



Wynyard Quarter Staff Travel Survey 2025

MAY 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 67%.

Six businesses achieved more than 58% 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



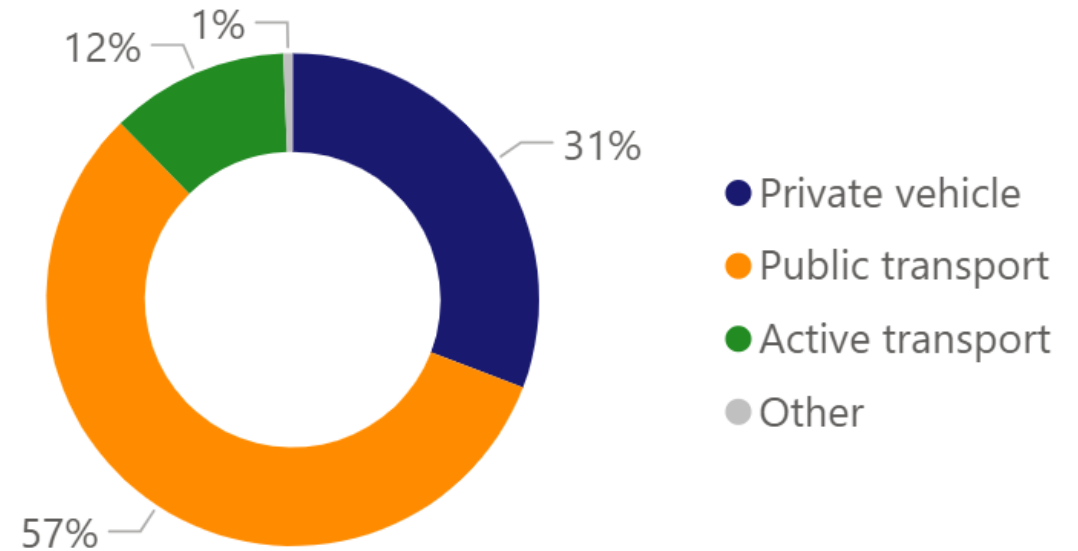
Auckland Urban Development Office

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



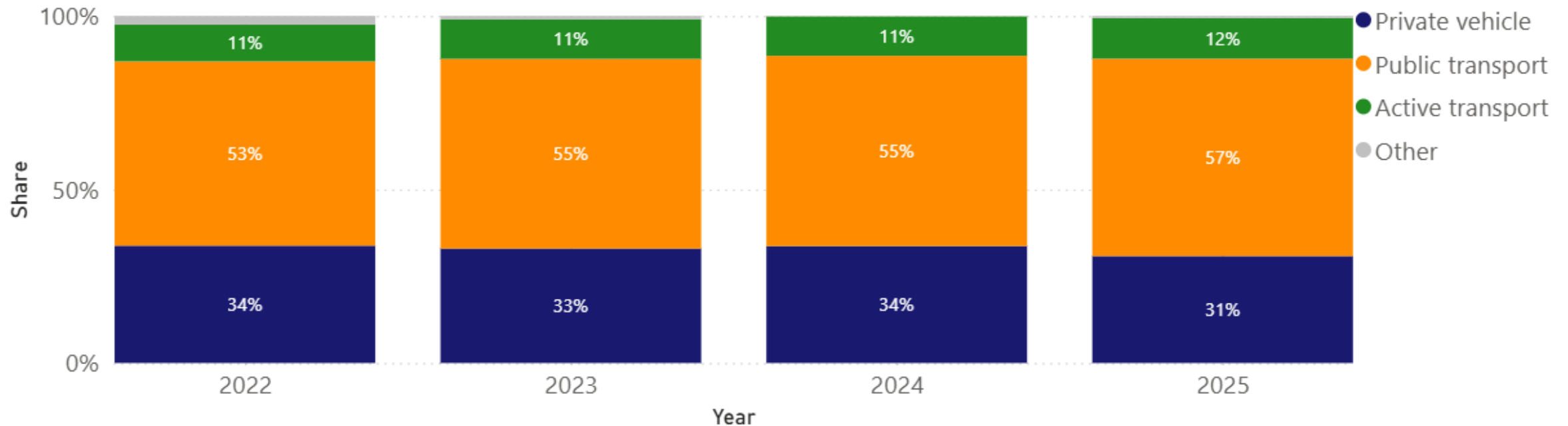
**Auckland Unitary Plan targets 70% sustainable modes for Wynyard Quarter commuting*

