



**IN THIS ISSUE**

- ▶ Gold Award winners announced
- ▶ The future of boarding calls
- ▶ Homage to a Kiwi flight innovator
- ▶ Welcoming China Airlines
- ▶ Nature Baby top for \$39.95

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## Arrivals draw enthusiastic crowds



We've all seen the colourful and boisterous support that the foreign rugby teams have been getting in the stadiums and on the streets during Rugby World Cup 2011.

For many of them it started with an equally enthusiastic welcome when they walked through the arrival doors at Auckland Airport.

The airport played host to eight arrival events, more than any other New Zealand city and all of which were organised by Auckland Tourism, Events and Economic Development in conjunction with Rugby New Zealand 2011.

The excited yet well-behaved crowds consisted of locals, expats and representatives of local business associations and schools who had "adopted" teams, with country-specific entertainment warming them up to welcome their heroes.

Tonga's arrival was the largest, with thousands of fans turning up, causing traffic to build on roads around the airport. Samoa had the second largest turnout.

All teams were greeted with a kapa haka performed by Te Piringa o Makaurau Marae Kapa Haka group.

## Staff shuttles

Auckland Airport is looking at trialling shuttle services, initially for staff living on the North Shore and Pukekohe, for a three-month period.



Similar in concept to the successful Lift carpooling scheme, the service would be open to anyone who works at the airport and would involve an eight-seater leased by Auckland Airport.

A staff member would drive, getting to and from work for FREE in exchange for picking up passengers, each of whom pay a flat monthly fee that works out cheaper than running a car.

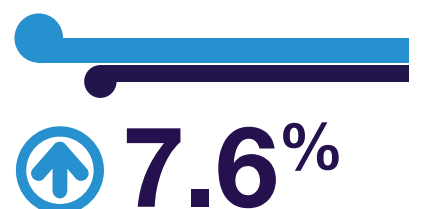
Sustainability adviser Martin Fryer says while the simple concept is almost unheard of in New Zealand, it is well used in the United States.

If successful this initiative will mean fewer cars on the roads, reducing congestion and providing participants with a cheap door-to-door shuttle service.

If you are interested in becoming a driver and/or passenger, please email [martin.fryer@aucklandairport.co.nz](mailto:martin.fryer@aucklandairport.co.nz) and he will keep you informed.



Enthusiastic fans greet (clockwise from top left) the Japanese, Fijian, Australian and Namibian teams at Auckland Airport. Photos courtesy of Auckland Tourism, Events and Economic Development.



The increase in total volume of international passengers when compared with August 2010.

## Gold Medal Award winners



Ten local schools, Marae and clubs received great news when they were told they were the chosen recipients of Auckland Airport's Gold Medal Awards, and would be receiving a share of \$25,000 worth of funding.

The decision was a hard one. In just its second year, Auckland Airport's Gold Medals attracted 80 applications, each of them worthy of recognition in their own right.

The awards are open to sporting clubs, schools and Marae looking for funds to purchase sports equipment, or pay for coaching, training, or travel and accommodation costs for sporting events.

Representatives from the 10 winning groups took part in an awards ceremony

on September 30, with some of the schools and groups performing songs or waiata.

The winners are:

- Oaklynn Special School
- Southern Cross College
- Te Kura Maori o Nga Tapuwae
- Te Rahuitanga Te Kohanga Reo and Marae
- Kelvin Road School
- Riverhead Primary School
- Manurewa Amateur Swimming Club
- Air Raiders Basketball Club
- Rutherford College
- Papatotetoe Association Football Club Inc

[www.aucklandairport.co.nz](http://www.aucklandairport.co.nz)

## The future of boarding calls?

Paris' Orly Airport is trialling some unique new "employees" to help passengers board their flights – 2D holograms.

The strikingly lifelike video images are rear-projected onto human-shaped silhouettes made of plexiglass and seemingly materialise out of nowhere when a live human boarding agent pushes a button.

The pilot programme is part of a plan to modernise Hall 40, one of the dozens of boarding gates at Paris' second airport. Hall 40 serves 30 to 40 flights a day and around 1 million passengers pass through it every year.

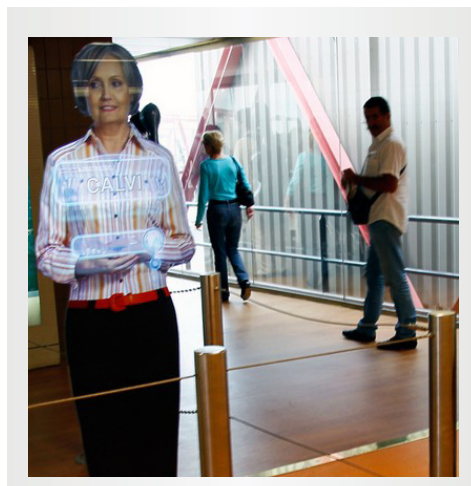
Three actual airport boarding agents were filmed in a studio to create the illusion, and the airport hopes they will be more eye-catching and easier for passengers to understand than the traditional electronic display terminals.

