

# AKL Update

*AKL Update is Auckland Airport's quarterly newsletter that aims to keep the airport community up-to-date about the change and progress in building our airport of the future.*

## Message from André Lovatt, Airport Development & Delivery General Manager



Festive greetings!

Welcome to the fourth and final edition of AKL Update this year.

Christmas is typically about celebration and reflection. It's a fitting time of year to celebrate successes and reflect on the past year.

At Auckland Airport, we've had several successes that we can be proud of as we build the airport of the future.

New aeronautical infrastructure facilities have increased capacity of the airport to handle up to 60,000 passengers moving

through our terminals each day. For international travellers this includes the recently completed new departures and emigration area, along with the extension to Pier B that now features a new world of retail, food and beverage for international travellers.

A programme of work is underway to improve the passenger experience at the domestic terminal.

Out on the airfield and the transport network, we've completed replacement work of 20,000 tonnes of concrete and implemented several new transport initiatives for summer peak this year. This includes the recent opening of the Nixon Road bypass to relieve congestion on the precinct.

Looking back on the year, I'm appreciative of the way that our people, government agencies, airlines and transport operators have worked together to ensure that Auckland Airport remains a great place to say hello or farewell to family and friends.

Auckland Airport is undertaking the biggest transformation in the airport's history while remaining operational and delivering a positive customer experience.

2019 presents exciting new challenges and opportunities as we move to the next stage of work to build the airport of the future.

Thank you for your support throughout this time of change.



André Lovatt

# Top tips for international travellers

Summer is traditionally the busiest time of the year for Auckland Airport and this year is no exception. We've been working to make life easier for travellers through a raft of upgrades to both the departures terminal and the roading system.

Indications are that this year will be our busiest summer yet, with international travellers coming to New Zealand merging with local travellers heading away to see family and friends for the holidays, and already visitor numbers are growing says Auckland Airport's general manager of operations, Anna Cassels-Brown.

"This year will be at least 10% busier than last summer, so it's important to be prepared for that," she says.

"Even with the changes we've made there's still a need for travellers and workers to be prepared if they're coming to the airport on these key dates."

To make the journey as smooth as we can, the airport has introduced a number of initiatives to help travellers this summer season.

Five top tips we're sharing with travellers are:

1. It will be busy so plan their trip with extra time built in – at least 30 minutes extra to get to the terminal and complete departure processes.
2. Book their parking ahead of time or take public transport to the terminal if possible
3. Make use of our Wait Zones if picking someone up from the airport (follow the pink signs). We've increased the free parking period to 45 minutes for the summer. If there is traffic congestion when

dropping people off drivers can use our free Drop & Ride service to avoid driving around the terminals. Located in the Park & Ride on Verissimo Drive buses run to the terminals every 15 minutes.

4. If in doubt, ask. We have more than 80 Customer Service Hosts on over summer to help travelling guests in the terminals.
5. Download the Auckland Airport app and add flight details so you can see at a glance travel time to the airport and estimated queue time for Aviation Security.

The top ten busiest days at Auckland Airport's international terminal during this summer peak season are expected to be:

- 18 January 2019
- 23 December 2018
- 26 December 2018
- 3 January 2019
- 20 December 2018
- 4 January 2019
- 5 January 2019
- 21 December 2018
- 6 January 2019
- 22 December 2018

We expect to see more than 40,000 travellers on each of these days (up from our usual 32,000 - 34,000) and more than 90,000 cars a day visiting the airport.



## Revamp for Domestic Terminal

The domestic terminal is earmarked for significant improvements to enhance the passenger experience.

This is a necessary step to upgrade the domestic terminal to ensure its functionality for the immediate future. This work will be carried out over the next couple of years.

"We need to get work done now to improve those issues where they touch customers who travel," says André Lovatt, General Manager Auckland Airport Development and Delivery.

Planned improvements include:

- Expansion of Air New Zealand regional lounge to fit up to 265 passengers;
- Extra 75sq m space for Aviation Security processing of passengers;
- Addition of 1000sq m of extra floor space at the Jetstar end of the terminal;

- More charging points for devices;
- Additional toilets;
- Asbestos removal from roof area;
- Replacement of wall and floor surfaces;
- Fire safety and building services upgrade
- Improved signage for passengers, and
- Installation of LED lights.

This work is all being undertaken while the terminal remains operational. More than nine million passengers pass through the domestic terminal per year and this is expected to increase in coming years.

Ultimately the domestic terminal will be integrated into the international terminal as part of the 30-year vision, further information can be found here <https://corporate.aucklandairport.co.nz/airport-of-the-future>.

# Nixon Road extension improves traffic flow



The Nixon Road extension is now open and early indications are that the extension has improved traffic flows on the airport precinct.

Fourteen percent of more than 80,000 daily traffic movements on the airport precinct are transiting vehicles trying to get from the Ascot Industrial Park and SH20A to SH20B. During the peak summer period the total number of daily traffic movements across the precinct increases to more than 90,000.

