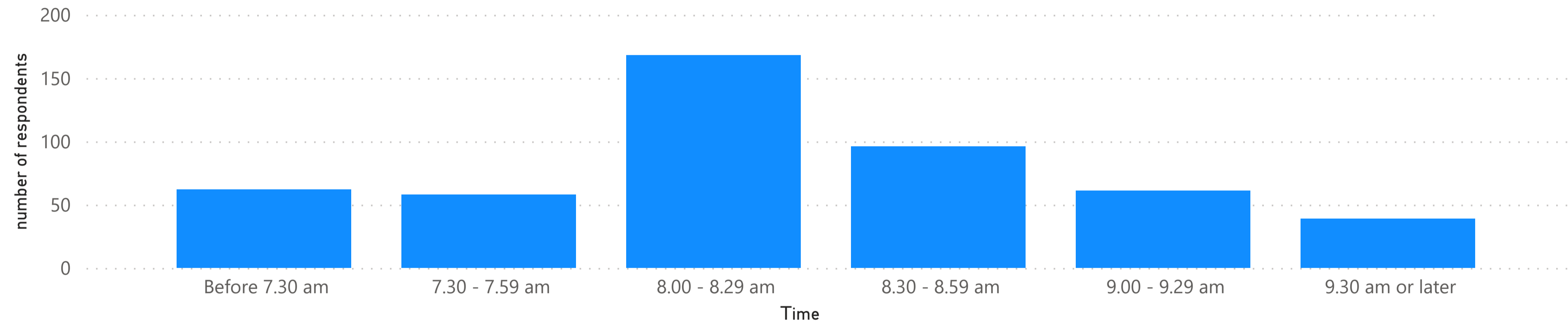
### Gender

- ☐ Another gender
- ☐ Female
- ☐ male
- ☐ Prefer not to say

Arrival and departure times for people who travelled on the day of the survey reflect the 'typical' commuter peak periods. Most people arrived between 8 and 9am. The afternoon period showed a greater 'peak' with departures much higher between 5 and 5.30pm compared to other half hour periods in the afternoon period. Women were more likely than men to leave before 4pm and people older than 54 were more likely to arrive before 7.30am.

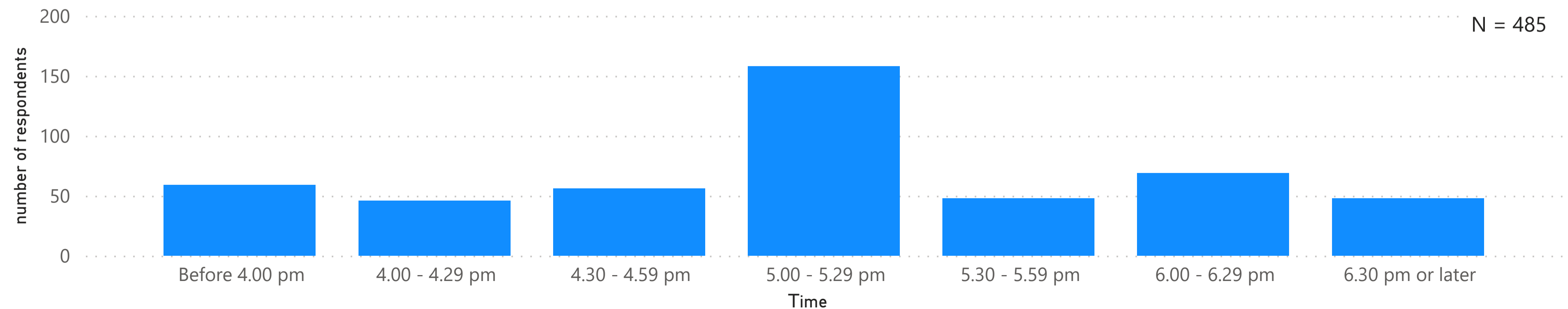
## What time did you arrive at your place of work today?

N = 485



## What time did you leave your place of work today?

N = 485



# What mode of transport do you usually use?

## Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. Please note visuals will be blank for categories with no data

### Age

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54

### Gender

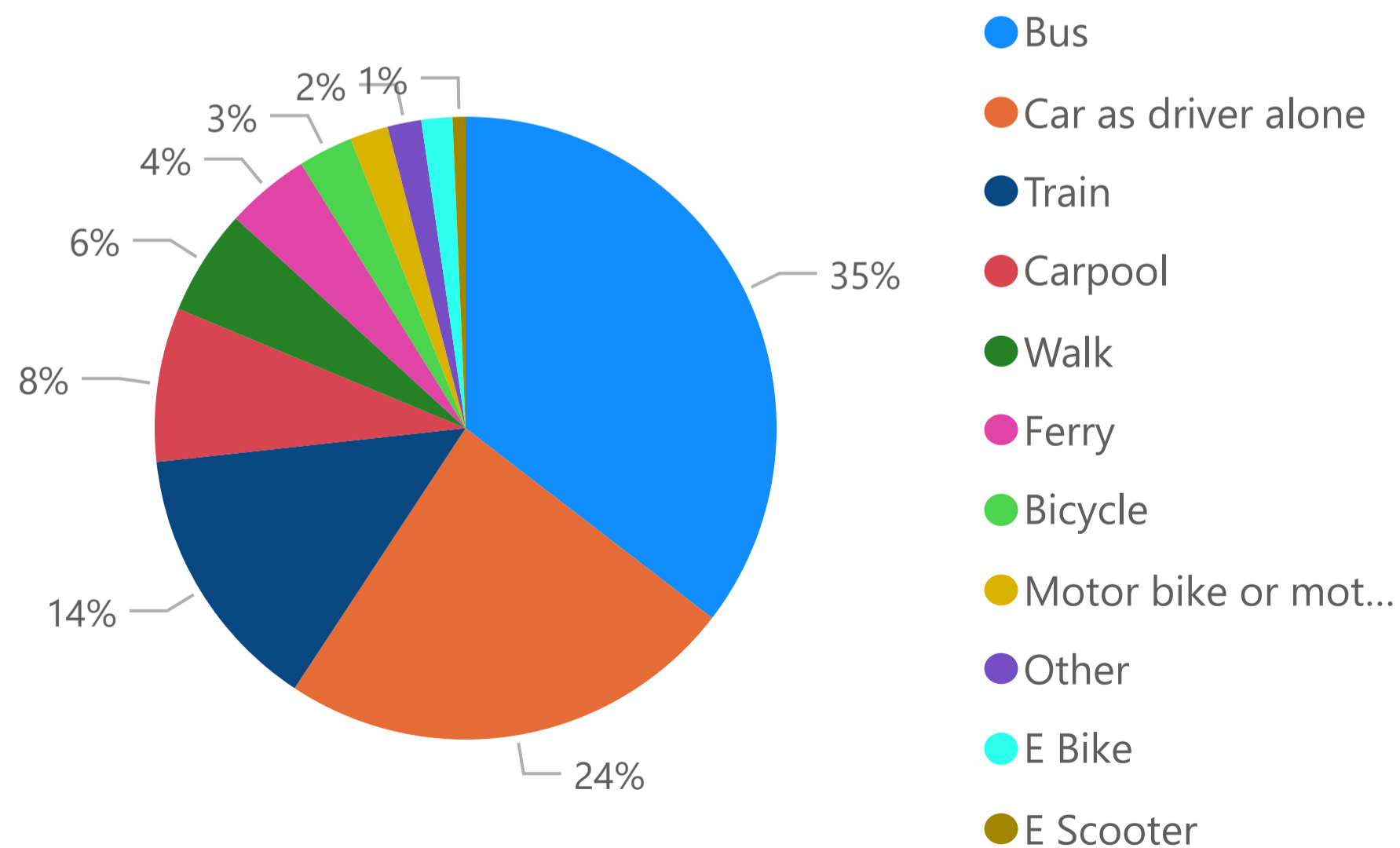
- ☐ Another gender
- ☐ Female
- ☐ male
- ☐ Prefer not to say

### Usual arrival time

All

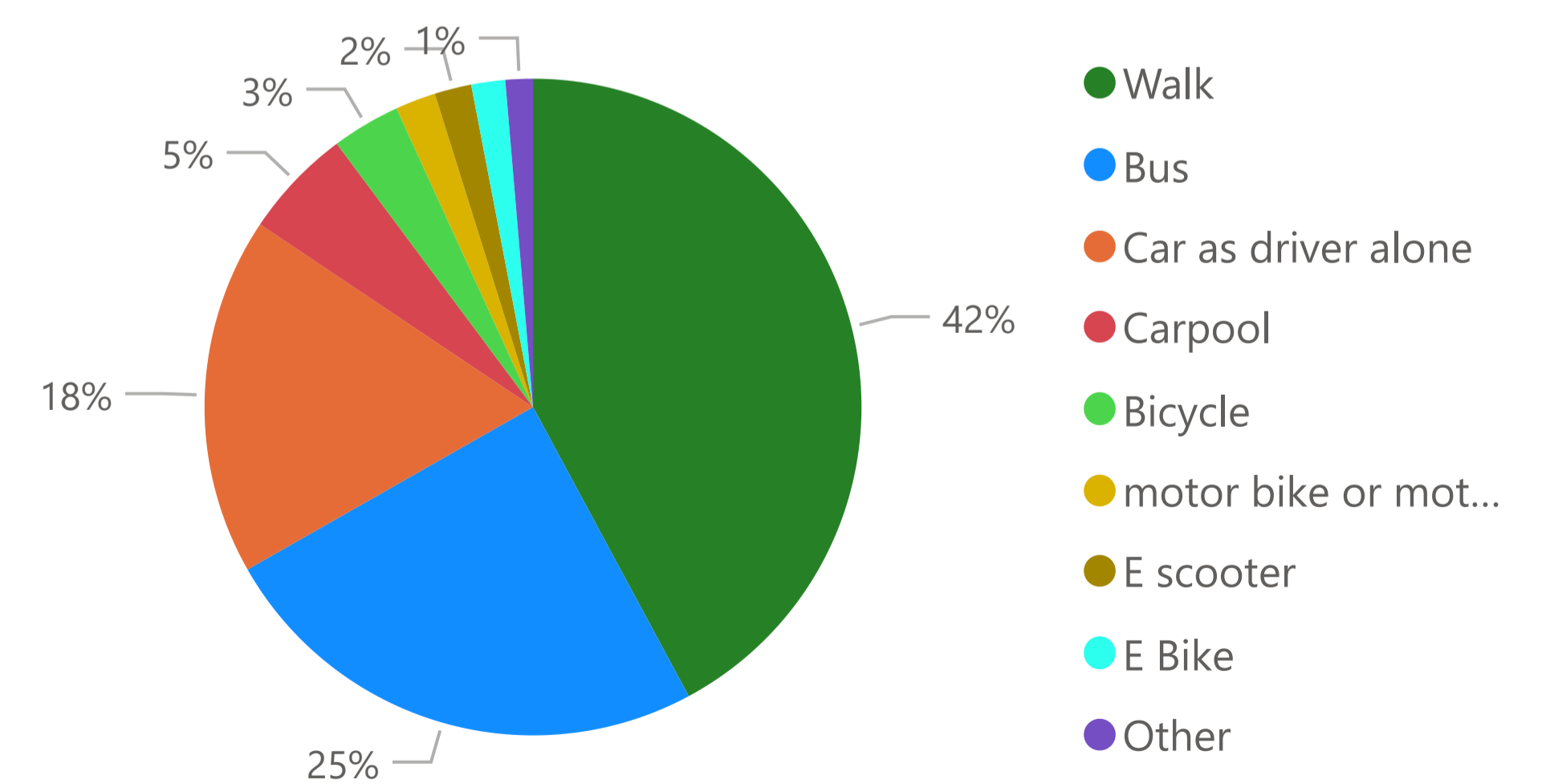
Respondents who didn't travel to work on the day they answered the survey were asked to select their usual mode of transport. Travel by bus was the most popular mode of getting to work (35%), followed by train (14%). Respondents younger than 35 and older than 65 were more likely to use the bus and less likely to drive. Respondents were also asked about their usual 'last mile' journey into Wynyard Quarter. There were limited gender differences although women were less likely to ride a bike or use an e-bike or e-scooter than men (7% for men, 3% for women). Walking was the most common mode for last mile journeys (42%), followed by bus (25%). Those who caught the bus or the train were the most likely to walk into Wynyard Quarter.

What mode do you usually use for the longest portion of your journey to work?



N = 3,415

How did you usually ARRIVE into Wynyard Quarter?