So far passengers have greeted the trial with a mixture of amusement and surprise,

with some trying to talk with the holograms or touch them.

Auckland Airport is also always looking to make the airport smarter and more efficient for travellers, so they will be watching the trial closely.

[www.aeroportsdeparis.fr](http://www.aeroportsdeparis.fr)



## Eddie's adventure

It may have only lasted nine minutes, but Eddie the dog's adventure caused quite a stir.

The friendly Jack Russell terrier managed to chew through the cable ties holding the door of his crate closed while en route from Christchurch to Auckland.

Once the plane's hold was opened, Eddie made a daring dash onto the runway.



Airport vehicles were immediately dispatched to catch Eddie and return him to his owner and after nine minutes of freedom he decided to come quietly.

Eddie's owner Andrew Raines says his "best little friend" loves the airport and loves watching the planes. "I'm not surprised he jumped out to be amidst the planes on the runway."

Auckland Airport airfield officer Sarah Kane was part of the team that helped get Eddie safely back to his owner.

"This was a very unusual and isolated incident," she says.

"Thousands of pets get safely and securely transported each year and this is the first time something like this has happened.

"Safety is always the main priority at the airport and in this instance aircraft movements were temporarily stopped until Eddie was safely recovered."

## Homage to Kiwi flight innovator



A new sculpture at Auckland Airport is set to surprise even regular visitors as it is moved around the Auckland Airport Business District.

“The Pioneer, Maui’s bird and the Earthly Star” has been created specially for the airport by Sean Crawford to document and pay homage to the pioneering flights of New Zealand aviation innovator Richard Pearse.

The sculpture includes three sheep featuring different shapes made from laser cut steel components.

The first represents Pearse’s flying machine, the second sheep is fabricated from the Saddleback bird (Tieke) and the third is made from the Clematis flower (Pauwananga).

Peter Alexander, Auckland Airport general manager property, said it was very exciting to unveil Sean Crawford’s sculpture installation in the Auckland Airport Business District.

“It’s Auckland Airport’s aspiration to include public art into the landscape as part of our place-making strategy. Sean’s “sheep” sculpture is our first installation and it is a celebration of both aviation and the area’s farming history.” says Peter.

The sculpture will be periodically relocated to different positions around the Auckland Airport Business District, so keep an eye out for it next time you visit.

[www.seancrawford.co.nz](http://www.seancrawford.co.nz)

## Things are running smoothly

After so long as a “coming attraction” the Rugby World Cup is now in full swing.

You may have already have noticed that Auckland Airport is busier than usual, but now that we’re approaching the business end of the tournament things are about to get even busier.

October brings several likely peak days at the airport:

**Domestic terminal:** October 10, 16, 17 & 24.

**International terminal:** October 14, 17, 24, 25 & 26.

Passengers can help keep the airport process running smoothly by following a handful of simple tips:

- 1. Don’t miss kick-off:** Check your flight schedule at [www.aucklandairport.co.nz](http://www.aucklandairport.co.nz) and be sure to leave plenty of time to go through screening and processing, particularly on those busy days.
- 2. Make sure you are match-fit:** Make sure you’re adhering to airport security requirements. Find out more at <http://www.biosecurity.govt.nz/files/enter/personal/major-events-border-checklist.pdf>
- 3. Play to the whistle:** Follow any instructions or advice you get from airport staff. Stick to designated pick-up and drop-off areas when meeting people.
- 4. Know your airport team:** Know what services are available from the airport team. Go to [www.aucklandairport.co.nz](http://www.aucklandairport.co.nz) to find out what’s on offer.
- 5. Enjoy the game!**

## Airport firefighters raise \$2000

Two teams of Auckland Airport firefighters put their fitness and technique on the line at the inaugural Firefighter Chill Factor Challenge – snowboarding down Coronet Peak in Queenstown as many times as they could in two hours.

The catch: they were attached to a fire hose the whole way down.

The Challenge, held on Friday August 26, was organised by Auckland Airport firefighter Tony Scott and raised \$2000 for the Bruce Grant Youth Trust, a Queenstown charity that helps youth undertake sporting, arts or cultural activities.

