

Airport Times

Keeping the Auckland Airport community informed | Issue 83 **March 2009** | ISSN1176-9432

Working together works

Inside this issue:

- A pilot study to improve the passenger experience
- A bag's journey at the airport
- Get ready for Auckland Cup Week!



Right: An arriving passenger into Auckland encounters many faces in the arrival process. The 'lean' pilot study aims to improve the process through teamwork.



A better passenger experience

Auckland Airport and key partners – Air New Zealand, MAF Biosecurity New Zealand, Aviation Security Service, New Zealand Customs, and Menzies – have combined their considerable forces on a new 'lean process' pilot study to examine ways to improve the arriving passenger experience at Auckland Airport.

This evaluative study, whilst focused on distinct aspects of the arrival process at Auckland's international terminal, complements other border agency initiatives currently under way.

Tony Gollin, Chief Operating Officer Aeronautical, says:

"This pilot study is a great example of key stakeholders at New Zealand's major gateway working together for a common purpose.

"Our primary aim is to provide a better welcome for passengers."

"At the same time, it is important to recognise that each of the airport partners has different statutory obligations, and will have other service improvement initiatives to be considered.

"To achieve our goal, it will require a lot of support from everyone involved and the establishment of a common core practice," adds Tony.

Lean process is 'the systematic approach to eliminating waste from processes so that every part of the process adds value to the customer'.

The process is called 'lean' because it uses less capital, space, time, materials and people effort to deliver the highest quality and most economical products or services in the most responsive and flexible way.

From an airport arrival perspective, this means looking systemically at such processes as queue times, baggage wait-times and the provision of passenger information. The fact that the airport operates in real-time, and is asset and customer intensive – both in terms of passengers, and in the broad range of partners needed to operate – makes it an interesting study.

The pilot study, which is being facilitated by Beca, commenced in February 2009 and is expected to report results by the end of May 2009.



Fancy a direct trip to the wineries of Wairarapa?

The opening of the new Masterton Airport terminal means travellers to and from the Wairarapa can now enjoy a direct link from Auckland Airport.

The inaugural flight flew in on 16 February and marks the commencement of a six-days a-week service by Eagle Air, a subsidiary of Air New Zealand.

Previously, customers had to fly into or out of either Wellington or Palmerston North and make their way by road to get to the Wairarapa. This new service saves travellers time and money. Aucklanders can now enjoy an easy weekend getaway to the region and relish in the fabulous food and wine industry, luxury lodges and country lifestyle.

The numbers say it all

Auckland Airport announced a sound half-year result last month, despite the current economic downturn. The airport's balance sheet is looking healthy and the company has demonstrated resilience to the current economic conditions, relative to global airport trends.

With growth in operating results and significant progress in key projects, Auckland Airport strengthens its status as New Zealand's premier aviation gateway.

We cut to the chase and give you the highlights for the six months to 31 December 2008 compared to the same time last year:

\$184 million

Total Auckland International Airport Limited (AIAL) revenue. Up 6.8%.

6,630,816 passengers

Total passenger movements through Auckland Airport. A 2% increase.

3,227,505 passengers

Number of international passenger movements (excluding transits and transfers). A decrease of 1.2%. A reflection of the current global economic

environment and particularly long-haul passenger volumes; the trans-Tasman market has remained strong.

2,872,775 passengers

Number of domestic passenger movements. Up 4.1%. Driven by strong competition.

\$51.6 million

Profit after tax, up 5.3%. This excludes the non-cash investment property devaluation.

3.75 cents per share

The interim dividend to be paid to AIAL shareholders on 27 March 2009.

Other highlights

- Opening of new \$50 million international terminal pier
- Upgrade of the international terminal forecourt
- Arrival of first-ever A380 aircraft into New Zealand
- Commencement of new Pacific Blue trans-Tasman services
- New leadership team appointed
- A fully subscribed \$130 million bond issue

Behind the scenes...

You've carefully packed your suitcase with your favourite swimming costume and are ready for another overseas adventure. But what happens to your bright-green Samsonite suitcase or tatty old backpack once you have checked it in with your airline?

