Wynyard Quarter Travel Survey

Results for all surveyed businesses 2023

Wynyard Quarter continues to work towards achieving its sustainable mode share targets of 70%.

From Monday 20th March to Tuesday 4th April 2023, the Wynyard Quarter Transport Management Association (WQTMA) undertook a workplace travel survey with employees from eleven businesses in the Wynyard Quarter area. The eleven participating businesses were:

- Air New Zealand
- Auckland Transport
- ASB
- Datacom
- Genesis

- Kiwibank
- NTT
- Southern Cross
- Trademe
- Warren and Mahoney
- WSP

The purpose of the survey was to understand how employees get to work and to identify barriers and opportunities to encouraging more sustainable travel. In addition, the carbon emissions from employees commuting to/from the Wynyard Quarter site were estimated in accordance with the Ministry for the Environment Guidelines - *Measuring emissions: A guide for organisations: 2022 Detailed Guide*.

This dashboard provides an overview of the results from the travel survey for all businesses surveyed in the Wynyard Quarter Travel Survey 2023.

Response rates

8,067
Employees across the eleven Wynyard Quarter businesses

4,447
Total Employees completed the survey

55%
Average survey response rate

Demographics

The survey asked questions on age and gender to confirm the representativeness of the sample for businesses. There were a large number of respondents between the ages of 25 to 44, with a slightly higher percentage between the ages of 25 to 34. More female employees took the survey than male employees, in keeping with anecdotal evidence that women are more likely to complete surveys.

Workplace
All

Travel mode today
All

Usual travel mode
All

Please select your age group

4439
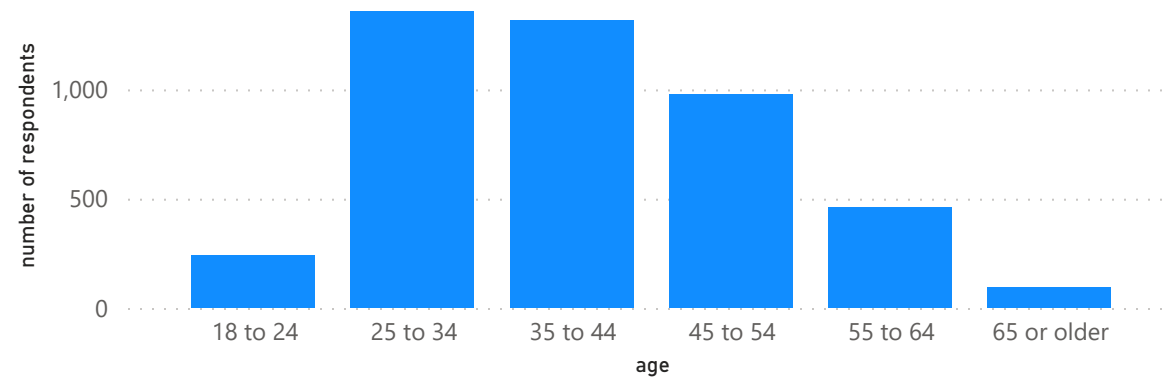
What gender do you identify with?

4439
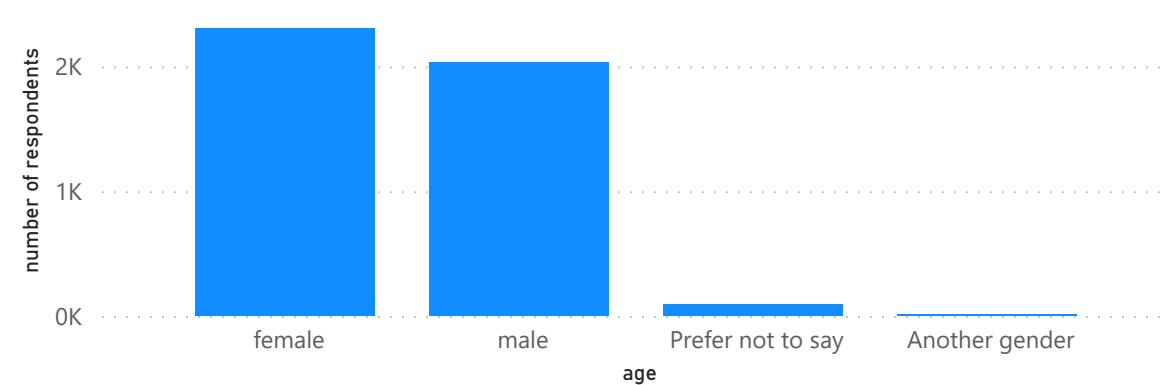
Home location of respondents

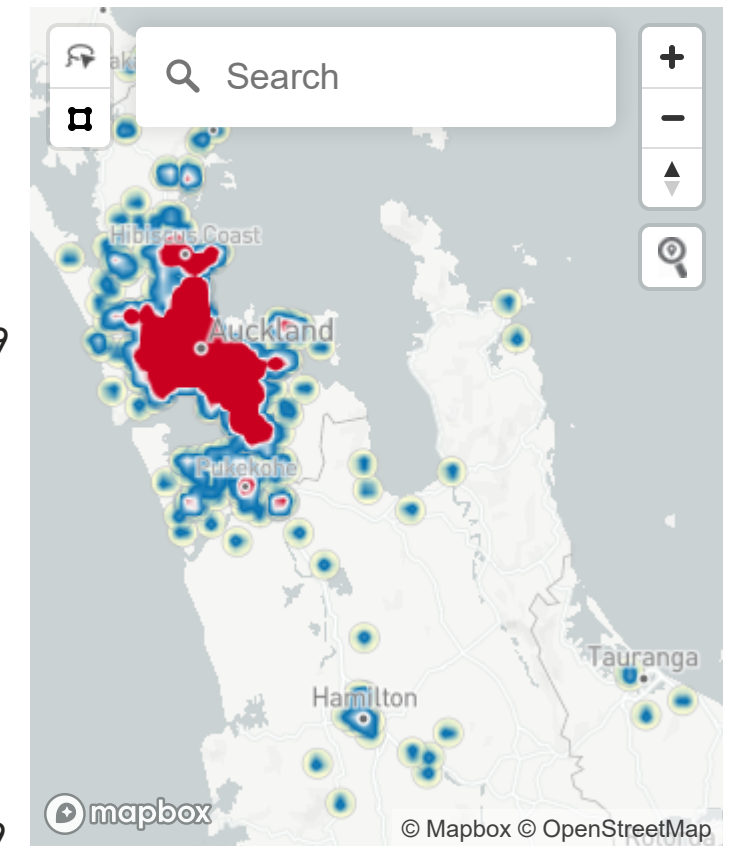# How did people travel to work on the day of the survey?
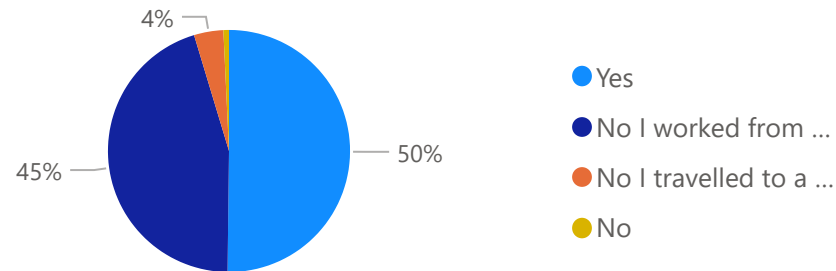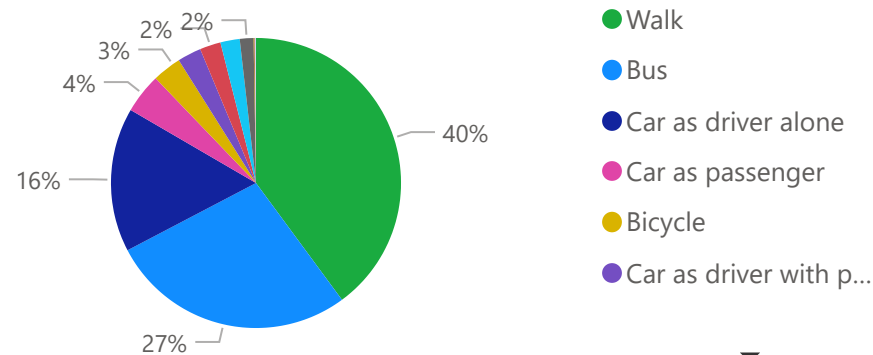
Half of respondents (2228 individuals) travelled to work in Wynyard Quarter on the day they took the survey. 45% worked from home, and 4% travelled to a different workplace. 33 individuals also answered the survey despite being home sick or on holiday. Respondents were most likely to take the bus (38%) or drive alone (21%), followed by taking the train (12%). 40% of respondents walked into Wynyard Quarter, followed by 27% taking the bus. Those who took the bus or travelled by car alone were more likely to arrive into Wynyard Quarter using the same mode. Walking was the most common arrival mode into Wynyard Quarter, (40%) followed by bus (27%)

