

# AKL Update

*AKL Update is our new Auckland Airport 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 Andre Lovatt, Airport Development & Delivery General Manager



Kia Ora! It's my pleasure to share this third edition of the AKL Update with you.

Having been part of numerous large infrastructure projects, I understand that each has its own specific challenges and equally its own unique opportunities.

Auckland Airport is no different. As New Zealand's largest

and main gateway, approximately 75% of all international visitors to New Zealand arrive through our gates, up to 150 international flights and 350 domestic flights take place here each day. All of this is occurring while we undergo the biggest transformation in the airport's history.

A couple of months ago we formally completed the award-winning Pier B extension which has been a positive addition to the airport's infrastructure. Following the introduction of the new gates 17 and 18, bussing of passengers to/from the terminal on international flights has dropped from 10% in 2017 to 3%.

The upgrade of the international departures area has really progressed with many new retail stores and food and beverage outlets opening for travellers to enjoy. At the domestic terminal we've got a series of micro-projects underway to ensure it continues to accommodate travellers as well as airlines and government agencies that operate within it.

There are plenty of changes going on in our terminals as well as within our transport network. Some may take time to adjust to but they all improve traffic flow around the airport precinct.

In light of these changes, I know that we're heading in the right direction, making the most of this unique opportunity to build a world class, uniquely New Zealand airport that will create great memories and provide excellent service for travellers and airlines, government agencies and airport staff.

Thanks for your support as we build the airport of the future.



André Lovatt

# 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.

52 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 by 2022.

This 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 in the international terminal.

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



---

## Major extension of Pier B complete

Auckland Airport has reached a key construction milestone with the formal completion of the international terminal's Pier B extension. The project's completion is a key milestone for the airport's development.

The 190-metre, 12,240 square metre extension effectively doubles the capacity of Pier B by providing two additional gate lounges and four airbridges enabling it to accommodate four A380 aircraft or eight smaller aircraft at the same time.

"It's extremely pleasing to have Gates 17 and 18 fully operational to assist with the growing number of passengers and aircraft using Auckland Airport," says André Lovatt, Auckland Airport General Manager Airport Development and Delivery.

"The Pier B extension is a modern and open space that will leave departing travellers with a strong final impression of Auckland Airport and New Zealand. Late last year, we opened Gate 17 in time for our summer peak, well in advance of the projected timeline for completion, and Gate 18 has been fully operational since February 2018."

"We have also refurbished gates 15 and 16 with new carpet and lounge seating that incorporate USB and power outlets for passengers and airline staff," says André.

Following the introduction of the new gates 17 and 18, bussing of passengers on international flights has dropped from 10% 2017 to 3% since it opened.

In June 2018, the Pier B extension project was recognised through an Excellence Award in the Tourism and Leisure Property category at this year's Property Industry Awards.

### Key information about the Pier B extension:

- New 190 metre pier extension, 12,240 square metres added to the pier
- Doubles capacity of the international terminal's Pier B
- Can be utilised by large aircraft such as current Airbus A380, Boeing 777-ER or future Boeing 777X
- • Auckland Airport now has five gates supporting these large aircraft – Gate 10, 15, 16, 17, and 18.

### Passenger benefits:

- New gate lounge seating with USB and power outlets
- Modern and open space incorporating New Zealand landscape artwork and Weta Workshop sculptures
- New toilet areas, baby changing rooms, retail stores, food and beverage outlets.

# International departures experience - our gateway to the world



The upgrade of the international departures experience has progressed rapidly over the past few months.

A number of new exciting luxury brand stores have opened as part of a new world-class passenger lounge area after security, bringing an enhanced passenger experience to New Zealand's main gateway to the world.

After security, travellers will be able to discover this new level of elegance and sophistication before boarding their departure flight.

"It's exciting to welcome several new sought after brands to our international shopping precinct," says Lucy Thomas, Auckland Airport Retail Manager.

"These new brands are part of the new retail high street which provides travellers with a curated mix of some of the world's favourite brands."

Hugo Boss, Michael Kors, Partridge Jewellers, Weekend Max Mara, Lacoste, Fossil, Furla, Mont Blanc, Coach, Tumi, Walker & Hall, Adidas and Kate Spade have all opened new stores recently.

Alongside these new retail stores, dining options have doubled with 13 new food and beverage outlets eventually

opening to provide travellers with an outstanding selection of high-quality New Zealand and international dining options.

Al Brown's Best Ugly Bagels and Glamp Grounds are the first two new outlets to open and are already proving to be popular with travellers.