N = 3,415

# Usual arrival and departure times

## Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. *Please note visuals will be blank for categories with no data*

### Age

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54

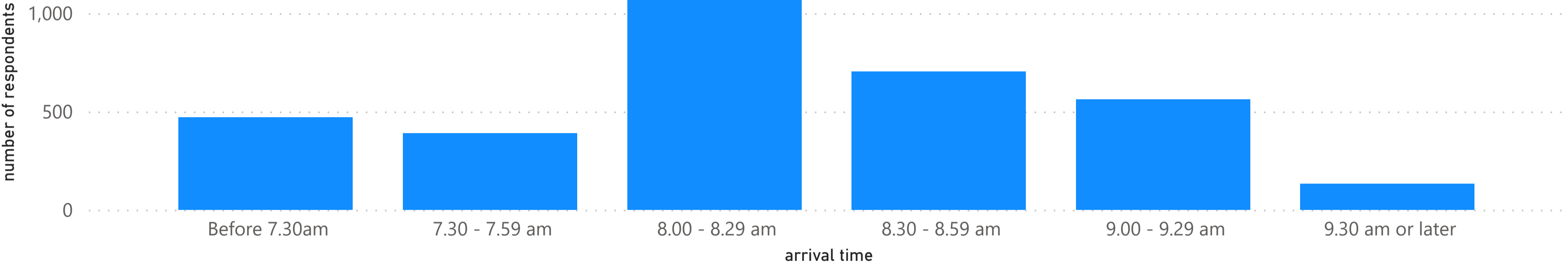
### Gender

- ☐ Another gender
- ☐ Female
- ☐ male
- ☐ Prefer not to say

Across the businesses, usual arrival and departure times into Wynyard Quarter follow 'traditional' working patterns. One third (33%) of arrival times are between 8 and 8:30am. There is a slightly larger evening peak of 35% of departure times between 5 and 5:30pm.

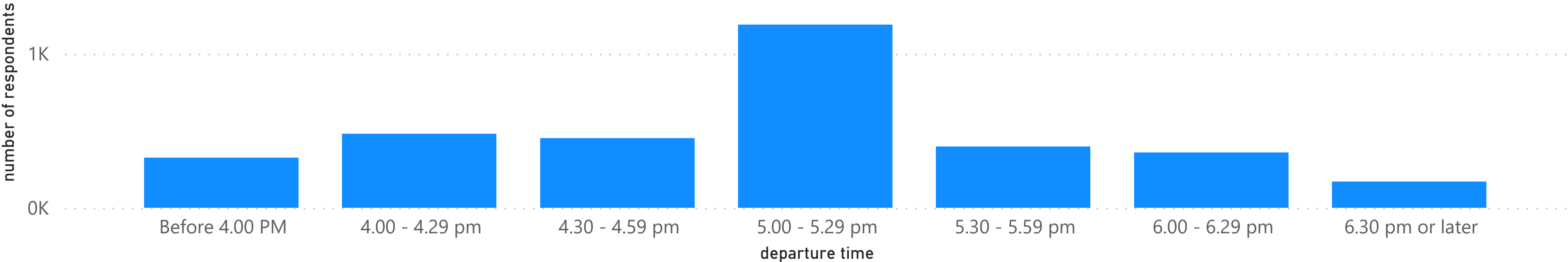
## What time do you usually arrive at your place of work?

N = 2,354



## What time do you usually leave your place of work?

N = 2,354



# Travel by car

## Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. Please note visuals will be blank for categories with no data

### Age

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44

### Gender

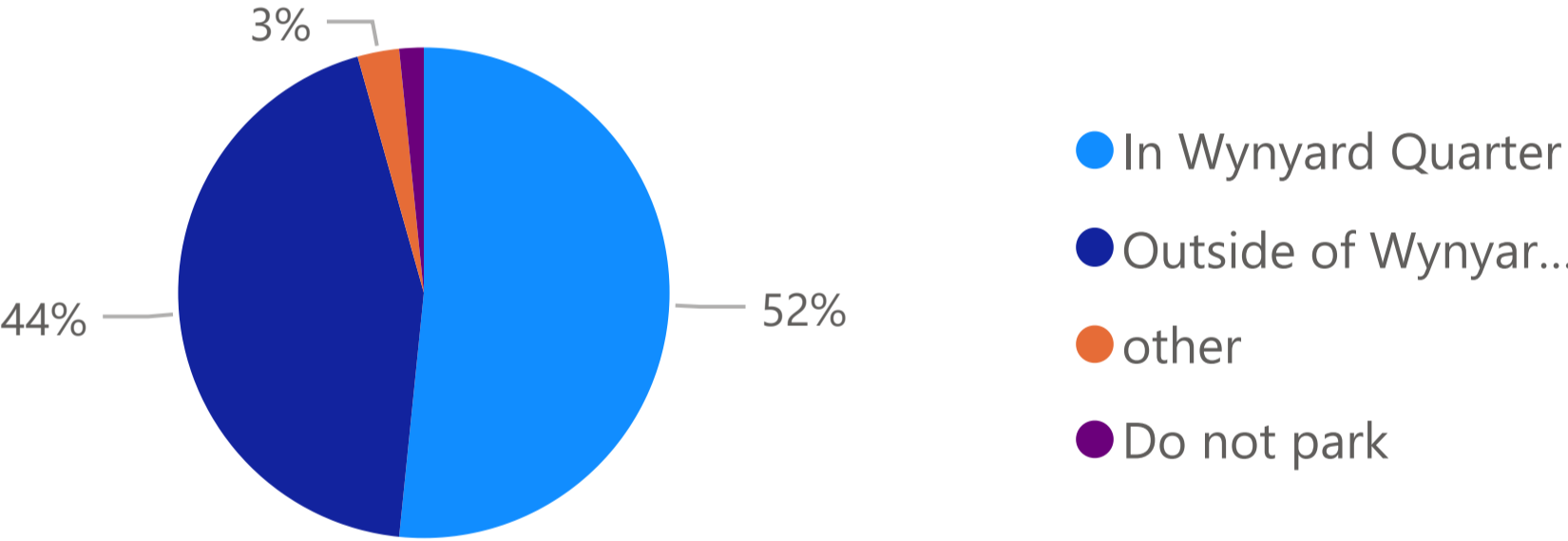
- ☐ Another gender
- ☐ Female
- ☐ male

### Usual arrival time

All

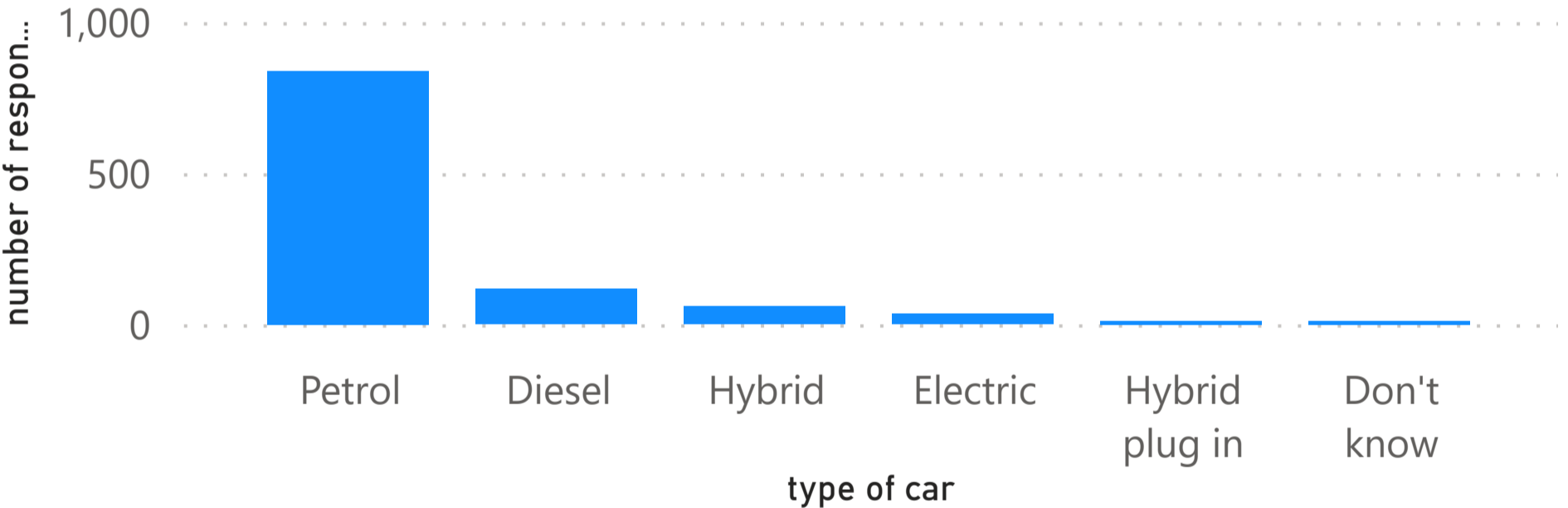
About a 1,000 respondents usually drive to Wynyard Quarter, with about half of those parking within Wynyard Quarter. About half of the people who park in Wynyard Quarter park in an off-street, public car park and over 75% pay for their parking. People who parked outside of Wynyard Quarter were less likely to pay for their parking (about 67%). People older than 45 years old were more likely to park within Wynyard Quarter.

## Where do you usually park when you travel to Wynyard Quarter?



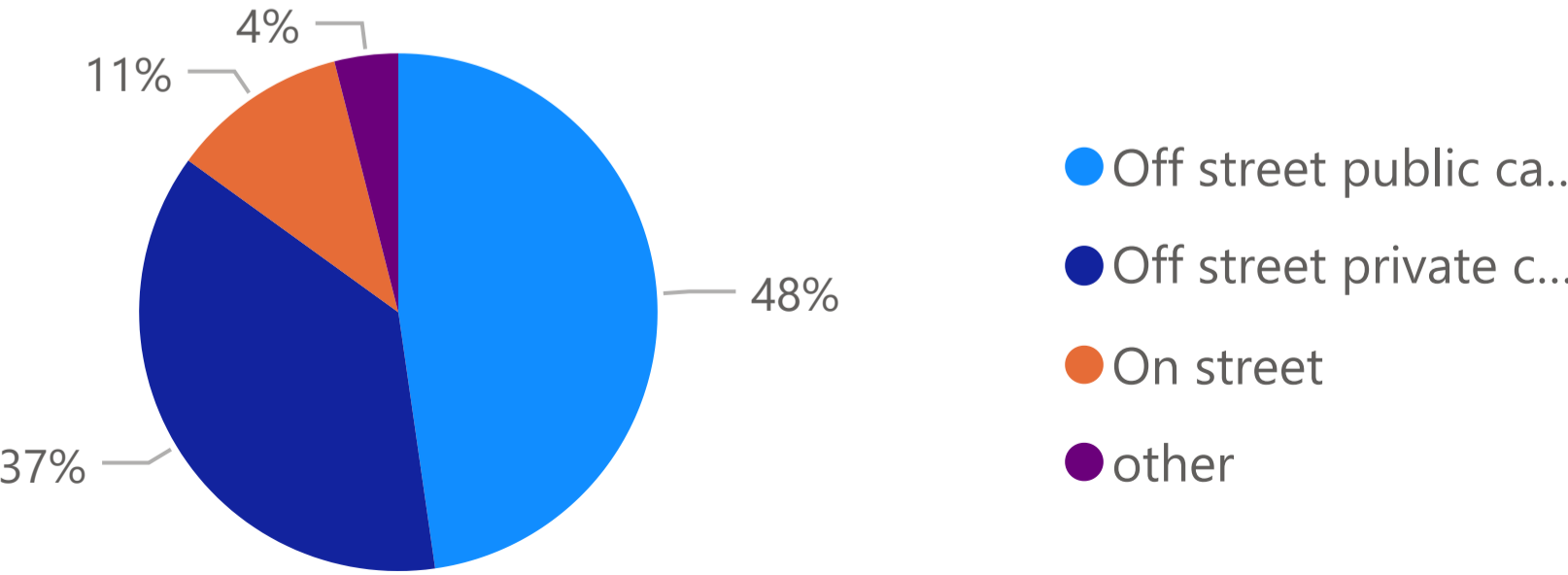
N = 1,050

## What type of fuel does the car you usually travel in use?



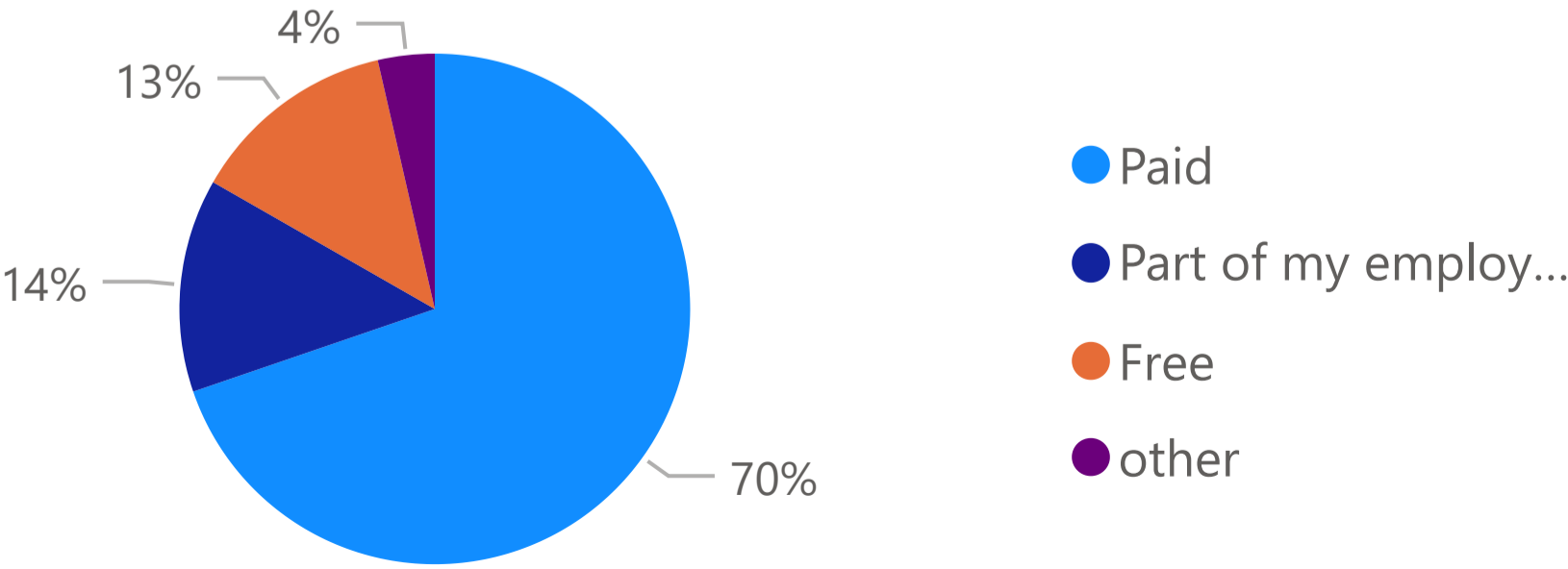
N = 1,050

## What type of parking is it?



N = 1,050

## Was the parking free or paid?



N = 1,050

# Working from home

## Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. *Please note visuals will be blank for categories with no data*