Age

All

Gender

All

Workplace

All

Arrival time today

All

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

4%
50%
45%

- Yes
- No I worked from ...
- No I travelled to a ...
- No

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

4439

3% 2%
4%
4%
6%
7%
38%
12%
21%

- Bus
- Car as driver alone
- Train
- Walk
- Car as passenger
- Ferry
- Car as driver with...
- Bicycle
- E Bike
- Motorbike or Mo...
- E Scooter
- Company shuttle
- E Board

How did you ARRIVE into Wynyard Quarter today?

2% 2%
3%
4%
40%
16%
27%

- Walk
- Bus
- Car as driver alone
- Car as passenger
- Bicycle
- Car as driver with p...
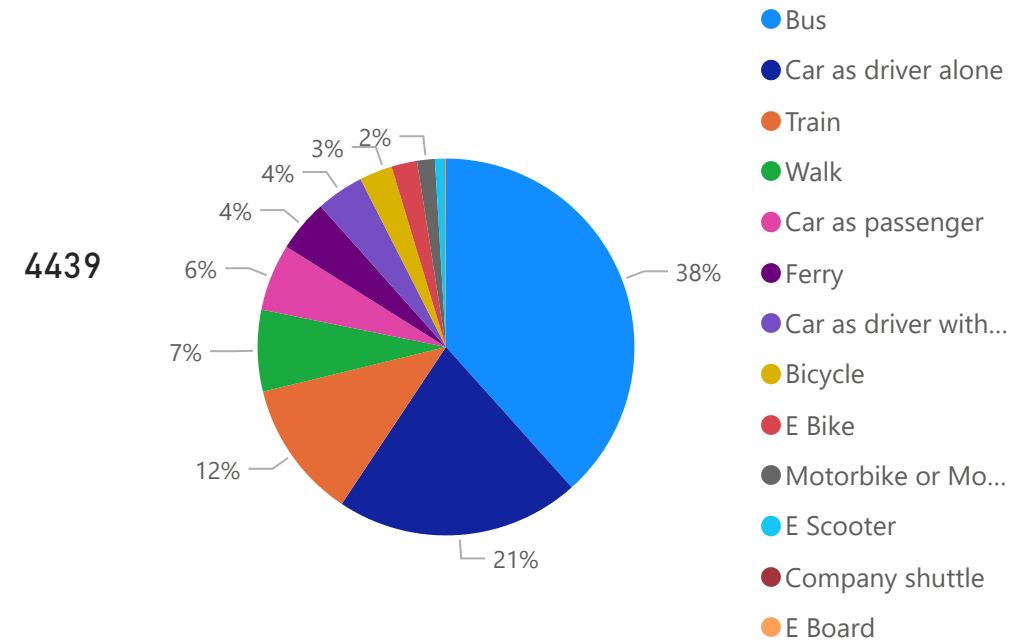
2228

2228

What time did people arrive / leave work on the day of the survey?

Age

All

Workplace

All

Gender

All

Travel mode today

All

For those who travelled to work on the day of the survey, most arrived between 8:01-8.30am and left work between 4:30 and 5:00pm, which reflects the dominant 'peak' periods for weekday travel. This pattern was consistent across most workplaces.

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

2227

number of respondents / arrival time

What time will you leave your place of work today?

2227

number of respondents / departure time

How do people usually travel to work in 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*
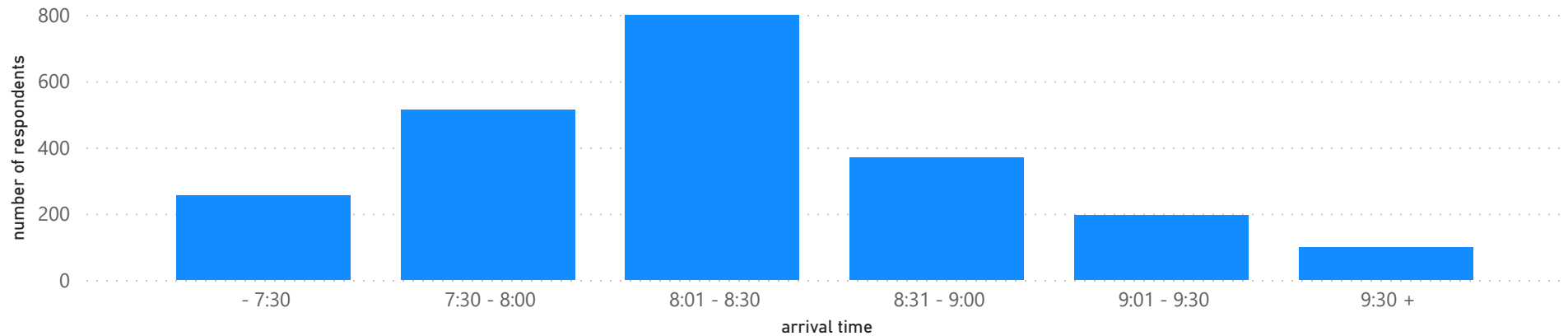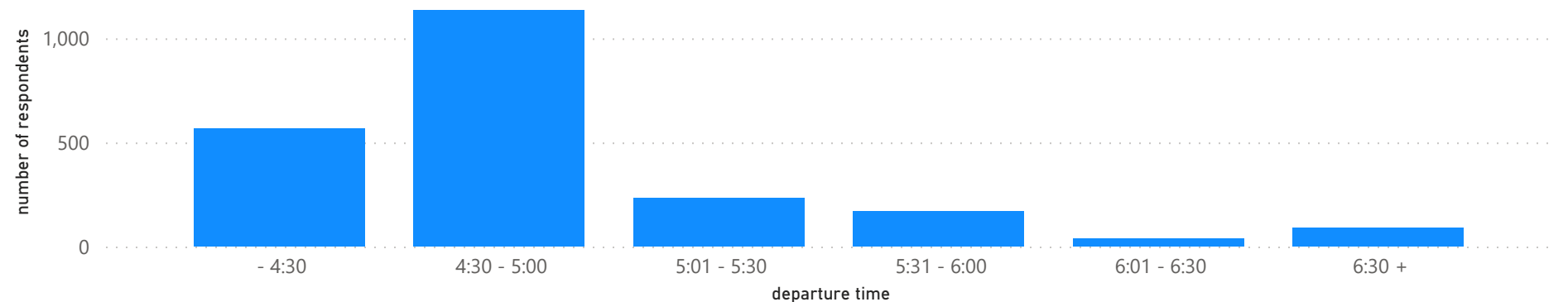
Age
All

