

Wynyard Quarter Travel Survey

Results for all surveyed businesses 2024

Wynyard Quarter continues to work towards achieving its sustainable mode share targets of 70%. [1]

From Tuesday 18 October to Friday 1 November 2024, the Wynyard Quarter Transport Management Association (WQTMA) undertook a workplace travel survey with employees from eight businesses in the Wynyard Quarter area. The eight participating businesses were:

- Air New Zealand
- ASB
- GridAKL
- Kiwibank
- NTT
- Southern Cross
- Trademe
- Warren and Mahoney

The purpose of the survey was to understand how employees get to work and to identify barriers and opportunities to encouraging more sustainable travel. In addition, the carbon emissions from employees commuting to/from the Wynyard Quarter site were estimated in accordance with the Ministry for the Environment Guidelines - *Measuring emissions: A guide for organisations: 2024 Detailed Guide* and public transport emissions factors were obtained from Auckland Transport (AT).

This report provides an overview of the results for all employees surveyed in the Wynyard Quarter Travel Survey 2024.

[1] *The Auckland Unitary Plan sets out trip generation targets for Wynyard Quarter, along with a 70:30 mode split to be achieved by 2023. With this 70% of all journeys need to be by sustainable modes. In light of the intensive regeneration of the area, this mode split has been anecdotally revised to an 80:20 or even a 90:10 split, just to keep the area moving. All tenants of the area need to be aware of these targets and actively manage trips to their properties accordingly. Part of the purpose of the staff travel survey reports is to monitor the mode splits in the area and suggest ways in which businesses might look to reduce people driving into Wynyard Quarter.*

Contents of report

- Response rates
- Home location
- Demographics
- Travel today - arrival into WQ
- Travel today - mode by longest distance
- Survey day arrivals and departures
- Alternative travel modes
- Car parking
- Fuel source
- Working from home
- Reasons people travel the way they do
- Making changes to travel
- Making it easier to travel to WQ
- Travel for work
- Other interesting info
- Comparisons and opportunities
- Carbon calculations
- Average CO₂ per person per year

Overall response rates

Results for all surveyed businesses 2024

Prizes in 2024

Thank you to the businesses that contributed to the 11 great prizes in 2024 and helped achieve the highest response rate since the travel survey began.

- 1st prize - A night for two B&B at the Park Hyatt
- 2nd prize - SeaLink ferry to Waiheke Island for 2 people
- 3rd prize - \$200 voucher for WQ business
- 4th prize - \$200 voucher for WQ business
- 5th prize - Two tickets for ASB Theatre
- 6th prize - Four tickets for the Auckland Boat Show
- 7th prize - Two tickets for the Auckland Boat Show
- 8th prize - A Frank Green ceramic reusable bottle
- 9th prize - A Frank Green ceramic reusable bottle
- 10th prize - Two \$50 HOP cards

5,040

Employees across eight Wynyard Quarter businesses

3,586

Total employees completed the survey

Thank you

To Eke Panuku and Heart of the City for supporting the 2024 staff travel survey.



The response rate has improved since 2020, particularly among businesses that have participated for several years.

2020:

39%

Average survey response rate

2022:

47%

Average survey response rate

2023:

55%

Average survey response rate

2024:

71%

Average survey response rate

Home Location

Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. *Please note visuals will be blank for categories with no data*

Travel mode today

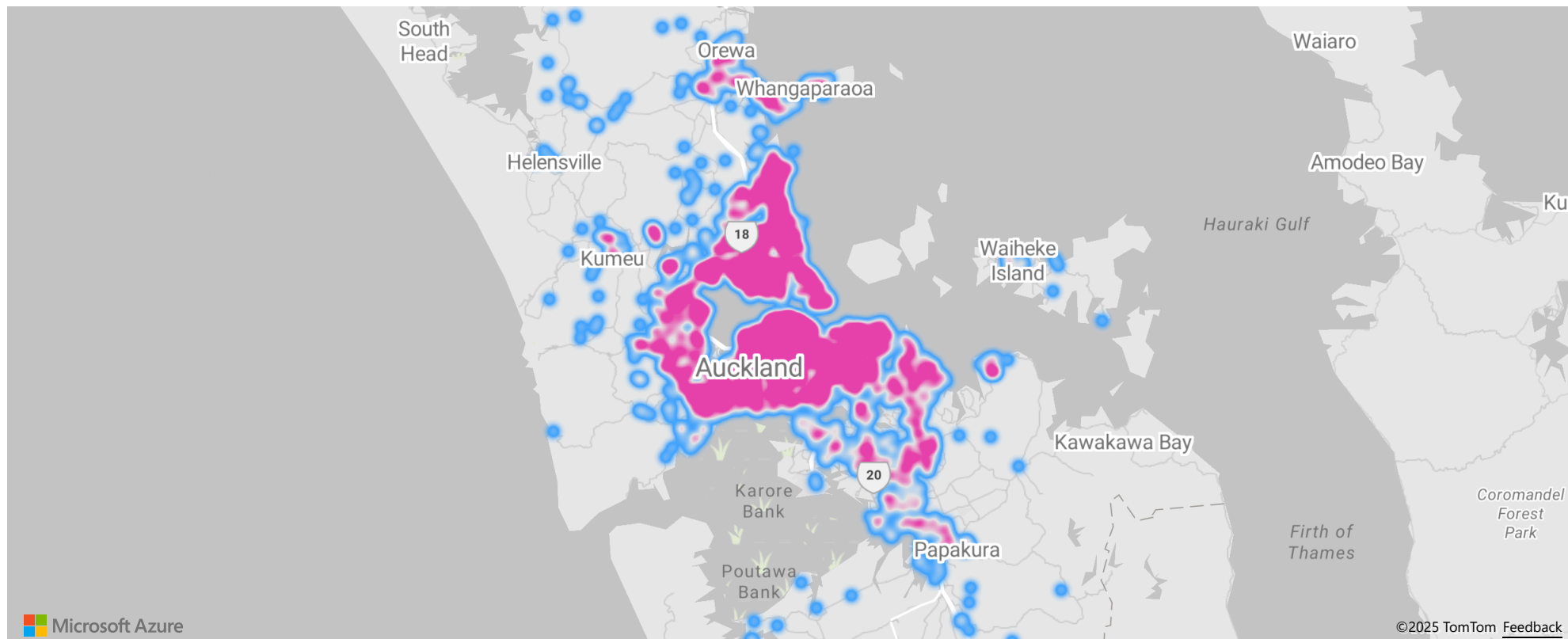
All

Reasons for travel

All

Respondents were distributed across the Auckland region. Survey respondents were more likely to live across the Isthmus, Northwest Auckland and the North Shore. Bus users were concentrated in the North Shore and the central portion of the Isthmus. People who used active modes typically lived within 15km of Wynyard Quarter, although some people travelled from as far north as Kumeu and as far south as Mangere. Over 50% of people who drive to work live within a 5 minute walk (400m) of a frequent bus service, a train station or a ferry terminal. A frequent bus service is defined as a service that operates at least every 15 minutes, 7am to 7pm, 7 days a week. This indicates potential to re-mode people who currently drive to public transport modes. Improvements to the frequency and spatial coverage of the bus network should be continually promoted, which will increase the number of people with access to the frequent network.

Home location of respondents



Demographics

Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. Please note visuals will be blank for categories with no data

Travel mode today

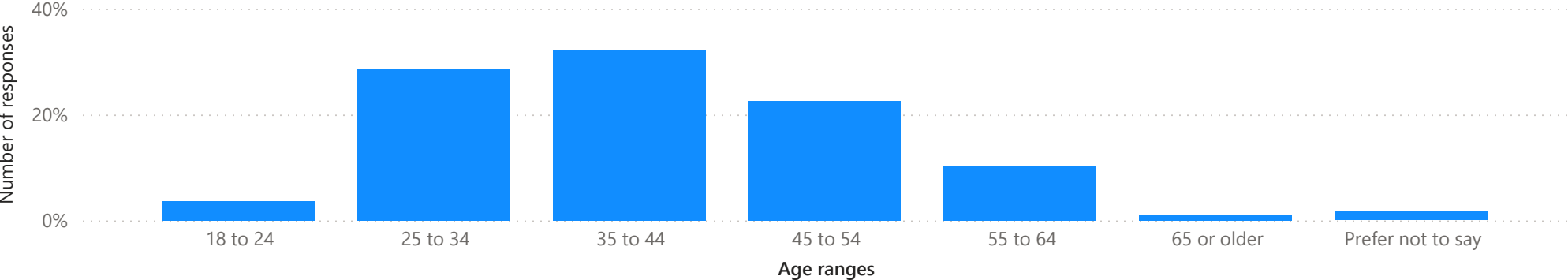
All

The survey asked questions on age and gender to confirm the representativeness of the sample for businesses.

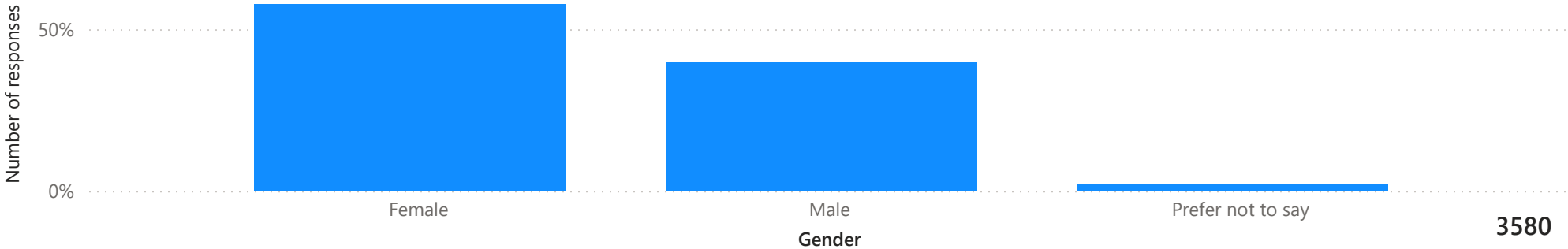
Age: In 2024, the majority of respondents were between the ages of 25 to 34 (29%) and 35 to 44 (32%), making up 61% of the total sample, similar to what was observed in 2023.

Gender: In 2024, about 58% of survey respondents were female, 40% were male and 2% preferred not to say. Compared to 2023, there was an increase in the proportion of female respondents, increasing from 52% in 2023 to 58% in 2024.

Please select your age group?



What gender do you identify with?



Note: Data from respondents who identified as "Another gender" are not shown due to low response numbers

Did people travel to their place of work in Wynyard Quarter?

Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. Please note visuals will be blank for categories with no data

Age

All

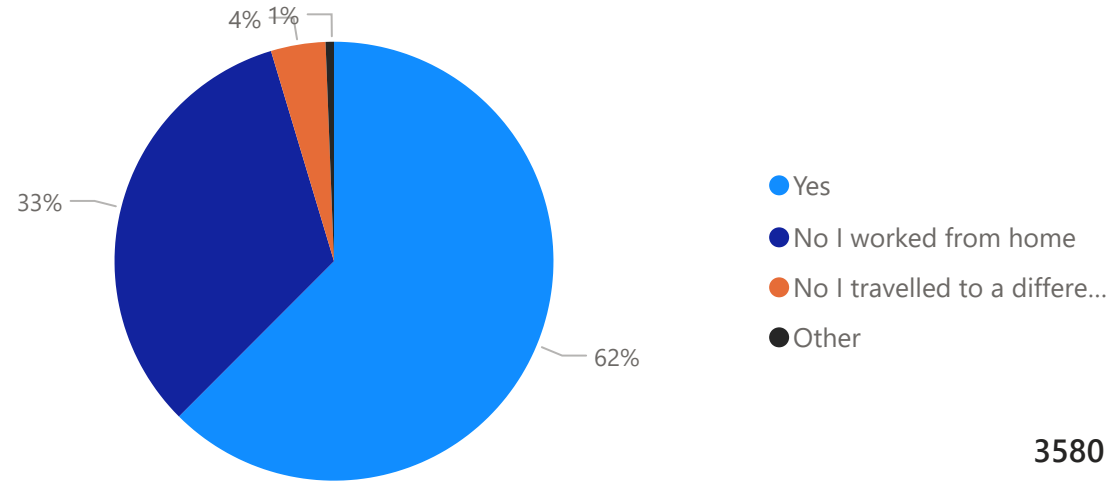
Gender

All

Arrival time today

All

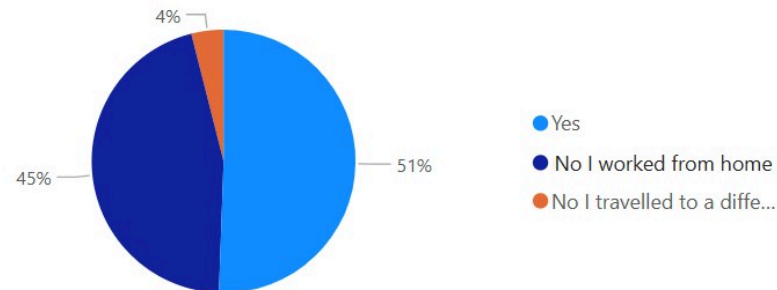
Did you travel to your place of work in Wynyard Quarter today?



3580

2023 results for comparison:

Did you travel to your place of work in Wynyard Quarter today?



Approximately 62% of survey respondents said they travelled to work on the day they completed the survey.

This is an 11% increase from 2023, where 51% of respondents said they travelled on the day they completed the survey. This reflects wider trends that people are returning to the office.

Male respondents were more likely to report travelling to their place of work in Wynyard Quarter than female respondents (66% for males compared to 60% for females).

Respondents under the age of 35 were more likely to travel to work (67%) compared to people who were 35 and older (60%).

How did people arrive into Wynyard Quarter?

Data Filters

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Age

All

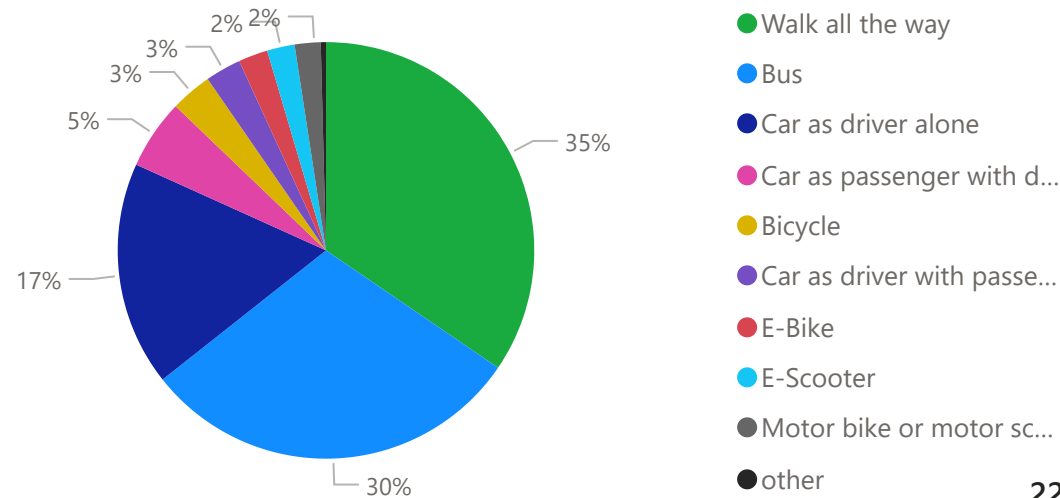
Gender

All

Arrival time today

All

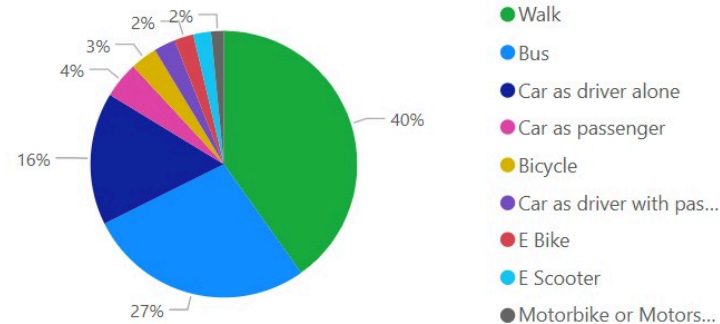
How did you ARRIVE into Wynyard Quarter today (mode used for last leg of journey)?



2236

2023 results for comparison:

How did you ARRIVE into Wynyard Quarter today?



In 2024, walking was the most common arrival mode (35%), followed by bus (30%) and car as driver alone (17%).

Gender

Female respondents were more likely to arrive by car as driver alone than male respondents. Male respondents were more likely to arrive by bicycle, e-bike, e-scooter and motorbike than female respondents.

Age

People between 45 to 54 years old were the most likely to arrive by car as driver alone (23% vs 17% for all respondents). People under the age of 35 were the least likely to arrive by car as driver alone (13% vs 17% for all respondents).

Comparison to 2023:

From 2023 to 2024, the proportion of people arriving by walking declined from 40% to 35%. From 2023 to 2024, the proportion of people arriving by bus increased by 3% and the proportion arriving by car as driver alone and car as passenger increased by 1% each.

Nearly 100 survey respondents used an 'other' field throughout the survey to request the Te Wero Bridge (Wynyard Crossing) to be fixed. This may have affected the proportion arriving by foot. Only seven respondents reported using the red ferry, out of over 3,500.

Mode used for longest distance

Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. Please note visuals will be blank for categories with no data

Age

All

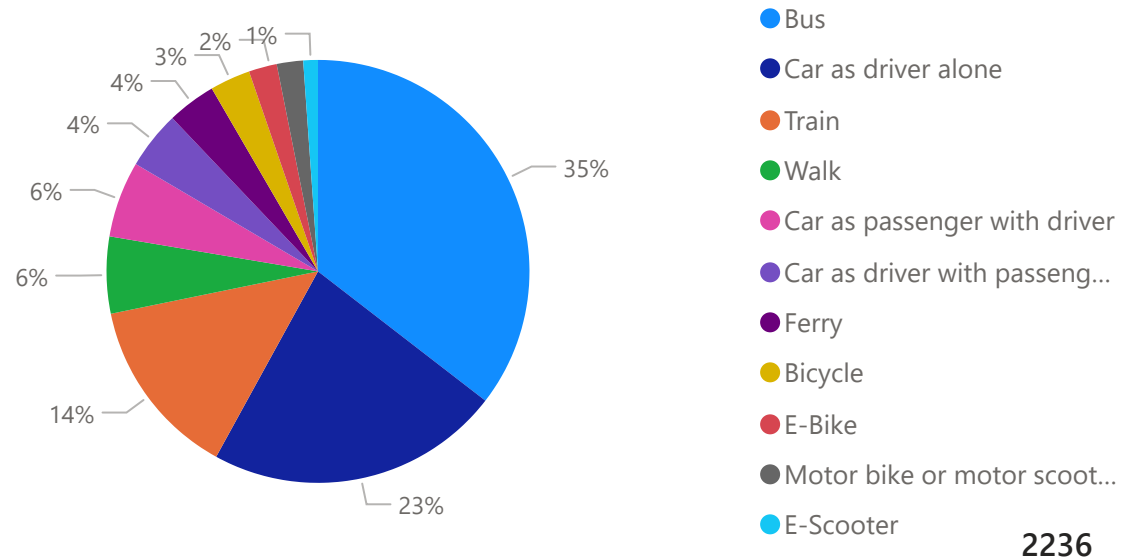
Gender

All

Arrival time today

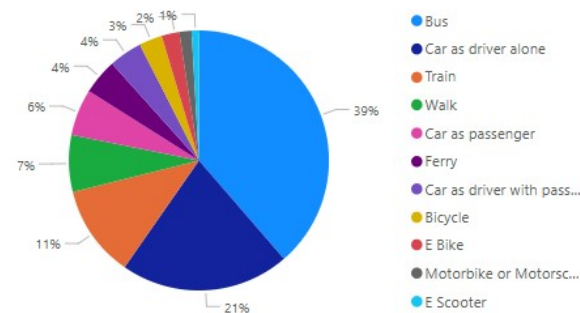
All

How did you get to your place of work today (mode used for longest distance)?



2023 results for comparison:

What mode did you use for the longest portion of your journey to work today?



Respondents were most likely to take the bus (35%) or drive alone (23%) to work. The third most common travel mode was the train (14%).

Gender

Female respondents were more likely to drive to work alone than men (25% versus 19%) and less likely to travel by bike, e-bike, or e-scooter (3% versus 11%).

Age

People aged 18-24 were the least likely to drive alone (11%), while people aged 45 to 54 were most likely (29%).

Comparison to 2023

The proportion of people who used the bus for the longest portion of their journey declined from 39% in 2023 to 35% in 2024. However, train use increased from 11% in 2023 to 14% in 2024.

The proportion of people who travelled by car as driver alone increased slightly from 21% in 2023 to 23% in 2024.

What time did people arrive / leave work on the day of the survey?

