

**N Z T R I**



**New Zealand Tourism Research Institute**



# Coach and Visitor Flows on Maungawhau/Mt Eden

Prepared for

Tourism Auckland and the Bus and Coach Association

## Table of Contents:

Executive Summary: .....	3
Introduction: .....	5
Method: .....	6
Coach and Tour Characteristics: .....	7
Coach Arrival Patterns & Traffic Issues: .....	17
Passenger Movements: .....	23
Conclusions: .....	24
Appendix One: Survey form.....	25
Appendix Two: List of Coach Companies.....	26
Appendix Three: List of Tour Companies.....	27
Appendix Four: Comments made by drivers.....	28

## Executive Summary:

- This report has three key objectives:

*To provide a statistically reliable picture of coach numbers and arrival patterns on the summit of Maungawhau.*

*To observe coach visitors movements on Maungawhau/Mt Eden to determine which parts of the summit receive most foot traffic.*

*To gather driver perceptions and feedback on traffic control issues related to the summit*

- The observations were conducted between the beginning of December 2004 and the end of March 2005. Ten researchers were involved in observations/surveying which equating to 84 hours per month (a total of nearly 340 hours over the 4 month period). This enabled coverage of every time slot between 7.30am - 7.30pm from Monday-Sunday at least once during each month.
- A total of 1326 coach visits to the summit of Mt Eden were recorded.
- The number of drivers who answered the 'perceptions of crowding' question was 639. A further 290 drivers wrote comments on issues relating to the summit.
- The range of coach (76) and tour companies (112) visiting Mt Eden is considerable.
- Passengers from Asia dominate coach tours visiting the summit of Maungawhau - accounting for almost 60% of groups. China is the dominant nationality - representing 20% of tour groups
- Almost a third of coaches have less than 10 passengers, and a similar number carry 21-30 passengers.
- Large coaches only carry between 11 and 30 passengers for nearly two thirds (62%) of visits, which is well below their capacity. Mid size coaches are also only up to half full for over 70% of visits. Mini size coaches carry fewer than five passengers for over 40% of visits.
- The TARE was visible on 75% of coaches.
- The most common time period which drivers schedule for their passengers at the summit is 15 minutes. In real terms 51% of coaches spend less than 15 minutes - often influenced by inclement weather conditions or a tight schedule. 25% percent of coaches spend more than 20 minutes on the summit.

- The most common features pointed out by drivers/guides during their visitor commentaries are the Auckland landmarks visible from Mt Eden, followed by the volcanic and Maori history of the cone.
- The average number of coaches arriving at the summit at any given time or day is just over 4 per hour. Saturday has the highest average hourly visitation at around 6, with peaks sometimes hitting 10 or more buses (14 buses have been recorded at the summit simultaneously).
- There are peaks in visitation apparent all week between 9am and 11am, and again between 3pm and 5pm.
- In responding to the statement "Crowding of buses and cars on the summit is often a problem" half of all drivers indicated they 'agree', while a further 19% 'somewhat agree'.
- Drivers of large coaches are much more likely to identify that there are problems of crowding than those driving all other sizes of coach.
- Many drivers have concerns over traffic management on the mountain. Most feel there is too much congestion.
- Suggestions made by drivers to improve the situation range from the banning of buses or cars (or both), to proposals related to the time management of arrivals and length of stay on the mountain.
- Security is a major problem for drivers and tourists on the summit, with reports of robberies, coach break-ins, and harassment of tourists not uncommon. It was even mentioned that a Chinese website warns visitors about Mt Eden as being a dangerous location.
- Traffic issues are also a problem on the access road as the narrow route does not lend itself to coach and pedestrian/cycle traffic mixing.
- These concerns are linked to the 'safety' of pedestrians and cyclists at the summit as well, with the congestion leading to fears someone will be hurt.
- A number of drivers mentioned that maintaining access to Maungawhau was important for the viability of the coach companies and the Auckland tourism industry.
- 87% of coach borne visitors walk the short distance to the Monument on the summit, only 6% move around the rim of the crater, fewer than 1% enter the crater.
- There appears to be a strong will on the part of this stakeholder group to effect change and there is a clear concern that delays in implementing change may cause considerable visitor satisfaction and public safety problems in the near future.

## Introduction:

Maungawhau/Mt Eden is an integral part of Auckland city's landscape and plays an important role in the city's extensive park network. Maungawhau is a 'premier park' and provides opportunities for recreation, relaxation and appreciation of nature for locals and visitors alike. The mountain represents a vital component of the city's tourism 'product-mix'. Coaches of all sizes stop at the summit to provide tour groups with a panorama of Auckland.

While exact figures are not available it is estimated that approximately 1-1.3 million people go to the summit of the mountain each year, a substantial number of these by coach. Previous work funded by the Auckland City Council revealed that over half of all those visiting the summit are from overseas (see "Maungawhau: A Study of Visitor Use and Attitudes, 2001" on [www.tri.org.nz](http://www.tri.org.nz).)

Earlier research has also shown that growing visitor numbers are placing increased pressures on the summit and surrounds and on visitor experiences. One area of particular focus has been the role of tourism related vans, buses and coaches.

This report has two key objectives:

- To provide a statistically reliable picture of coach numbers and patterns of coach visits to the summit.
- To observe coach visitor movements on Maungawhau/Mt Eden to determine which parts of the summit receive most foot traffic.

We also aim:

- To gain a clearer picture of how coach drivers view the current situation on the summit, and report their thoughts on managing any issues relating to traffic flows on the mountain

This work was funded by Tourism Auckland, with logistical support provided by the Bus and Coach Association. The research was conducted by a team of 10 observers/surveyors working in shifts over a four month period. The report was written by Vanessa Clark and Simon Milne of NZTRI. The research assistance provided by the following NZTRI staff is gratefully acknowledged: Tinh Bui Duc, Ai Hao, Rita Dreyer, Suresh Nair, Chen Yi Ho, Jim Luo, Tone Gjengsto, Magdalena Rungaldier. We would also like to thank the many drivers who were willing to give up some of their time to complete the survey.

Definitions:

*The report uses the generic term coach throughout (although in driver quotes the word bus may still appear). A 'large' coach typically seats up to 50 passengers, has 2 doors, a double rear axle, and a TARE weight of 14500kg. A 'mid size' coach will typically have 33 to 37 seats. A 'mini' style coach will seat 13 to 18 passengers with a TARE of around 3600kg, 'vans' seat up to 10 passengers and have a TARE of around 1650kg.*

## Method:

Funding constraints meant that it was impossible to survey coach arrivals and visitor flows on every day of the December 2004-March 2005 survey period. In order to gain a representative sample of arrivals the research team observed and surveyed on the mountain in a series of 4 hour blocks. Over the period of a month one full 'week' was surveyed (ie sampled time blocks covered every hour from 7.30am - 7.30pm, Monday-Sunday at least once). The survey 'time blocks' were 7.30am - 11.30am, 11.30am - 3.30pm, 3.30pm - 7.30pm.

As a coach arrived at the summit, the time, size and registration were recorded, as was any visible TARE. After the passengers alighted and the coach parked, drivers were approached by the researcher and the survey administered. A copy of the survey form is shown in Appendix 1. A Chinese survey was also available.

A total of 1326 coach visits to the summit of Mt Eden were recorded. As the survey period progressed, some regular drivers were being surveyed repeatedly. Whenever this was the case, the survey was shortened to: coach and/or tour company, where passengers are from, number of passengers, and size of coach. No respondent was asked to repeat the comments section if they had filled it out before.