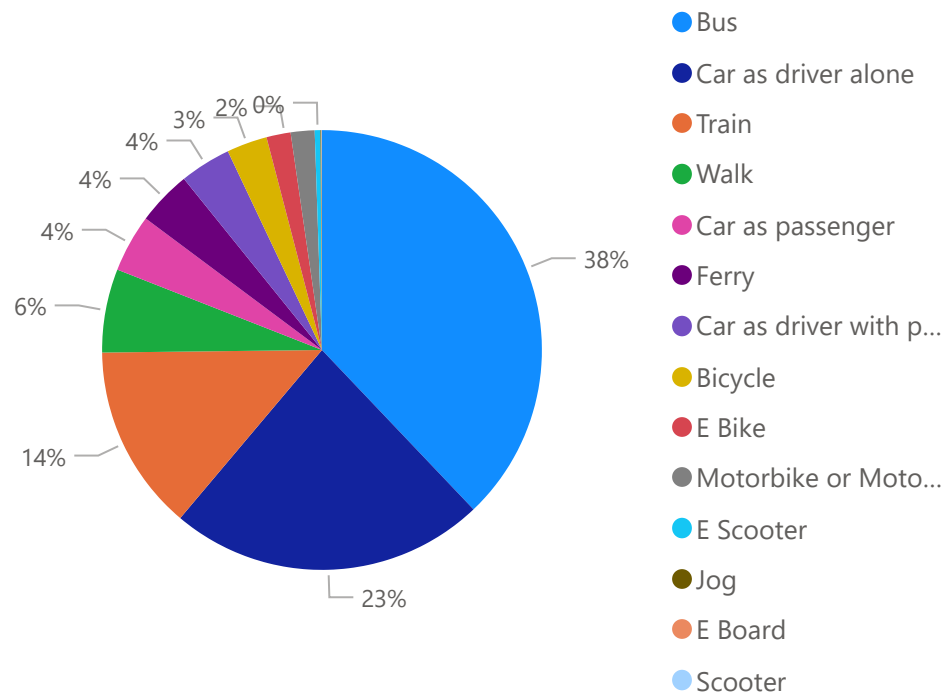**Gender**
All

Workplace
All

Usual arrival time
All

Usual departure time
All

Respondents were asked to select their usual modes of transport. Travel by bus was the most common mode selected (38%), followed by driving alone (23%) and taking the train (14%). This pattern was consistent across arrival and departure times, except slightly higher numbers respondents who drove usually arrived to work after 9:00 and left at 5:00. Respondents across all businesses tended to usually arrive into Wynyard Quarter by bus or on foot. The majority of those who drove or were driven drove all the way into Wynyard Quarter.

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

Legend:
- Bus — 38%
- Car as driver alone — 23%
- Train — 14%
- Walk — 6%
- Car as passenger — 4%
- Ferry — 4%
- Car as driver with p...
- Bicycle
- E Bike
- Motorbike or Moto...
- E Scooter
- Jog
- E Board
- Scooter

4332

How did you usually ARRIVE into Wynyard Quarter?

Legend:
- Walk — 39%
- Bus — 28%
- Car as driver alone — 19%
- Bicycle
- Car as passenger
- Car as driver with p...
- E Bike
- Motorbike or Moto...
- E Scooter
- Ferry
- Jog
- Skateboard
- E board
- Scooter

4332
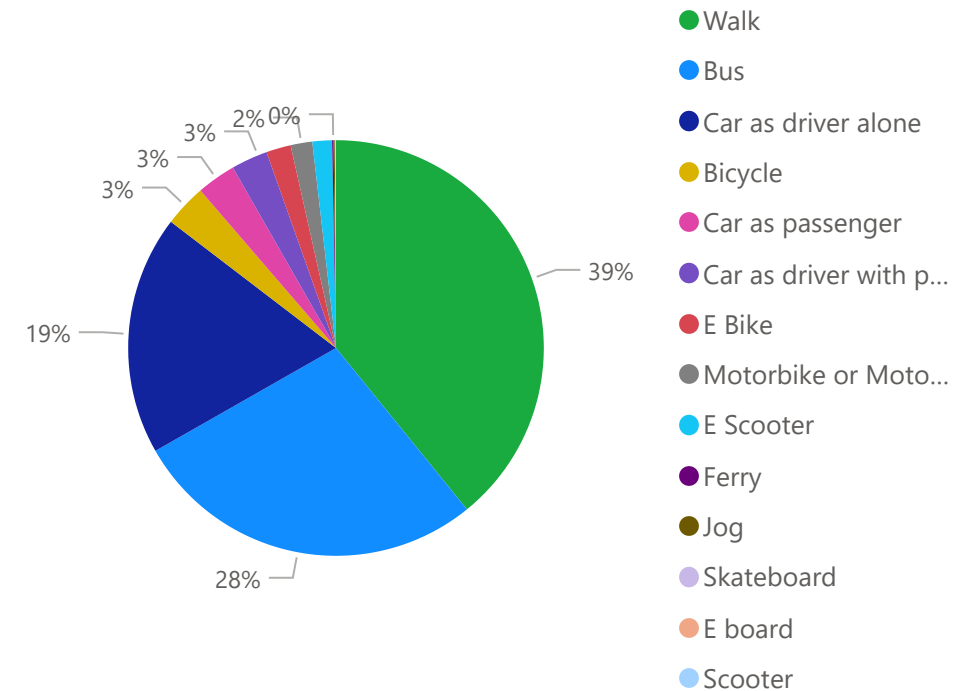
What time do people usually arrive / leave work?

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

| All | ⌄ |

Gender

| All | ⌄ |

Workplace

| All | ⌄ |

Usual travel mode

| All | ⌄ |

Most respondents said they usually arrive between 8:01-8.30am and leave work between 4:30 and 5:00pm, which reflects the dominant 'peak' periods for weekday travel. This pattern was consistent across most workplaces,

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

2228

What time did you leave your place of work today?

2228

What other modes do people sometimes use to get to work?

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
All

Gender
All
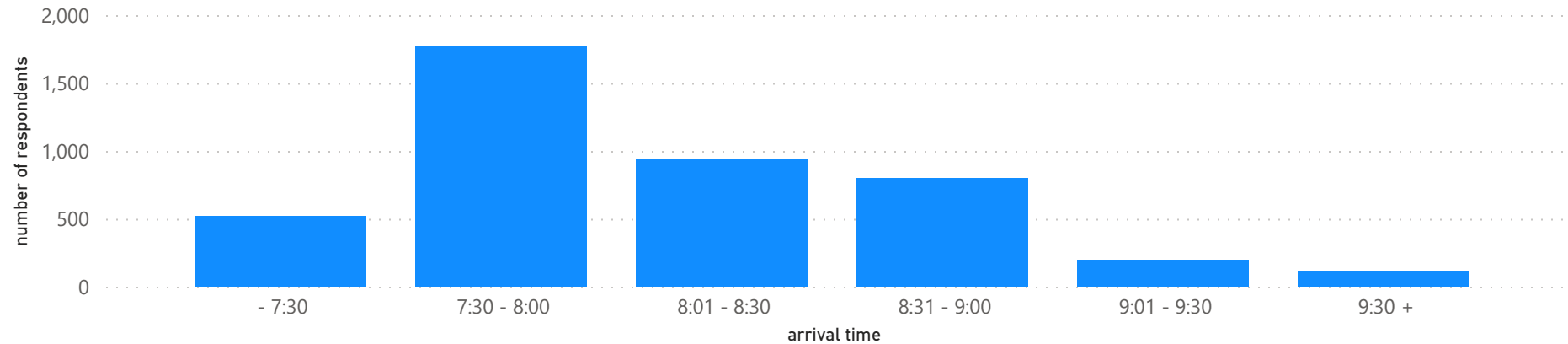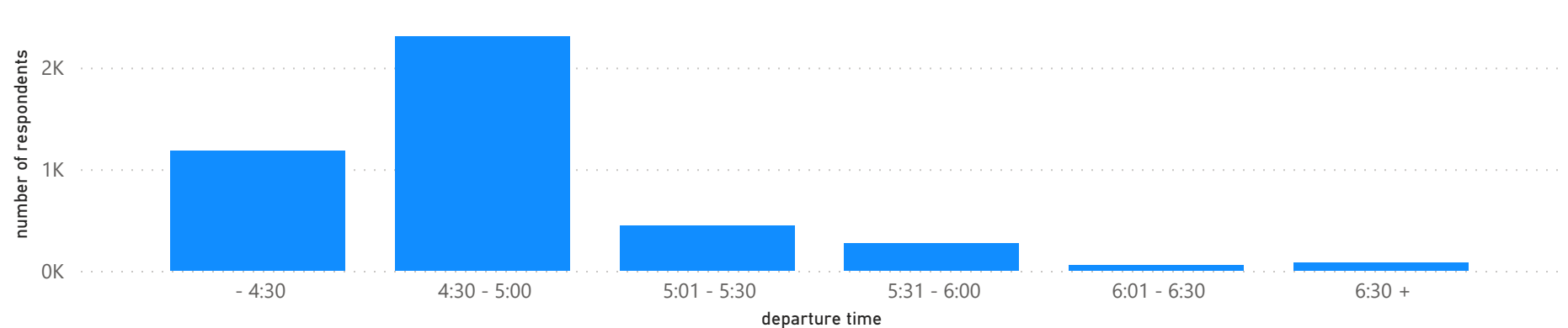
Workplace
All