"Glamp Grounds have opened on the new mezzanine level with phenomenal new views of the gates and runway, as well as a handy children's play area," says Lucy.

"Best Ugly Bagels has also been a welcome addition to the departures experience. They have served 24,202 bagels in the 37 days since opening on 8 August. That impressive statistic equates to an average of 654 bagels a day, 30 an hour or one every two minutes."

"We have made sure there is more choice with new family restaurants and a wide range of international cuisines. Halong Bay, our newest offer, offers quick Vietnamese food and Hayama, a full Japanese menu. People will be spoilt for choice as we add a juicer and Chinese dumpling outlet."

**Current status** ○  
Several new luxury brand stores have opened in the new passenger lounge and retail hub. Individual store fit out for food and beverage outlets are in progress. Glamp Grounds on the mezzanine level is operating with international cuisines soon to open to increase dining options.

# Domestic Terminal works underway

The Domestic Terminal is a hub of activity with a series of micro-projects underway to significantly enhance the terminal so that it continues to accommodate travellers as well as airlines and government agencies that operate within it.

Work is taking place inside the terminal with check-ins being relocated and a re-configuration of the main retail and food and beverage area.

“We’ll be temporarily moving several check-in counters to other parts of the terminal while work takes place. Air Chatham’s and Fly My Sky will be in new locations but they will have greater presence in their new surroundings,” says Darrell Abbott, Aeronautical Planning & Performance Manager.

“The retail and food and beverage area will be reconfigured to provide more dining options and seating for travellers as well as more space for retailers to carry out their day-to-day operations.”

“Construction will also begin next month on a new Air New Zealand regional lounge to fit up to 265 travellers, three times the capacity of its current lounge,” says Darrell.

“There will be plenty of change at the domestic terminal. These micro-projects will enable domestic operations to continue in the current facility until the new integrated domestic jet terminal is ready.”

## Current status

Installation of new arrivals doors complete. Refurbishment of all landside bathrooms including a new parents room and first aid room is ongoing. The re-configuration of the terminal’s main retail and food and beverage area is in progress.

Target completion  
Mid 2019



# Transport - preparing the transport network for summer peak 2018/9



Auckland Airport's new suite of transport initiatives are well underway in preparation for the summer peak, the busiest travel period of the year.

The eight new ground transport initiatives will improve access to, from and around Auckland Airport for travellers, employees and freight during this summer peak, December 2018 and January 2019. These initiatives include:

- providing freight and motorists with a new, direct north (State Highway 20A) to south (State Highway 20B) connection at Nixon Road (Nixon Road Connection), enabling drivers to bypass the busy main intersection at George Bolt Memorial Drive and Tom Pearce Drive;
- implementing a restriction on heavy vehicles (weighing more than 3500kg) transiting through the airport precinct from SH20A to SH20B to traffic ease congestion;
- establishing a new Drop & Ride service for passengers to be dropped-off away from the terminal forecourts before taking a free bus to the terminals;
- introducing signal meters at the Jimmy Ward Crescent roundabout to help better manage the flow of traffic in and out of the airport precinct;
- introducing an integrated operating plan with the Auckland Transport Operations Centre to oversee and better manage network operations;

- operating a transit lane (T2 lane) on Tom Pearce Drive to help improve journey times for vehicles and increase the frequency of buses servicing the airport precinct;
- implementing a travel rewards promotion to encourage people working within the airport precinct to use public transport;
- upgrading the Domestic Terminal forecourt to include a new colour coded pick-up/drop-off zone allowing travellers to be picked up conveniently and safely.

Auckland Airport's general manager - property, Mark Thomson says, "These eight initiatives play an important role in helping improve the way passengers, employees and freight move around the airport precinct. They will improve traffic flows and travel times, enhance the management of the transport network during peak hours as well as providing greater choice and flexibility for how people get to and from the airport precinct. Work on these new initiatives is well underway and they are scheduled to be operational by November 2018."

"We're investing more than \$100 million between now and 2022 to upgrade our transport network. These new initiatives in our precinct's transport infrastructure also support the ongoing collaborative efforts between NZ Transport Agency, Auckland Transport and Auckland Airport to improve the transport network in and around the airport area."

## The next edition

The fourth edition of AKL Update will be published in December 2018. In the meantime if you wish to read more information or keep up with the latest news about the building

of the airport of the future visit, [airportofthefuture.co.nz](http://airportofthefuture.co.nz). You can also stay up-to-date by following us on Facebook, Instagram and Twitter.



Thanks for your  
patience as we  
build the airport  
of the future

[airportofthefuture.co.nz](http://airportofthefuture.co.nz)