### Age

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54

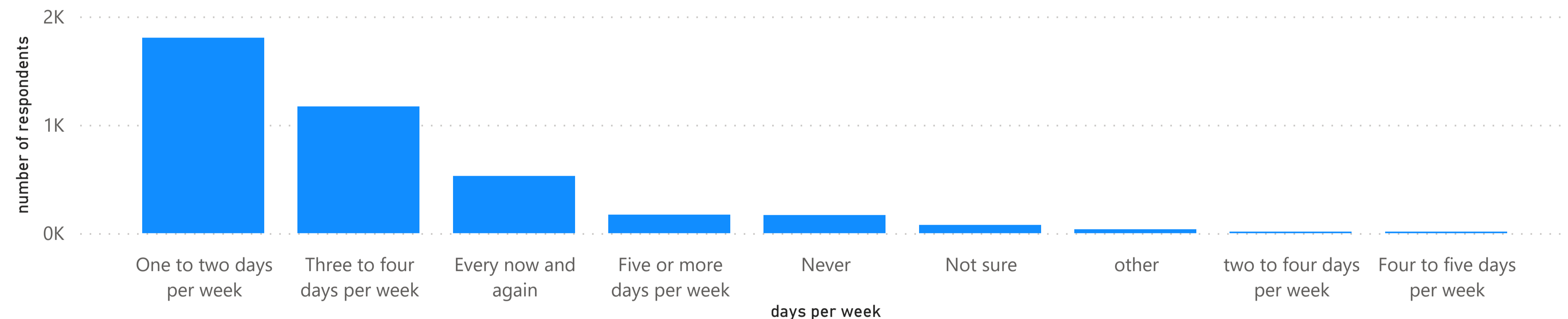
### Gender

- ☐ Another gender
- ☐ Female
- ☐ male
- ☐ Prefer not to say

Employees indicated a strong preference (56%) for working from home (WFH) between one to two days per week. Comparatively smaller numbers of employees wanted to work three to four days per week or every now and again. This pattern was consistent across gender and age groups. Of the respondents who said they would 'never' WFH, about 41% said they would not want to work from home in the future and about 41% said it would not be possible because of their job role.

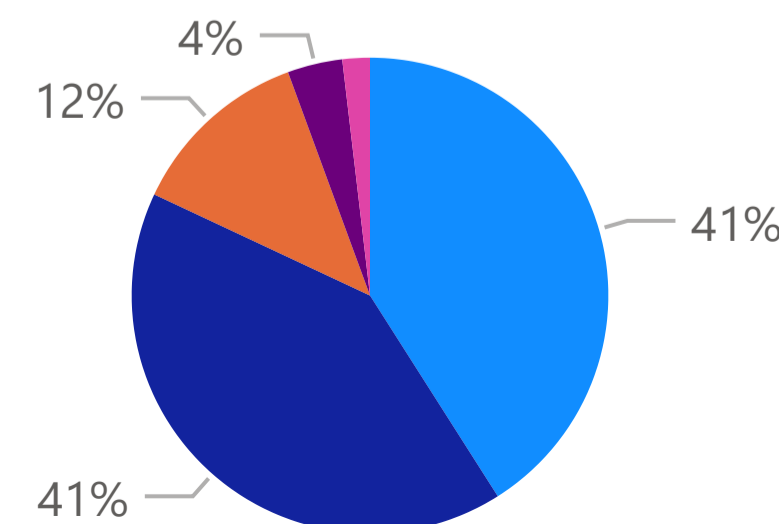
## When there are no Covid restrictions, how often do you think you will work from home?

N = 3,964



## Please select the main reason why you will never work from home

N = 161



### main reason

- ☒ I will not want to work from home
- ☒ It will not be possible because of my role
- ☐ Other
- ☐ It will not be possible with th
- ☐ It will not be possible with the facilities I can ...

# Reasons people travel the way they do

## Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. Please note visuals will be blank for categories with no data

### Age

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54

### Gender

- ☐ Another ge...
- ☐ Female
- ☐ male
- ☐ Prefer not t...

### Travel mode today

All

### Arrival time today

All

### Usual travel mode

All

### Usual arrival time

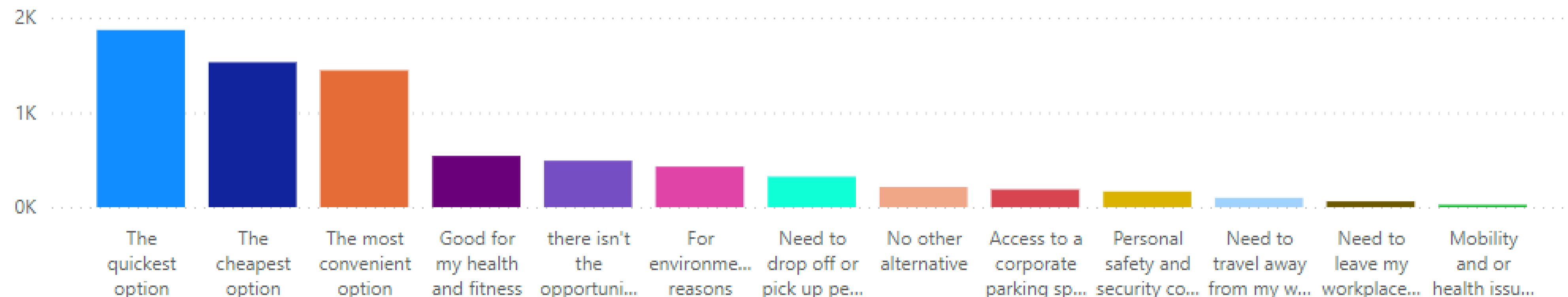
All

The main reasons respondents selected why they travel in the way that they do was because it was the quickest, cheapest and most convenient option. Further measures to encourage behaviour change will need to carefully consider these reasons to make travel modes more attractive. These reasons were consistently the dominant reasons across the different transport modes, but respondents who usually took public transport or active nodes also indicated that environmental impacts were an important factor in their mode choice. Respondents who drove usually and/or on the survey day prioritised being able to pick up and/or drop off people, as well as noting the lack of infrastructure and/or opportunity to travel differently.

Please select the reasons why you travelled to work in this way today



Please select the reasons why you usually travel to work in this way



# What would make it easier to travel to Wynyard Quarter?

## Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. *Please note visuals will be blank for categories with no data*

### Age

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54

### Gender

- ☐ Another g...
- ☐ Female
- ☐ male
- ☐ Prefer not ...

### Usual travel mode

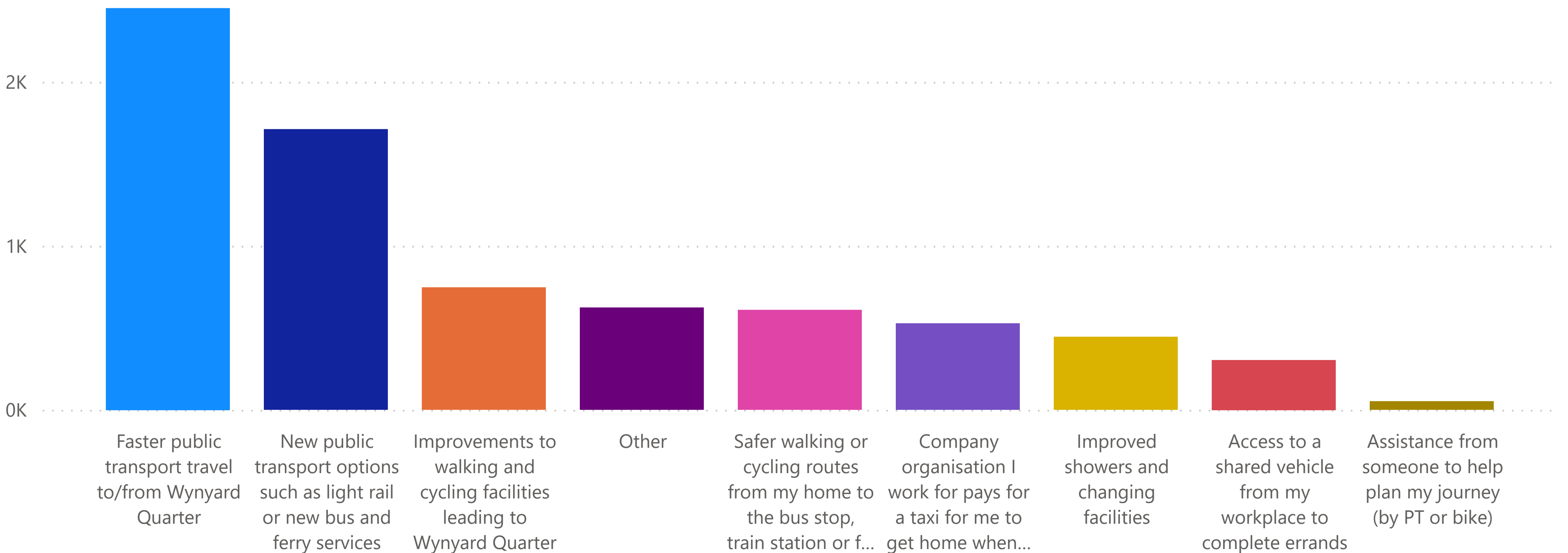
- ☐ (Blank)
- ☐ Bicycle
- ☐ Bus
- ☐ Car as driver alone
- ☐ Carpool

### Usual arrival time

All

The highest percentage of respondents who arrived to work before 9:30am wanted faster public transport and new public transport options such as Light Rail or new bus or ferry services. New public transport options were of higher priority to respondents who commuted after 9:30am. Faster and more varied public transport options were the most chosen improvements across genders and age groups in the survey. After improvements to public transport, respondents over the age of 55 were more likely to choose safer and/or improvements to walking and cycling routes as measures to make travel easier. Those respondents aged 45 and under chose the other category, using this to reiterate that more frequent and varied public transport options, as well as safer walking and cycling facilities would make their commutes easier.

## When there are no Covid related restrictions, what would make it easier for you to travel to Wynyard Quarter?



# Could you re-mode, re-time, re-route or avoid travelling?

## Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. *Please note visuals will be blank for categories with no data*

### Age

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54

### Gender

- ☐ Another g...
- ☐ Female
- ☐ male
- ☐ Prefer not ...