## Coach and Tour Characteristics:

A broad range of coach companies visit Mt Eden, with no one firm dominating. The top 5 coach companies represented in the surveys account for under 30% of all observed visits (Table 1). The Auckland Explorer, which visits virtually every hour during the summer months, is the most frequent visitor, followed by Scenic Tours who operate a popular Auckland Half Day Tour.

**Table 1: Coach Companies Represented on Mt Eden**

Coach Company	% of Total Coach Visits
1. Auckland Explorer	7.7%
2. Scenic	7.6%
3. Johnstons	5.8%
4. Ritchies	5.7%
5. Oceania	3.0%

A list of the 76 coach companies recorded on Maungawhau during the survey period is shown in Appendix 2.

The tour companies represented on Maungawhau are also numerous. The top 5 tour companies account for less than 10% of all observed visits (Table 2).

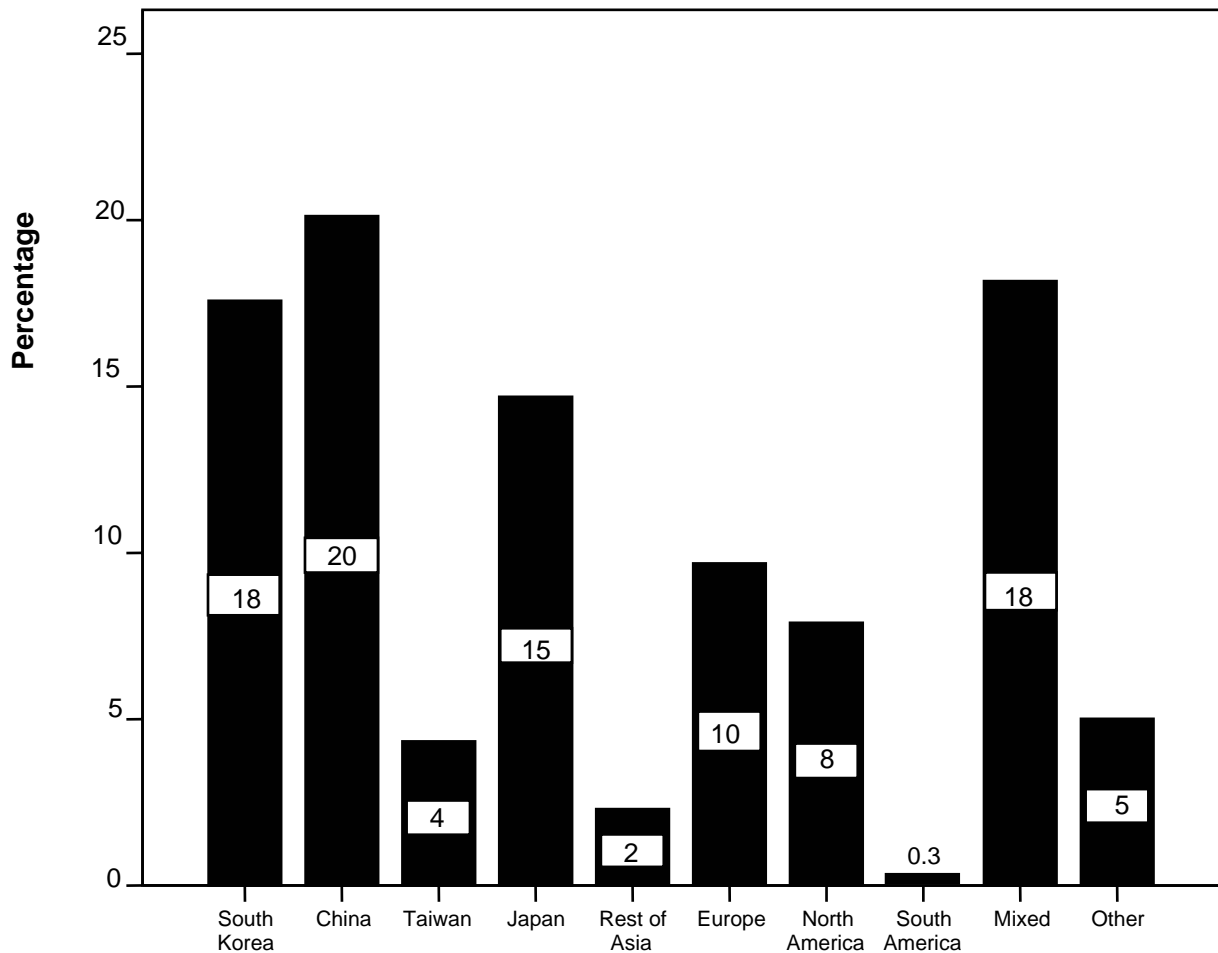
**Table 2: Tour Companies Represented on Mt Eden**

Tour Company	% of Total Tour Groups
1. JTB	1.9%
2. Magic Travellers Network	1.8%
3. A China	1.4%
4. ANZ Holiday	1.4%
5. Southern travel Network	1.3%

A complete list of the 112 Tour Companies recorded during the survey period is shown in Appendix 3.

Tours catering to visitors from Asian countries dominate the research observations - accounting for almost 60% of groups. Chinese tours are the single largest grouping - representing 20% of all tour groups (Figure 1).

Figure 1: Tour Groups (by Passenger Country of Origin) (N=1189)



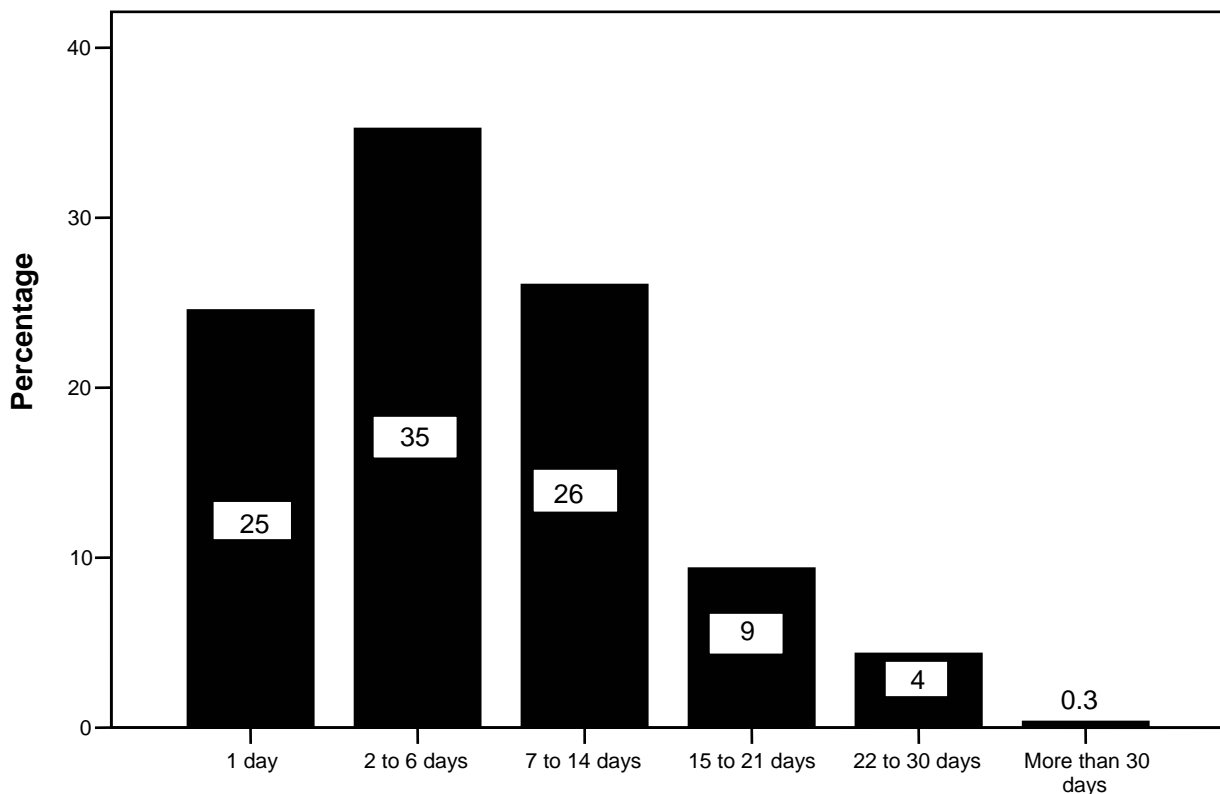
South Korea and Japan are well represented. European and North American groups account for nearly one-fifth of the total tours recorded.