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



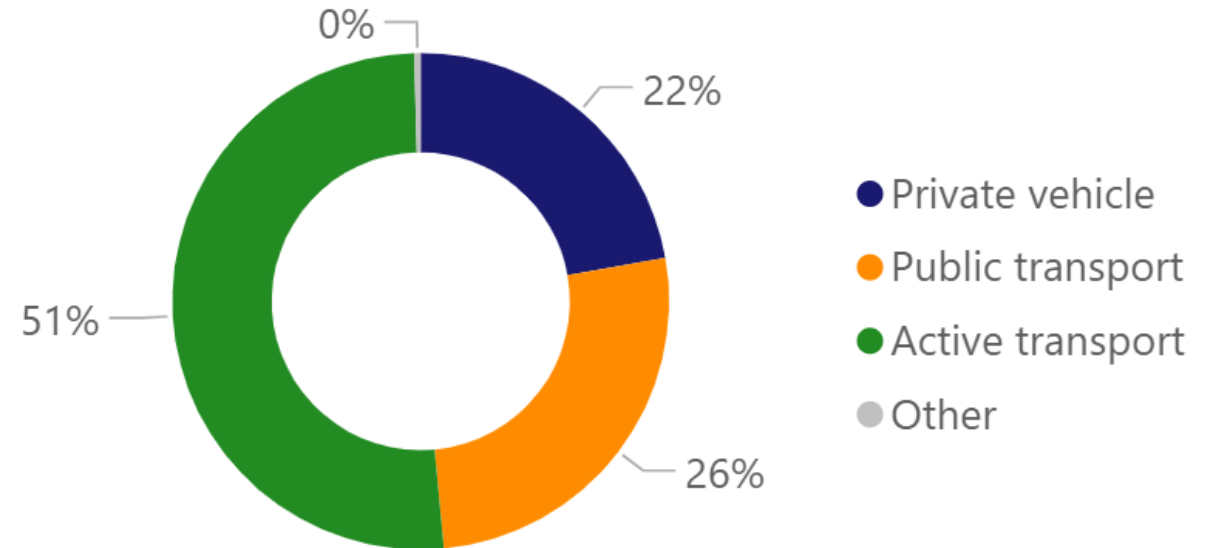
*Auckland Unitary Plan targets 70% sustainable modes for Wynyard Quarter commuting