During the check-in process your luggage is weighed and tagged with a unique barcode, which cleverly keeps track of your name and flight number to ensure you are happily reunited with your bag, and your favourite bikini, at your final destination.

Once it is popped on the conveyer system at check-in it is whisked away into the world of the baggage make-up area. This area is a mezzanine maze of overhead conveyers that transports your bag to its first stop – security screening.

All international checked-in luggage is x-rayed and checked through up to four levels of security screening to ensure all security and safety measures have been met.

An infrared scanner reads the attached barcode as it chugs along metres of conveyers to identify which flight it is going on, and then siphons it off to the assigned pick-up point for your flight.

At this point, baggage handlers collect your luggage and use an electronic scanner to read the barcode and record what bag is being collected and which 'can' (container) it is loaded into. Each can is then transported and loaded into your aircraft.

All this is happening behind the scenes at Auckland Airport while you enjoy a spot of leisurely shopping and a cuppa before boarding your flight!



Left: Once checked-in your bag takes on a journey of its own. It will get its very own barcode and can pass through up to four security checks before it boards the aircraft.

Thank you!

Travellers emptied their pockets to the tune of \$23,000 in a New Zealand Red Cross bushfire appeal at Auckland Airport last month.

Airport emergency officers and customer service staff jingled collection buckets for six days and raised the money in response to the devastating bushfires in the Australian state of Victoria. Thank you for your generous donations.

The New Zealand Red Cross is holding its annual appeal soon, with a street collection on 6 March. If you would like to help out, please contact Gail on 09 262 0942.



Right: Thousands of punters will pass through Auckland Airport on their way to Ellerslie's big racing week.

What's on in Auckland?

Auckland Cup Week 28 February, 4 & 7 March

If you're looking for an excuse to throw on the glad rags and party in style, look no further than New Zealand's biggest and most glamorous horse-racing event, Auckland Cup Week.

Race-goers flock to Ellerslie for the three-day carnival to witness Australasia's finest thoroughbred horses, jockeys, trainers and fashion icons competing for the biggest prizes in the country!

Auckland Airport has been proudly supporting Auckland Cup Week since it began in 2006.

"Auckland Airport was identified as an important partner for this event as it is the gateway for many visitors to Auckland," says Auckland Racing Club chief executive Chris Weaver. "We have decked the international and domestic terminals out in race week branding to raise awareness of the event and to welcome race-goers to Auckland," he says.

If you are keen to have a flutter be sure to check out Auckland Airport chief executive Simon Moutter's tips



for the day. A self-confessed punter, Simon has been invited to give his tips for the big races in The New Zealand Herald tipping panel.

Only once a year does horse racing of this calibre stampede through Auckland. Join the tens of thousands of people expected at Ellerslie racecourse. For more information visit: www.aucklandcupweek.co.nz

A day in the life of Cheryl Coldicutt

Cheryl Coldicutt is a well-known face around Auckland Airport – where she has worked for four airlines over the past 33 years. As Air New Zealand's customer airline manager, Cheryl manages relationships with the airlines for which Air New Zealand provides ground services for. Take a peek at a day in Cheryl's life...

6am – Cheryl's day begins with a brisk walk with her daughter's Border collie around the streets of Glendowie.

8am – Arriving at work, Cheryl checks her early-morning emails, some of which are from airline staff across the world, and replies to feedback from her airline clients.

8.30am – The first meeting of the day is about Air New Zealand's Pink Flight from Auckland to the Sydney Mardi Gras in March. This year's theme sees the Pink Flight go glam!

9am – It's time for an Air New Zealand team-building barbecue – held for each of the ground crew shifts every three months. Today's guest chefs are the Warriors' Steve Price and Brent Tate.

10am – Cheryl attends a meeting to organise the arrival of the Korean president through Auckland Airport in March.

11.30am – It's time for a meeting with Air New Zealand airport manager Greg Edmonds to pass on important information for his ground staff.

12.30pm – Lunchtime!

1pm – One of Cheryl's airline customers stops by for an impromptu meeting.

2pm – Hotel inspections. Cheryl reviews all hotels used for accommodating passengers when flights are disrupted.