Data Filters

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Age

All

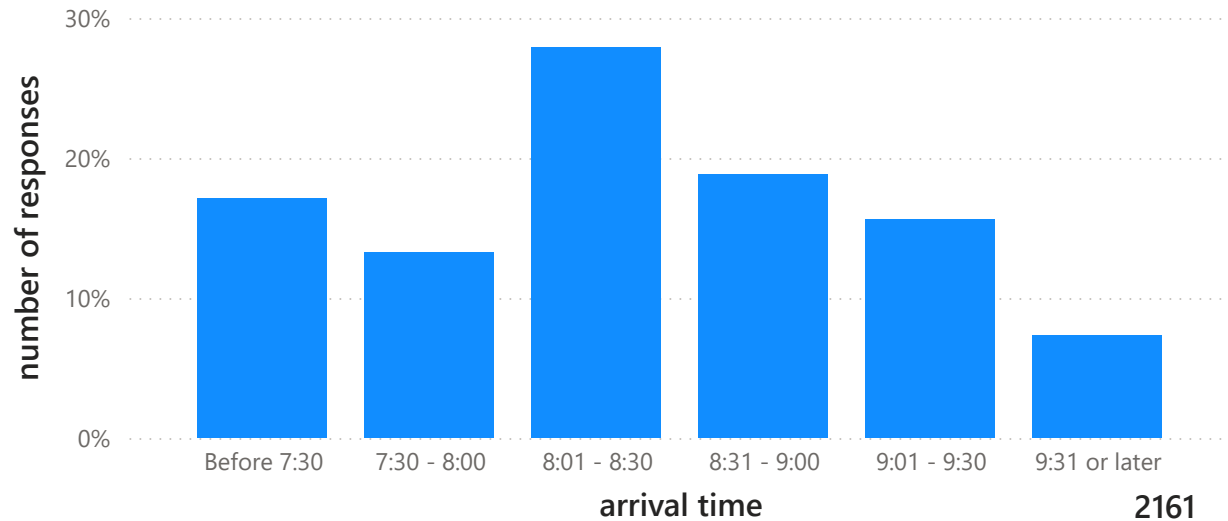
Gender

All

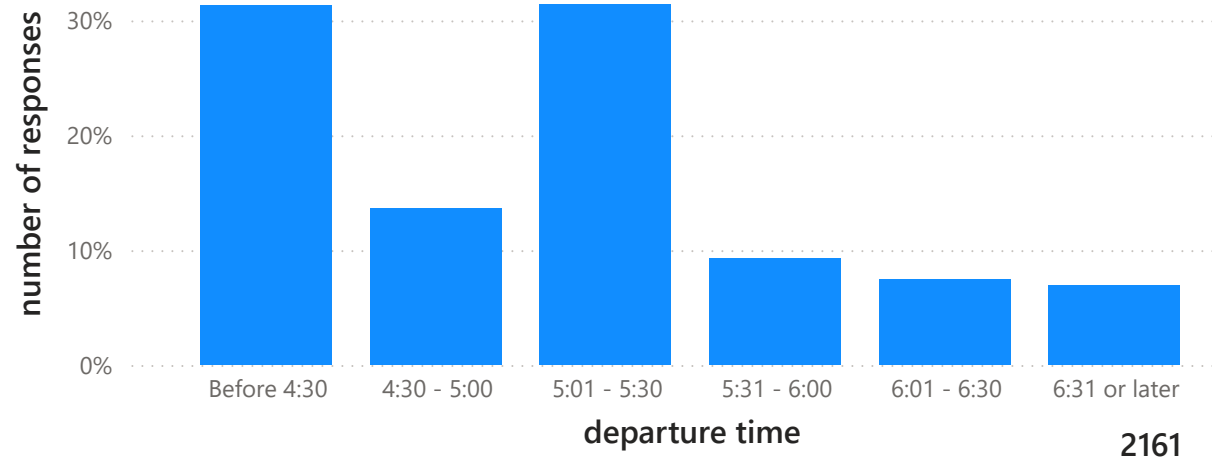
Travel mode today

All

What time did you arrive at your place of work today?



What time will you leave your place of work today?



Arrival and departure periods

For those who travelled to work on the day of the survey, most arrived between 8:01-8:30am (28%) and left work either before 4:30pm (31%) or between 5:01pm-5:30pm (31%). People who arrived before 7:30am were more likely to say they would leave their workplace before 4:30pm (62%).

Age

Respondents aged 35 to 44 had a more varied arrival pattern in the morning compared to other age groups, but there was no noticeable difference in their departure times.

Gender

Similarly, female respondents had more varied morning arrival patterns than male respondents, with no noticeable difference in their departure times.

Comparisons to 2023

In 2023, most people also arrived between 8:01-8:30am. However, people were much less likely to arrive before 7.30am or to arrive after 9:00am than in 2024. In 2023, most people left work between 4:30-5:00pm. Few respondents reported leaving work after 5:00pm. This indicates that arrivals and departures in 2024 were more spread throughout the peak periods than in 2023.

What other modes do people use to get to work?

Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. Please note visuals will be blank for categories with no data

Age

All

Gender

All

Travel mode today

All

Arrival time today

All

Departure time today

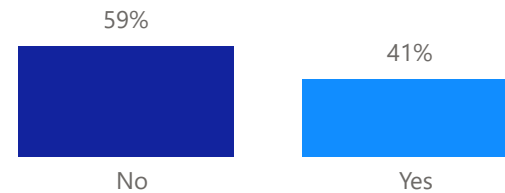
All

Respondents were asked to state alternative modes that they use to get to work. Only about 41% of respondents reported using a different mode to get to work.

Respondents who said they used an active mode were more likely to report using a different mode at least once a week, compared to people who travelled by other modes.

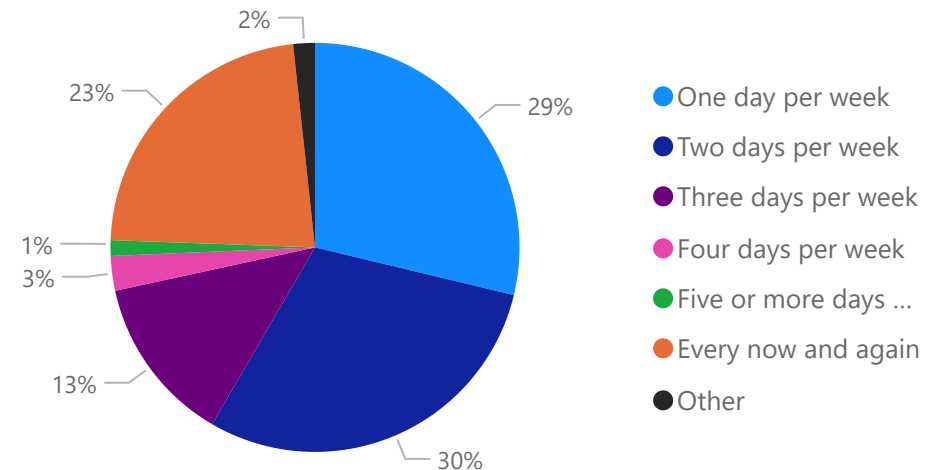
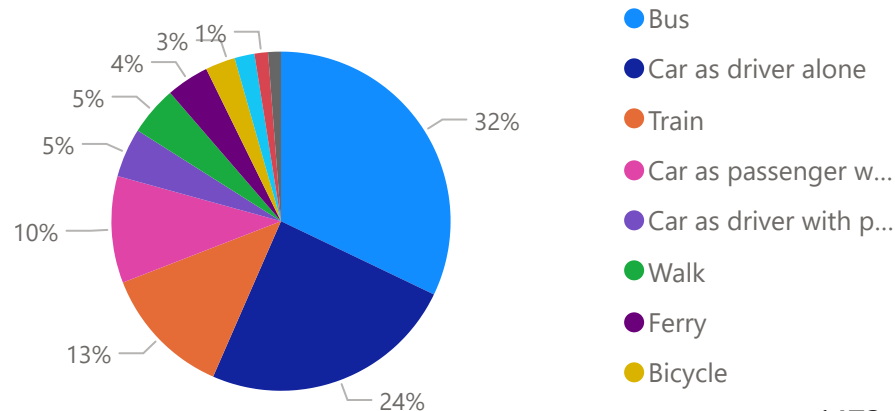
About 20% of people who drove to work reported catching the bus or taking the train at least one day per week, compared to about 10% of people who use public transport who said they drove to work at least once a week.

On some days in a typical week, do you get to your place of work using a different mode?



How many days per week do you usually travel to work this different way?

How else do you sometimes travel to your place of work?



Car parking for those who drove

Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. Please note visuals will be blank for categories with no data

Age ▼

All ▼

Gender ▼

All ▼

Arrival time today

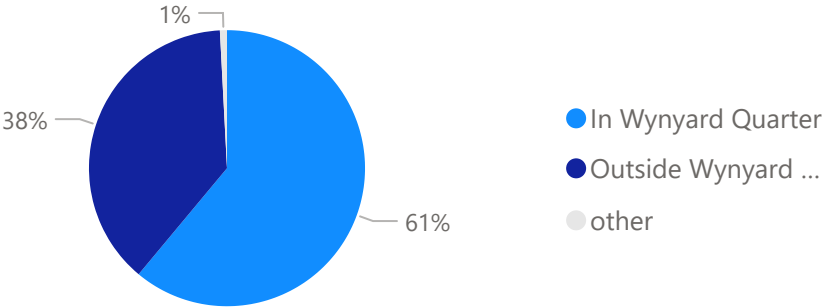
All ▼

Most survey respondents parked inside Wynyard Quarter (61%), paid for their parking (70%) and parked in an off-street, public car park (46%). About 16% of survey respondents reported having parking as part of their employment package.

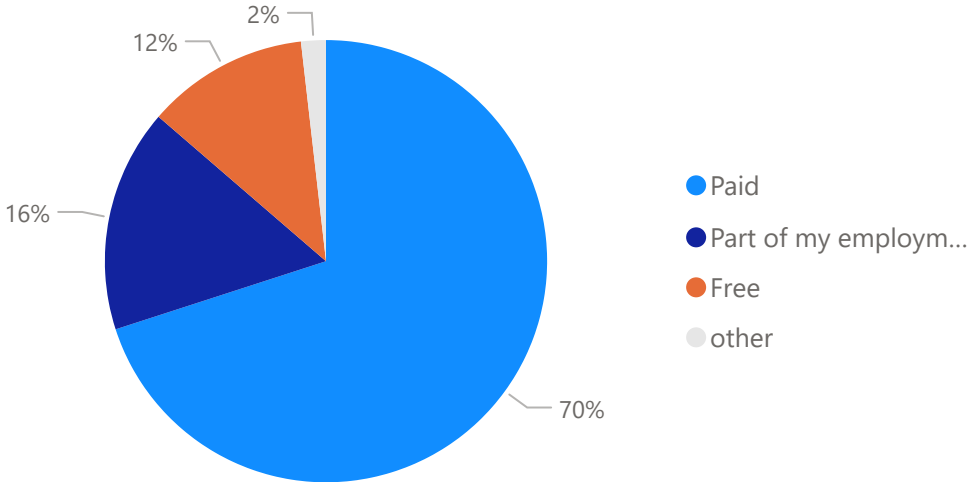
Male respondents were more likely to having parking as part of their employment package (21% for males compared to 14% for females). Male respondents were also more likely to report not paying for car parking (16% for males compared to 10% for females).