Mixed nationality tours are also a significant group. This category is made up primarily of the Auckland Explorer and Auckland Half Day tours.



Single day tours (for example Auckland Explorer and Auckland Half Day tours) account for a quarter of all coach visits observed (Figure 2). The most common overall tour length for those visiting Maungawhau is 2-6 days (35%). Thus the summit often represents one stop on much longer trips around the country.

Figure 2: Length of Tour Passengers are on (N=600)



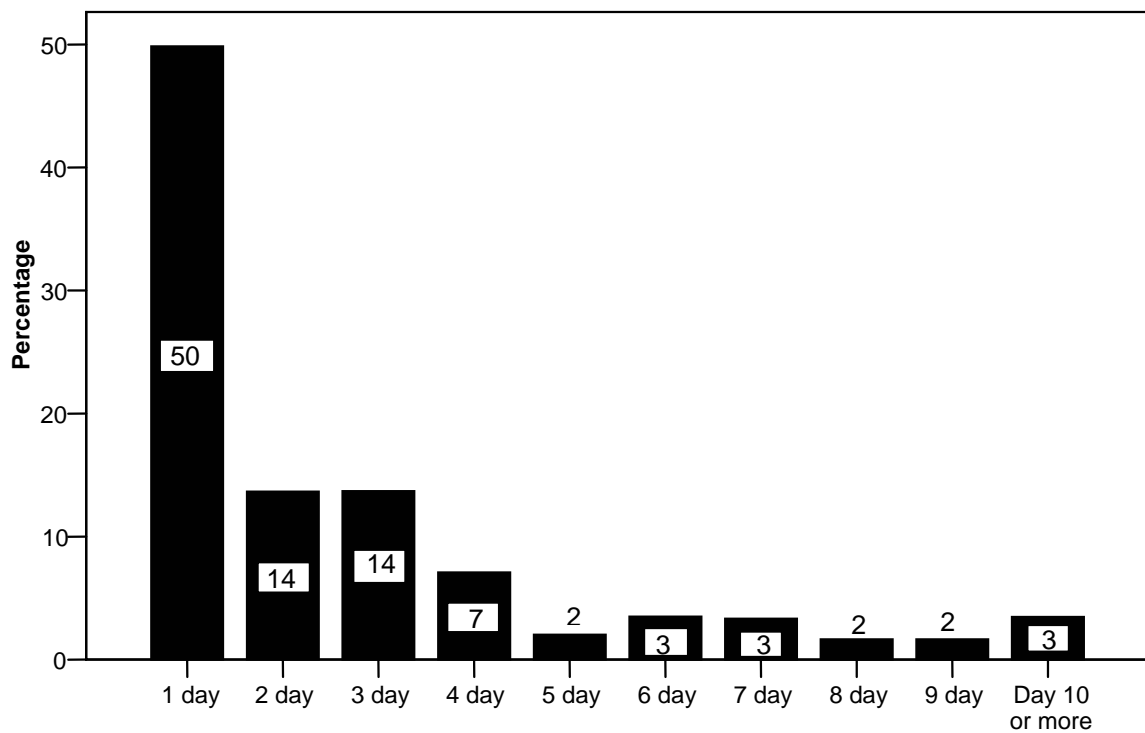
Tour groups from South Korea and China are more likely to be on a 2-6 day tour (70% and 61% respectively), while groups from Taiwan, Japan and the rest of Asia are more likely to be on 7 to 14 day tours. Groups from Europe, and North America also tend toward longer tour options.

Less than 15% of the tours are longer than 15 days.

Mt Eden is an important starting point for many tours. A large proportion (50%) of coaches are either on the first day of a longer tour (25%), or on a single day tour (25%). Several other groups were on the second or third day of their tour (Figure 3).

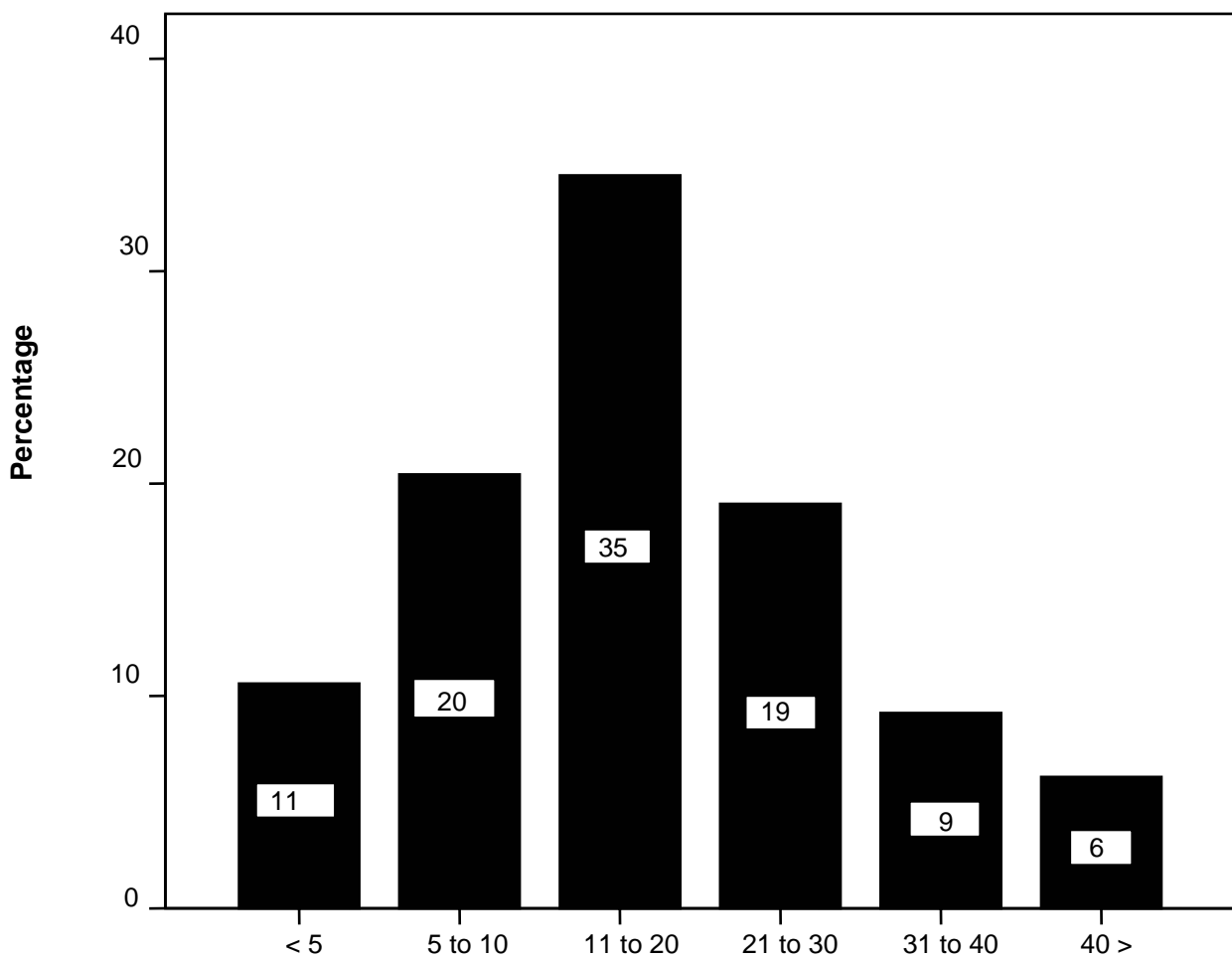
Of those tours which are multi-day 87% have an overnight stop in Auckland City.