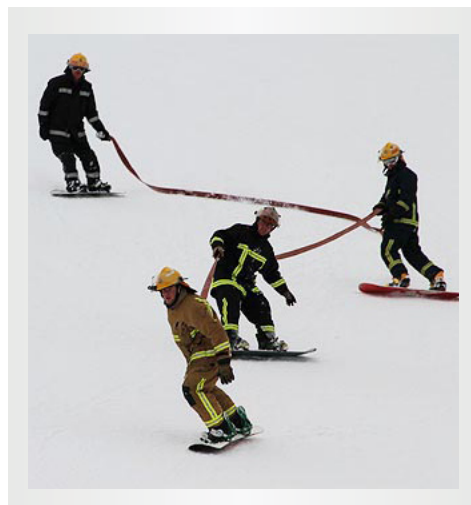
The firefighters were sponsored for each downward run and hundreds of people got into the spirit of the day, waiting at the finish line outside the Coronet Peak café to cheer the firefighters on.

“I’m really impressed with the effort all the boys put in,” Tony says. “The Trust was over the moon when we handed over the money

and I think one of the most important outcomes of the event was the awareness raised for the Bruce Grant Youth Trust.”

The day was so successful that Tony plans to make it an annual event.

[www.brucegrantlyouthtrust.org.nz](http://www.brucegrantlyouthtrust.org.nz)



The increase in the number of China residents arriving at Auckland during August when compared to August 2010.

## Welcoming China Airlines



China Airlines (top) started operating from Auckland Airport in January, not to be confused with China Southern Airways (bottom) who arrived in April.

Its hub may be Taipei, but China Airlines is also a great option for those wanting easy, direct access to Brisbane and the Gold and Sunshine Coasts.

The relative newcomer to Auckland Airport – it launched here in January – is Taiwan’s national airline and departs Auckland for Brisbane three times a week, on Tuesdays, Fridays and Sundays. The flights leave at 8.45pm and arrive in Brisbane at 9.25pm.

For those wanting to go further afield, Taipei and Taiwan connects you to the rest of Asia and beyond.

The most important thing is not to get them confused with another Auckland newcomer, China Southern Airlines, which flies direct to Guangzhou, China.

As a full-service airline, China Airlines provides state of the art entertainment systems and seasonal Chinese, Japanese and Western menus, plus a world first: Economy Class lumbar air cushions that automatically adjust to the lower back of each passenger. This helps reduce fatigue on long-haul flights.

[www.china-airlines.com/en/index.htm](http://www.china-airlines.com/en/index.htm)

## Free mobile guide to Singapore

Getting the most out of a visit to Singapore is easier than ever now that the Singapore Tourism Board has released a free iPhone and Android application called YourSingapore Guide.



Providing visitors with the latest information about the island, including attractions, shopping deals, dining options and events, YourSingapore Guide has been developed with American Express, Singapore Airlines, and StarHub.

When used in conjunction with the YourSingapore Guide StarHub prepaid visitor’s card, the application gives visitors free data access. Retailing for S\$15 the card offers tourist privileges such as free international direct dialing 018 calls to 18 destinations, and is loaded with S\$18 worth of credit and 30mb bundled local data.

StarHub’s tourist wifi is due to become available in the last quarter of 2011 and gives tourists free wireless surfing in Changi Airport and selected hotspots throughout town.

[www.yoursingapore.com/guide](http://www.yoursingapore.com/guide)  
[www.starhub.com/visitsg](http://www.starhub.com/visitsg)

## Planning for the environment



Auckland played host to the annual Australia and New Zealand Inter-Airport Environmental Managers Forum at the end of July.

As its name suggests, the forum was a gathering of environmental managers from all major airports in Australia and New Zealand, 14 in all.

Over the two days, the attendees discussed topics such as heritage planning, recycling

at the airports, renewable energy projects and airport sustainability programmes.

Auckland Airport environmental planner Kate Gullery took the attendees down to their Airport Emergency Services station where Dave Ewen gave a presentation on the oil boom deployment and spill response methods.

Kate says it’s a great opportunity to learn about projects from other airports.



# 13,063

The total number of aircraft movements during the month of August at Auckland Airport.

## It all happened in a flash



Returning Kiwi passengers received a surprise in September as seemingly ordinary fellow passengers dropped their carry-on luggage and started dancing.

The “flash mob” performance was for the Fair Go Ad Awards, screening on October 26, and was a parody of a T-Mobile ad filmed at Heathrow Airport in the UK.

The programme’s hosts Alison Mau, Gordon Harcourt, Phil Vine and Ruwani Perera were a key part of the fun, but the rest of the “mob” was made up of a wide variety of people – both good and bad dancers.

It was choreographed to a medley of songs that included a variety of stylistic references that Alison said had a “distinct Kiwi theme”.

## Making things easier

Modifications are taking place that will help make visiting Auckland Airport a more positive experience for those with disabilities.

The visually impaired will find navigating the Airport’s stairways and corridors that much easier now that stainless steel handrails are being modified to roll downwards rather than hugging the corners.