### Usual travel mode

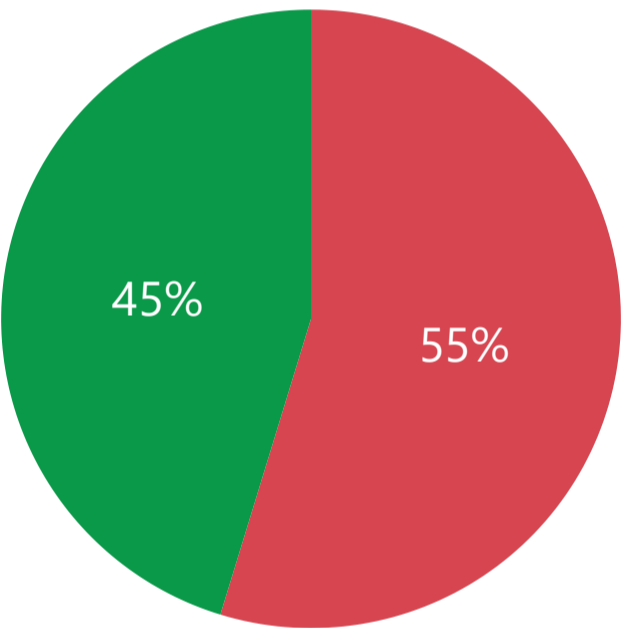
- ☐ (Blank)
- ☐ Bicycle
- ☐ Bus
- ☐ Car as driver alone
- ☐ Carpool

### Usual arrival time

All

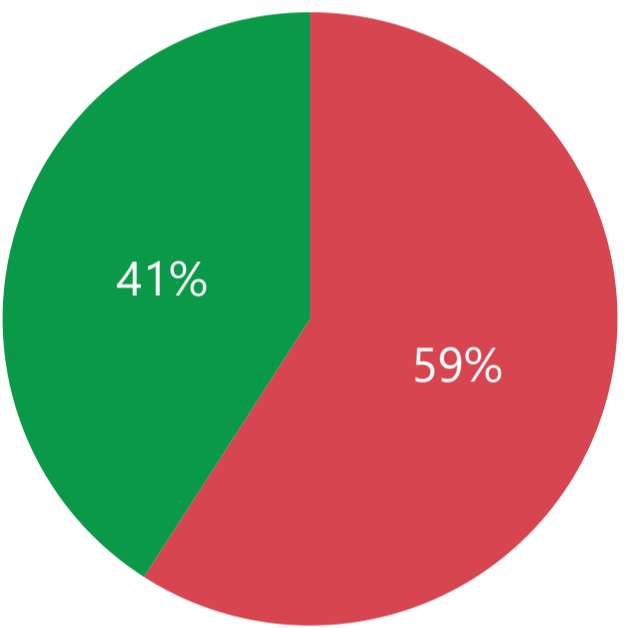
Most respondents (77%) said they could work from home or a different location while only about 32% of respondents could take a different route to work. This reflects the fact that many people take a bus or train service which follow fixed routes. People who drove were less likely to say they could use a different form of transport (59%). People older than 55 were also less likely to say they could re-mode (61%). Most respondents said they couldn't travel at a different time.

I could use a different form of transport



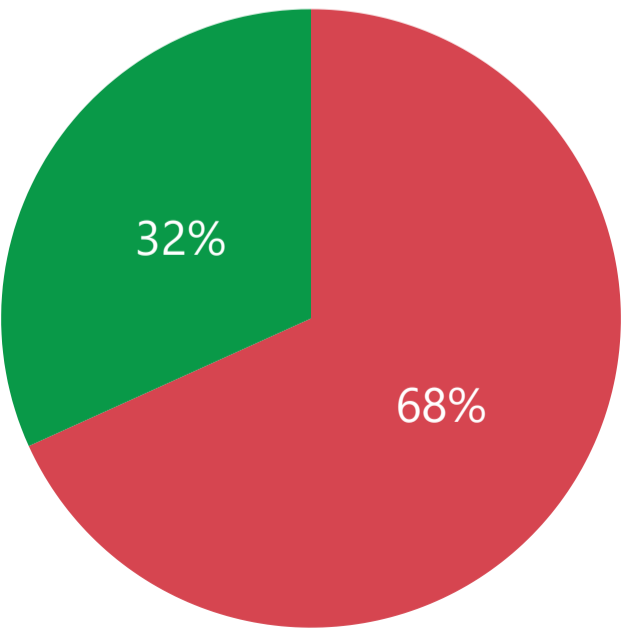
No  
Yes

I could travel at a different time



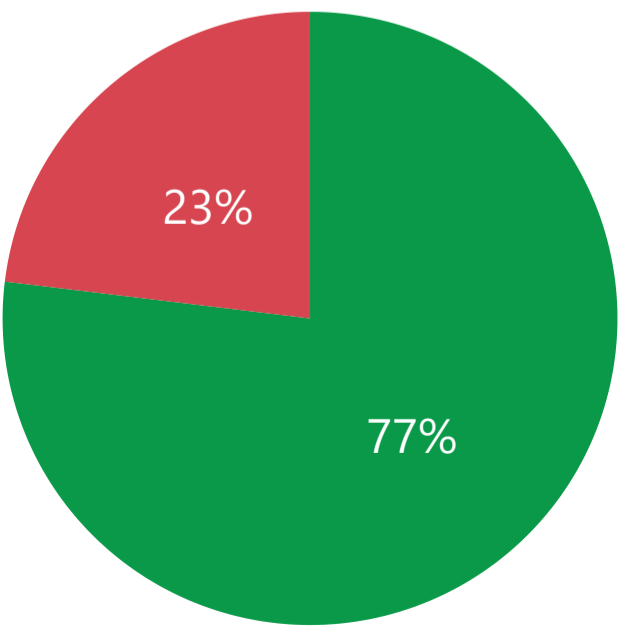
No  
Yes

I could take a different route to work



No  
Yes

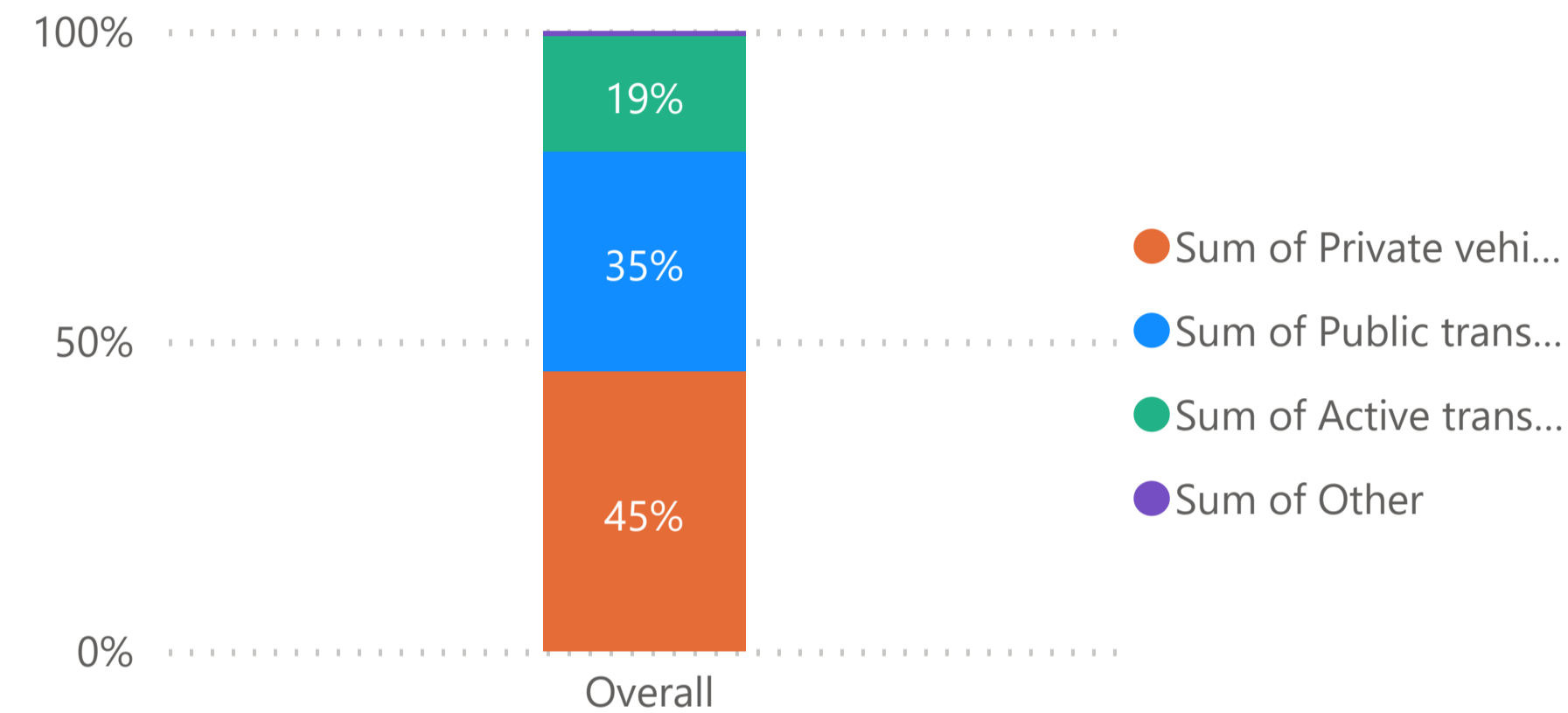
I could work from home or a different location



Yes  
No

# What are the key opportunities for change for Wynyard Quarter?

Summary of mode share for 'today's travel'



## Key findings

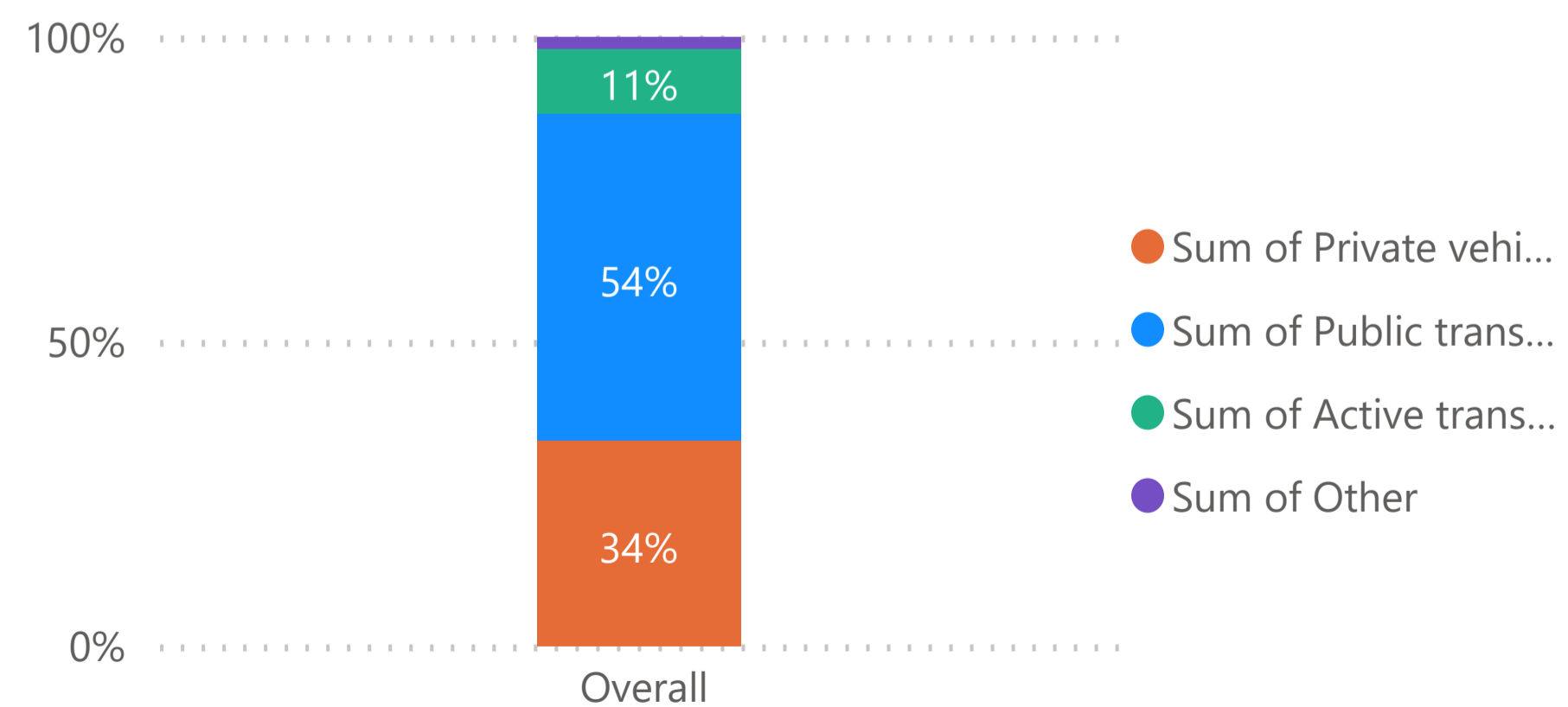
- **Today's travel.** Respondents who travelled on the day of the survey were most likely to arrive by private vehicle (45%).
- **Usual travel.** A majority (54%) of respondents said they usually travel by public transport.
- **Differences between today's travel and usual travel.** The private vehicle and active transport mode share were higher for today's travel. This indicates people may have been more likely to travel to work if using a car or active transport was an option for them and less likely to travel if they usually use public transport. Anecdotal evidence suggests wider availability of car parking at the time of the survey because people were working from home.