Figure 3: Day of Tour when survey administered on Maungawhau (N=610)



The most common number of passengers per coach is between 11 and 20 (Figure 4). Almost a third of coaches have less than 10 passengers, and a similar number carry 21-40 passengers.

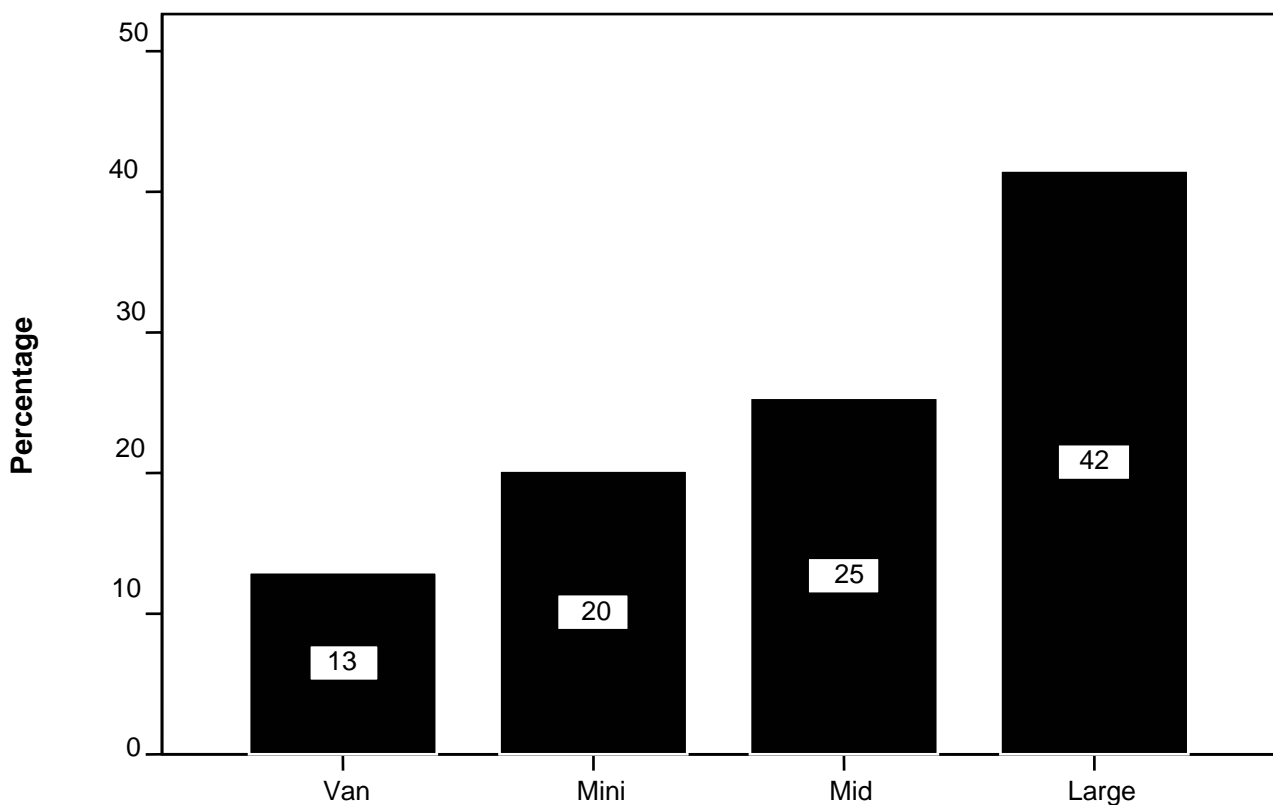
Figure 4: Number of passengers per coach (N=1239)



Large double axle coaches are most common on Maungawhau accounting for 42% of buses observed (Figure 5). Smaller vans account for the least tour visits at 13%.

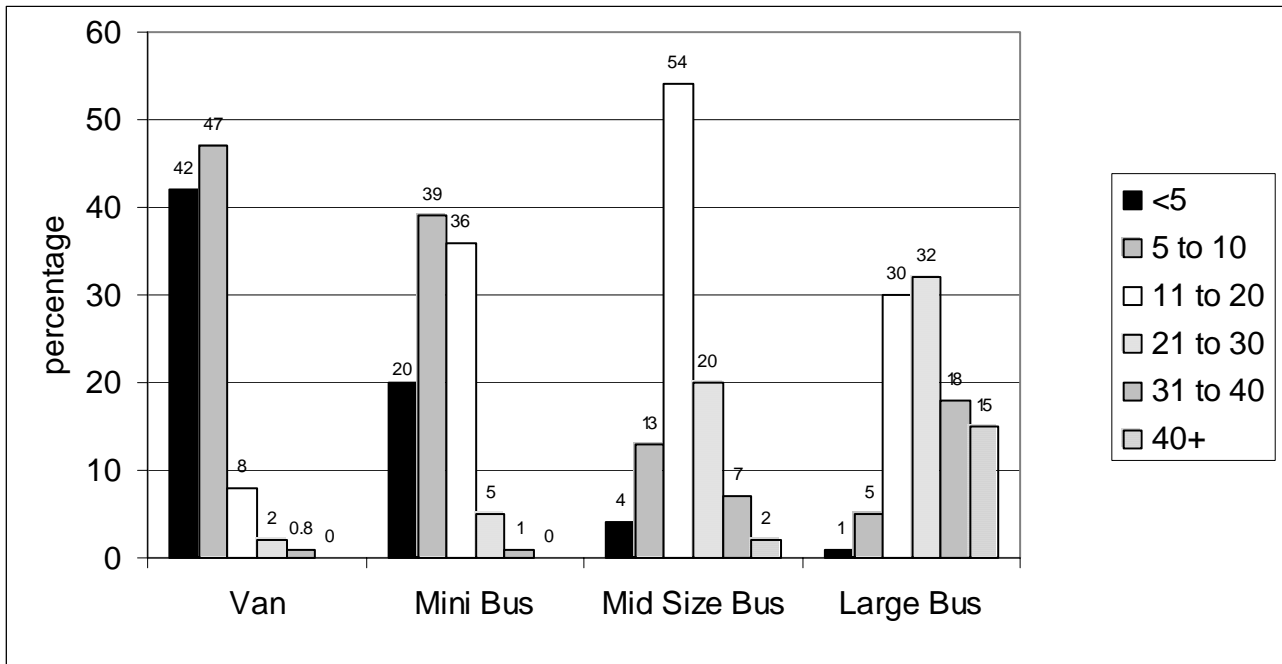
The TARE (an indication that a passenger coach is registered) was visible of 75% of coaches. It must be noted that with small vans the TARE sticker may be unintentionally hidden on the windscreen and not easily visible to the researchers.

