

Airport Times

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Triple win at Skytrax



At the Skytrax World Airport Awards ceremony in March, Auckland Airport was again named one of the top 10 airports in the world. In fact, at ninth position, it is now placed one better than last year's rating, and was one of only four airports from outside Asia to make this elite list.

Auckland Airport was also named the Best Airport in the Australia Pacific region for the second year running, as well as winning the Staff Service Excellence category for the region.

Auckland Airport Chief Executive Simon Moutter says that everyone in the airport district has played an important part in winning these awards. "This is an absolutely outstanding achievement, and a testament to everyone here at Auckland who helps make that world-class customer service experience happen," he says. "Providing a genuinely great passenger experience is the

most valuable thing that we, as a collective airport hub community, can do to help grow New Zealand travel, trade and tourism for the benefit of all New Zealanders."

The awards represent the opinions of more than 9.8 million passengers from more than 100 nationalities. The Skytrax World Airport Awards are the industry's most extensive air traveller-based awards, with the survey of airport customers conducted between July 2009 and March 2010.

Edward Plaisted, Chairman of Skytrax, says of the win: "Auckland International Airport has been improving its overall global ranking during the years of the World Airport Survey, and I congratulate them on achieving this Best Airport Australia Pacific title in 2010. The staff service at Auckland Airport was a clear reason why this airport has performed so well this year, and continued to improve its standing within the overall survey."

The Skycouch

If you hate the uncomfortable economy seating in those long haul flights, the new Skycouch from Air New Zealand could be an option for you. The Kiwi-designed innovation is a row of three economy seats that can be purchased by a couple – or a family with young kids – that supplies an extended flat surface to sleep on.

Along with the seating innovation, Air New Zealand have applied a little bit of media innovation, and are using their Facebook page to promote the new seating arrangements. Dubbed 'cuddle class', the airline has gone with that theme and expanded on it with a video presented by comedian Dai Henwood that gives the

history of spooning, and some spooning options.

Have a look at www.facebook.com/AirNewZealand to see for yourself.



In this issue

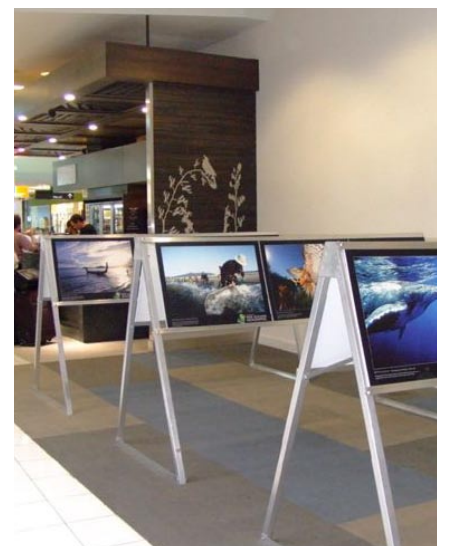
- No 9 airport in the world!
- Manukau Harbour bridge update
- RAAF visit
- Hotel development progress report

Picture it

Check out the display of stunning images from around New Zealand from 31 March to 14 April in the international terminal foodcourt area.

The exhibition, which features spectacular, large format images, has been put together by New Zealand Geographic magazine to celebrate 100 issues of the magazine.

"The images have all been published in the magazine and represent the career-best work of New Zealand's leading photographers," says James Frankham, editor of New Zealand Geographic.



Up 10.8%

Domestic passenger numbers rose 10.8% to 502,999 in Feb 2010, driven by the new Jetstar services replacing Qantas.

Compared to same time last year

Hornet's nest



Auckland Airport hosted six Royal Australian Air Force (RAAF) aircraft at the end of March, as the newly purchased F/A 18F Super Hornets from No. 1 Squadron flew home from the US to Brisbane, via Auckland.

The five Super Hornets were accompanied by a C17 military transport aircraft, giving the public a great sight from the international terminal's viewing deck.

The Super Hornets arrived on Tuesday March 23 and left early afternoon on Friday March 26. According to the RAAF, the Super Hornets represent a major leap in Air Force capability, and are Australia's first new air combat aircraft in 25 years. Overall, the RAAF is acquiring 24 Super Hornets – this group of five was the first of those aircraft to arrive in Australia.

On the way up



For anyone who's been keeping an eye on the construction work outside the international terminal, or if you've been peeking through the viewing holes in the hoardings, here's an official update on the progress on the new airport hotel.

The good news is that the project is running on schedule, with the piling works complete and all the in-ground work finished. The first three above-ground floors of the hotel are in the process of being erected, with the columns starting to take shape.

These three bottom floors will host the restaurant and bar, as well as the conference

facilities and function room. Pouring the concrete for the three floors is a little different than you'd expect. Level three will be poured first, which is scheduled to take place in mid-late April, before heading down to two and finally one.