## Next Steps

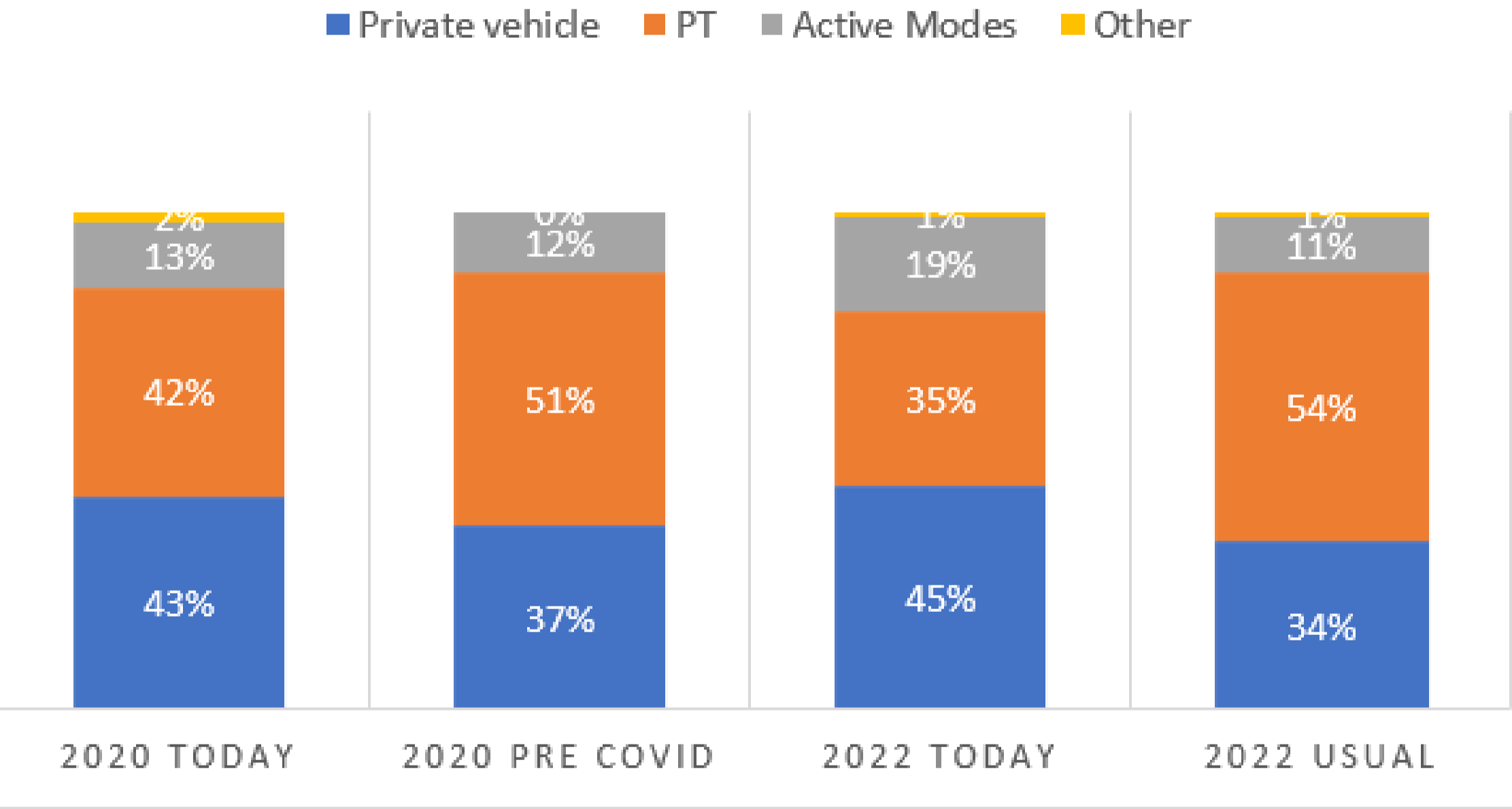
- **Work with individual businesses to produce Workplace Travel Plans.**
- **Work with individual businesses to make it easier to travel to Wynyard Quarter.** eg options like a guaranteed ride home in an emergency, access to a fleet vehicle for personal use, and improved shower and changing facilities
- **Promote the benefits of flexible working.**
- **Education and awareness raising among employees about the potential for change.**

About 40% (460 respondents) of car drivers said they could change the form of transport they use. Improving the availability of travel information and providing personalised travel information could help people understand their options for change (e.g., on 'X' number of days per week, people could take the bus instead of driving).

Summary of mode share for usual travel



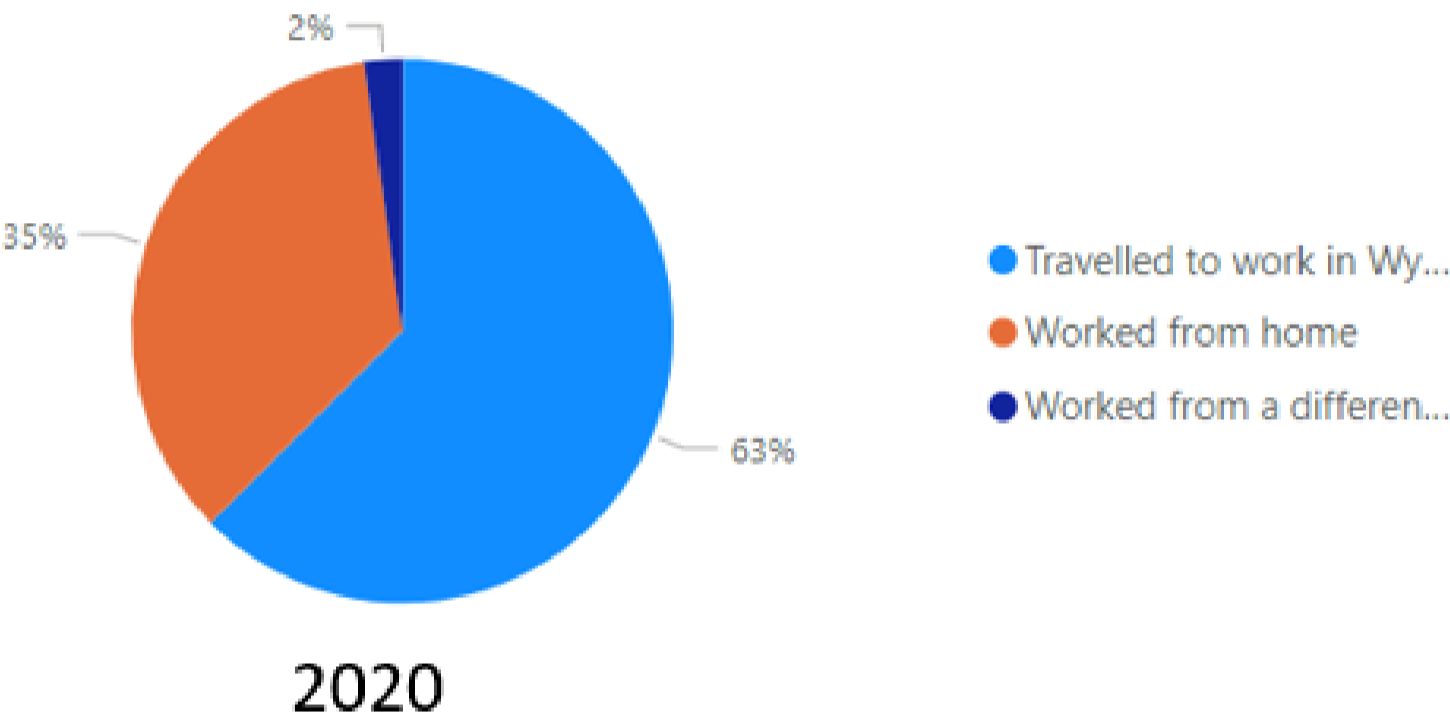
# Key differences from AC36 (2020) Survey



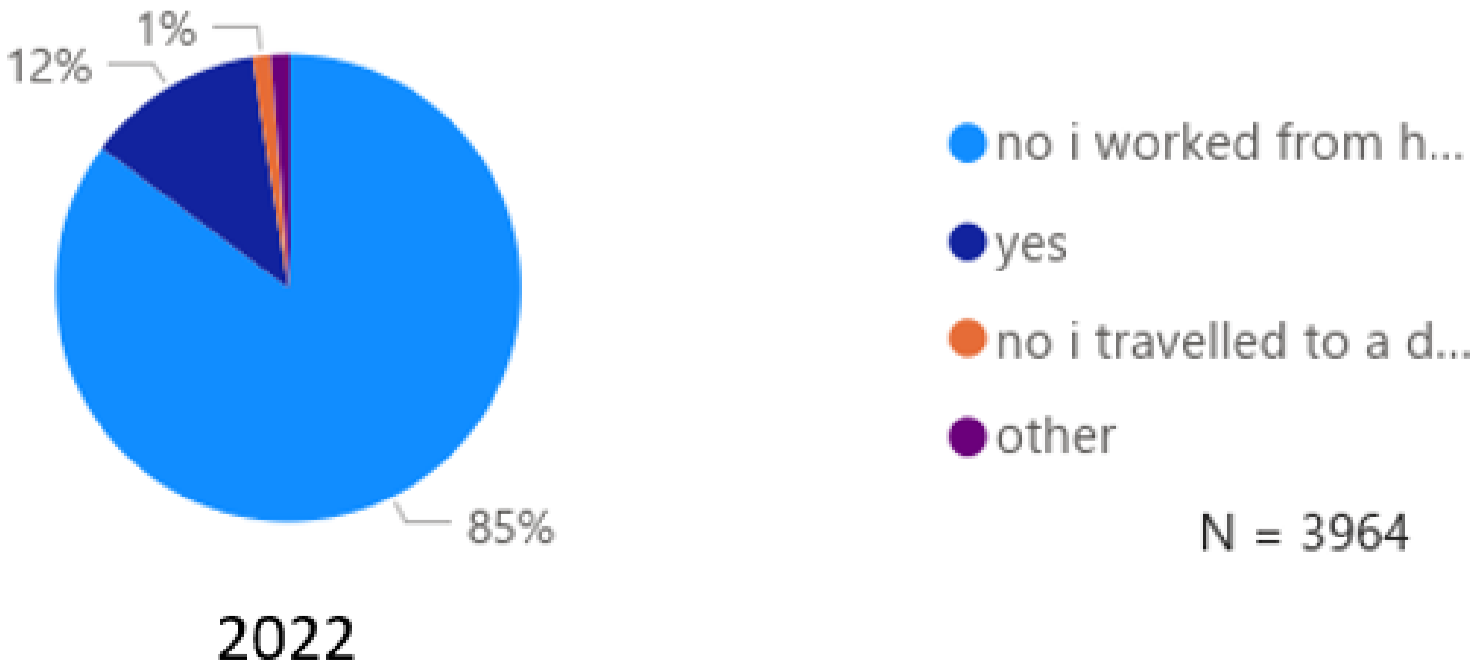
**2020:** Over **2,880** employees across **16** businesses completed the survey out of a potential **7,400** who were invited to complete it. Average response rate **39%**.

**2022:** Over **3,960** employees across **10** businesses completed the survey out of a potential **8,300** who were invited to complete it. Average response rate **47%**.

Travel to work on the day of the survey



Did you travel to your place of work in Wynyard Quarter today?



# Ferry Survey

20 businesses

# Wynyard Quarter Ferry Survey

## Results for Wynyard Quarter Businesses

The Wynyard Quarter Travel Management Association (WQTMA) is working with Auckland Transport (AT) to investigate the potential for extending one or more existing ferry services into the Wynyard Quarter area.

From Tuesday 8 March to Wednesday 23 March 2022, the Wynyard Quarter Travel Management Association (WQTMA) and AT undertook two workplace travel surveys with employees from separate businesses in Wynyard Quarter. The first survey targeted 10 businesses in Wynyard Quarter and asked them about their current and potential travel patterns, including questions about ferry services. This report is for the second survey of twenty businesses in the Wynyard Quarter area. The twenty participating businesses were:

Holmes	2 degrees
Lion Nathan	37 South
Marine Electrics	Auckland Unlimited
Mito Q	Bayleys
Mott MacDonald	Boat Books Ltd
NZ Marine Industry Association	Catalano Shipping Services NZ
Pure Design & Engineering Ltd	DNZ
Sanford	Fidelity
Trademe	General Marine Services Ltd
Warren & Mahoney	Generator

The purpose of this survey was to help AT to gain a better understanding of the potential demand for ferry services in the area, and guide further investigation if needed.

The survey was undertaken during the Covid 19 Omicron outbreak in New Zealand, which meant that many staff across Wynyard Quarter businesses were working from home. The survey questions were designed to take these circumstances into account, and to understand travel patterns for both Covid affected and 'business as usual' travel.

This dashboard provides an overview of the results of the survey for all the Wynyard Quarter businesses.