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

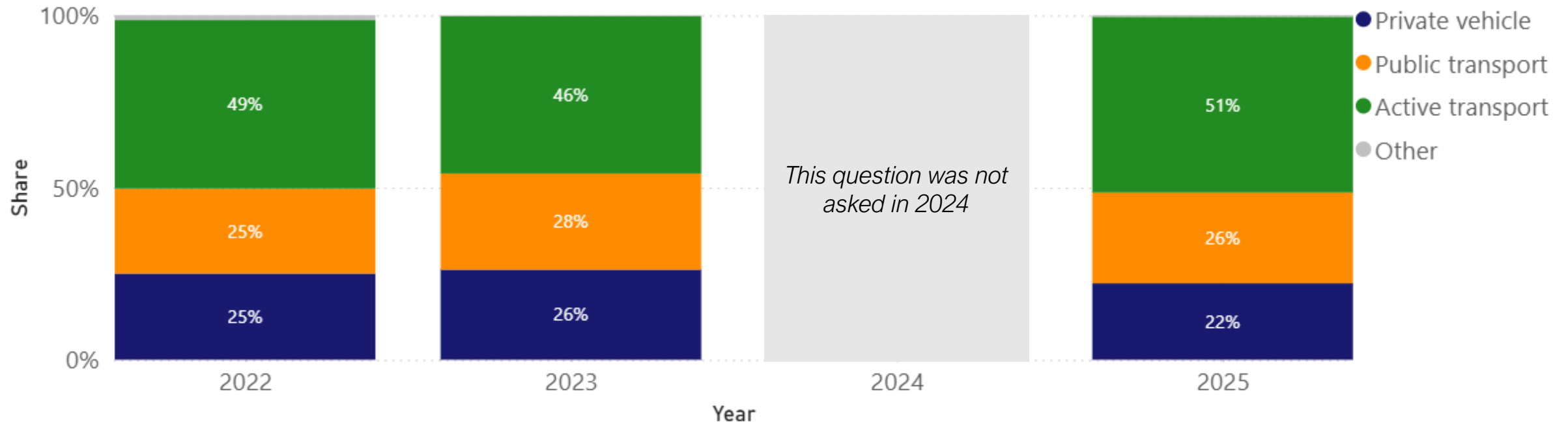


Mode Share Over Time – Arrival

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... but we must keep going!

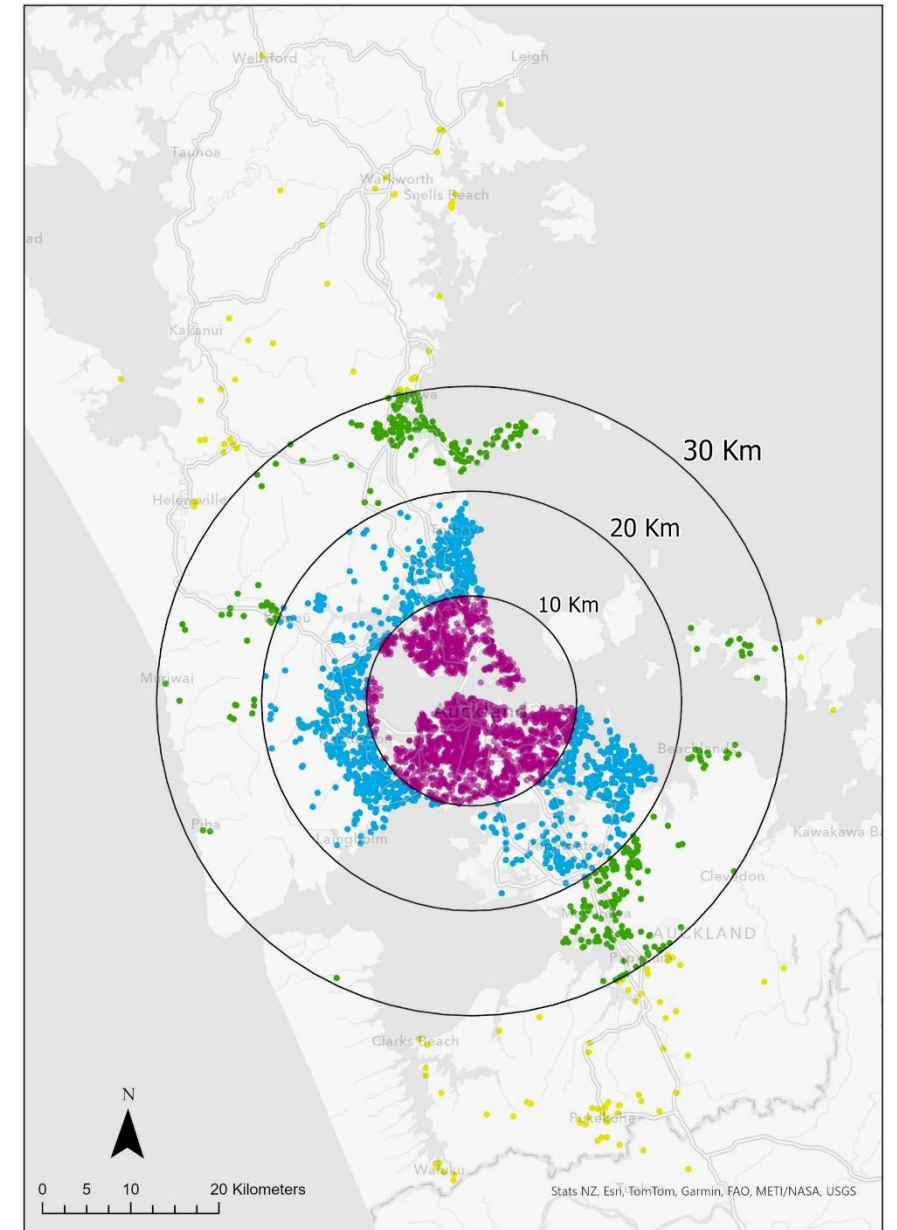
- Over **1,000 more** responses to the 2025 survey compared to 2024.
- We are trending in the right direction; **increasing public transport use** and **decreasing private vehicle use**.
- New businesses have recently moved into Wynyard Quarter, such as One NZ, with **more arriving soon**.
- We need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