Most respondents who didn't pay for their parking parked in an off-street private car park, in Wynyard Quarter.

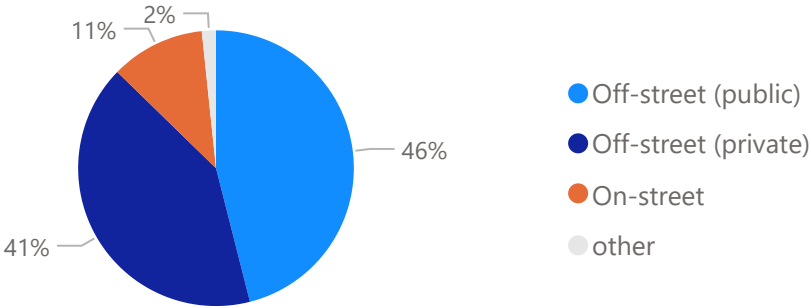
Where did you park?



Was the parking free or paid?



What type of parking was it?



Fuel source of those who drove

Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. Please note visuals will be blank for categories with no data

Age

All

Gender

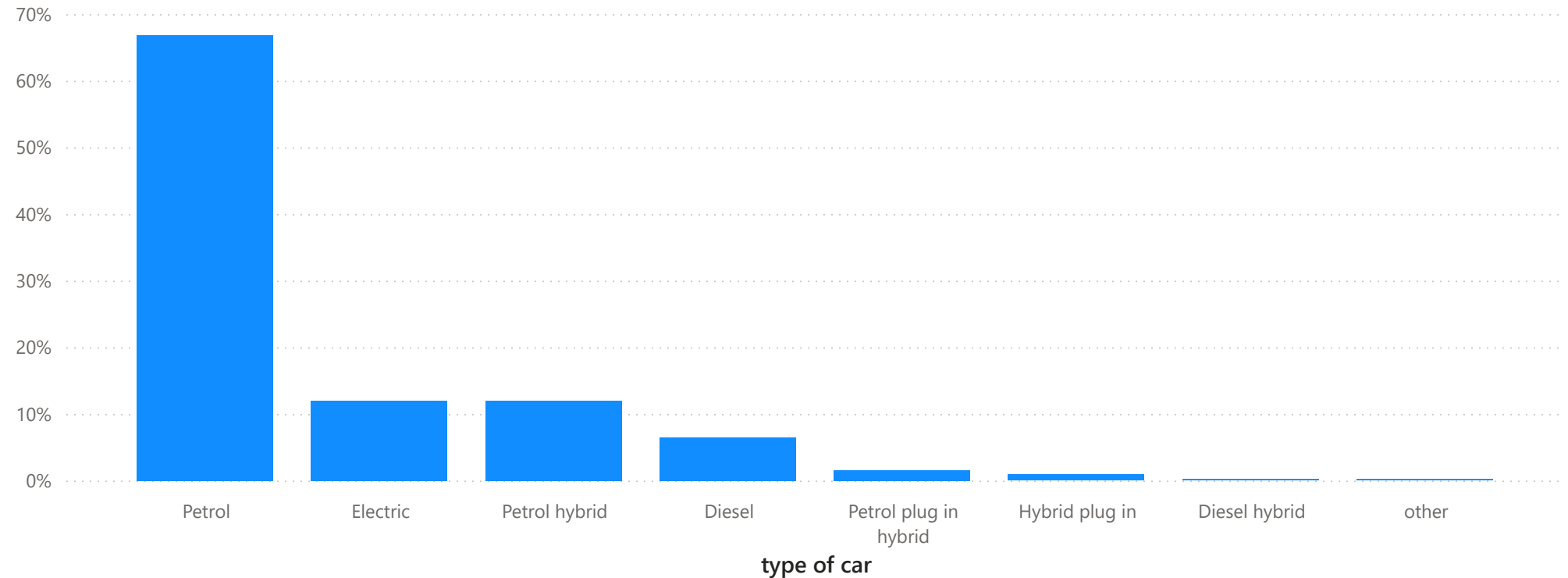
All

Arrival time today

All

The **most common fuel type** was **petrol at 66%**, followed by petrol hybrid and electric, both at 12%, and diesel at 7%. From 2023 to 2024 there was a decline in the proportion of people who travelled by petrol vehicles, from 77% in 2023 to 66% in 2024. Notably, **27% of respondents** travelled by car using an **electric or hybrid** vehicle, increasing from 13% in 2023. This is a high percentage considering that less than 3% of New Zealand's vehicle fleet is electric or hybrid.

What type of fuel did the car use?



Frequency and reasons for Working from Home

Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. Please note visuals will be blank for categories with no data

Age

All

Gender

All

Alternative travel mode

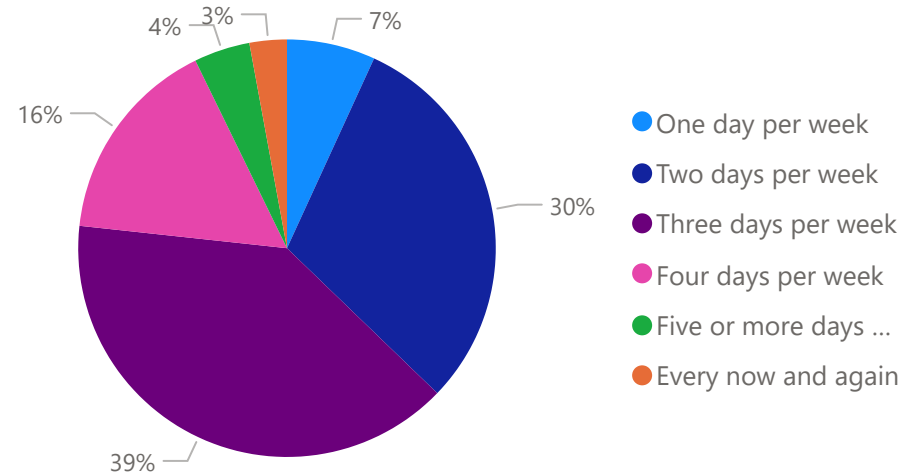
All

Frequency of WFH: Respondents who said they worked from home tended to WFH two days per week (30%) or three days per week (39%), with a smaller percentage choosing to work up to four days per week (16%).

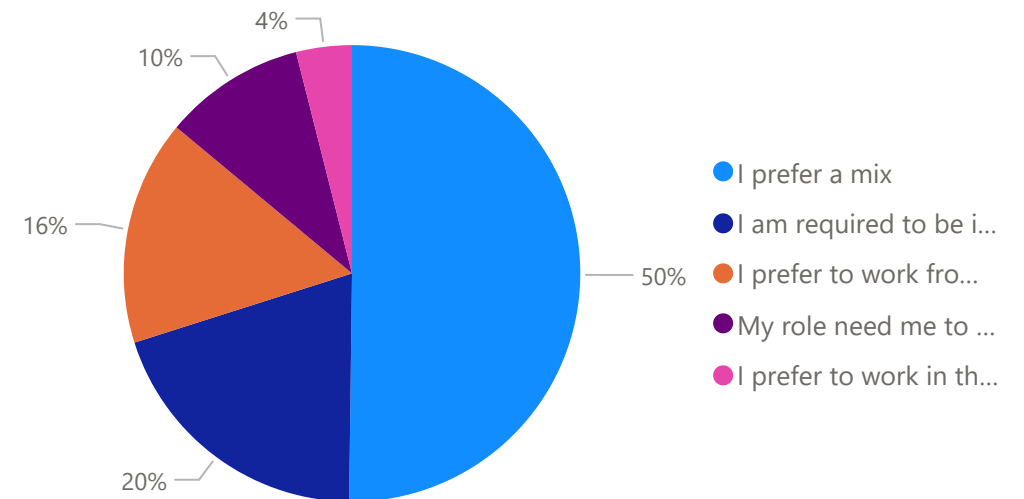
On average across respondents, people worked from an average of 1.6 days in 2024, down from 2.2 days in 2023. This reflects the trends of staff returning to the office.

Reasons for WFH: Half of the respondents (50%) said they preferred a mix of working from home and going into the office. 20% said they are required to be in the office. 70 respondents or 4% of the sample expressed they prefer to work in the office. Only 1% of respondents indicated that they have never worked from home, citing requirements to be in the office and a preference for working in the office as the main reasons.

How often do you work from home?



Please select the main reason(s) for why you work / do not work from home?





Reasons people travel the way they do

Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. *Please note visuals will be blank for categories with no data*

Age

All

Gender

All

Travel mode today

All

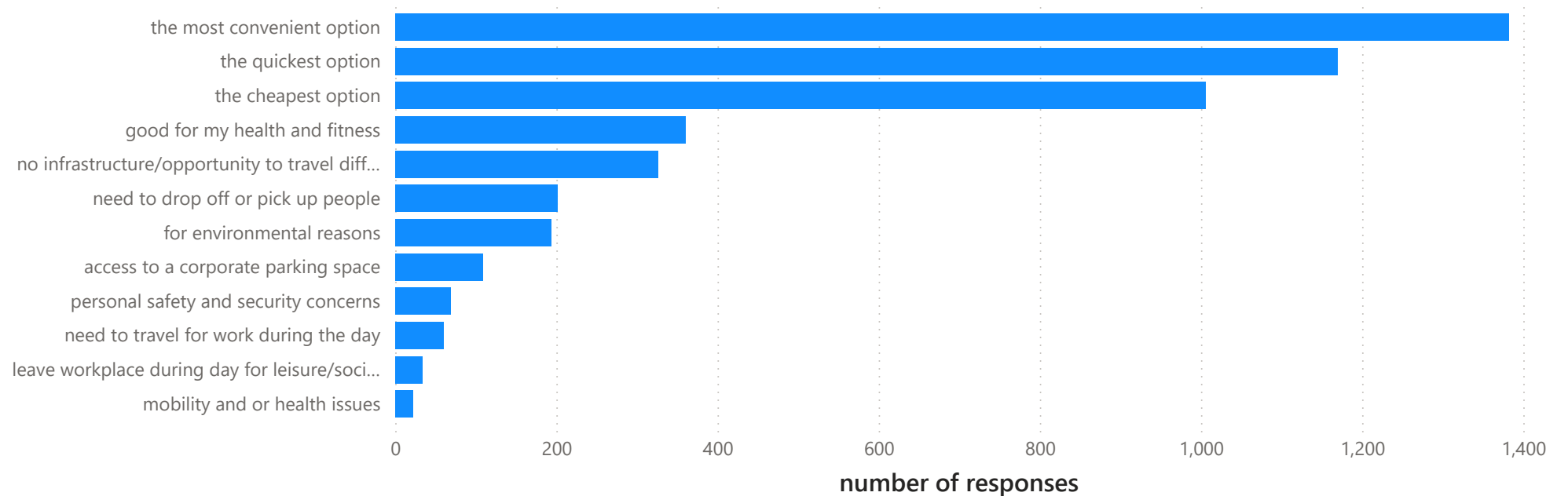
Arrival time today

All

The main reasons for travel on the day of the survey were convenience, speed and cost. The results are very similar to what was observed in 2023, except that there was a decline in the proportion of people who said they were motivated by environmental reasons.