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Why do respondents want to take the ferry?	→
What would encourage respondents to take the ferry?	→

# Response Rates

20

Businesses participated in the Survey

700

Total employees participated in the Survey

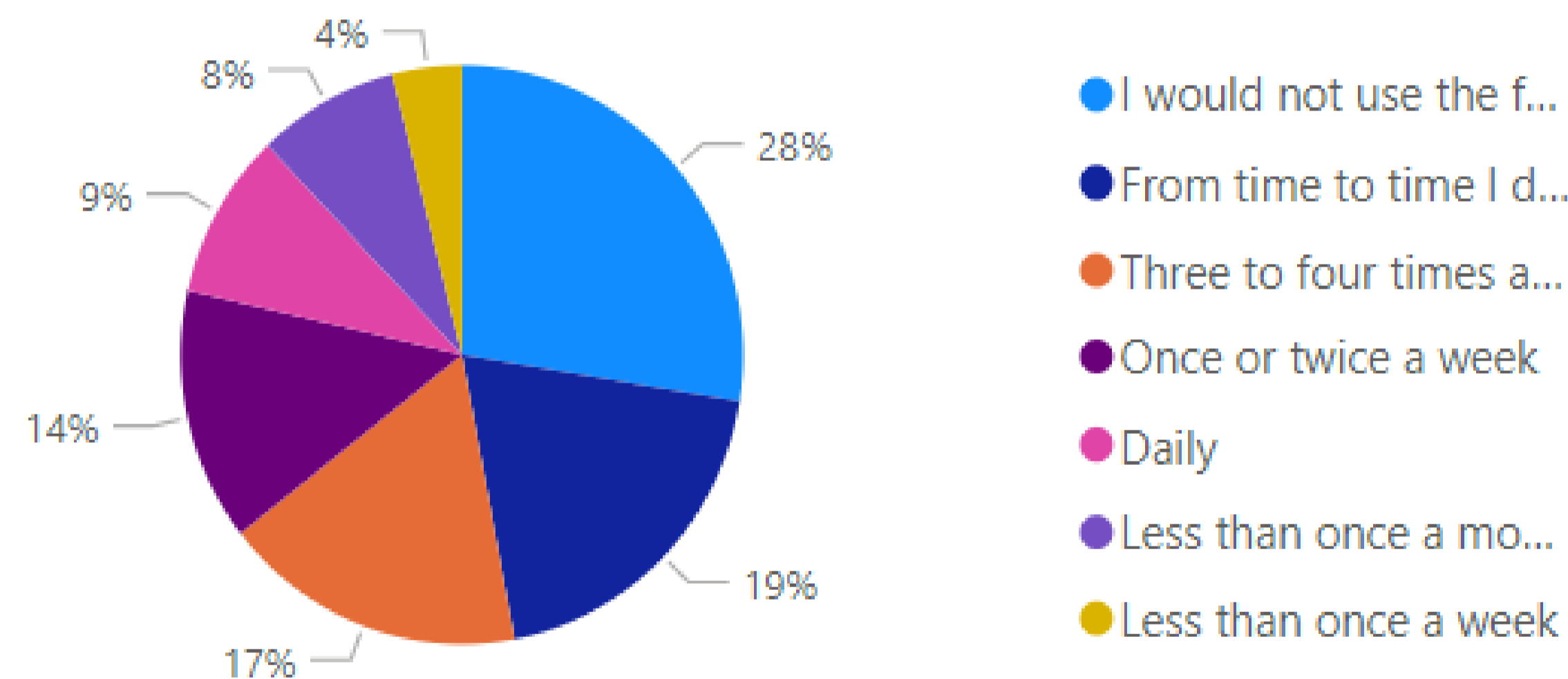
33%

Response rate



# Potential ferry use

If there were ferry services that connected to and from Wynyard Quarter, how often would you use a ferry service to/from the area?



# Which ferry terminals would respondents travel to/from and why?

## Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. Please note visuals will be blank for categories with no data

### Age

- ☐ (Blank)
- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44

### Gender

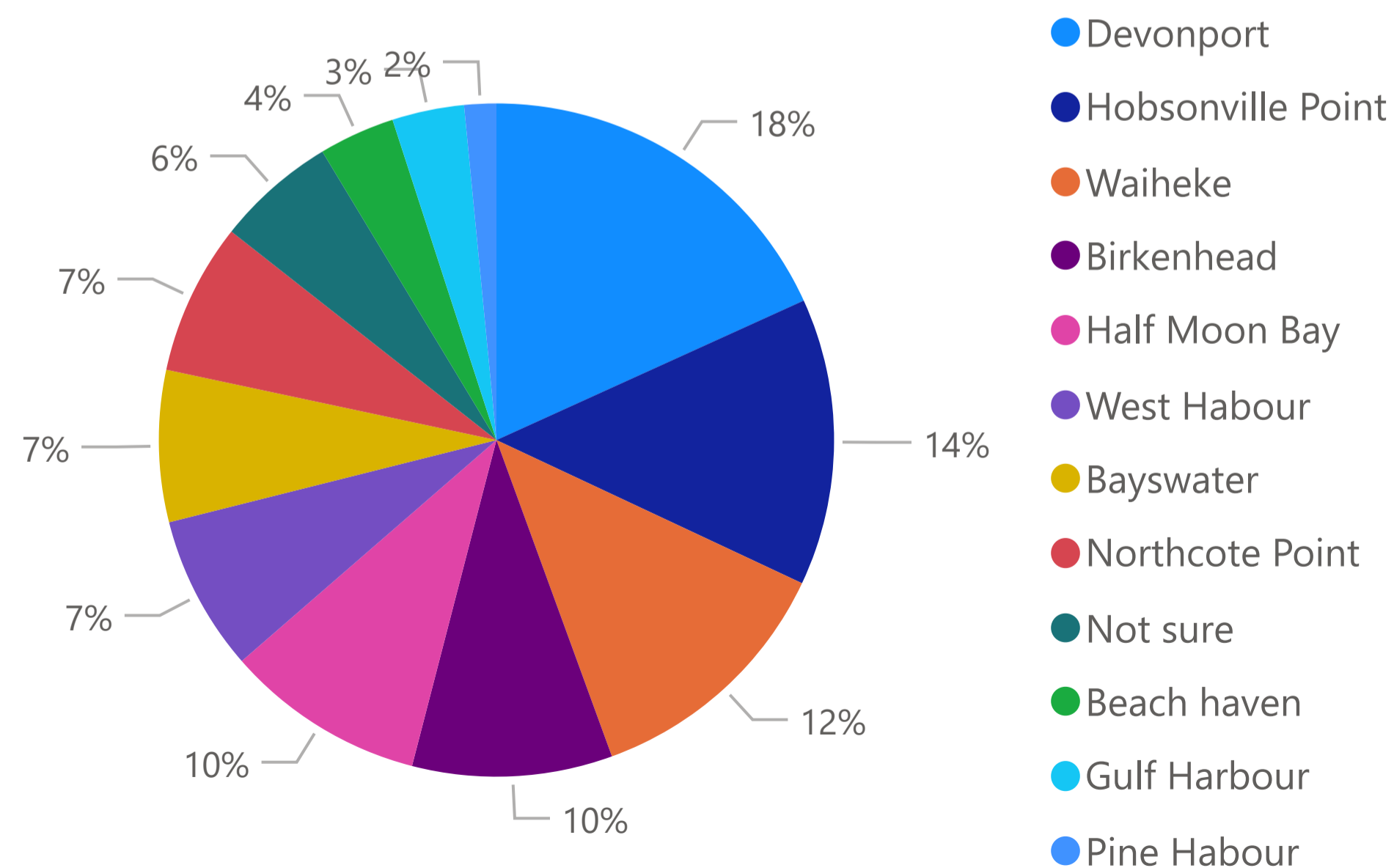
- ☐ (Blank)
- ☐ female
- ☐ male

### Usual travel mode

- ☐ (Blank)
- ☐ Bicycle
- ☐ Bus
- ☐ Car as driver alone

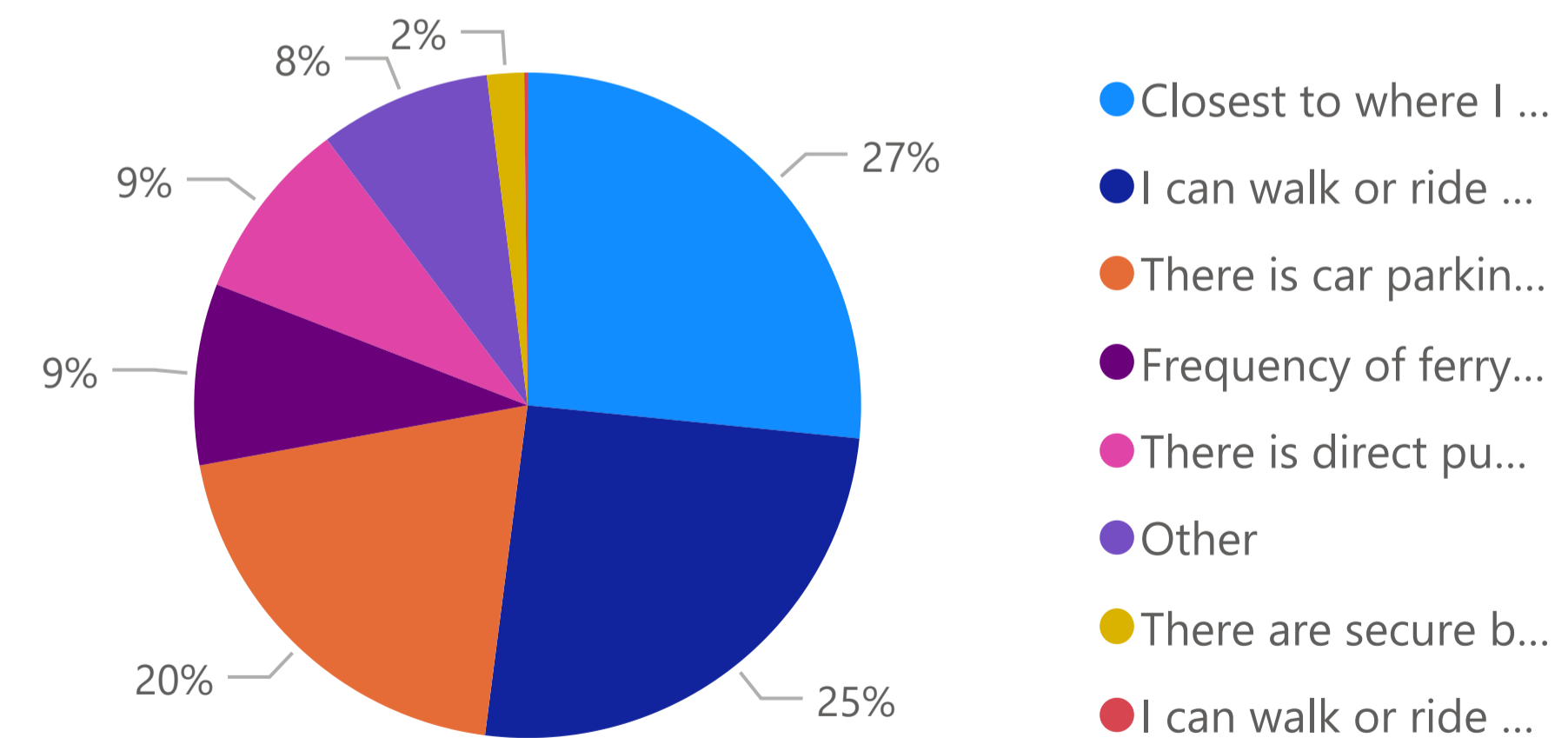
Respondents indicated that they would catch ferries from a range of locations. Locations changed according to age group and gender, but Devonport averaged the most popular location, followed by Hobsonville Point and Waiheke. Respondents chose locations mostly because they were the closest to where they lived, were within walking and/or cycling distance, or because there was car parking at the terminal. Respondents who rode their car or carpoled to work were more likely to choose terminal car parking as a main reason for travelling to a particular ferry terminal, and active mode commuters were more likely to choose close proximity to home and work. Respondents who took the train or bus chose terminals because of both their close proximity to home and available car parks

If there were ferry services that connected to and from Wynyard Quarter, which ferry terminals would you want to travel to/from?



N = 507

Why would you travel from that ferry terminal?



N = 507

# When would respondents use a ferry service?

### Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. *Please note visuals will be blank for categories with no data*