Where Commuters Travel From

Distance to Wynyard Quarter	%	Count
<10km	57%	2,667
10 – 20km	30%	1,389
20 – 30km	10%	449
>30km	3%	130

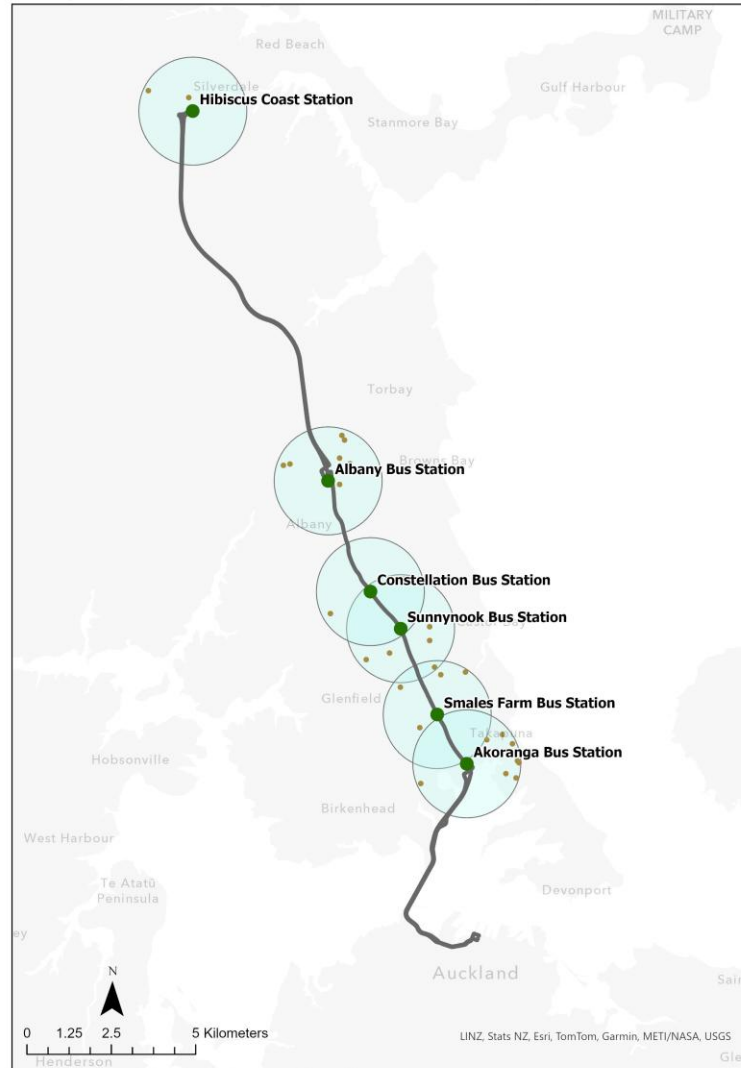
Fun fact: On average, those who usually commute by E-Bike are 8.6km from Wynyard Quarter