It may sound like a small change, but it means that rather than following the handrail around the corner – and often straight into a dead end – the downward curve signals that they are heading in the correct direction and should continue straight ahead.

Who knew that a handrail design could be so important?

Many of the Airport’s bathrooms, already equipped for people with mobility and disability issues, are being converted to unisex bathrooms, effectively increasing the number of disabled bathrooms.

The inter-terminal bus is also being fitted with hydraulic capabilities so that it can lower the door landing to a more comfortable height for those who might normally find the step challenging. The



feature is also adjustable to allow for the varied needs of different users.

Additional disabled carparks have also been added to the inner forecourt.

Sometimes the smallest things can make the biggest difference, and information now available to Auckland Airport helps ensure they consider the needs of a much wider group of people.

Stay tuned to the Airport Times or head to the Auckland Airport website to get updates of the changes that are happening to make the user experience even better.

[www.aucklandairport.co.nz](http://www.aucklandairport.co.nz)

## Nature Baby Merino top for just \$39.95

Around NZ takes pride in and strives to present the finest quality and variety of merchandise that shows off New Zealand craftsmanship and innovation.



This month at their Auckland Airport store you can get your hands on a Nature Baby limited edition Merino Bodytop for \$39.95, a saving of \$7.

The organic top provides an insulating layer in a T-shirt style with long sleeves and the envelope neck makes for simple dressing.

The organic Merino wool is breathable, soft, lightweight, durable and non-irritating on the skin.

Around NZ also stocks Rugby World Cup 2011 merchandise, including a wide range of men’s, ladies’ and children’s apparel, accessories and bags.

You’ll find Around NZ on the first floor at the international terminal, after security.



# 566,464

The total number of international passenger movements through Auckland Airport in August 2011.

## Welcome with a capital W



The 20 teams competing in the Rugby World Cup received a welcome with a difference as they flew into Auckland Airport – giant, personalised welcome messages in their own language, as well as Maori.

The 8m x 4m letters have been made by students from local schools using a multitude of materials including jandals, flax, and recycled plastic bottles. The longest welcome is for the Georgian team at an impressive 63m long.

The welcome words have been placed under the international and domestic flight paths as part of the Auckland Council's HeART of the Nation programme, which is part of the larger, government funded REAL New Zealand Festival 2011. The best installation will win \$2500 for the students' school.

Former All Black Joeli Vidiri and artist Koloamatangi Klavenes will pick the winner, basing their decision on innovation in design, creativity and the students' ability to include recycled materials.

Lucy Thomas, manager for insight and advertising, says it was a great way for the airport to get involved in a more unique welcome. She also acknowledges the support of Joe Sinclair who leases the land where some of the letters are installed.

"The biggest issue was making sure the cows didn't eat the letters!"

Welcome Words are brought to you by Auckland Council in partnership with the Manukau Beautification Trust.

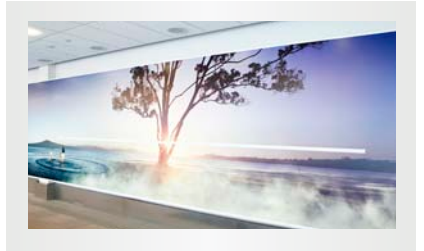
For the full programme of festival events visit [www.heartofthenation.co.nz](http://www.heartofthenation.co.nz).



The letters underneath the international and domestic flight path spell out welcomes in different languages including (clockwise from top left) Gaelic, English, Maori and Samoan.

## Ready for the Rugby World Cup

Rather than smiling and hoping for the best, Auckland Airport has been actively working to ensure all passengers and airport visitors have a positively memorable experience during the Rugby World Cup.



In fact, a programme of approximately 100 activities has been in play since the beginning of the tournament.

Those 100 activities include:

- Modelling the predicted peak days at the domestic and international terminals, identifying "pinch points" and developing preventative and contingent actions with our airline partners and border agencies.
- Provision of extra security screening area and machines at the domestic terminal.
- Domestic and international terminal forecourt changes to ease congestion, facilitate better traffic flow and make provision for more public transport.
- Provision of additional bus and car parking capacity.
- International terminal arrivals refresh at Pier A and interconnector, as well as in the arrivals hall.
- Revamp of signage at both terminals.
- Developing gate lounge 4E as the processing point for all RWC teams and VIPs.
- RWC theming using banners, flags and sponsors, including the Pernod Ricard/Brancott Estate presentation in the arrivals corridor.
- Recruiting, training and organising extra passenger facilitation staff to assist during peak periods.
- Maintenance activities to ensure the reliability and robustness of our key services and infrastructure.

### Auckland International Airport Limited

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Top 10 Airport 2011 · 2010 · 2009