4pm – Cheryl sends information to Air New Zealand's shift managers about the next day's activities to pass on to their staff.

5pm – With another successful day behind her, Cheryl heads home.

6pm – The day ends with dinner, a glass of her favourite red wine and maybe a leisurely walk with the dog again before relaxing in front of the TV.



Right: Cheryl Coldicutt has stacked up 33 years at Auckland Airport.

The future has arrived

The epitome of modern-day aviation, the Emirates' A380 aircraft, capable of carrying 489 passengers, stands alongside a Tiger Moth, a two-seater aircraft that operated in New Zealand in the 1930s. Emirates commenced its A380 scheduled service from Sydney to Auckland on 2 February 2009 with a red carpet event in the airport's purpose-built international terminal pier.





greeningtheairport@akl-airport.co.nz

Take the bus from Botany to the airport

The wheels on the bus keep turning at Auckland Airport with the launch of an improved bus service between Auckland Airport and Botany.

Auckland Regional Transport Authority (ARTA) has been working closely with Auckland Airport to rationalise existing services and the Botany 375 bus service will now stop by Mangere, Middlemore and Otara on its way to and from the airport.

Martin Fryer, Sustainability Advisor, is delighted with the service improvements.

“Our excellent working relationship with ARTA saw an improved Airbus

Express service into Auckland and a new Manukau service, the Airporter 380, last year. We will continue working this year to meet growing demand from budget and environmentally conscious travellers and staff, who want to leave their cars at home.”

For timetables and fares, visit www.maxx.co.nz or phone 0800 10 30 80.



One injury is one too many

The health and safety of those who work and visit Auckland Airport is of paramount importance to everyone who works and visits the nation's largest air transport hub.

Working in a busy public space brings a responsibility and duty of care, which Auckland Airport places at the heart of its business.

“We are one airport community, a unique site with thousands of people passing through our doors every hour,” says Auckland Airport’s chief executive Simon Moutter. “At the end of the day, how we manage safety impacts all of us in our daily lives. There are many common areas where our work activities converge and we all have a vested interest in managing and driving safety in the workplace.”

Over the next few months you can expect to see a real drive in safety activity at Auckland Airport.

“We will be communicating our safety performance with all airport stakeholders and sharing our learning from safety investigations in order to improve our understanding of our safety risk profile,” says Simon.

To begin the safety drive the airport will review the bustling airport apron. An observation audit will be conducted to ensure those working on the apron are meeting the safety rules and requirements for operating in this space.

“These audits will give us an understanding of the risk behaviours and how we combat them. From this we will work with all airport stakeholders and develop an apron code of practice for safe servicing and turnaround of aircraft,” says Simon.

Far left: Public transport links to the airport keep improving. There are now direct bus services from the airport to Manukau city, Auckland central city and Botany.

Travel light and right

Don't pack your dress shoes for the Andes or your mosquito net for San Francisco. Take your pocket knife out and stow it into your checked-in baggage.

It's just common sense. Packing light and right is the way to make international travel a breeze.

Everyone has a tale to tell about how much they squeezed into their bag but the big question is: how much did they actually use when they got there? The experienced traveller will tell you to write a packing list, lay the items on your bed, then discard everything but the most essential.

The ideal packing list should ensure that nothing important is forgotten and temptations are resisted.

Among the essentials is medication. We live in cautious times. Leave your medication in its original packaging so it is clearly labelled. A letter from your doctor is a wise precaution – and essential if you carry hypodermic needles.

Several rules apply to what you carry into the aircraft on your person or in your carry-on baggage, including no knives, sharp objects or cutting implements.

The rules on liquids, aerosols and gels are strict. Anything that can be poured, smeared or sprayed must be in containers of 100ml or less and carried in a resealable transparent plastic bag. You can carry only one per person.

There are exceptions for personal medication, baby products and dietary supplements in liquid, aerosol or gel form. Otherwise, any containers over 100ml should be packed in your checked-in baggage. You can still buy duty free – airport retailers will sort this out for you.