Usual travel mode
All

**Usual arrival time**
All

Usual departure time
All

Respondents were also asked to state the mode they sometimes used (once or twice) in a typical week. 28% of respondents (1246 individuals) said they used a different mode, and most said this was only once per week. Driving alone was the most popular alternative mode (30%) followed by bus (24%), and this was consistent across most businesses. Respondents who usually usually took public transport driving alone as their alternative mode, whereas respondents who usually travelled by active modes were more likely to catch the bus. Those who usually drove or were driven were more likely to take the bus or train to work as their alternative mode.

On some days during a typical week, do you travel to work using a different mode than your usual mode?

28%
72%

● No
● Yes
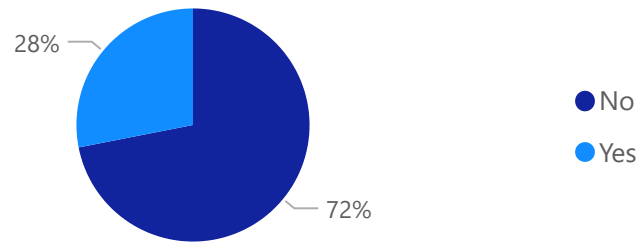
4436

How many days per week do you travel this way?

1K
0K

One day per week | Two or more days per week
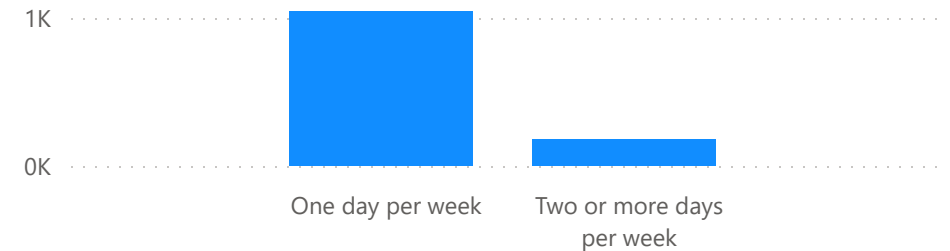
1220

What mode do you sometimes use to travel to Wynyard Quarter?

2% 0%
4%
4%
4%
5%
11%
13%
24%
30%
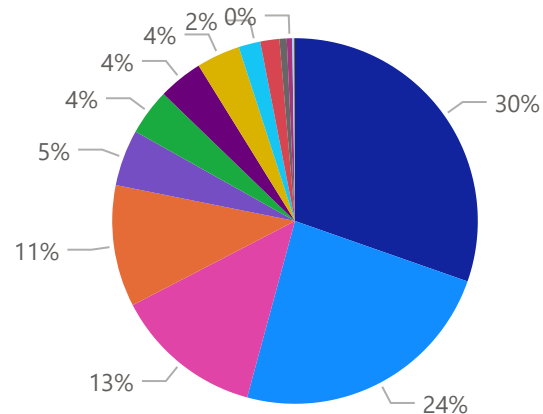
alternative mode
● Car as driver alone
● Bus
● Car as passenger
● Train
● Car as driver with passenger/s
● Walk
● Ferry

1245

Travel by car and parking
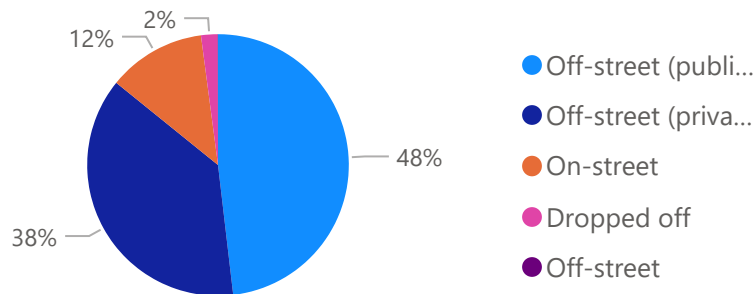
A total of 1938 respondents answered the question on where they usually park when they travel by car to Wynyard Quarter. The majority (59%) said they usually parked in Wynyard Quarter in paid, off-street public carparking. This pattern was consistent across around half of the businesses. Those who parked outside Wynyard Quarter tended to park in off street public carparking and off-street private carparking, such as the Victory Church Carpark. Drivers mostly travelled using petrol vehicles, with smaller numbers driving electric, diesel and hybrid vehicles. A small number of respondents said they were dropped off in Wynyard Quarter and didn't pay for parking. Respondents who arrived earlier were more likely to park outside Wynyard Quarter, whereas those who parked inside typically arrived at work after 9:30am.

Age All

Gender All

Workplace All

Usual arrival time All

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

- 2%
- 39%
- 59%

● In Wynyard Qua...
● Outside of Wyn...
● Dropped off

1979

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

number of respon...

2K
1K
0K

Petrol | Diesel | Petrol hybrid | Electric | Hybrid | Hybrid plug-in | Diesel hybrid

type of car
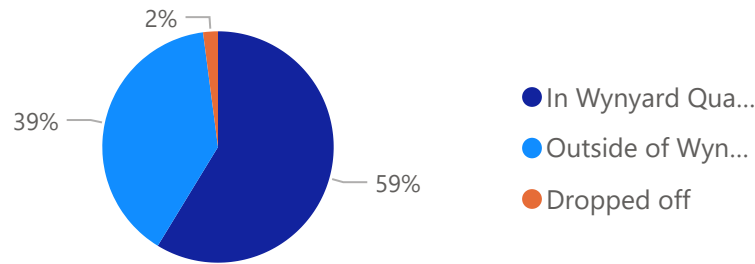
1980

What type of parking is it?

- 2%
- 12%
- 48%
- 38%

● Off-street (publi...
● Off-street (priva...
● On-street
● Dropped off
● Off-street
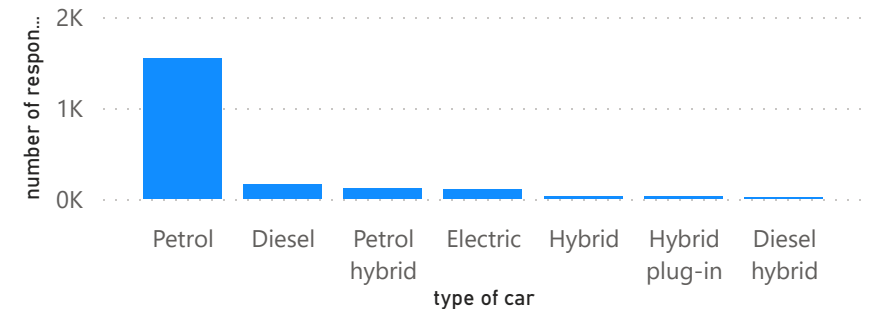
1967

Was the parking free or paid?