Figure 5: Size of Coach (N=1123)



Many coaches are not carrying a full load of passengers (Figure 6). Large coaches only carry between 11 and 30 passengers on nearly two thirds (62%) of visits.

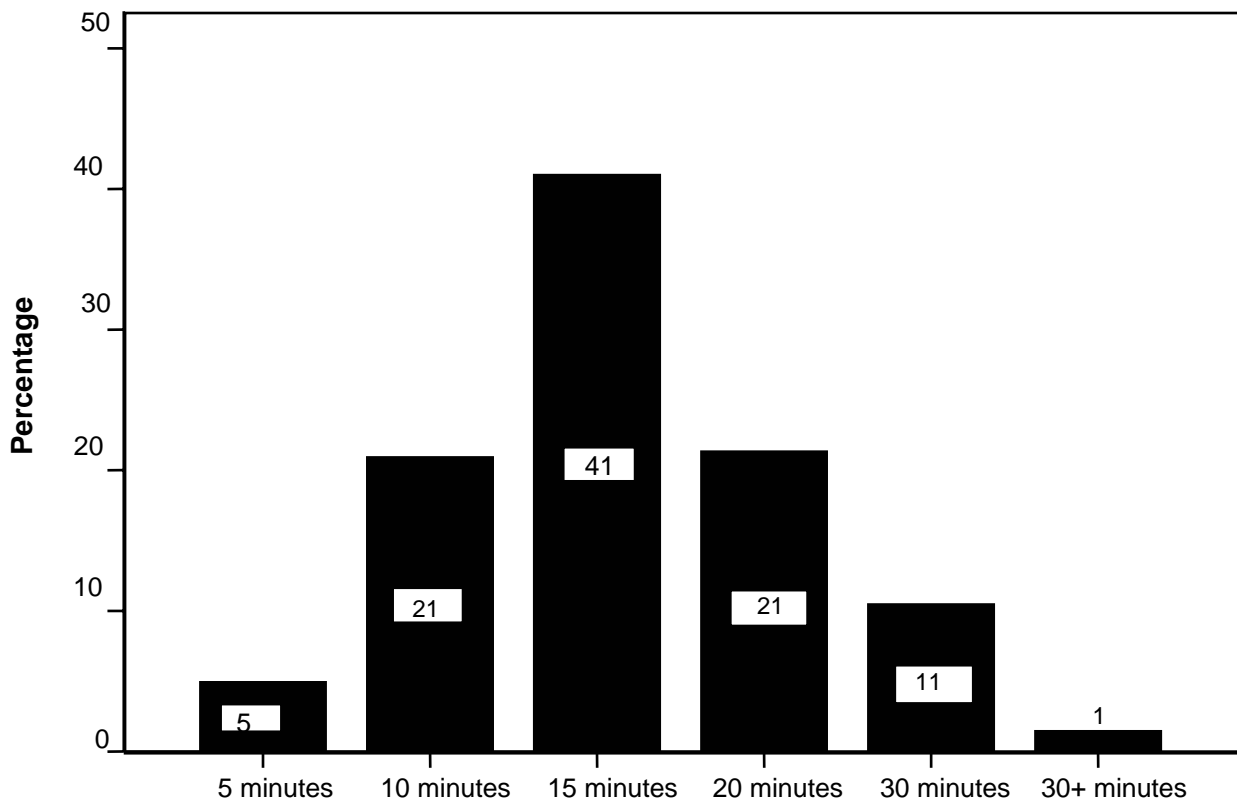
Figure 6: Size of Coach by Number of Passengers



Mid size coaches also often operate below full capacity - carrying fewer than 20 passengers on 70% of visits. Mini sized coaches carry fewer than five passengers on over 40% of visits.

The most common time period that drivers schedule for their passengers at the summit is 15 minutes (Figure 7). This allows passengers a limited amount of time to take in the view and surrounds.

Figure 7: Scheduled time to be spent at the summit (N=489)