All Survey Responses



Commuter Locations and Opportunities – Bus

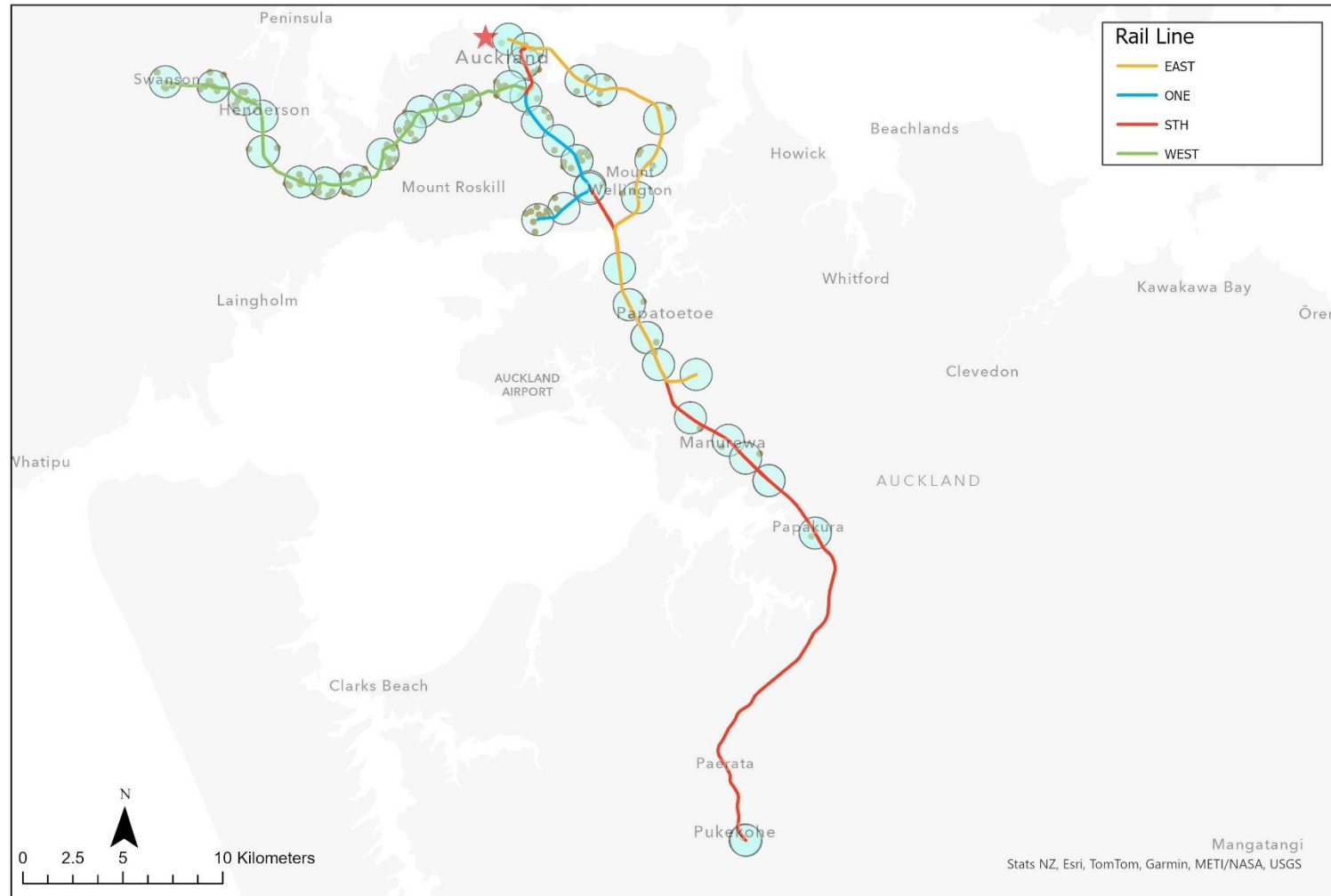
Survey Respondents within 1600m of Northern Busway Stations who Drive



- **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.