Since the Nixon road extension opened in early November, more than 60 percent of those transiting motorists now use the Nixon Road extension.

The new route means motorists can now bypass the busy main intersection at George Bolt Memorial Drive and Tom Pearce Drive avoiding the main route to the airport terminals.

The signalisation of Landing Road intersection was completed earlier this year, after nearly two years of work transitioning from a roundabout to a fully signalised intersection.

Kellie Roland, Head of Masterplanning and Transport says completing both projects has significantly improved traffic flows on the precinct

and in some cases, motorists using the Nixon Road extension are improving their travel times by up to 10 minutes during the airport's busy afternoon peak times.

"We encourage all south bound transiting motorists to use Nixon Road. These motorists are experiencing improved travel times and using Nixon Road reduces congestion on the main route to the terminals improving travel times for passengers, staff and freight."

Kellie says the projects are part of the airport's 30-year vision to build the airport of the future and more than \$100 million of investments in upgrading our transport network between now and 2022.

"This new transport infrastructure also supports our work with the New Zealand Transport Agency and Auckland Transport on the Southwest Gateway project."

Now that Nixon Road is operational a new restriction on transiting heavy vehicles has been put in place. The restriction applies 24 hours a day, seven days a week and only applies to heavy vehicles using George Bolt Memorial Drive and Tom Pearce Drive as a thoroughfare to connect from SH20A to SH20B. It does not apply to heavy vehicles that have a destination within the airport precinct.

## Southwest Gateway: Positive feedback on transport improvements

Initial feedback on the proposed Southwest Gateway transport improvements to and from the airport has been positive.

Over the past month nine community events were held to provide information on the long term public transport initiatives and to gather feedback from public (including workers and passengers).

In general, there were three key themes that emerged:

- People are supportive of the long term public transport improvements and say they would use the service, to commute to work at the airport and/or for personal use (such as needing to go to the airport to travel);
- The services need to be reliable and frequent and need to match work and flight patterns;
- People are optimistic about the short-term improvements such as the upgrade to Puhinui Station and bus priority lanes and improvements along SH20B.

The Southwest Gateway programme is a partnership between Auckland Airport, NZ Transport Agency (NZTA) and Auckland Transport.

"The Southwest Gateway programme supports the airport's significant investment into its transport network to better accommodate the increasing number of people that will travel to and from the airport in the future," says Tim McKenzie, Programme Manager.

It is comprised of three main projects that will provides choice for how people and freight travel around the airport area.

The programme consists of three transport projects.

- 1. Airport to Botany Rapid Transit** – delivers a fast, frequent and reliable rapid transit system between the Auckland Airport, Manukau and Botany to provide a strategic public transport link between these areas and improve public transport accessibility for the southern and eastern areas of Auckland. Auckland Transport is leading the development and delivery of this project.
- 2. 20Connect** – to improve access to and from Auckland Airport and its surrounding areas with improvements to SH20, SH20A and SH20B. NZTA is leading the development and delivery of this project.
- 3. Airport Precinct Developments** – the airport area will undergo a dramatic transformation over the next 30 years with a combined international and domestic terminal upgrade, new airfield infrastructure, second runway and upgraded departures and arrivals areas. The airport is also investing in public transport, roading and walking infrastructure on the airport precinct. Auckland Airport is leading the development and delivery of this project. [corporate.aucklandairport.co.nz/airport-of-the-future](http://corporate.aucklandairport.co.nz/airport-of-the-future)

More information on the overall project can be found at this website <https://www.nzta.govt.nz/southwest-gateway/>

# 2018 highlights

It's been a busy year, here are some of the key initiatives we're especially proud of.



Airfield slab replacement work completed – 20,000 tonnes of concrete poured.



New Gate 16 lounge and Godwits art installation at Pier B extension



Completion of the signalisation of the Landing Road intersection.



Retail High Street, part of the new upgraded international departures experience



New International Departures entrance and emigration area

# Building the airport of the future

Auckland Airport officially opened on 29 January 1966.

At the time, all flights used what is now the domestic terminal until 1977 when our international terminal was opened.

Fifty two years later, Auckland Airport has evolved and grown from only several hundred thousand passengers in its inaugural year to 20.5 million in 2018.

We have been responding to that growth by spending more than \$1 million every working day to build our airport of the future, with approximately \$2 billion to be invested in aeronautical infrastructure over the five years to 2022.

Our 30-year vision to build our airport of the future is well underway. Travellers, airlines and airport staff would have noticed several changes taking place around the precinct, terminals and traffic network.

AKL is focussed on telling our airport community about those changes, their impacts and how Auckland Airport continue to operate New Zealand's largest and main gateway while we build our airport of the future.

You can keep up with the latest news about building the airport of the future at [airportofthefuture.co.nz](http://airportofthefuture.co.nz) or by following us on Facebook, Instagram and Twitter.