The first of the guest rooms starts at the third level, which is high enough that rooms on the western side of the hotel will get a view over the terminal and see the planes taking off and landing – a plane spotter's paradise.

Once construction reaches this level, it will be above the hoardings, and the work will be more visible to everyone at the airport.

Writers celebrate

The 11th Auckland Readers and Writers Festival takes place from May 12 to 16 and in a nod to the theme of Ideas Need Words, festival organisers have used the iconic image of John Lennon and Yoko Ono holding a placard – War is over – as inspiration for their promotion.

Different people have been photographed holding festival placards in iconic places that represent the Auckland region. Each placard has a different message – some humorous, some thought-provoking, some stirring – to celebrate the variety of writing encompassed by the festival.

Auckland Airport was chosen for one of the photographs not only because it will be the main entry point for the international writing stars who are attending the event, but also because it holds such a strong connection to the travels of New Zealanders and its visitors.



Cutting carbon

Auckland Airport's Energy Management Plan was instigated with an aim to reduce the airport's carbon footprint by 5% by 2012, while also making financial savings.

As part of the plan, all areas throughout the airport have been assessed. It was discovered that 72% of the airport's carbon footprint could be attributed to heating and air con in the international terminal, so it made sense to concentrate efforts in this area.

After extensive consultation, new technology will be installed alongside existing systems which will reduce maintenance and improve efficiency of the whole heating and air conditioning system in the international terminal.

Projected carbon footprint savings once the new system is in place is for a reduction of 10-13% by 2012, more than double the initial goals!

Crossover



© Manukau Harbour Crossing Alliance

The Manukau Harbour Crossing project is currently doing so well, it is due to be completed a full four months earlier than planned – we could be driving on the newly expanded crossing as early as November 2010!

The Manukau Harbour Crossing Project covers a stretch of SH20 between Walmsley Road and Queenstown Road, including the bridge over the Manukau Harbour. When it

is finished, the project will have created four lanes in each direction across the harbour, as well as widening the motorway by an extra lane in each direction from Queenstown Road to Walmsley Road in the South.

The completion of the crossing will mean faster and easier travel to and from Auckland Airport for all travellers, including those arriving here for the Rugby World Cup.



Keeping safe

With the Auckland Airport Police

Airports can be daunting for some people or a boring routine for others, but for most they're an exciting gateway to their travel adventures. Whatever your take on your time at the airport, there's one important aspect that you should keep in mind. When you're travelling you need to pay attention.

This starts at home when you pack for your trip. Make sure you check your airline's baggage allowance, and don't let anyone else pack for you. Once you're at the airport, keep an eye on your bags and don't leave them alone. Watch for the time of departure for your plane, and get to the right gate at the right time. When you're filling out any forms, pay attention to what they're asking you, and to the rules and regulations for entry.

It's not difficult, and paying attention means that your trip is more likely to be fun, hassle-free and safe, which is, of course, what everyone wants.

Crocodiles rock at the creek

Scar and Goldie, Auckland's two huge Saltwater crocodiles, have really settled in to their billabong home at Butterfly Creek, and are now wowing the crowds twice a day with the Aussie Croc Encounter show.

Make a trip to Butterfly Creek these school holidays to see the crocs, giant weta, baby alligators, freshwater fish, farm pets and of

course the butterflies. All visitors during the holidays will get the chance to win some fabulous prizes, including a special Reptiles Behind the Scenes Experience!



Simple idea saves time

The airport's Supreme Every Minute Matters award went to National Disinsection Manager Doug Farr and the team at MAF who instigated a new process that saves every aircraft coming into the airport between 5-8 minutes of time. It's a huge saving for the airport and for the individual airlines.

Like all the best ideas, it was simple. Instead of MAF officers physically being present at the arrival of all flights and checking the disinsection certification papers each aircraft is required to have, Doug realised it was faster and easier to check the certification online prior to arrival, so each aircraft was already pre-

cleared before landing in Auckland, thereby speeding up the process for disembarking, including the baggage and cargo handling, which can now be started as soon as the aircraft has landed.

The idea has been such a hit with everyone involved that Doug was able to convince the Australian equivalent, AQIS, to instigate the same system. Doug has worked with AQIS on a shared database for both countries, and the system is now up and running on both sides of the Tasman.



Up 12.3%

A 12.3% rise in arrivals from Japan is put down to an improving economy and increased promotional activity in partnership with Air New Zealand.

Compared to same time last year

News & Advertising in the Airport Times

We love hearing about what is happening around and about the airport. If you wish to advertise or have a story to share email airporttimes@akl-airport.co.nz. Deadline: 25th of the month