#### Age

- ☐ (Blank)
- ☐ 18 to 24
- ☐ 25 to 34

#### Gender

- ☐ (Blank)
- ☐ female
- ☐ male

#### Usual travel mode

- ☐ (Blank)
- ☐ Bicycle
- ☐ Bus
- ☐ Car as driver alone

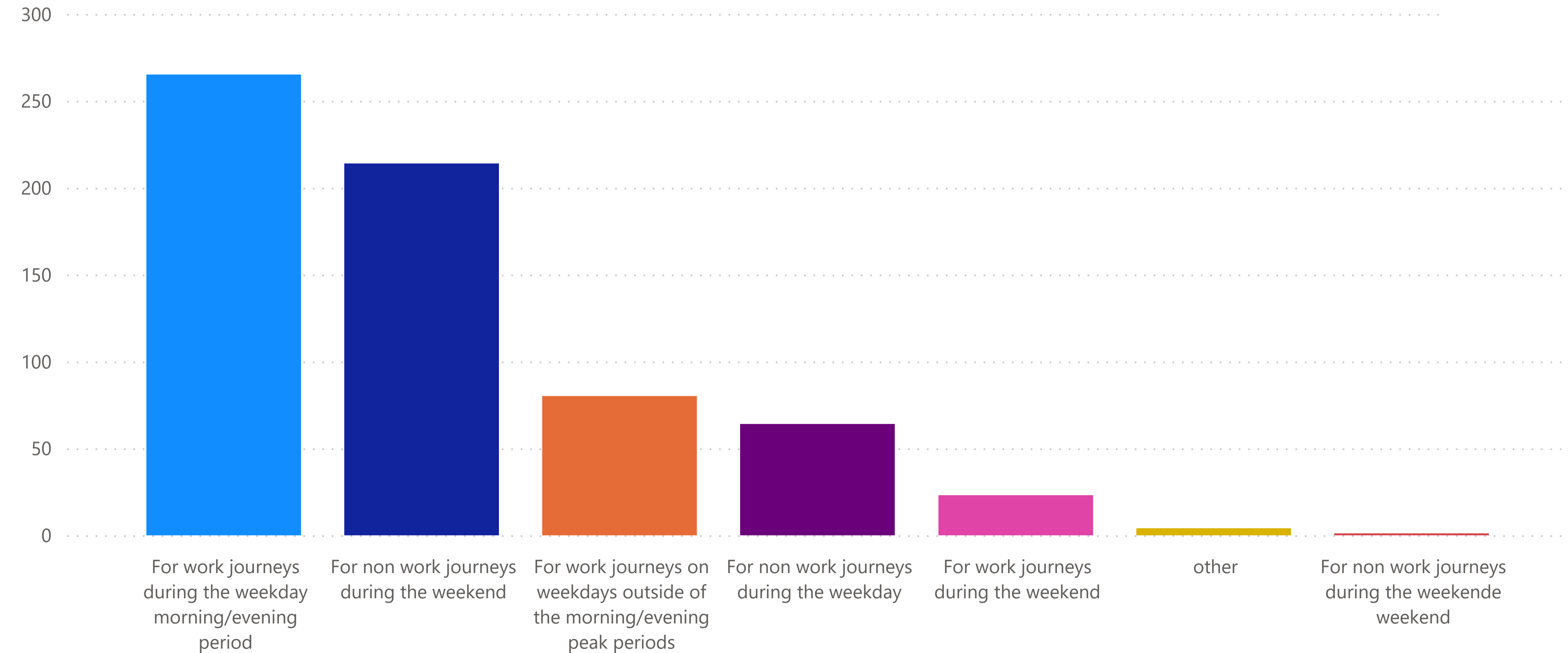
#### Usual arrival time

All

Most respondents said they would use ferry services for journeys during weekday peak hour travel, and for non-work journeys during the weekend. A smaller proportion would use the ferry for non work journeys during the weekday and for work journeys outside of the morning peak hours. These choices were consistent across respondent age and gender groups. Those respondents who already usually travelled to work during peak hours were more likely to say they would use the ferry for weekday morning/evening travel, and there was little difference in answers between respondents who usually travelled by car and by public transport/active modes. Similar proportions of respondents from both groups said they would use ferry journeys for weekday peak hour travel.

### When would you use a ferry service?

N = 507



# Why do respondents want to take the ferry?

## Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. *Please note visuals will be blank for categories with no data*

### Age

- ☐ (Blank)
- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44

### Gender

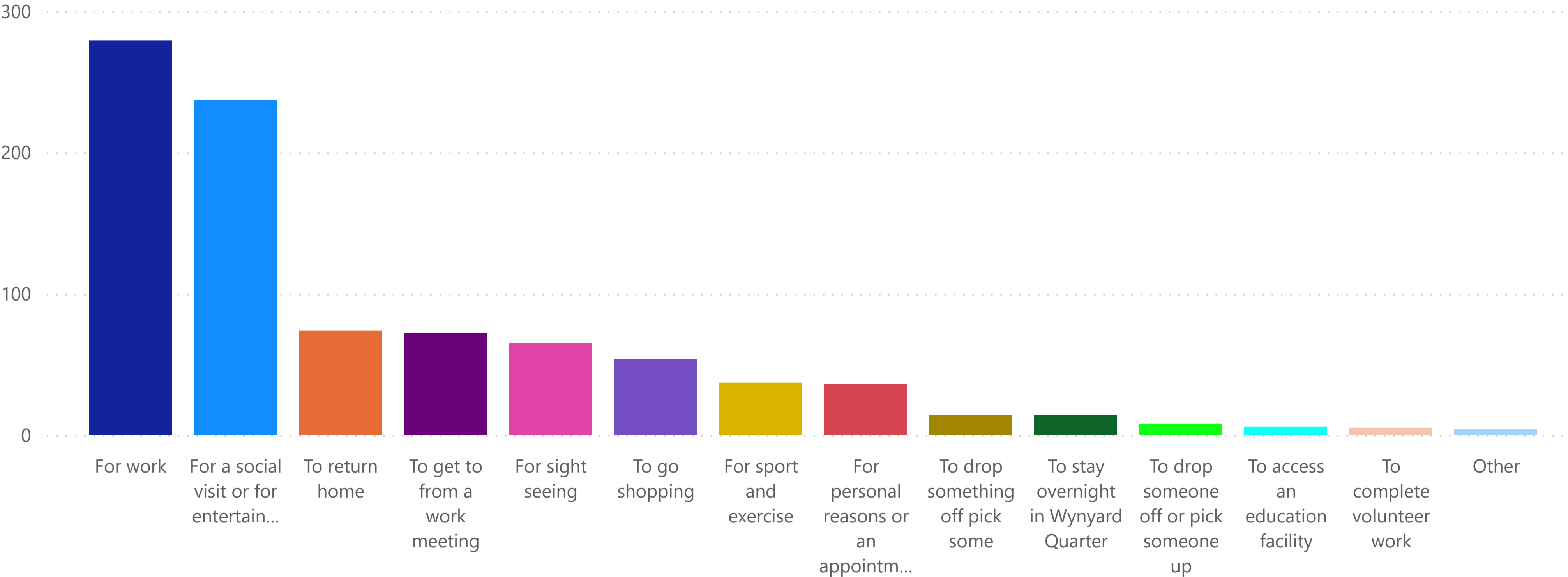
- ☐ (Blank)
- ☐ female
- ☐ male
- ☐ Prefer not to say

### Usual travel mode

- ☐ (Blank)
- ☐ Bicycle
- ☐ Bus
- ☐ Car as driver alone

Respondents indicated they would use the ferry for a range of purposes, but the most popular trip types were for work, followed by social visits or entertainment. These choices were consistent across the age/gender of respondents, apart from those aged 65 and older who were more likely to take the ferry for a social visit or entertainment.

## Why would you use a ferry service to travel to or from Wynyard Quarter?



# What factors would encourage respondents to use the ferry?

## Data Filters

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People most commonly selected a ferry service from their preferred location (42%) and a frequent timetable (40%) as the factors that would encourage them to use a ferry service. The popularity of these factors changed little across gender and age groups, as well as usual travel modes. Respondents who usually caught the bus, walked, drove alone, carpooled or who already took the ferry were more likely to take the ferry if services went to/from their preferred locations and had a frequent time table. Only usual cyclists were more likely to be encouraged to use a ferry if it was close to their home, and respondents who usually took the train said they would take the ferry if it took the same or less time than alternative modes of transport.

### Age

- ☐ (Blank)
- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44

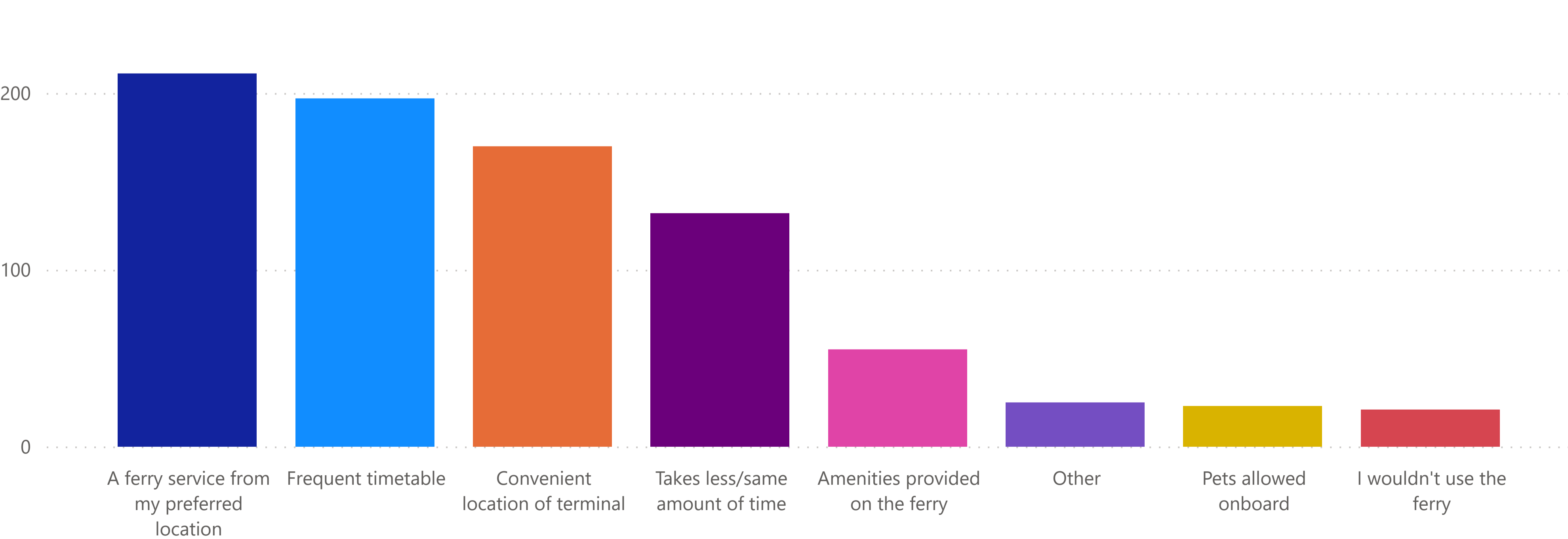
### Gender

- ☐ (Blank)
- ☐ female
- ☐ male

### Usual travel mode

- ☐ (Blank)
- ☐ Bicycle
- ☐ Bus
- ☐ Car as driver alone

What might encourage you to use ferry services to or from Wynyard Quarter?



# Ferry Survey

10 businesses

# Which ferry terminals would respondents travel to and why?

## Data Filters

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### Age

- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64

### Gender

- ☐ Another gen...
- ☐ Female
- ☐ male
- ☐ Prefer not to ...