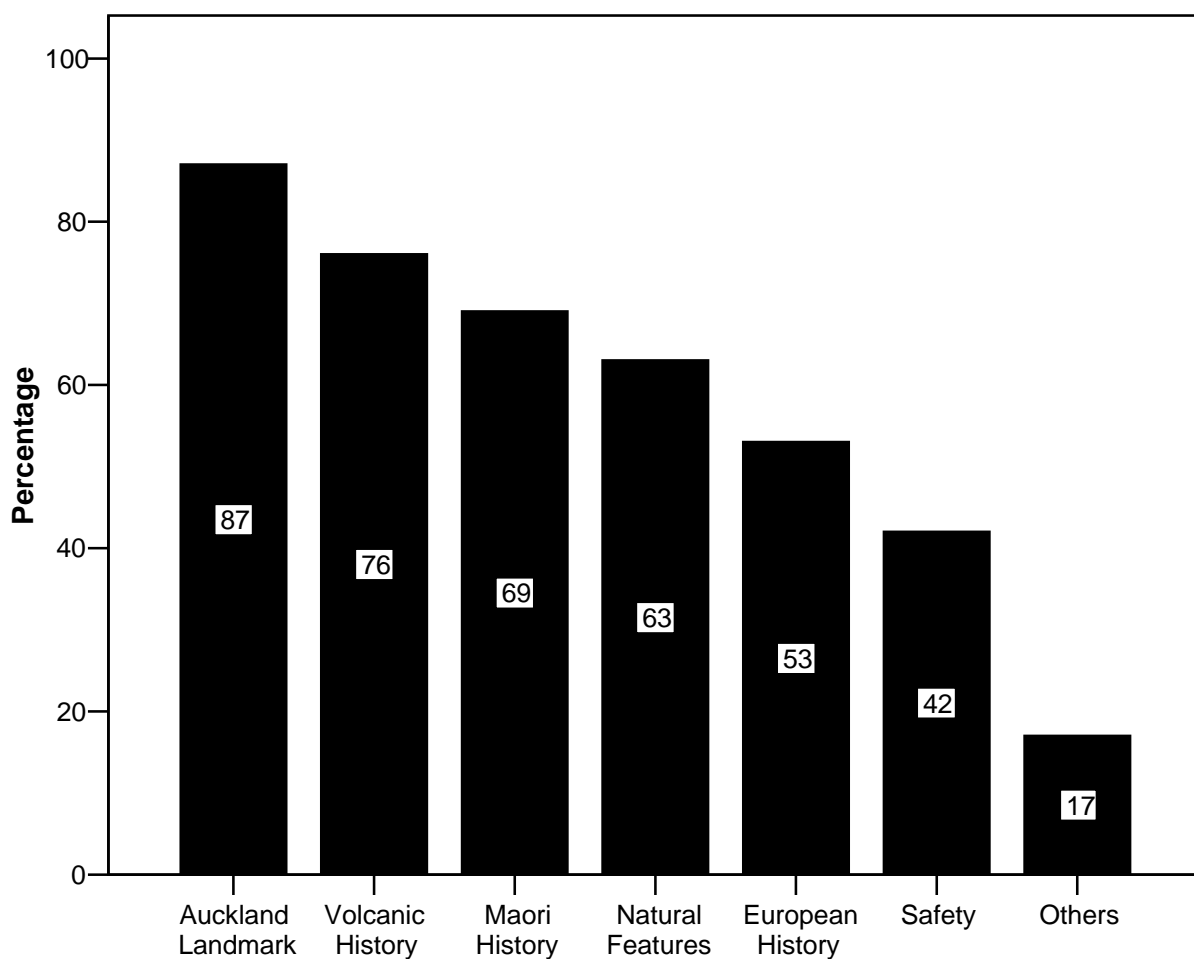


Nearly one third of buses have more than 20 minutes scheduled for the summit visit, very few (12%) scheduled visits of half and hour or longer.

In terms of information given to coach passengers on a visit to Mt Eden, three scenarios exist: either no or limited information is given, the coach driver gives the commentary, or tour groups may have their own tour guide to do so, often in the language of the group. It is estimated that around 60% of tour groups have their own guide.

The survey reveals that the most common features pointed out by drivers and guides during their commentaries are Auckland landmarks visible from Mt Eden, followed by the volcanic and Maori history of the cone (Figure 8). Safety issues and instructions on restrictions placed on entering the crater are provided less often.

Figure 8: Information given to passengers (N=490)

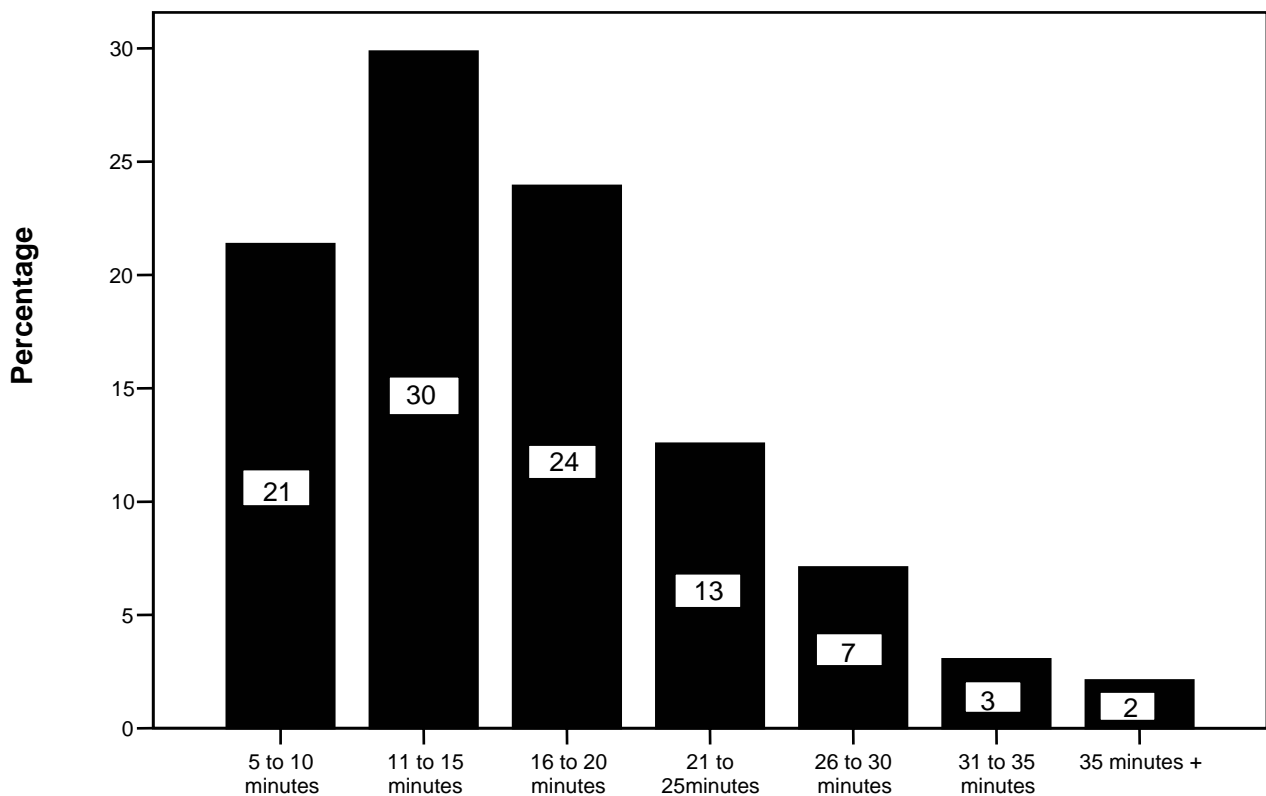


Interestingly this section of the survey only attracted 490 responses. Our feeling is that this represents the fact that many drivers provide limited, or no information on the broader significance of the mountain. As one of the more seasoned drivers noted:

*"Some visitors/guides do not understand the significance of this landmark and subsequently treat it just as a 'viewpoint'."*

The actual time that coaches spend on Maungawhau is often less than the scheduled time, especially if the weather is inclement. Half of all coaches spend up to 15 minutes at the summit, with a further third spending 16-25 minutes (Figure 9).

Figure 9: Actual Time Spent at Summit (N=1294)



Only 5% of observed coach visits lasted longer than 30 minutes, and only 2% more than 35 minutes.



## Coach Arrival Patterns & Traffic Issues:

The number of coaches arriving at the summit varies considerably throughout the day (Table 3).

Weekends between 11am and 4pm are times of particularly high congestion and several drivers identified this as a period to avoid if possible.

**Table3: Average number of coaches per hour**

	TIME	Average No. of Coaches Per Hour (any given day)	Average No. of Coaches Per Hour (Week Days)	Average No. of Coaches Per Hour (Weekend)
1	7h30 to 8 am	0.6	0.5	0.9
2	8 to 9 am	3.6	3.3	4.3
3	9 to 10 am	6.4	6.3	6.5
4	10 to 11 am	5.8	6.1	5.0
5	11 to 12 am	2.5	2.0	3.8
6	12 to 1 pm	3.0	2.6	4.0
7	1 to 2 pm	3.4	2.9	4.6
8	2 to 3 pm	4.0	3.7	4.9
9	3 to 4 pm	5.0	4.6	6.1
10	4 to 5 pm	4.9	5.0	4.8
11	5 to 6 pm	3.5	3.3	4.0
12	6 to 7 pm	2.6	2.7	2.6
13	7 to 7.30 pm	0.6	0.6	0.6
Mean (excl. 1 and 13)		4.1	3.8	4.6