- **Car users:** Respondents who travelled by car favoured the convenience (32%) and speed (25%) of this travel mode, as well as needing to drop off or pick up people (12%).
- **Public Transport users:** Those who used public transport (bus, train, and ferry) were more likely to say this was because it was the most convenient (28%) and cheapest option (27%), followed by the quickest option (23%).
- **Active mode users:** Travelling by bicycle or walking was seen as good for health and fitness (26%) and the cheapest (22%) and most convenient (22%) option.
- **Age** People aged 18 to 24 were more likely to say they travelled the way they do because it is the cheapest option (27% compared to 20% overall).
- **Gender:** No major differences were observed by gender.

Please select the reasons why you travelled to work in this way today



Note: This is a multiple selection question. The total number of responses may exceed the number of respondents

Could people re-mode, re-time, re-route or avoid travelling?

Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. Please note visuals will be blank for categories with no data

Age

All

Gender

All

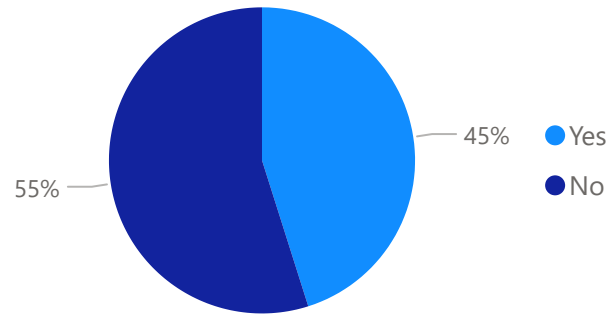
Travel mode today

All

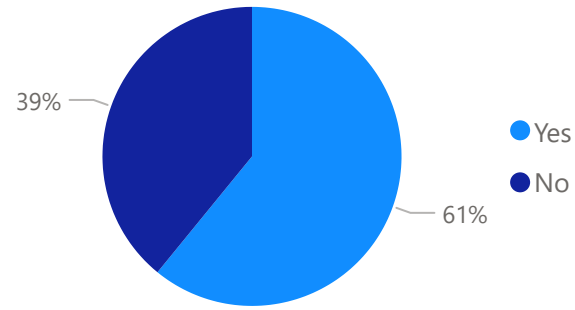
Arrival time today

All

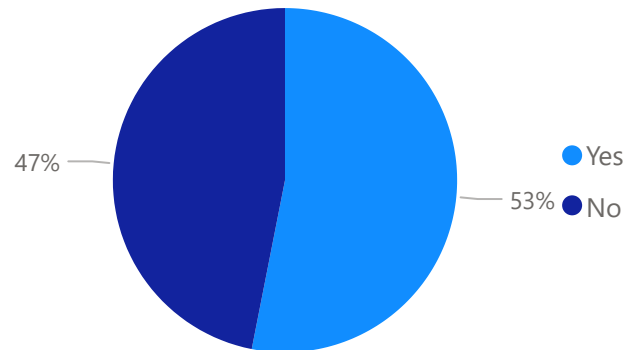
Could you take a different route to work?



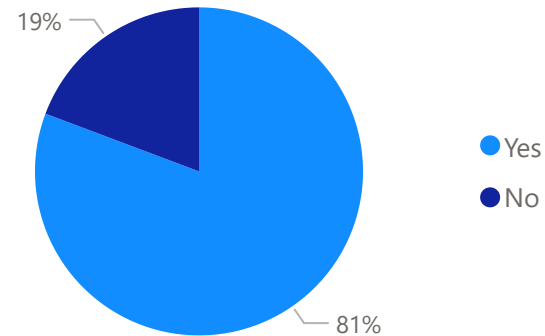
Could you use a different type of transport for your trip?



Could you travel at a different time?



Could you work from home or at a different office location?



The change that respondents were more likely to make were working at home or at a different location (81%), followed by using a different type of transport (61%).

Active mode users

Compared to the survey averages, people who walked or biked to work were more open to travelling at a different time (69% vs 53% average) or taking a different route (60% vs 45% average).

Public transport users

Respondents who usually took public transport were more likely to say they could not take a different route to work (60% vs 55% average).

Comparisons to 2023:

Between 2023 and 2024, there was a 7% decline in the proportion of people who said they could use a different type of transport and a 7% decline in the proportion of people who said they could use a different route. There was also a 1% decline from 2023 to 2024 in respondents reporting being able to travel at a different time. However, from 2023 to 2024, there was a 3% increase in the proportion of people who said they could work from home or a different location.

What would make it easier to travel to work in Wynyard Quarter?

Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. Please note visuals will be blank for categories with no data

Age

All

Gender

All

Travel mode today

All

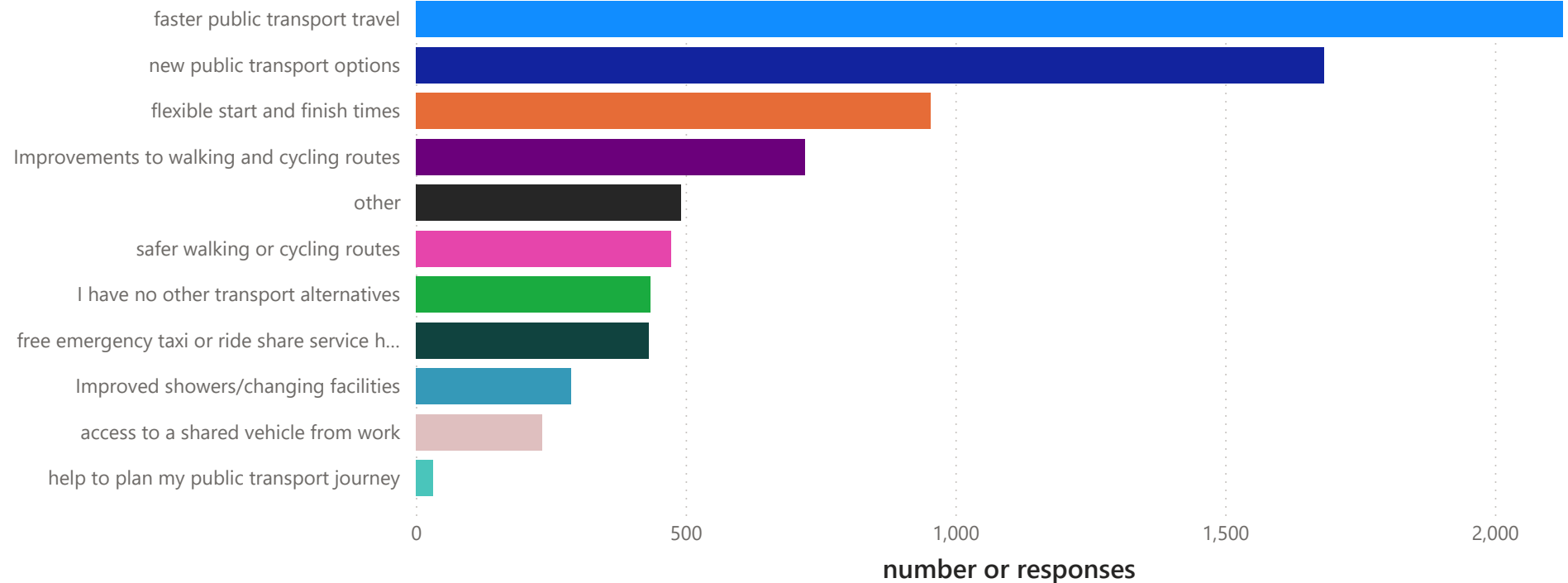
Arrival time today

All

The most commonly selected responses were: faster public transport travel (27%), new public transport options (21%) and flexible start and finish times (12%). These were the top selections in the 2023 results also.

A large number of respondents used the 'other' field to provide more information on what improvements they wanted to see, including fixing Te Wero Bridge, requesting more/cheaper car parking or mentioning specific public transport routes they would like to see implemented.

What would make it easier for you to travel to Wynyard Quarter a different way?



Note: This is a multiple selection question. The total number of responses may exceed the number of respondents

What modes do people use for work-related trips?

Data Filters

Investigate the data by clicking on the individual filters below. Click the squares to turn the filters on and off. Ctrl click to select multiple squares. *Please note visuals will be blank for categories with no data*