For more information, visit www.flysmart.govt.nz



Shopping at the airport

News Travels at Auckland Airport

Magazine and book lovers travelling through the Auckland Airport domestic terminal now have a new store to keep them in reading material.

News Travels opened in the regional end of the terminal in January and offers over 2,000 books covering 600 different titles and a host of magazines to satisfy everyone, from the avid reader through to travellers looking for light entertainment.

Bookworms will love special promotional deals that include "buy one, get one half price" on selected items.

With a motto of "for everyday essentials and all the pressing stories", books aren't the only offering at this new store. There is a wide range of necessities for travellers including confectionery, stationery, maps, phone cards, souvenirs, drinks, sunglasses and personal hygiene items.

Open daily from 5am, News Travels boasts a team of 10 specialist book-loving staff who are on hand to help travellers find the perfect read or that special gift for family and friends.

News Travels is the third Auckland Airport store for Australian company AWPL Retail Solutions, and their first News Travels in New Zealand. While the News Travels brand is new to our shores, it is recognised overseas, with eight stores in Australian airports.

Right: News Travels is located at the regional end of the domestic terminal and has everyday essentials and all the pressing stories.



Community grants!

Does your community organisation offer literacy programmes for children and families living or working in Wiri, Mangere, Papatoetoe, Otara, East Tamaki, Flatbush or Whitford?

If so, your organisation may be eligible for funding from the Auckland Airport Community Trust. We have NZ\$250,000 to give away!

For an application for funding go to www.aucklandairportcommunitytrust.org.nz
Applications close 31 March 2009.

The plane truth...

What do you like most about Auckland Airport?



Tom Marwick – Departing to Argentina

"I love the free internet access and the accessibility to a whole range of shops like the Vodafone store. The air conditioning on a hot day is also fantastic!"



Wayne Felton – Australian departing for Sydney

"The staff are pretty cool and very friendly. The terminal is very well laid out."

Jetstar to replace Qantas

Budget airline Jetstar will begin flying domestically from 10 June 2009, replacing parent Qantas.

Jetstar will fly between Auckland, Wellington, Christchurch and Queenstown, using the 177-seat Airbus A320 aircraft. Spokesman



for Jetstar, Simon Westaway, said Jetstar would add 43% in capacity to that previously offered by Qantas.

Jetstar already flies over the Tasman from Christchurch, and will start flying from Auckland to Sydney and the Gold Coast from 28 April 2009.

New departure experience makeover

The hoardings are up and the building has started on the first floor of the international terminal. Over the next 18 months the departure area will take on a dramatic new look as it is structurally refitted and redesigned to improve the traveller experience.

What's happening in March?

- Some areas of the ceiling are being modified
- The Jean Batten food court seating area is being relocated to a temporary location
- The entrance to the Auckland Airport management offices is being re-routed
- Whitcoulls has relocated to a new improved space
- The NZ Post box is now next to the new Whitcoulls store
- Oceanic Art and the nearby toilet facilities have closed down. Please use the alternative toilet facilities next to McDonald's

For more information on this project please contact Roger Mace or Metta Streefkerk on 09 256 8816.



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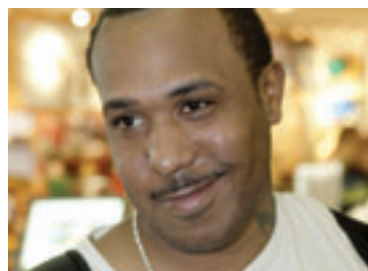
0800 AIRPORT www.aucklandairport.co.nz



Helen McKercher – Blue Coat
"I love the contact with so many different people. Also, it is a fabulous-looking airport – we are always getting positive remarks about it."



Fran Manning – Kiwi living in London
There's a relaxed atmosphere here, without the hustle and bustle of some airports. The people are really friendly, which is great.



Maurice Jackson – On his way home to Virginia, USA, from a stint in Antarctica
The massage chairs in the international terminal are fantastic. Not all airports have them! Very relaxing.