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%

Commuting Differently or Commuting at a Different Time

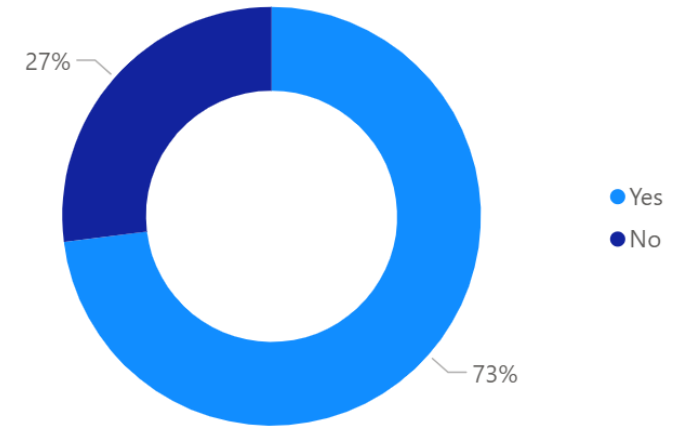
- **Commuting differently**

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

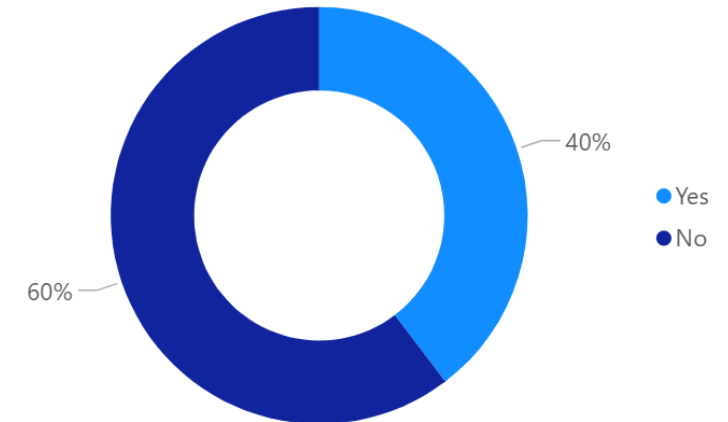
- **Commuting at a different time**

- 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?



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"

Cheaper fares

"Make public transport cheaper and people will use it"

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."

More Park & Ride connectivity

"More Park & Ride options would help."

*Answers provided by over 15% of respondents

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%

Car Parking

- **Parking location**

- Of the 434 that park outside Wynyard Quarter, 84% use paid parking.
- Proportions similar to 2024.

- **Parking type change v 2024**

- 11% increase in off-street public
- 4% decrease in off-street private
- 5% decrease in on-street