Age

All

Gender

All

Travel mode today

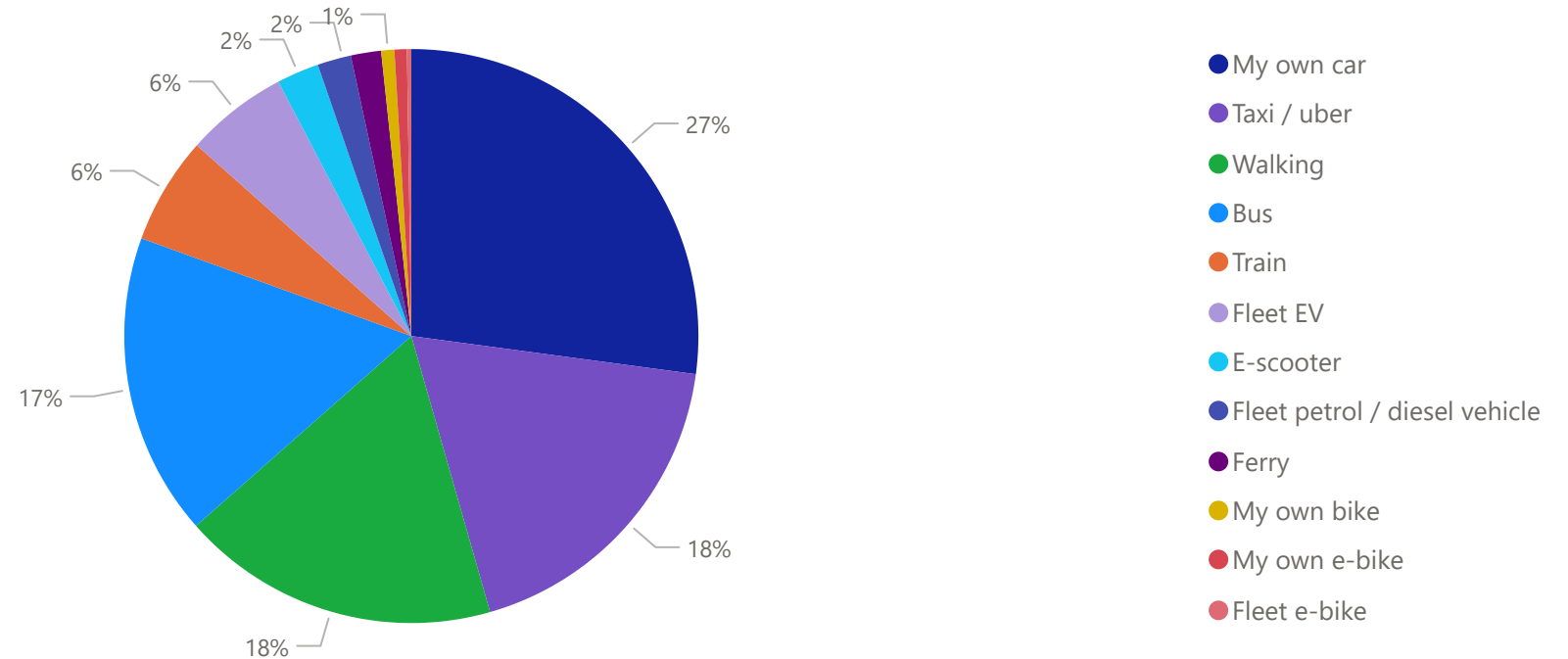
All

Respondents said they usually used their own vehicle (27%) or taxi/Uber (18%) for work related trips. These were also the most types of transport selected by respondents in 2023.

Respondents who drove were more likely to use their own vehicle (40%) whereas 26% of respondents who walked or cycled to work also chose to use Taxi / Uber for work related trips and 31% of respondents who took public transport said they used public transport.

Few respondents said they use a fleet vehicle for work-related trips (8%), the fuel source of fleet vehicles are more likely to be electric (6%) than petrol/diesel (2%). This was a decline from 10% who reported using a fleet EV in 2023.

What modes of transport do you use for work-related trips

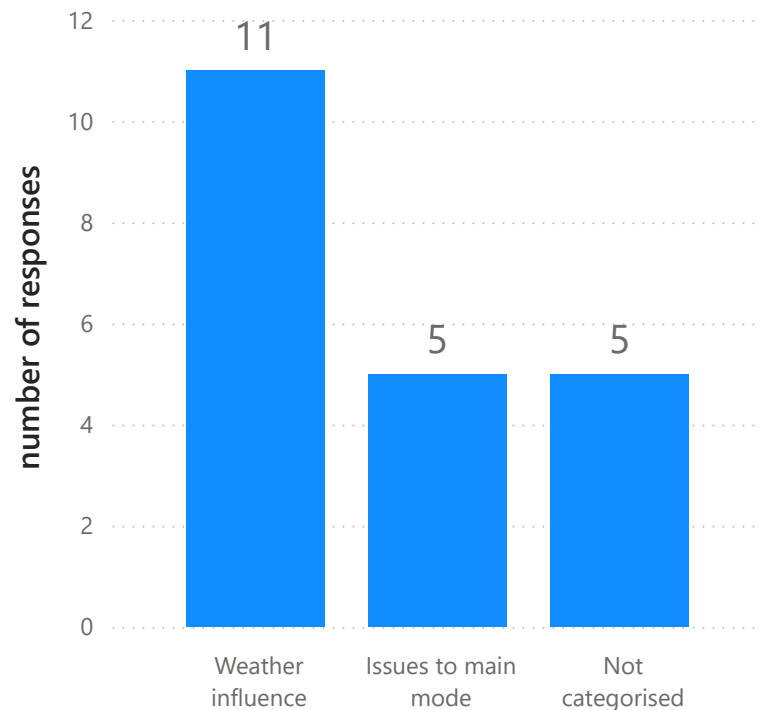


Interesting findings from the "Other" category

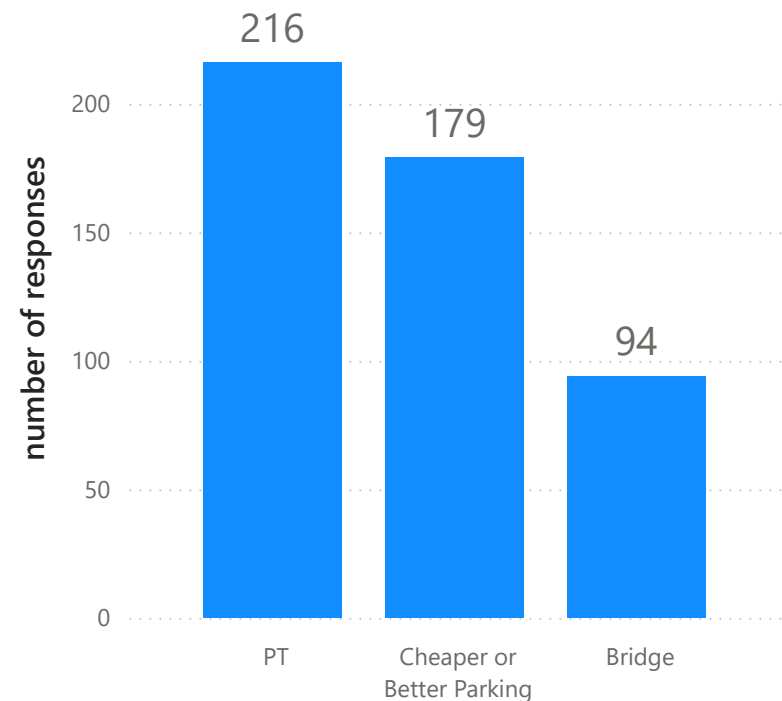
When people were asked about the frequency of using other modes of travel, the other category was used by some respondents to explain the reasons for using those modes. 11 respondents commented that their mode of travel changed based on the season or weather, while 5 people said if there was an issue to their usual mode of transport, e.g. rail network disruption.

When people were asked what would make it easier to travel to Wynyard Quarter, the other category was used by some respondents to expand on the selections that they have provided. 216 respondents reiterated that public transport improvements will make it easier, with some of them mentioning new routes, improved reliability and frequency and reduced/subsidised fares. 94 respondents requested that the Te Wero Bridge (Wynyard Crossing) was fixed. 7 people said they arrived into Wynyard Quarter by the Red Ferry, a service offered Eke Panuku to mitigate the closure of the bridge.

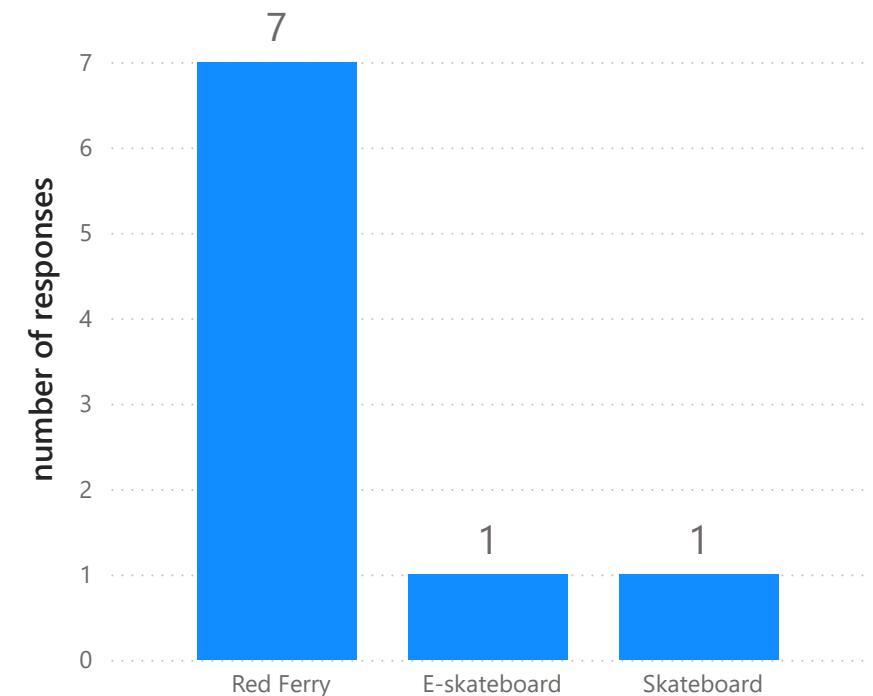
Other - How many days per week do you usually travel to work this different way?



Other - What would make it easier for you to travel to Wynyard Quarter a different way?