Useful contacts

AUCKLAND AIRPORT

Airport emergencies	Ext 98777
Airport faults and repairs	Ext 98813
Auckland Airport reception	256 8815
Terminal cleaners (Spotless Services)	256 6932

AIRLINES

Domestic and Commuter

Air Chathams	03 305 0209
Air National	256 2100
Air New Zealand	256 3584
Airworks operations centre	275 5981
Great Barrier Airlines	275 9120
Mountain Air	256 7025
Pacific Blue	256 6921
Qantas Airways	256 7652
Skylink	256 7500

International

Aerolineas Argentinas	275 9914
Air New Zealand	256 3584
Air Pacific	256 8525
Air Tahiti Nui	256 6910
Air Vanuatu	373 3435
Aircalin	256 8051
Asiana	308 3359
British Airways	256 6318
Cathay Pacific	256 8747
Emirates	256 8301
EVA Air	256 8465
Japan Airlines	379 3202
KLM Royal Dutch Airlines	302 0854
Korean Air	256 8322
LAN Airlines	256 6900
Lufthansa Airlines	303 1529
Malaysia Airlines	256 8330
Pacific Blue	0800 670 000
Polynesian Blue	0800 670 000
Qantas Airways	256 6318
Royal Brunei Airlines	256 6660
Singapore Airlines	256 6630
Thai Airways	256 8518

AIRPORT FREIGHT SERVICES

ACP Worldwide	255 5365
ACT Transport	027 293 8738
Aion Cargo Solutions	275 1999
Air Freight NZ	256 8587
Air Transport World Freight	275 0409
Airport Freight Centre Tenants Assoc	236 0358
Airport Lunch Bar	275 9875
Apex International Forwarding	256 9727
Apex Logistics	256 9735
Asian Express Airlines	976 2977
Barber Logistics	255 0970
Cargolux Airlines International	257 0490
CMT Bond	256 9627
Collins Equine	292 8833
CT Freight	275 1634
DHL	0800 800 020
Dogtainers Airfreight NZ Ltd	256 0999
Emirates SkyCargo	256 8305
Exel	256 5000
Expeditors	915 6200
EZI World Cargo	256 1107
Federal Express	0800 733 339
Flitway Group	255 4600
Green Freight Limited	275 3101
IRT-BAS	275 4002
Japan Airlines	275 3114
Jupiter Air	257 1250
Korean Air	256 8605
Menlo Worldwide	255 0800
NZ Post – international freight forward	257 1810
NZ Van Lines	256 1500
Origin Air Freight	256 6537
Pace Air Services – next flight services	257 1818
Priority Fresh	255 0841
Qantas Freight	275 1019
SkyNet Worldwide	257 0016
TNT Express	0800 275 868
UTI New Zealand Ltd	255 1100
Walker Logistics – Excess Baggage Service	275 7803
Wilson Logistics	255 0222

CONFERENCE ROOMS

Domestic terminal

The Cabin	256 8924
The Clubhouse	256 8924
The Coachroom	256 8924

International terminal

Marlborough and Blenheim rooms	256 8782
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FUNCTION CATERING

HMSC-Auckland Airport	256 8782
LSG Sky Chefs New Zealand Ltd	255 0700
Pacific Flight Catering	275 3000

GOVERNMENT AGENCIES

Aviation Security Service	255 6000
Customs	275 9059
Immigration	277 0634
MAF	909 8604
Police	275 9046

GROUND HANDLERS

Air Centre One	275 7167
Air New Zealand	256 3620
Menzies	256 8339
SkyCare	256 1215

HELICOPTER SERVICES

Heliflight	0800 768 677
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PUBLIC TRANSPORT

Airbus	0508 AIRBUS
MAXX Regional Transport	366 6400

RECREATION AND PERSONAL SERVICES

Airport Lollipops Educare	275 0888
Aviation Country Club	275 6265
Aviation Country Club Bistro	275 6265
Aviation Golf Course (starter)	275 4601
Butterfly Creek	275 8880
Flying Fit Health Club	275 5747
Golf Driving Range	275 6080
Treasure Island Adventure Golf	275 7531