- **Parking payment change v 2024**

- 12% increase in paid parking
- 5% decrease in free parking

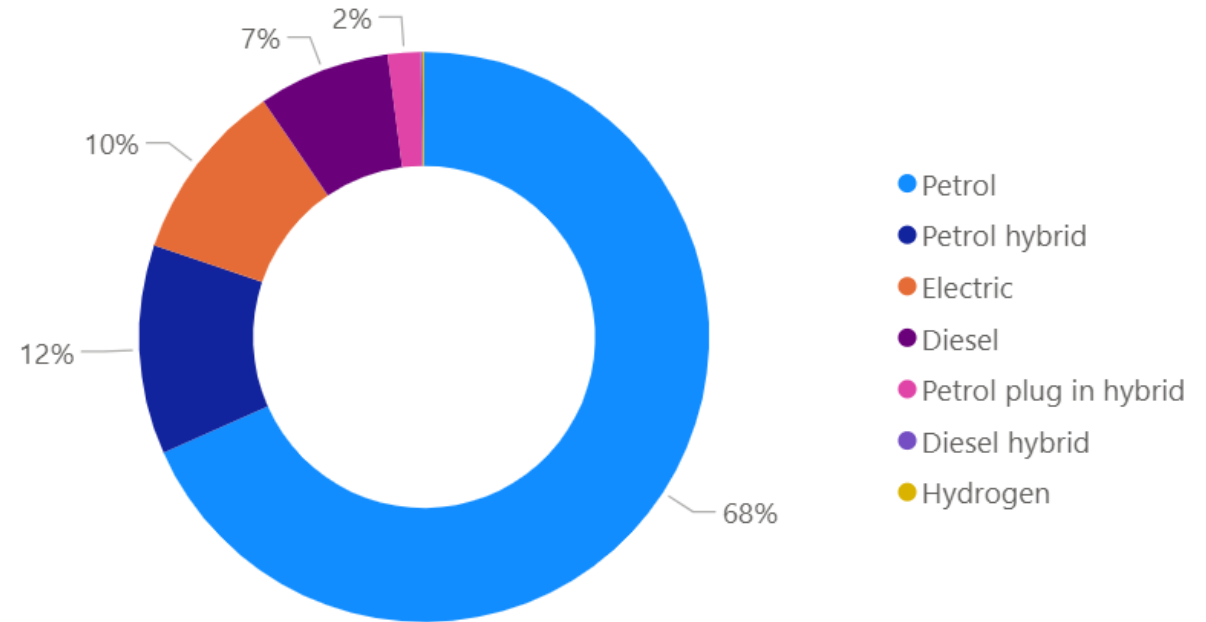
Parking Location	%
In Wynyard Quarter	59%
Outside Wynyard Quarter	41%

Parking Type	%
Off-street public car park	57%
Off-street private car park	37%
On-street	6%

Parking Payment	%
Paid	82%
Paid as part of employment package	8%
Free	7%
Parking is paid by my work	2%
Other	2%

Private Vehicle Fuel Type

- 2% decrease in share of electric / hybrid vehicles compared to 2024
- 24% share of electric / hybrid vehicles compared to 3% national average

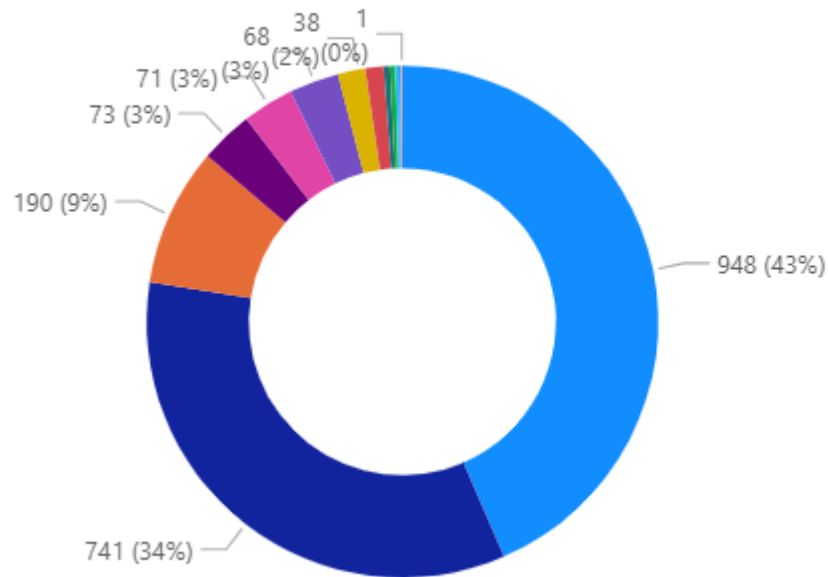


Commuting Emissions*

- 13,965,361km travelled per year
- 2,180T CO2-e per year (45T per week)
- 545kg average CO2-e per person per year