- 8% 0%
- 14%
- 78%

● Paid
● Free
● Part of my empl...
● Dropped off

1941

Working from home

Respondents who worked from home tended to WFH two - three days per week, with a smaller percentage choosing to work up to four days per week. The main reasons for this were that they preferred a mix of working from home and at work, or that they preferred to work from home. The majority of these respondents said they preferred a mix of working from home and going into the office. Only 3% of overall respondents said they never worked from home, and those who never worked from home tended to say this was because they preferred working in the office, or were required to work in the office. Working from home patterns tended to be consistent across most businesses.

Age
All

Gender
All

Workplace
All

Usual travel mode
All

How often do you work from home?

- Three days per week
- Two days per week
- Four days per week
- One day per week
- Every now and again
- Five or more days p...
- Never

31%
28%
13%
13%
9%
4%
3%

Please select the main reasons why you work / do not work from home?

main reason
- I prefer a mix
- I prefer to work fro...
- I prefer to work in t...
- I am required to be...
- other

57%
17%
12%
10%
4%

4388   4968

Reasons people travel the way they do

The main reasons for travel on the day of the survey were convenience, speed and cost. Further measures to encourage behaviour change will need to carefully consider these reasons to make travel modes more attractive. Respondents who usually or on the survey day travelled by car favoured the convenience and speed of this travel mode as well as needing to drop off or pick up people. Those who used public transport (bus train, and ferry) were more likely to say this was because it was the cheapest followed by the most convenient option. Travelling the by bike or walking was seen as the cheapest option and good for health and fitness over speed and convenience.

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

Age All

Gender All

Workplace All

Travel mode today All

Arrival time today All
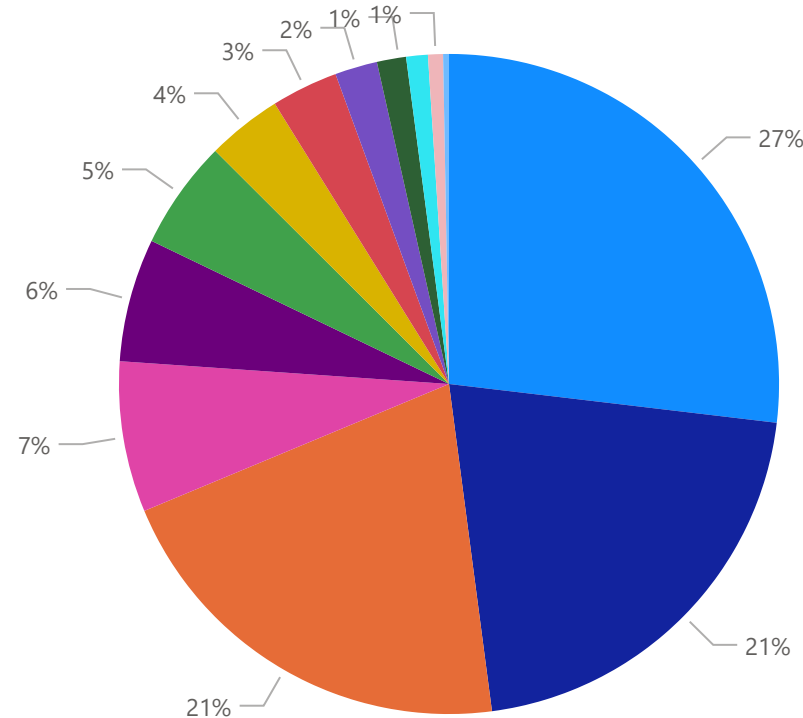
reasons today
- the most convenient option
- the quickest option
- the cheapest option
- good for my health and fitness
- no infrastructure/opportunity to travel differ...
- for environmental reasons
- need to drop off or pick up people
- no other alternative
- access to a corporate parking space
- need to travel for work during the day
- personal safety and security concerns
- leave workplace during day for leisure/social...
- mobility and or health issues

Pie chart values: 27%, 21%, 21%, 7%, 6%, 5%, 4%, 3%, 2%, 1%, 1%

Reasons people travel the way they do

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. Other reasons for mode choice were positive impacts on health and fitness and there being a lack of infrastructure and/or opportunities to take an alternative mode. People who usually or on the survey day travelled by car favoured the convenience and speed of travel mode. They were also more likely to say it was the cheapest option. Those who travelled by train or bus did so because it was the cheapest option, followed by the quickest. Travelling by bike or walking was seen as the cheapest option and good for health and fitness over speed and convenience.

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

Age	Gender
All	All

Workplace
All

Usual travel mode
All

Usual arrival time
All
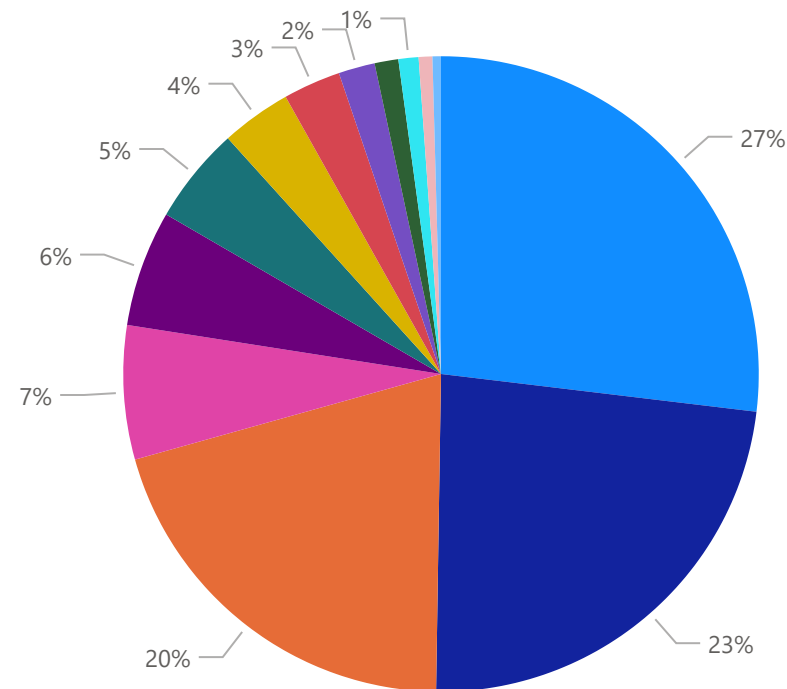
reasons usual
- the most convenient option
- the quickest option
- the cheapest option
- good for my health and fitness
- no infrastructure/opportunity to travel differe...
- for environmental reasons
- need to drop off or pick up people
- no other alternative
- access to a corporate parking space
- need to travel for work during the day
- personal safety and security concerns
- leave workplace during day for leisure/social ...
- mobility and/ or health issues

Pie chart values: 27%, 23%, 20%, 7%, 6%, 5%, 4%, 3%, 2%, 1%

What would make it easier to travel to work in Wynyard Quarter?