### Today's travel to work

- ☐ (Blank)
- ☐ Bicycle

### Usual mode to work

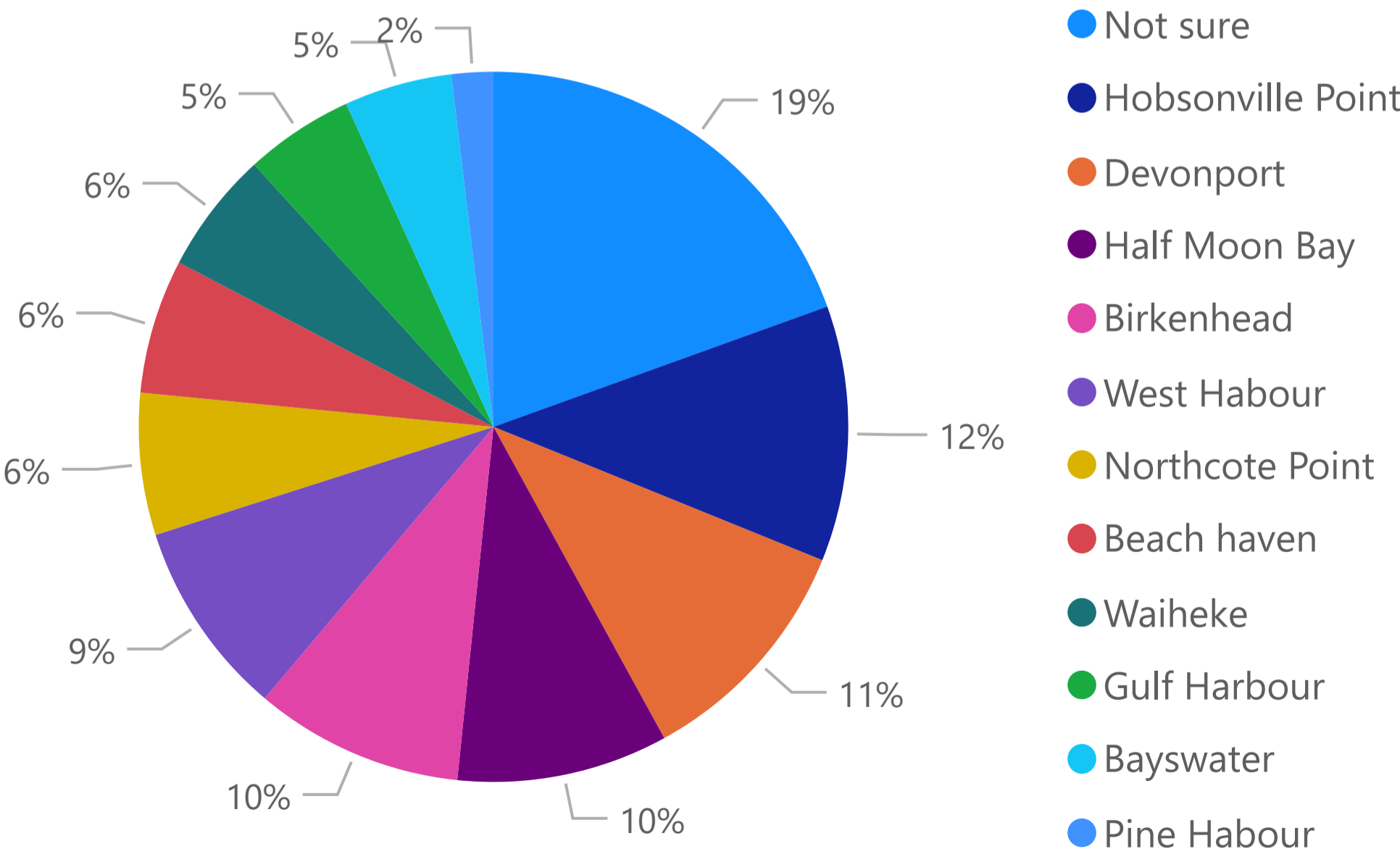
- ☐ (Blank)
- ☐ Bicycle

### Usual arrival time

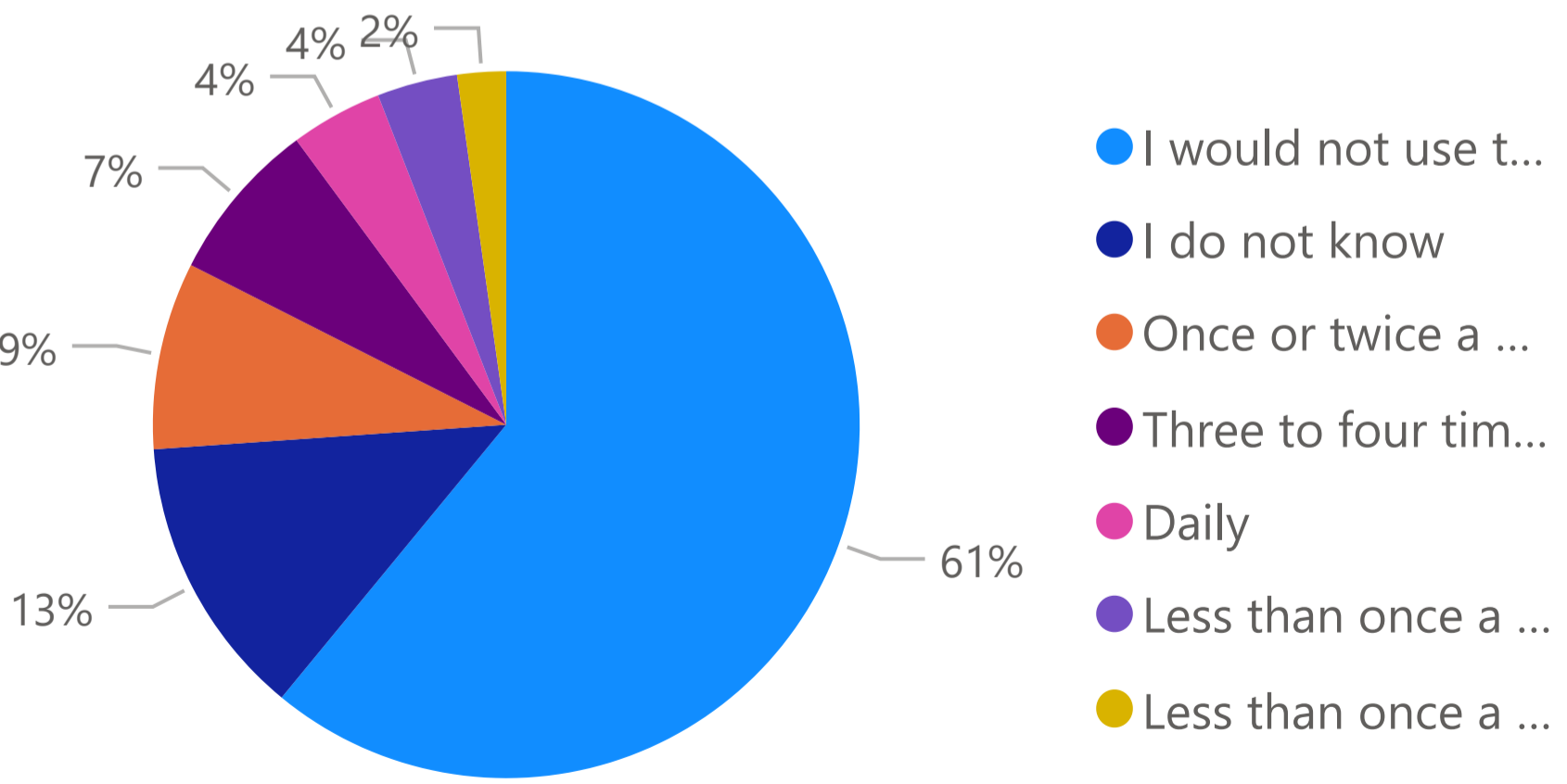
All

Respondents indicated they could catch the ferry from a range of locations, the most popular of which was Half Moon Bay. The largest proportion however were mostly uncertain about where they could catch a ferry from and the majority of respondents (63%) said that they would not use a ferry service to Wynyard Quarter. Across the businesses, the highest proportion of respondents said they were not sure which locations they could use apart from Air New Zealand, where a higher proportion said they would not use the ferry (27%). Only 6% of respondents said they usually caught the ferry as their main mode of transport to work. These results may therefore reflect the small proportion of respondents who usually used the ferry and were familiar with it, or simply the stronger preference for other modes of transport into Wynyard Quarter.

If there were new ferry services that operated to and from Wynyard Quarter, which locations could you use?



If there were new ferry services that connected to and from Wynyard Quarter, how often would you use a ferry service to/from the area?



# When would you use a ferry service?

## Data Filters

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### Age

- ☐ 18 to 24
- ☐ 25 to 34
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- ☐ 45 to 54
- ☐ 55 to 64

### Gender

- ☐ Another gen...
- ☐ Female
- ☐ male
- ☐ Prefer not to ...

### Today's travel to work

- ☐ (Blank)
- ☐ Bicycle

### Usual mode to work

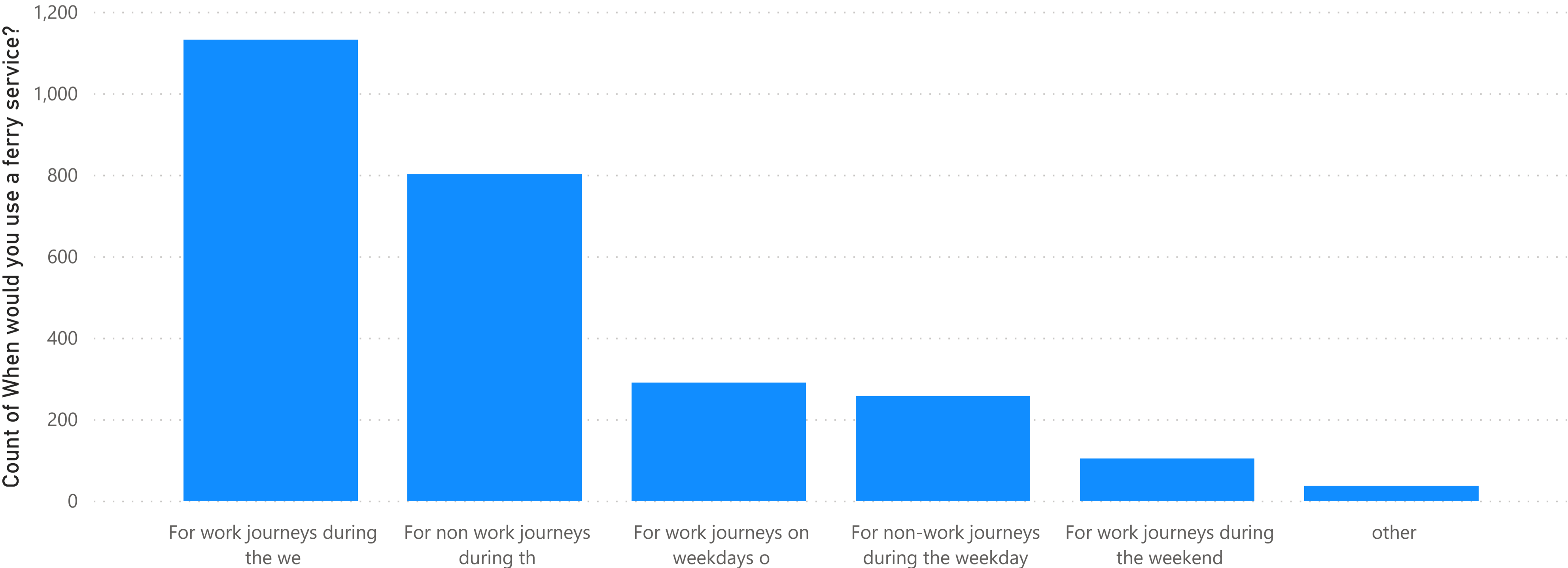
- ☐ (Blank)
- ☐ Bicycle

### Usual arrival time

All

Most respondents said they would use ferry services for journeys during weekday peak hour travel, and for non-work journeys during the weekend. A smaller proportion would use the ferry for weekday work journeys outside of the morning peak hours or for non-work journeys during the weekday. These choices were consistent across respondent age, workplace and gender groups, apart from respondents aged 65 and over who were more likely to favour using the ferry for non work journeys during the week. Genesis employees were the only workplace who respondents were evenly split on their uses for ferry services. Respondents who already usually travelled to work during peak hours were more likely to say they would use the ferry for weekday peak hour travel. There was little difference in answers between respondents who usually travelled by car and by public transport/active modes. Similar proportions of respondents from both groups said they would use ferry journeys for weekday peak hour travel.

## When would you use a ferry service?



# Why do respondents want to take the ferry?

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### Gender

- ☐ Another gen...
- ☐ Female
- ☐ male
- ☐ Prefer not to ...

### Today's travel to work

- ☐ (Blank)
- ☐ Bicycle

### Usual mode to work

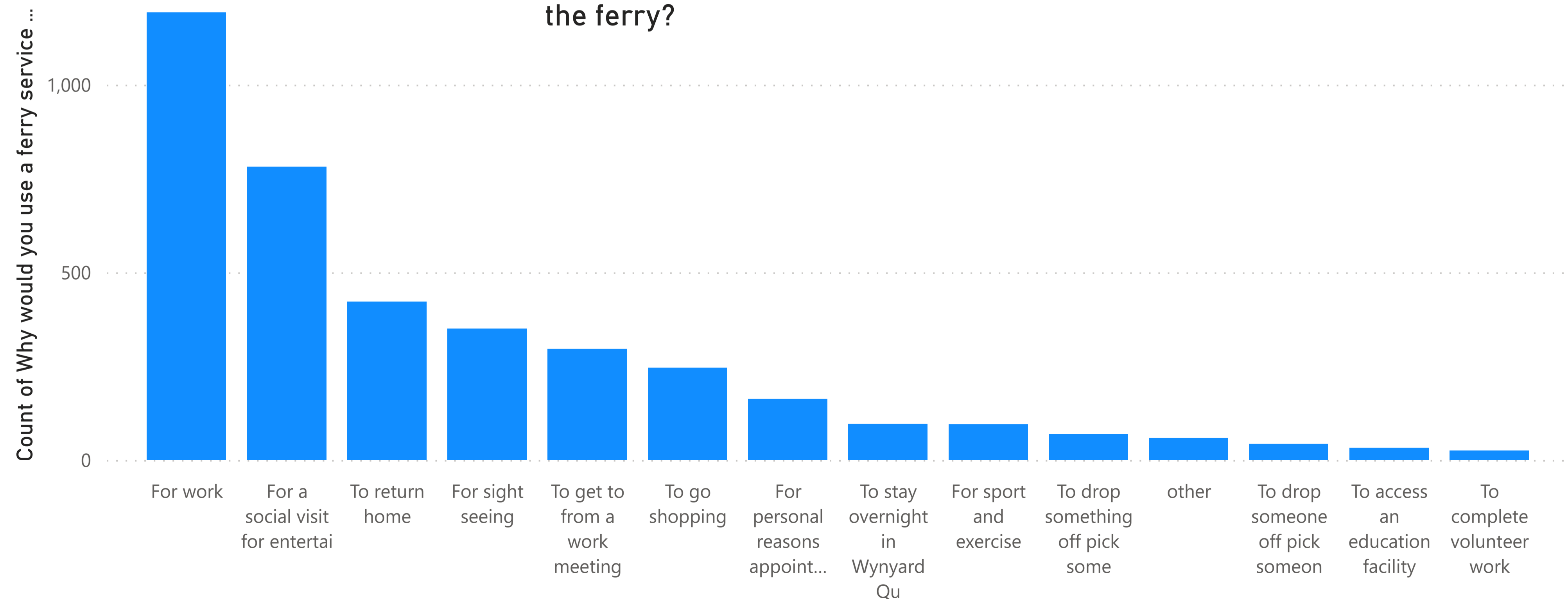
- ☐ (Blank)
- ☐ Bicycle

### Usual arrival time

All

Respondents indicated they would use the ferry for a range of purposes, but the most popular trip types were for work, followed by social visits or entertainment. These choices were consistent across the age/gender of respondents, apart from those aged 65 and older who were more likely to take the ferry for a social visit or entertainment. This pattern was also consistent across the workplaces. Employees who usually travelled to work outside of peak work hours were more likely to say they would take the ferry service to work, than usual peak hour travellers between 8am and 9:30am.

## Why do respondents want to take the ferry?





# Thank you