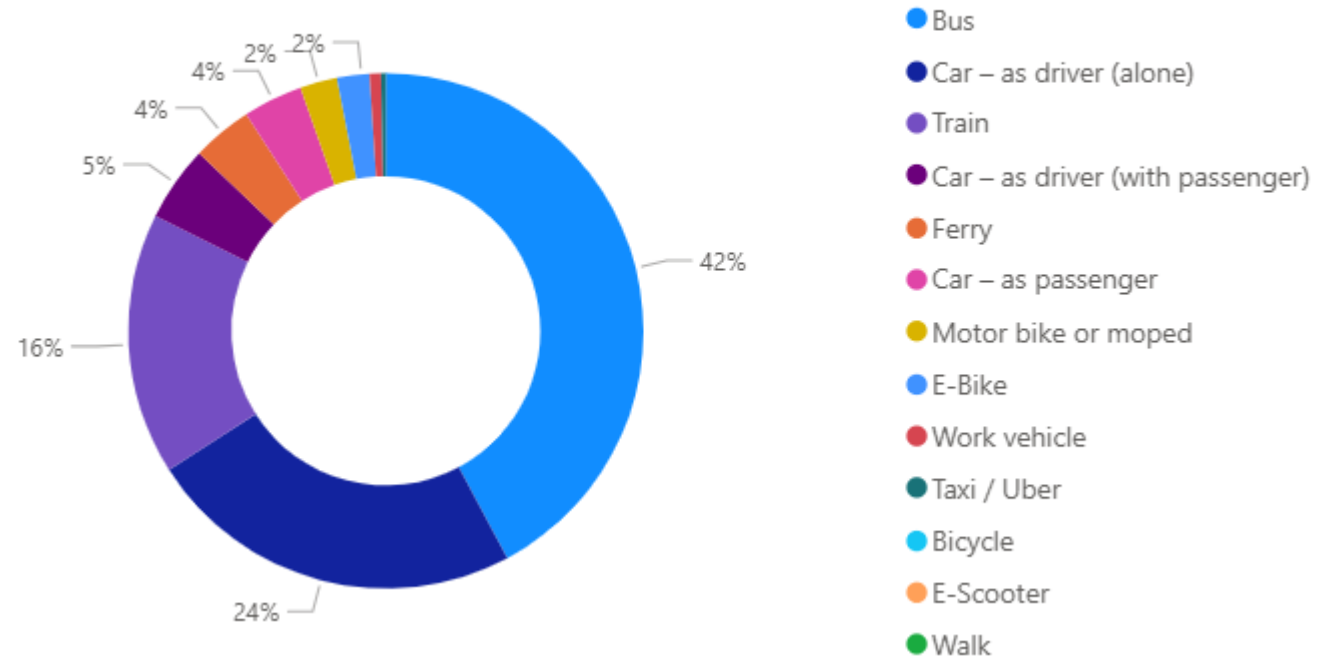
Tonnes of CO2-e per Year

Across all carbon modes



Person Kilometres Travelled per Year

Across all carbon modes



- Bus
- Car - as driver (alone)
- Train
- Car - as driver (with passenger)
- Ferry
- Car - as passenger
- Motor bike or moped
- E-Bike
- Work vehicle
- Taxi / Uber
- Bicycle
- E-Scooter
- Walk

*Emissions quantified for 86% of respondents

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.
- Light-touch travel plans developed and shared with each WQ TMA business that participated in the survey
- Data deep-dive with key personnel at Auckland Transport to support their Wynyard Quarter travel planning.
- Developing relevant survey insights with Heart of the City and Auckland Urban Development Office to be shared with their audiences.





Ngā mihi | Thank you