The most commonly selected responses were: faster public transport travel (32%) and new public transport options such as light rail or new ferry and bus services (23%); this was consistent across age and gender. People who usually travelled by walking (for the longest portion of their journey) bike, e-bike and e-scooter were much more likely to select improvements to walking and cycling routes to work and new public transport options. People who used the bus or train were more likely to select faster public transport travel and new public transport options, and this was the same for people who usually drove. Respondents used the 'other' category to reiterate the need for more reliable public transport options, better active mode infrastructure and flexible working hours, as well as more specific initiatives such as micro-mobility subsidies and cheaper carparking. They also commented positively on the ease of getting to work in Wynyard Quarter indicating an opportunity to tell 'good news stories' about sustainable travel to work.
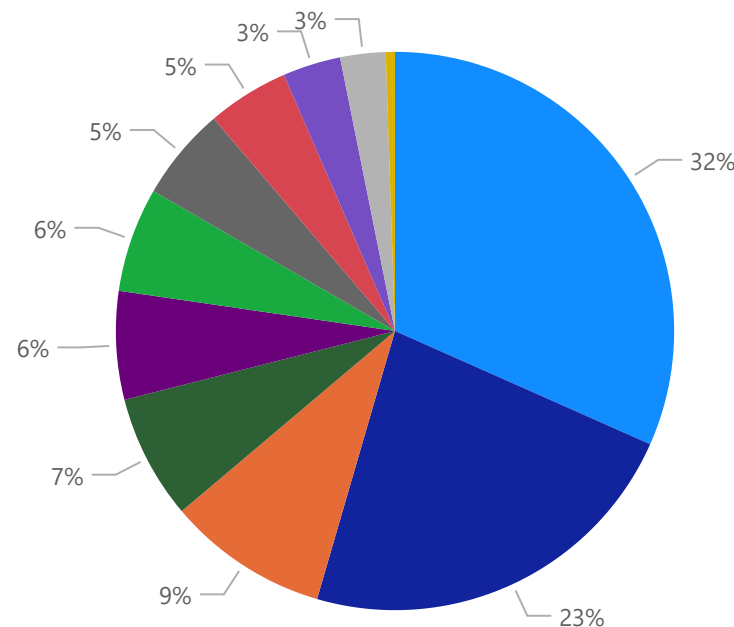
Age	Gender
All	All

Workplace
All

Usual travel mode
All

Usual arrival time
All

What would make it easier for you to travel to Wynyard Quarter?

changes/improvements
- faster public transport travel
- new public transport options
- flexible start and finish times
- Improvements to walking and cycling routes
- other
- safer walking or cycling routes
- I have no other transport alternatives
- free emergency taxi or ride share service ho...
- Improved showers/changing facilities
- access to a shared vehicle from work
- help to plan my public transport journey

Could people re-mode, re-time, re-route or avoid travelling?
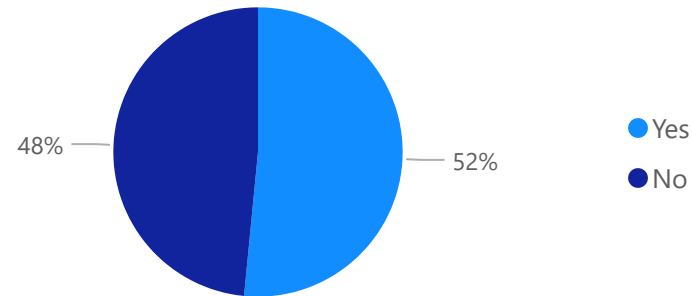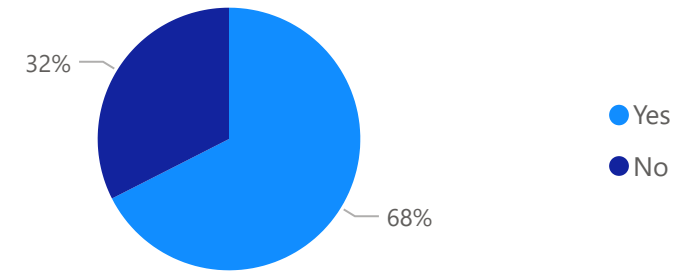
Respondents who walked or biked to work were more likely to be able to travel at a different time or to take a different route than the survey average. A large majority also (86%) said they could take a different mode of transport to work. Respondents who drove however more less flexible in terms of route and travel times. They were also less likely (57%) to say they could use a different type of transport. Similarly, respondents who usually took public transport were more likely to say they could not travel at a different time or to take a different route to work. They were more likely (67%) to say they could use a different type of transport and a high percentage (89%) said they could also work from home.

Filters

Age	Gender
All	All

Workplace
All

Usual travel mode
All

Usual arrival time
All

Could you take a different route to work?

48% No
52% Yes

Could you use a different type of transport your your trip?

32% No
68% Yes

4439

Could you travel at a different time?

46% No
54% Yes
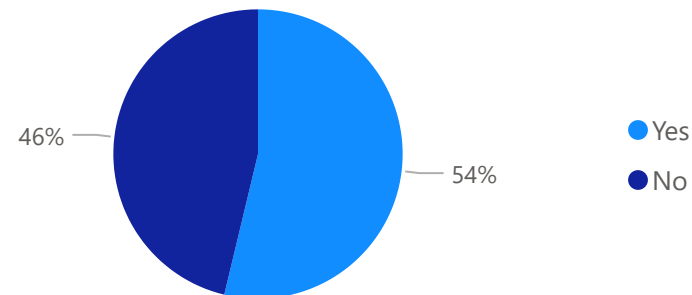
4439

Could you work from home or from a different location?

16% No
84% Yes
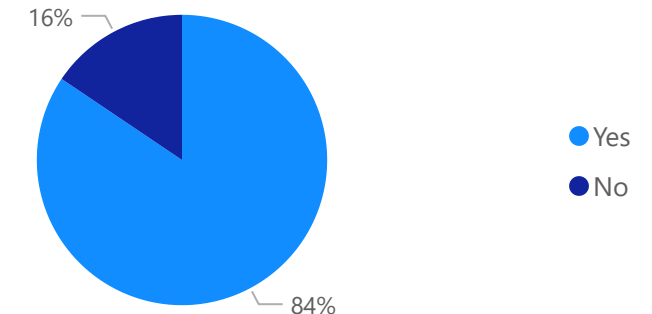
4439

4439

What modes do people use for work-related trips?
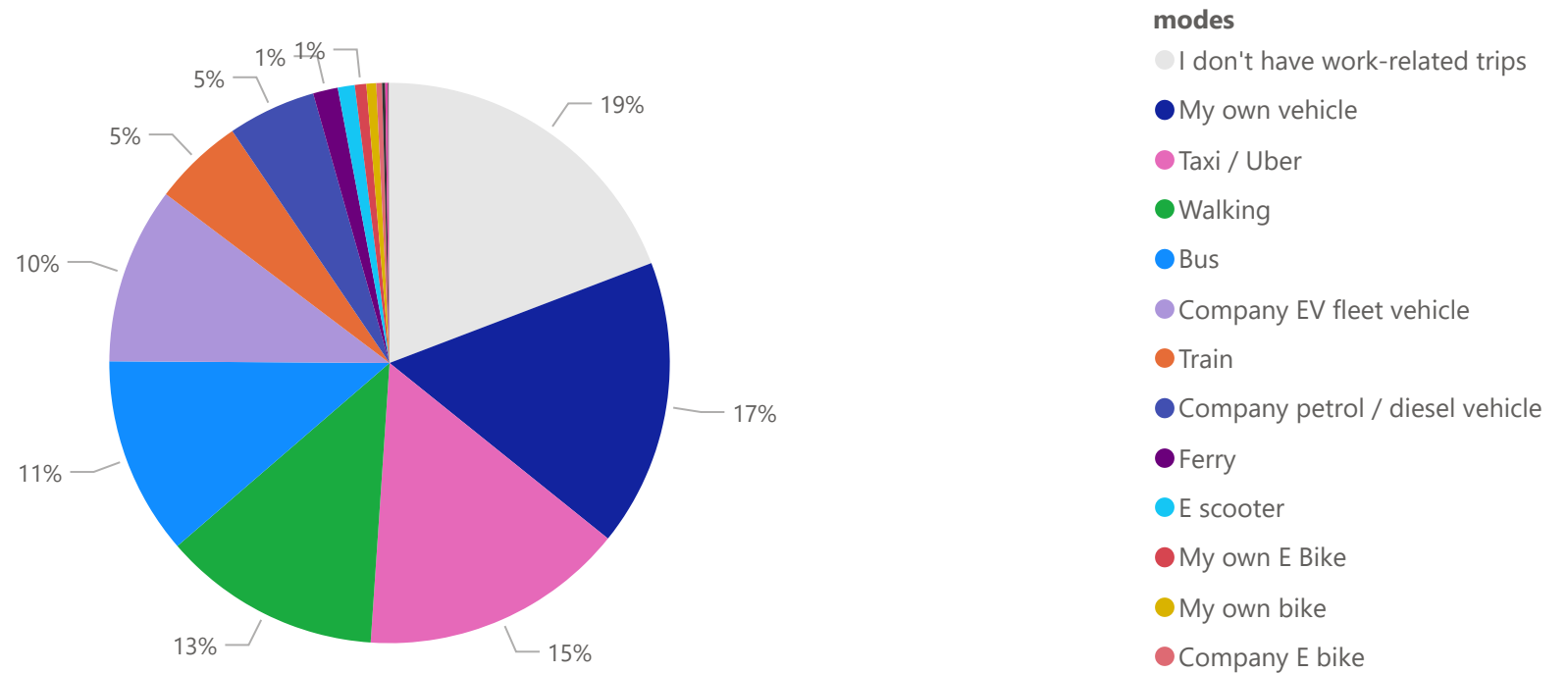
Respondents said they usually used their own vehicle or taxi/Uber for work related trips. A high number also said they didn't have work related trips. Respondents who drove were more likely to use their own vehicle (47%) than respondents who were dropped off, who typically used a taxi/Uber service. 22% of respondents who usually walked or cycled to work also chose to use their own vehicle for work related trips. 23% of respondents who took public transport said they used their own vehicle for work trips.

