

15 February 2018 - By email

Barry Mein  
ATAP Project Director  
Ministry of Transport  
PO Box 106 238  
Auckland City  
AUCKLAND 1143

**Re: Auckland Transport Alignment Project**

Dear Barry,

Tourism Industry Aotearoa (TIA) is the peak body for the tourism industry in New Zealand. With over 1500 members we represent a range of tourism-related businesses including hospitality, accommodation, adventure and other activities, attractions and retail, airports and airlines, as well as related tourism services. The tourism industry had total expenditure of \$36b YE March 2017, \$14.5b (40%) of that coming from international visitors. Over 211,000 people are directly employed in the industry, 8.4% of New Zealand's total workforce. Tourism is a significant contributor to the economic and social wellbeing of New Zealand.

Thank you for inviting TIA to participate as a key stakeholder in the project to update the Auckland Transport Alignment Project (ATAP). As noted, we will not be able to provide someone to attend and speak at the drop-in session on 15 February but we have provided our views below.

*National Tourism Infrastructure Assessment*

Supported by a number of industry partners, TIA commissioned Deloitte in August 2016 to undertake a comprehensive National Tourism Infrastructure Assessment. Surveys, interviews and various data sources were used to assess 20 categories of infrastructure across 31 regions. The aim was to identify infrastructure gaps that have a high tourism impact, and require a great deal of coordination between the public and private sectors.

Road transport, not unsurprisingly, was identified as one of the priority infrastructure types. On a national assessment of tourism infrastructure gaps road transport was ranked 10<sup>th</sup>, indicating a relatively high level of capacity and capability. (NB a larger infrastructure gap was identified for car parking, ranked 3<sup>rd</sup> nationally).

Strategic Partners supporting  
TIA and the tourism industry

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However, Auckland stood alone as the only region to identify a significant gap in road transport infrastructure from a tourism perspective. As the most visited region and gateway to New Zealand, this shortfall can potentially affect a large number of visitors.

Operators and councils noted the route to and from Auckland Airport as being congested. One of the suggestions to alleviate that constraint was the prospect of the proposed rail links. This was echoed by other participants who also raised major concern on specific Auckland roads (e.g. Auckland Airport to Manukau and the CBD). Participants also raised issues with some of the stretches of roads that provide connections to neighbouring areas, for example to Matakana, Waitakere and Piha.

Another issue respondents mentioned was a lack of campervan and mobility parking in Auckland.

The full report on TIA's National Tourism Infrastructure Assessment is available at <https://tia.org.nz/advocacy/tia-projects/infrastructure-and-investment/>.

#### *The impact of tourism on land transport*

It is important that decision makers in Central and Local Government fully understand the impact of the tourism industry on New Zealand's land transport and the land transport requirements of the tourism industry. Often, there is little detail that demonstrates they do, and the original ATAP (2015-16) is no different in this aspect.

TIA considers it important that the Auckland Airport corridors are specified as a priority given the role of the airport to tourism, high value freight, and business connectivity, each of which are rapidly growing.

Contextualisation of the different user groups, i.e. freight, day-to-day movements and tourism, is important. We strongly encourage the Ministry to ensure it gets quality insight into the different user groups to answer questions such as how many of the vehicle kilometres travelled are by each group; how much by international and by domestic tourists? What do these different groups want and need out of the transport system?

### *A quality visitor transport journey*

An understanding of what constitutes a quality visitor transport journey is important, especially for a tourism hub such as Auckland. Given that 71.3% of international visitors arrive via Auckland Airport, this is a national concern for the tourism industry. TIA considers that strong linkages from the main airport to the CBD are a prerequisite for a quality high-value visitor destination.

Another important factor is a safe and resilient road network: with more international visitors choosing self-drive options to explore New Zealand visitor safety on the road network is important to the New Zealand tourism value proposition. Resilience in the context of Auckland transport includes timely journey times, quality roading and road maintenance that is well-managed to avoid journey delays that impact negatively on the visitor experience.

### *Coach Parking*

There is significant frustration from the bus and coach sector in regards to drop-offs and parking in the Auckland CBD. We hear on a regular basis that bus parks are being eroded as part of redevelopment plans and passengers have to walk to their accommodation, some significant distances. Coach visitors expect to be dropped off at their accommodation and this is an industry standard that has long been met in New Zealand. Visitors having to cart their bags down the street to reach their accommodation is not part of the high-value experience New Zealand wants to offer. There has been little empathy from Auckland Transport on this matter and we would appreciate attention being given to the issue.

### *Future innovations*

The ATAP needs to provide the flexibility to cover future innovations and technology that may exist in ten years' time, and have an impact on the roading network. An example would be what the impact of self-driving cars and trucks will have on the roading network.

### *Flow-through GPS to Regional Land Transport Plan*

We understand that the revised ATAP will help to inform the revised 2018 Government Policy Statement (GPS) on Land Transport and the 2018 Regional Land Transport Plan. We acknowledge the flow-through from the GPS to the Regional Land Transport Plan and

the National Land Transport Programme. It is for this reason that the land transport needs of the tourism industry must be appropriately articulated in the GPS. If they are not articulated in the GPS at a high level, we are concerned they will not be articulated in the plans. As such, it is imperative that tourism needs are provided for in more detail in the GPS, including in the Objective and Activity Class levels, with clear 'reporting on results' requirements.

We welcome the opportunity to discuss our feedback in more detail and please do not hesitate to contact us if you have any queries.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'S. m. Hanrahan', with a stylized, flowing script.

Steve Hanrahan  
**Advocacy Manager - Tourism Industry Aotearoa**