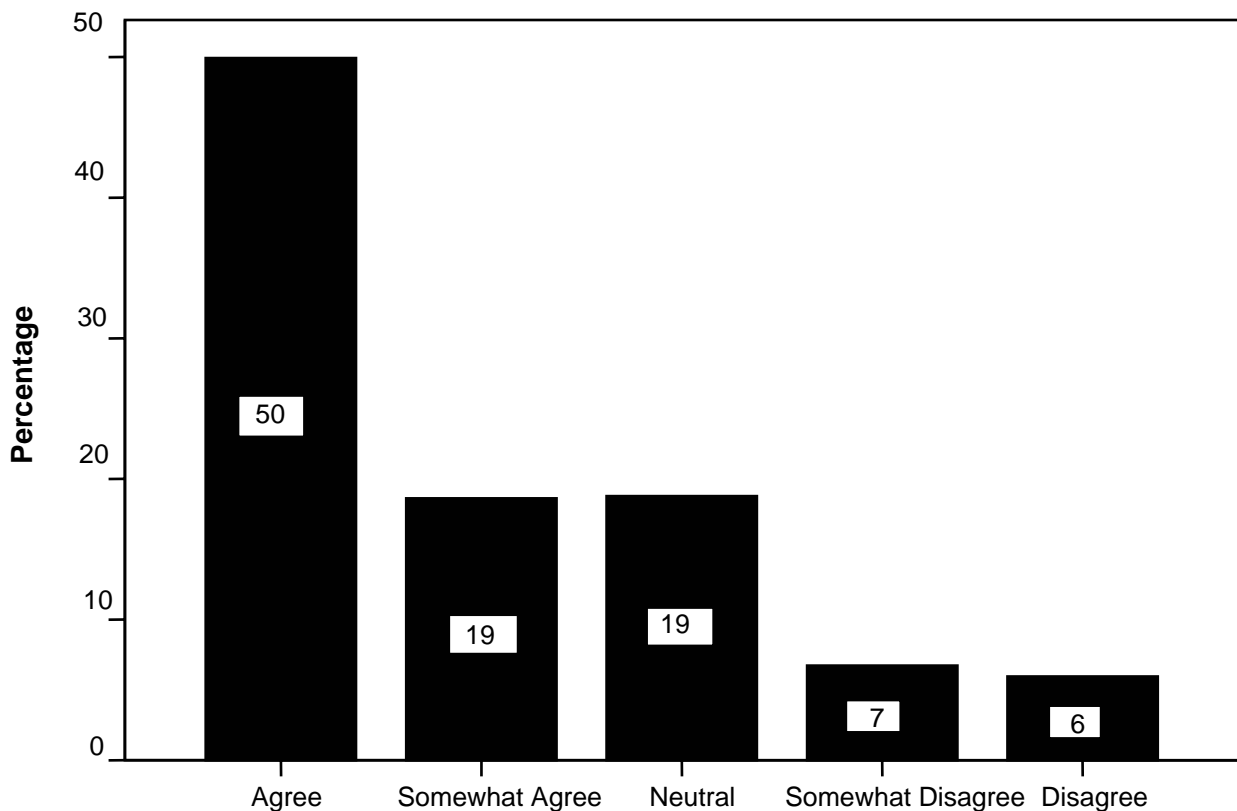
There are also peaks in visitation between 9am and 11am, and between 3pm and 5pm throughout the week.

The average number of coaches arriving at the summit per hour at any given time of day is just over 4 (8.00am - 7.00pm mean).

Previous research has already highlighted problems associated with periods of intense congestion ( 'Maungawhau: a Study of Visitor Use and Attitudes' see [www.tri.org.nz](http://www.tri.org.nz)) It is not uncommon for 8 or more buses to be on the summit at any one time, and sometimes the number stretch into double figures, with a high of 14 being recorded one day.

When asked to respond to the statement: "Crowding of buses and cars on the summit is often a problem." half of all drivers the drivers surveyed indicated 'agree', with a further 19% saying they 'somewhat agree' (Figure 10).

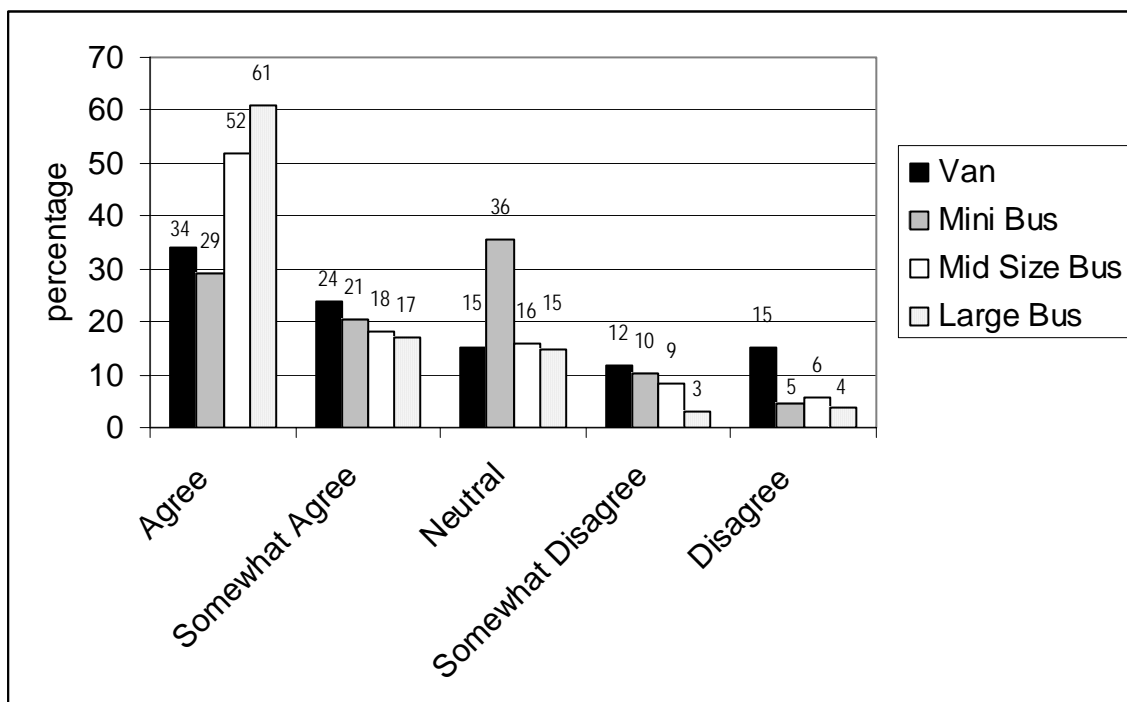
Figure 10: Perceptions of Crowding at Summit (N=640)



This question generated some interesting comments from drivers ranging from those who *'hate coming up here'*, to those who accept *"It all depends on how drivers manage the situation."* Several drivers suggested solutions to the problem. A full list of comments is included in Appendix 4.