Age ∨	Gender ∨
All ∨	All ∨

Workplace ∨
All ∨

Usual travel mode ∨
All ∨

What mode of transport do you use for work-related trips?

modes
- I don't have work-related trips
- My own vehicle
- Taxi / Uber
- Walking
- Bus
- Company EV fleet vehicle
- Train
- Company petrol / diesel vehicle
- Ferry
- E scooter
- My own E Bike
- My own bike
- Company E bike

7256

Comparisons with the 2022 results and opportunities to travel differently

Summary of mode share for travel today

Legend: Active transport, Private vehicle, Public transport, Other

Overall 2023: Public transport 55%, Private vehicle 32%, Active transport 13%
Overall 2022: Public transport 35%, Private vehicle 45%, Active transport 19%

Summary of mode share for usual travel

Legend: Active transport, Private vehicle, Public transport, Other

Overall 2023: Public transport 56%, Private vehicle 33%, Active transport 11%
Overall 2022: Public transport 54%, Private vehicle 34%, Active transport 11%
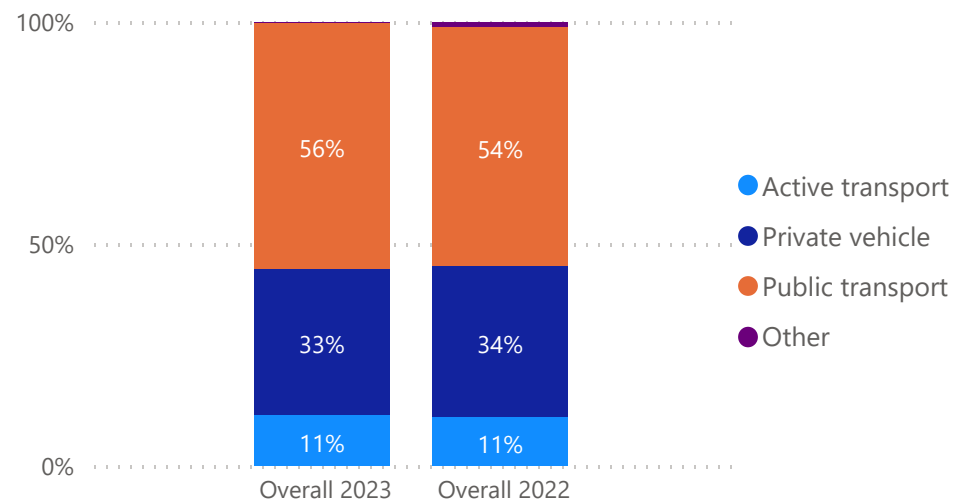
Key findings for All businesses

- **Today's travel.** The mode split across all businesses on the day of the survey showed significant differences from the 2022 results with a strong increase in public transport use from 35% to 55%.There was a decrease in private vehicle use 13% and a 6% decrease in active mode travel on survey day.
- **Usual travel.** Mode split for usual travel in 2023 had more similarities with the 2022 results. Public transport use increased by 2% and private vehicle use dropped by 1%. Active mode average use remained the same (11%) across the business groups. A mode split of 67% active modes and 33% private vehicle travel is aligned with achieving a 70% sustainable mode split in Wynyard Quarter.
- **Interpreting the results.** 50% of respondents from surveyed businesses travelled to work in Wynyard Quarter on the day of the survey, so results are more likely to reflect people's actual travel habits. Best practice is to understand how people travel on survey days rather than usual travel, as usual travel tends to be more variable (with flexible and remote working now more popular). Asking about travel today is also more likely to provide reliable information as people better recall how they got to work that day, but are more likely to over or under-estimate their usual travel.
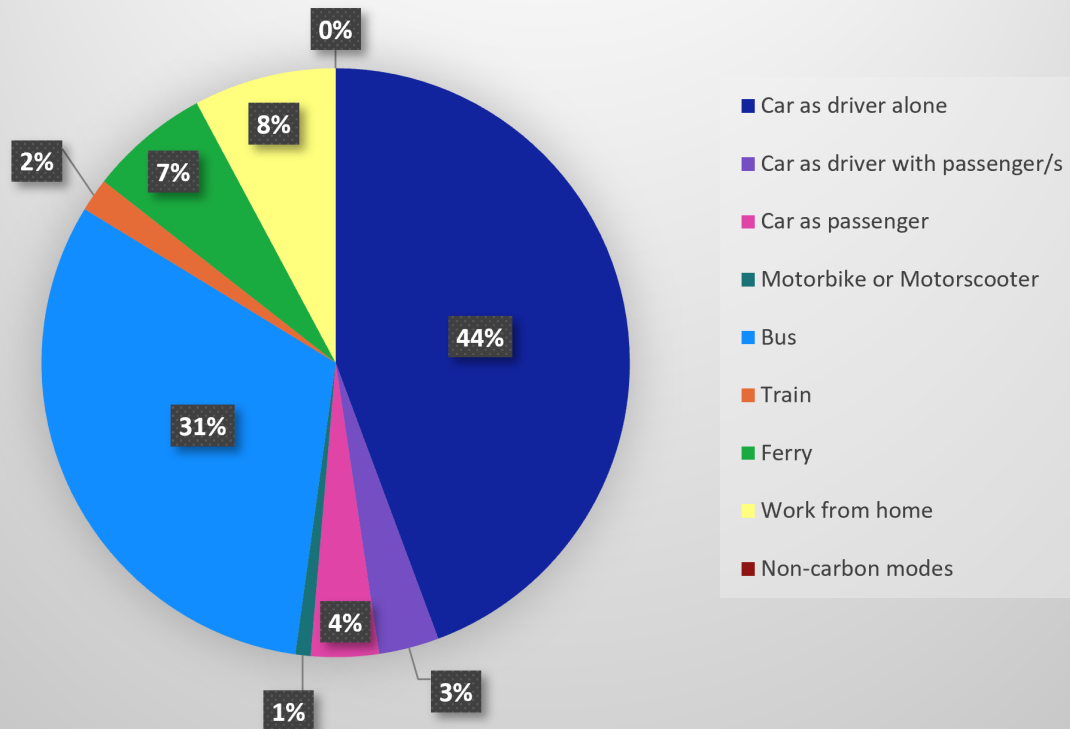
How to use this data

- **Update your staff travel data to include the 2023 survey results** as part of continued monitoring, evaluation and learning.