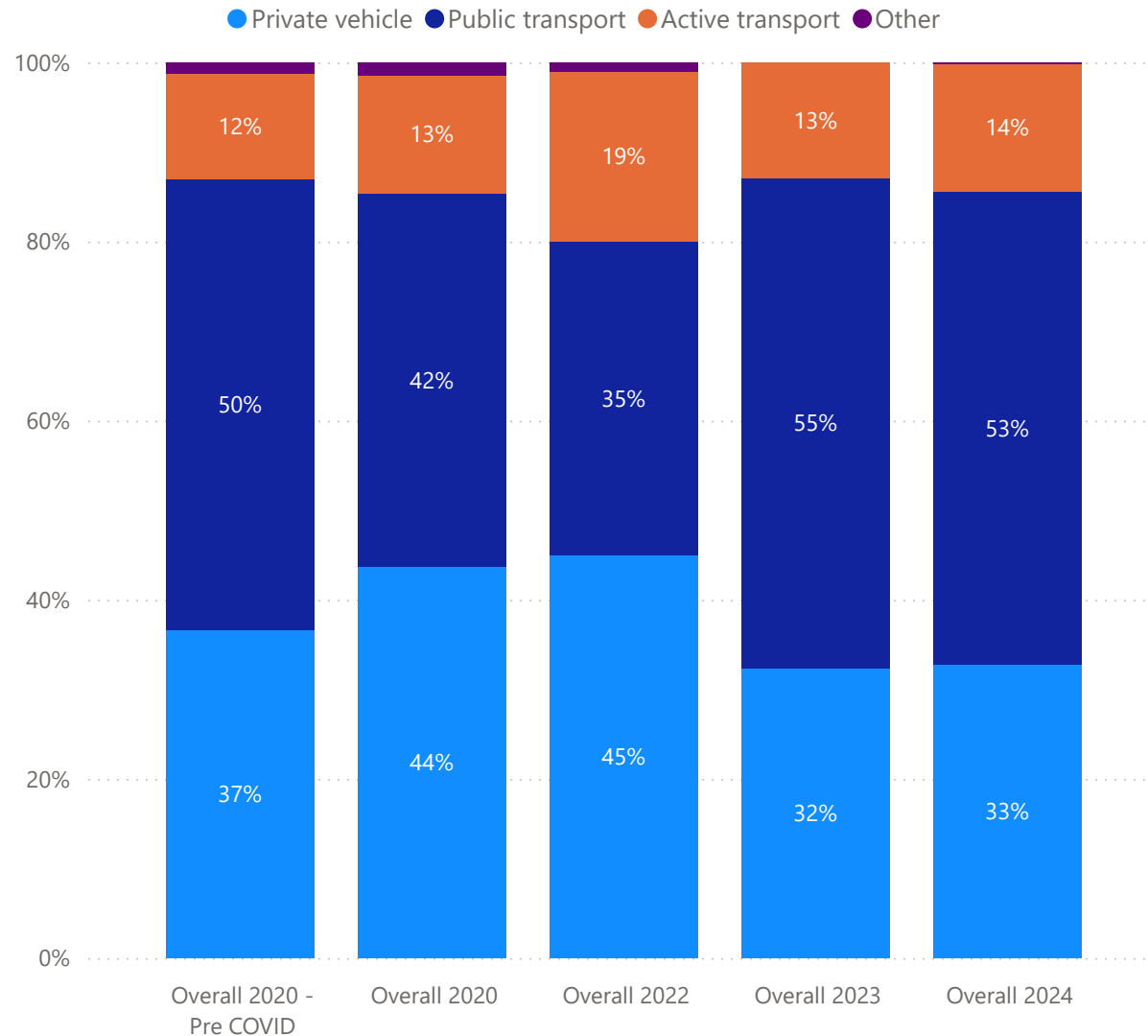


Other - How did you ARRIVE into Wynyard Quarter today?



Comparing 2024 with previous years

Today's travel mode share



Demographics:

Female respondents were more likely to complete the survey in 2024, and the proportion of female respondents increased compared to the gender balance in 2023. In 2024, survey respondents were most likely to be between 35 and 44 years old. While this is similar to 2023, in 2024, there was a decline in representation from people younger than 34 and people older than 65.

Travel to work:

The number of people going to work in Wynyard Quarter increased from 50% in 2023 to 62% in 2024, which reflects more people returning to the office.

Travel modes:

The mode split across all businesses on the survey day was similar to the 2023 results, with car use increasing by 1%. While this is small and within margin of error, it is in the opposite direction for what is needed to achieve Wynyard Quarter's 70:30 target.

Arrival times

Compared to 2023, there was an increase in people arriving before 7.30am and after 9am, indicating more evenly distributed arrival times.

Departure times

Compared to 2023, there was a large increase in the proportion of people leaving work before 4.30pm and a smaller increase in people leaving after 6pm, also indicating departures are more evenly spread across the evening period.

Working from home

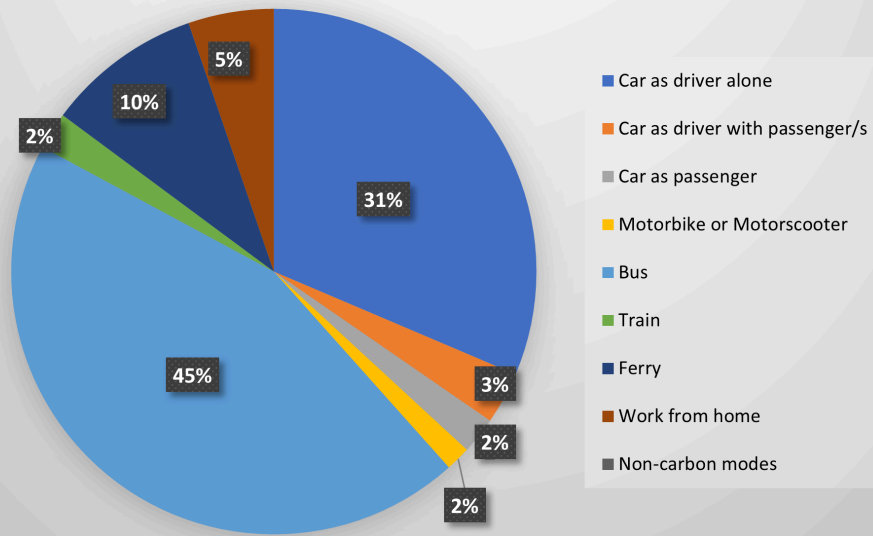
In 2024, people worked from home an average of 1.6 days a week, declining from 2.2 days a week in 2023.

Key factors influencing travel

As with previous years, respondents are motivated by travel options that are convenient, quick and cheap. Over 90 respondents indicated that their travel to work would be easier with Te Wero Bridge (Wynyard Crossing) fixed.

Commuting Carbon Calculations

Kg CO2e by mode - per year



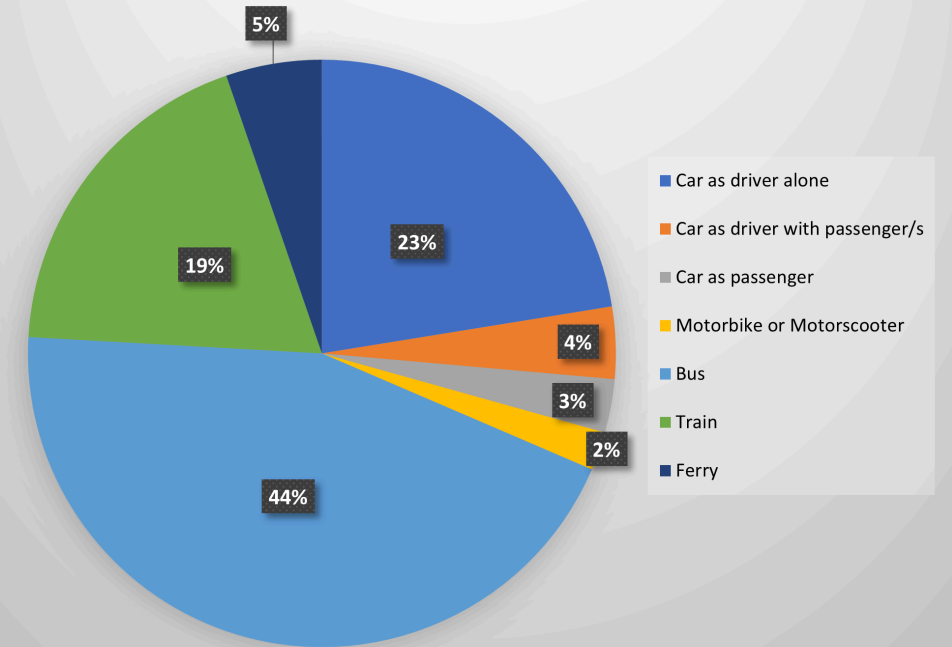
10.8 tonnes of CO2e
emitted per day

2,597 tonnes of CO2e
emitted per year

516 Kg CO2e
emitted per person per year (on average for respondents)

1.6 Days
working from home per week (on average for respondents)

Distance travelled by carbon mode - per year



17,500,906 km
travelled per year (all carbon modes)

5,506,943 km
travelled per year (light vehicles)

32%
of distance travelled by light vehicles

Commuting Carbon Calculations

In 2024, eight businesses participated, representing about 5,040 employees across the Wynyard Quarter. In comparison, in 2023 there were eleven businesses that participated, representing about 8,067 employees. Not all businesses that participated in 2023 participated in 2024. There was one business that participated in 2024 that did not participate in 2023.

Due to three businesses withdrawing from the survey on short notice, there was a large decline in CO₂e emitted per day, from about 19 tonnes in 2023 to 10.8 tonnes in 2024. However, the amount of CO₂e emitted per person per year declined from 605kg to 515kg, or a 30% decline.

The per person decline is attributed to several factors, including:

- The use of 2024 emissions factors instead of the 2022 emissions factors. The CO₂e from all vehicles (regardless of fuel source) declined.
- The increase in people who drove using an electric or hybrid vehicle.
- A decrease in the average distance that people travelled from home to work, from about 18km to 14km.
- An increase in the proportion of car drivers who use public transport at least once a week.
- While a high overall response rate was achieved (71%), some businesses had response rates below the target of 60%, which may have influenced the results.

All businesses 2024

10.8 tonnes of CO₂e

emitted per day

515 Kg CO₂e

emitted per person per year (on average for respondents)

2,597 tonnes of CO₂e

emitted per year

1.6 Days

working from home per week (on average for respondents)

17,500,906

travelled per year (all carbon modes)

5,506,943 km

travelled per year (light vehicles)

32%

of distance travelled by light vehicles

All businesses 2023

19 tonnes of CO₂e

emitted per day

605 Kg CO₂e

emitted per person per year (on average for respondents)

4,881 tonnes of CO₂e

emitted per year

2.2 Days

working from home per week (on average for respondents)

28,368,515 km

travelled per year (all carbon modes)