RENTAL CAR COMPANIES

ACE Rentals	256 9944
Apex Car Rentals	0800 935 050
Avis Rent a Car	256 8368
Budget Rent a Car	256 8451
Europcar	275 0066
Hertz NZ	256 8690
Jucy Rentals	256 9441
Thrifty Car Rental	256 8455
USave Car and Truck Rentals	256 9430
Your Car Rental Services	275 9473

SHOPPING AND DINING

Airport Shopping Centre

Acorn Café	256 6518
Airport Pharmacy	257 3000
Digital Mobile	275 4948
Foodtown	256 2128
NZ Postshop and Kiwibank	255 3555
Postie Plus	275 0123
The Airport Doctor	256 8655
The Florist	275 6606
The National Bank	0800 18 18 18
The Sharing Shed	275 0478
The Warehouse	275 0156
Warehouse Stationery	257 2730

Domestic Terminal

Books and Magazines	
News Travels	275 0151
Whitcoulls	256 8216
Food and Beverage	
The Bach Ale House & Café	256 8570
Dunkin' Donuts	257 4441
Espresso Plus	256 8562
Hayama Sushi and Noodles	256 6516
River Café	256 8570
Tank Juice Bar	257 2043
Sumo Salad	256 8566
Velluto Espresso Bar	256 8570
Wishbone	257 0193

Services

Travellex	256 6536
i-SITE Visitor Centre	256 8480
Speciality and Gifts	
beachculture	256 9396
Carr-on	257 4604
NZ & Beyond	257 4600
Sunflowers Florist	275 9330
Sunglass Hut	256 8041
Time Out	525 0200

International Terminal

Accessories	
GUESS	257 5802
Sunglass Hut	257 8041
Sunglass Hut/Watch Station	256 8041
Tie Rack	256 6190
Vodafone Rentals	275 8154
Books, Magazines and Music	
Whitcoulls	256 8212
Fashion	
adidas	257 3366
beachculture	275 2346
Bendon	256 1153
BONZ	256 9300
Rip Curl	275 8371
Food and Beverage	
Café Down Under	256 8468
Café Espresso	256 8703
City of Sails	256 8476
Hayama Sushi and Noodles	256 6200
Jean Batten Foodcourt	256 8669
Kiwi Café and Bar	256 8418
McDonald's	255 0921
Spinnaker Bar	256 8791
Subway	257 5416
Tank Juice Bar	257 4110
The River Café	256 8578
General Duty Free	
Choc Stop	256 6214
DFS Galleria	257 3555
Regency Tax & Duty Free	256 7480

Services

Airspace	256 8113
Flight Centre	275 5423
Massage Café	256 6906
Seal 'n' Secure	256 8769
Travellex	256 6463
i-SITE Visitor Centre	256 8480
Souvenirs	
Global Culture	275 3744
Made in New Zealand	256 8592
Speciality and Gifts	
Airways Florist	275 1079
Artport	256 8087
Kiwi Discovery	256 6195
Natures Window	256 8045
The Cellar	256 7465
The Collection Point	256 8845
The Great New Zealand Shop	256 6650
Time Out	525 0200
TravelPharm	256 8036
Walker & Hall Jewellers	275 9905

SERVICES

Airport Service Garage	275 3737
Airways Panel and Paint	275 3335
BNZ	256 8754
Cable Management	256 8169
Firestone Direct	275 0555
Harriman Signs	275 7809
ImpEx Personnel	256 6590
J A Russell Electrical and Data Suppliers	256 1261
Koru Club (car valet)	256 3949
Manukau City Toyota	257 0095
Parking Services	256 8527
Pit Stop	257 4071
Qantas Valet (Base Care)	256 8520
Result Consultancy	257 4467
Shell Skyways Service Station	275 9082
Shell Tom Pearce Service Station	256 0911
Skyway Car Storage	275 9753
The Truck Cleaning Company	256 7015
Travel Agents Travel Service (TATS)	256 7050
Vehicle Testing New Zealand	257 2180

Contact us

If you want to contribute to the Airport Times, we would love to receive your news items, stories, events, letters, advertisements and marketplace ads.

Email: airporttimes@akl-airport.co.nz
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Copy for the next edition to be submitted by Friday 13 March 2009 please!

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