- **Using this data to develop travel plans.** Data from travel surveys is a good starting point when developing a workplace travel plan. Understanding how people are currently travelling, not how it is estimated that they are travelling, informs the overall travel plan vision, actions, objectives and targets ensuring that these are relevant to your organisation, and will be more effective. Having baseline data on how employees are travelling before initiatives are introduced also enables progress against targets to be tracked; demonstrating how successful they may be, and providing support for additional future funding. Crucially, baseline data also indicates where initiatives are not having the desired impact and need to be tweaked or amended to maximise their benefits.

All businesses Carbon Calculations
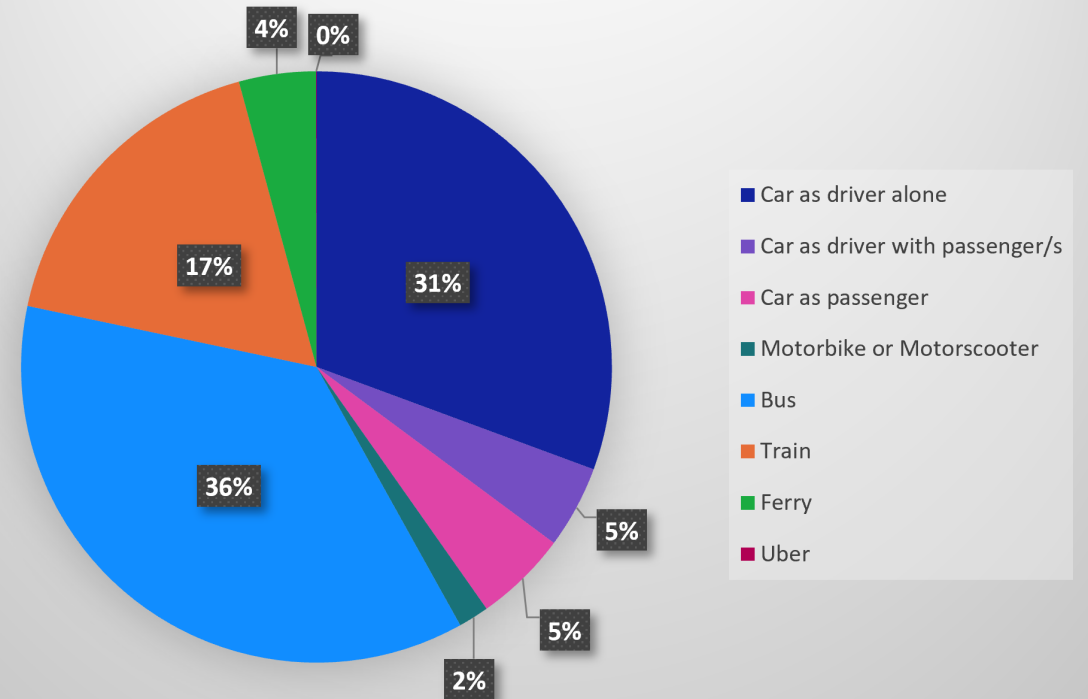
Kg CO2e by mode - per year

- 44% Car as driver alone
- 3% Car as driver with passenger/s
- 1% Car as passenger
- 4% Motorbike or Motorscooter
- 31% Bus
- 2% Train
- 7% Ferry
- 8% Work from home
- 0% Non-carbon modes

19.94 tonnes of CO2e emitted per day

2.2 days working from home per week (on average for respondents)

605 Kg CO2e emitted per person per year

4881 tonnes of CO2e emitted per person per year (on average for respondents)

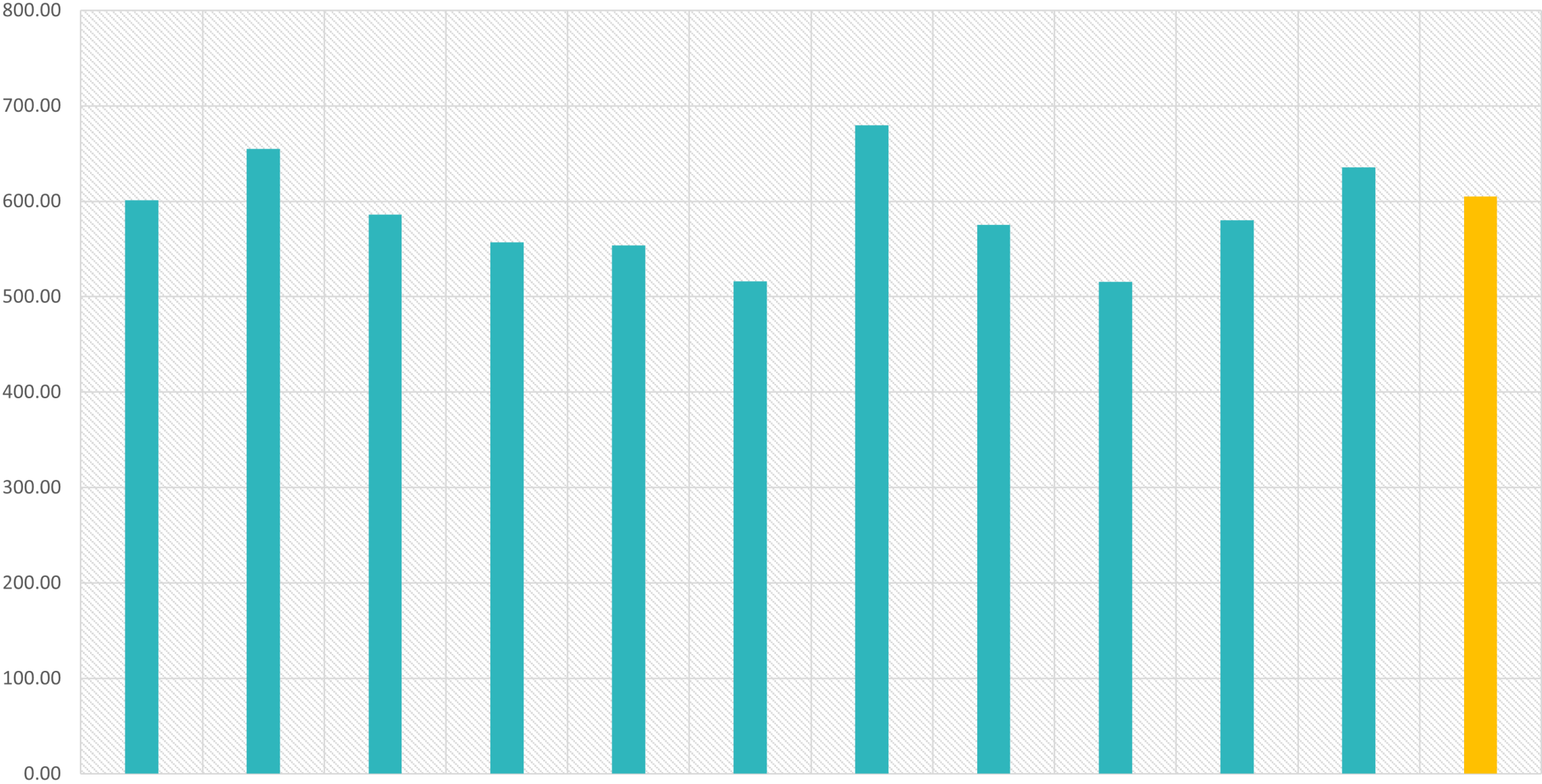## Distance travelled by carbon mode - per year

- 31% Car as driver alone
- 5% Car as driver with passenger/s
- 5% Car as passenger
- 2% Motorbike or Motorscooter
- 36% Bus
- 17% Train
- 4% Ferry
- 0% Uber

28,446,679 km travelled per year (all carbon modes)

42% of distance travelled in a light vehicle

11,922,065 veh-km travelled per year (light vehicles)

Average Kg CO2e per person per year