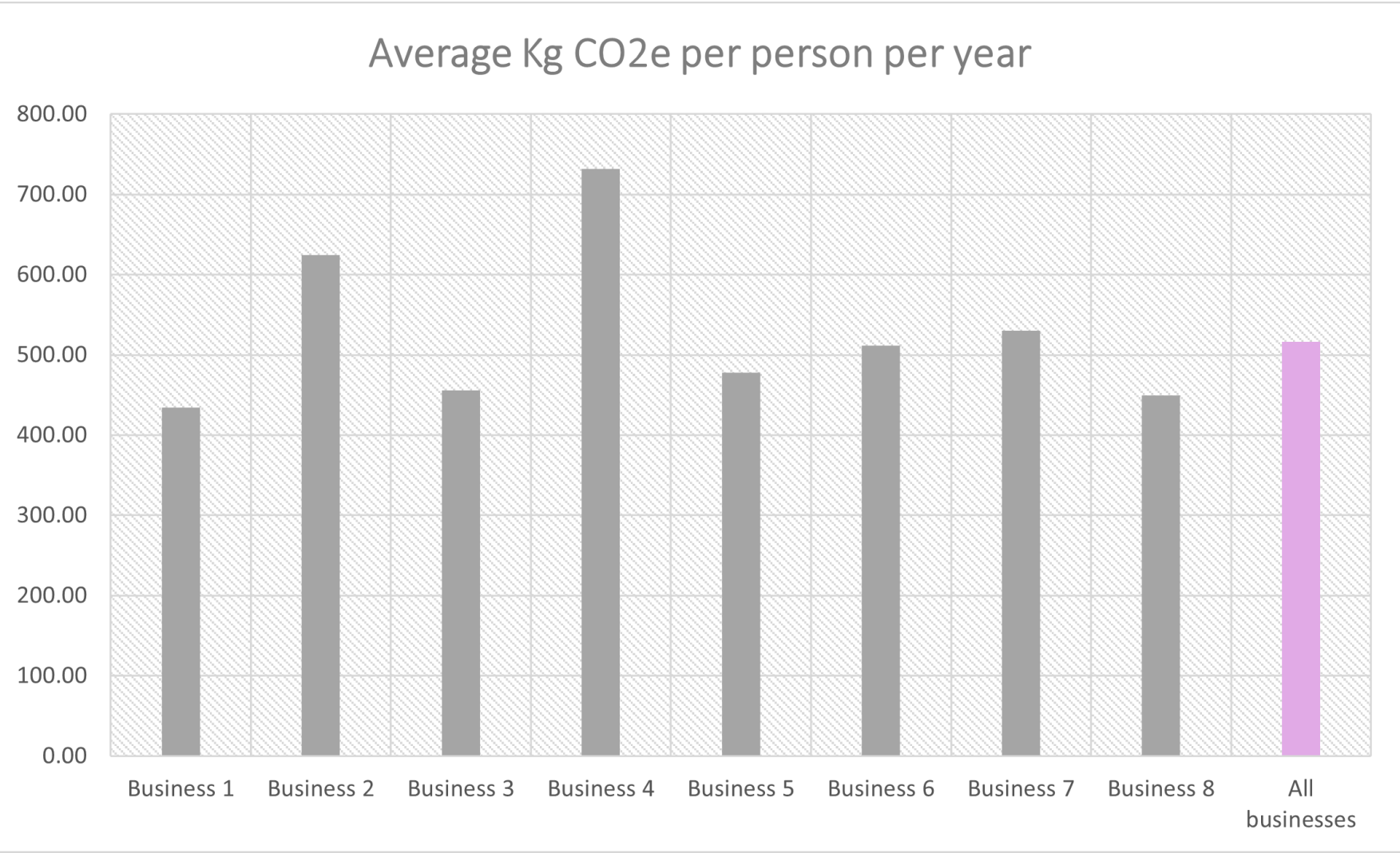
11,275,316 km

travelled per year (light vehicles)

40%

of distance travelled by light vehicles

Average CO₂



How will these results be used?

Next steps

- Presentations made to each business, summarising their results compared to the overall results for all businesses.
- Explanations to each business as to what their results show.
- Power BI link shared with each business so that they can review their own data.
- Based on their results, recommendations are made to each business on how they might increase sustainable travel.
- A month after the presentations, there will be follow-ups with the business to encourage investigation of new initiatives.

Takeaways from the presentations

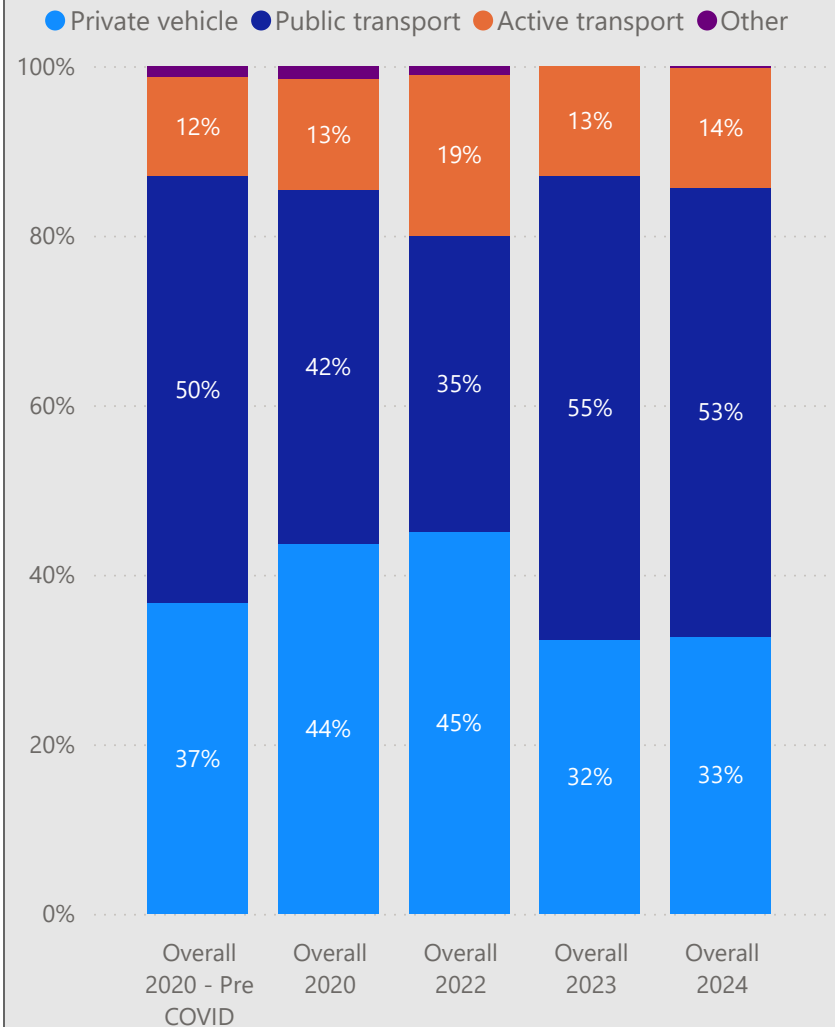
- Some businesses are actively encouraging staff back to the office, including through changes to required days in the office.
- Reports that increased enforcement of parking restrictions and the increased cost of parking fines are discouraging people from driving.
- However, there are also reports that some employees are parking where there is free on-street parking and walking over 30 minutes to their office in Wynyard Quarter.
- Businesses are interested in measures to increase public transport and active modes amongst employees. However, they are working through how to fairly implement initiatives, if they have offices outside of Auckland.
- Businesses are interested in hearing more from AT and the TMA about what improvements to public transport are coming up.
- Despite many businesses having new end of trip facilities, about 9% of respondents would like to see improvements to their facilities. Targeted focus groups with users is recommended to identify what issues and opportunities there are.
- About 12% of respondents said that a guaranteed ride home in an emergency would make their travel to the Wynyard Quarter easier, which has had interest from businesses.

A note about data and privacy:

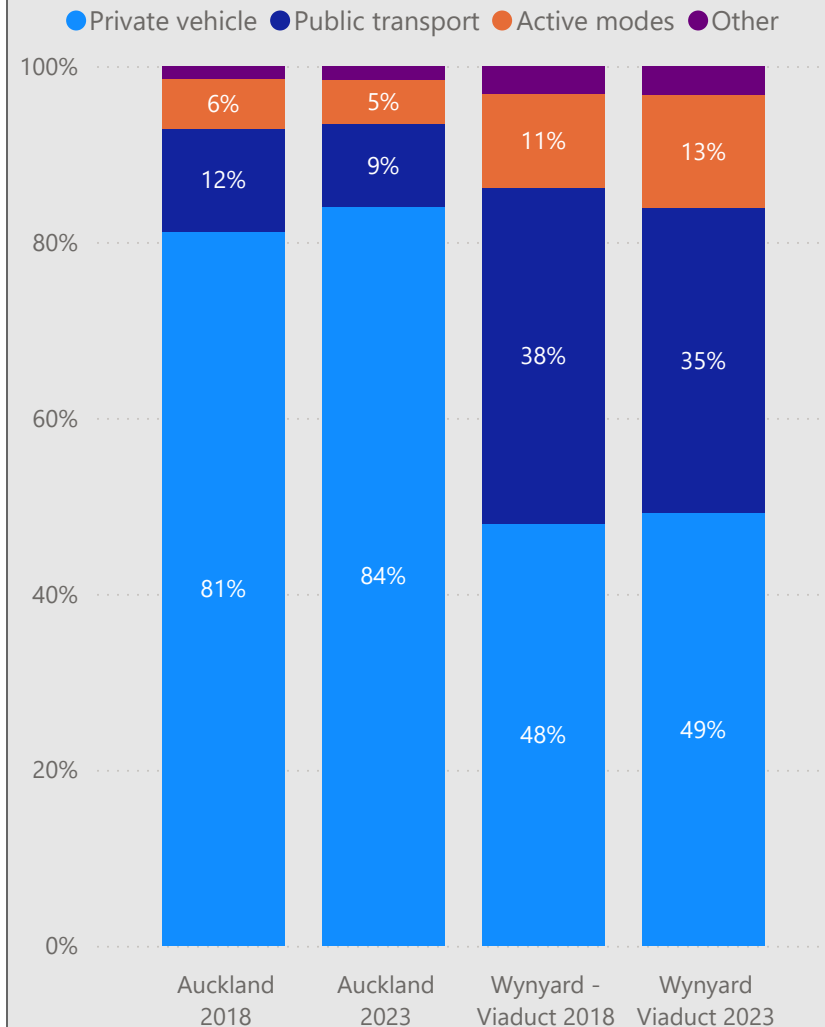
The Power BI dashboards are shared via a secure online link to a specified email addresses. The dataset underneath the dashboard is stored on Mott MacDonald's SharePoint. The dataset cannot be accessed via the online link. Due to low response numbers, users of the dashboards cannot filter by people who said that they identify with Another gender. On the home location page, users cannot filter by demographic information. For businesses with low response numbers, demographic information filters are not added to each page. The map display has been set to heat-map style and the zoom setting has been set that home locations disappear when zoomed in too far.

Change in mode share compared to Census data

WQ Staff Travel Survey Mode Share 2020 - 2024



Census Mode Share 2018 and 2023



The results of the four Wynyard Quarter Staff Travel Surveys (from 2020 to 2024) is shown in comparison to journey to work mode share data from Census 2018 and 2023 for the Auckland region and the Wynyard - Viaduct Statistical Area Unit 2 (SA2). Note that the Wynyard-Viaduct SA2 covers workplaces in Viaduct, which is not part of the Wynyard Quarter TMA area.

Census data shows that vehicle use increased across the Auckland region, from 81% to 84%. A smaller increase of +1% was observed in Wynyard-Viaduct SA2, with 49% of trips being made by private vehicle.

This is +17% greater mode share for private vehicle than indicated by the Staff Travel Survey. Important factors to note include:

- The Staff Travel Survey was completed by predominantly office based workers. The Census data would include hospitality, retail, shift and non-desk based workers who may be less able to use public transport.
- Census 2023 occurred on 7 March, several weeks after two severe flooding events in Auckland. There was also disruption in public transport operations with the bus driver shortage peaking in early 2023 (requiring many bus services to be temporarily suspended) and the Rail Network Rebuild commencing.

However, the results are positive for the Wynyard Quarter TMA as they show that there has been mode shift from people's pre COVID-19 behaviour (i.e., February 2020) compared to 2024, with a 4% decline in private vehicle travel.