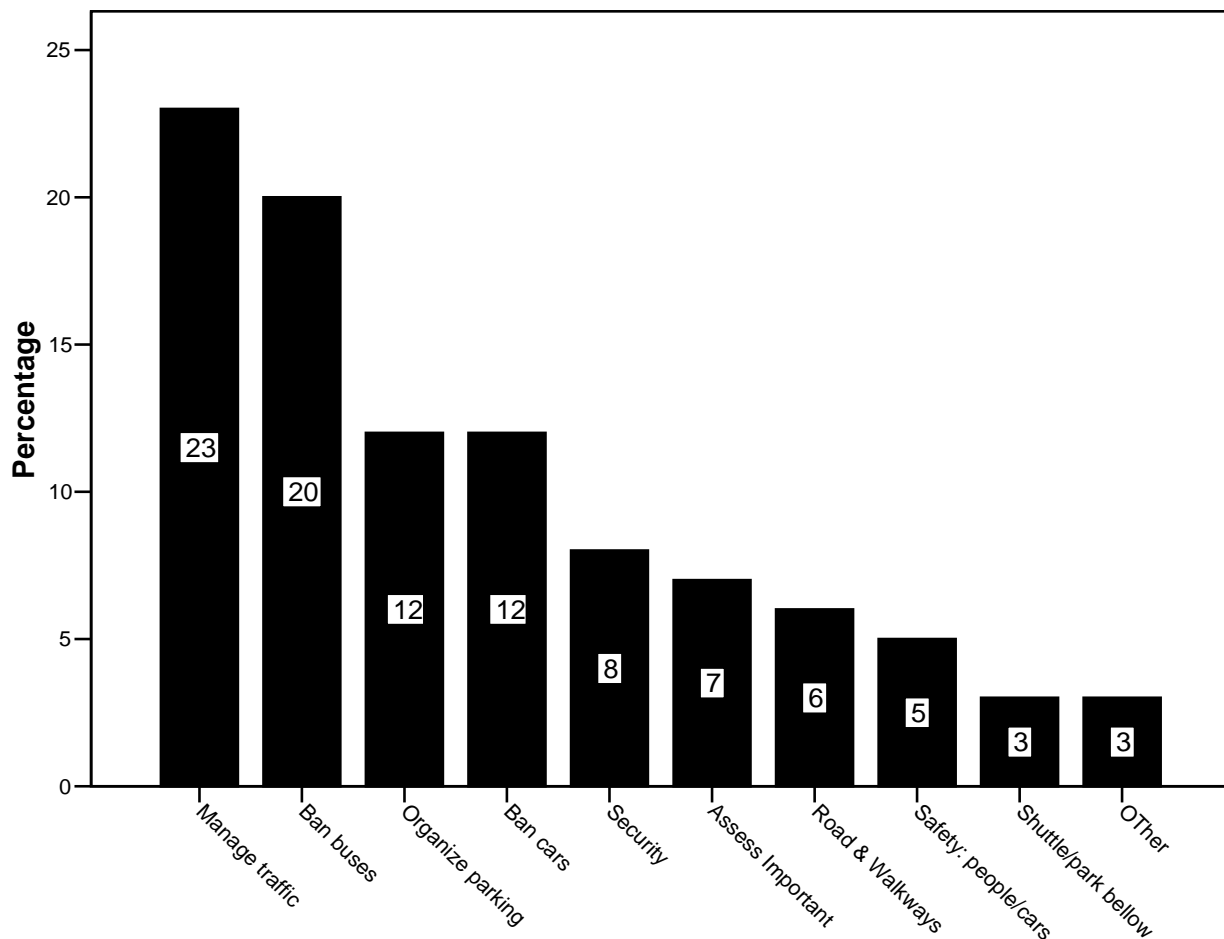
Drivers of large coaches are most likely to feel that there are problems of crowding (61%) on the summit, with the drivers of mid-sized coaches not far behind (Figure 11). Mini size coach drivers are more likely have a 'neutral' stance on the issue of crowding, while van drivers are the most likely to 'disagree' with the statement. It is evident that the bigger the size of the coach the greater the likelihood that drivers will perceive problems of congestion.

Figure 11: Response to Question: "Crowding of buses and cars on the summit is often a problem."



A total of 290 drivers made additional comments on the survey form. The range of comments was analysed in order to find common themes (Figure 12). The 4 comments made most frequently related to traffic and parking issues, the fifth relates to the important issue of security on the mountain.

Figure 12: Key comments given by drivers (N= 290)



Comments classified in the 'Manage traffic' grouping emphasized: the inconvenience of cars parking in the turning bay, the fact that timing is a big factor in crowding (whether this be time of day, time of week, or summertime/holiday weekends), and suggestions for measures that could improve the situation. Some of the comments made include:

*"Traffic problem - sometimes, not always. Maybe bus only allowed at summit car park. Car park elsewhere."*

*"Hate coming up - Sunday worst - and holidays. Sundays 2-5pm all buses arrive from Waitomo before going to the hotel, and combine with many more cars."*

*"Stop coaches perhaps just weekends."*

*"On Sunday 14 coaches - really dangerous!! Useless!!"*

The theme 'Organise Parking' refers to comments regarding the reorganisation of summit parking such as splitting the parking with the coaches on the southern side and cars on the northern side of the carpark, having more coach parks adjacent to the turning area, or having a drop-off only policy.

*"Bus turnaround at top good, should have bus only parking on left going down - buses move forward 1 space each time a group leaves. Check out Waitomo Caves - excellent system."*

*"Should perhaps have a specific time for the public and separate for coaches everyday."*

Comments generally indicate that the mixing of buses and cars causes many of the concerns, and that the worst problems occur on long summer holiday weekends when more cars are added to the mix.

*"Mt Eden should be buses only, cars have many other volcanoes they can use!"*

Traffic issues are also a problem on the access road. The narrow route does not lend itself to coach and pedestrian/cycle traffic mixing. Several incidents of 'road rage' were reported. Walkways either along the road or elsewhere were suggested as ways to reduce the danger here and several people commented that the temporary fence on the side of the road should be removed to aid pedestrians in avoiding traffic.

*"On a few occasions I've come very close to hitting/running over children on bikes. Although I'm going 2km/hr still the road is not wide enough. Ban the vehicles or build a boardwalk."*

*"Always a problem. No organisation. No coach parking. Fence on road ridiculous - makes it dangerous for pedestrians."*

*"Access by foot/pushbike only - too congested at times. See 'mountain rage' amongst drivers. Ban large vehicles at the very least".*

'Security' is also a growing problem for drivers and tourists on the summit, with reports of robberies, break-ins of coaches and harassment of tourists not uncommon. It was even mentioned by one Chinese driver that some of his passengers had mentioned a Chinese language website that warns visitors about Mt Eden as being dangerous.

*"Theft is the worst thing - they operate in 2's - 1 distracts the driver while the other gets in."*

*"Religious cult people often harass passengers of tours while giving out literature."*

*"Witnessed camera snatch on 1 Dec, Caucasian Swiss or South African. Chinese Tourists extremely upset."*

*"Why not put in a guy with a white coat and a small office to control traffic. Young people come up to smoke dope and swear at tourists. It is not the buses that cause the problem, its cars: they park anywhere, some spend up to 1 hour parked there some having picnics, so some policing would solve the problem"*

The notion of banning the busses was a surprisingly common refrain from those that added comments to the survey form. In most cases these comments included a suggested solution (not always practical) to enable tourists to still get to the top of the mountain.

*"Ban coaches. Guide: utilise a shuttle service (mini electric bus). Have it run constantly for everyone, \$1-2 charge to use service. Plus build a track for pedestrians etc that is suitable for Mum's with buggy."*

*"Ban buses, the passengers should walk up."*

It is important to note that a number of drivers mentioned that maintaining access to Maungawhau was important for the viability of the coach companies and the Auckland tourism industry. Sky Tower was mentioned as an alternative, although the related cost was noted as prohibitive and several drivers also pointed to problems of congestion around the tower itself.

*"Visitors by coach do appreciate the views and history at Mount Eden. The slight inconvenience to coaches and motorists is small compared to the sights that can be seen. Keep open for everybody."*

*"There is some congestion but a lot of consideration shown by vehicles to one another. Good view. Can't afford to lose here."*

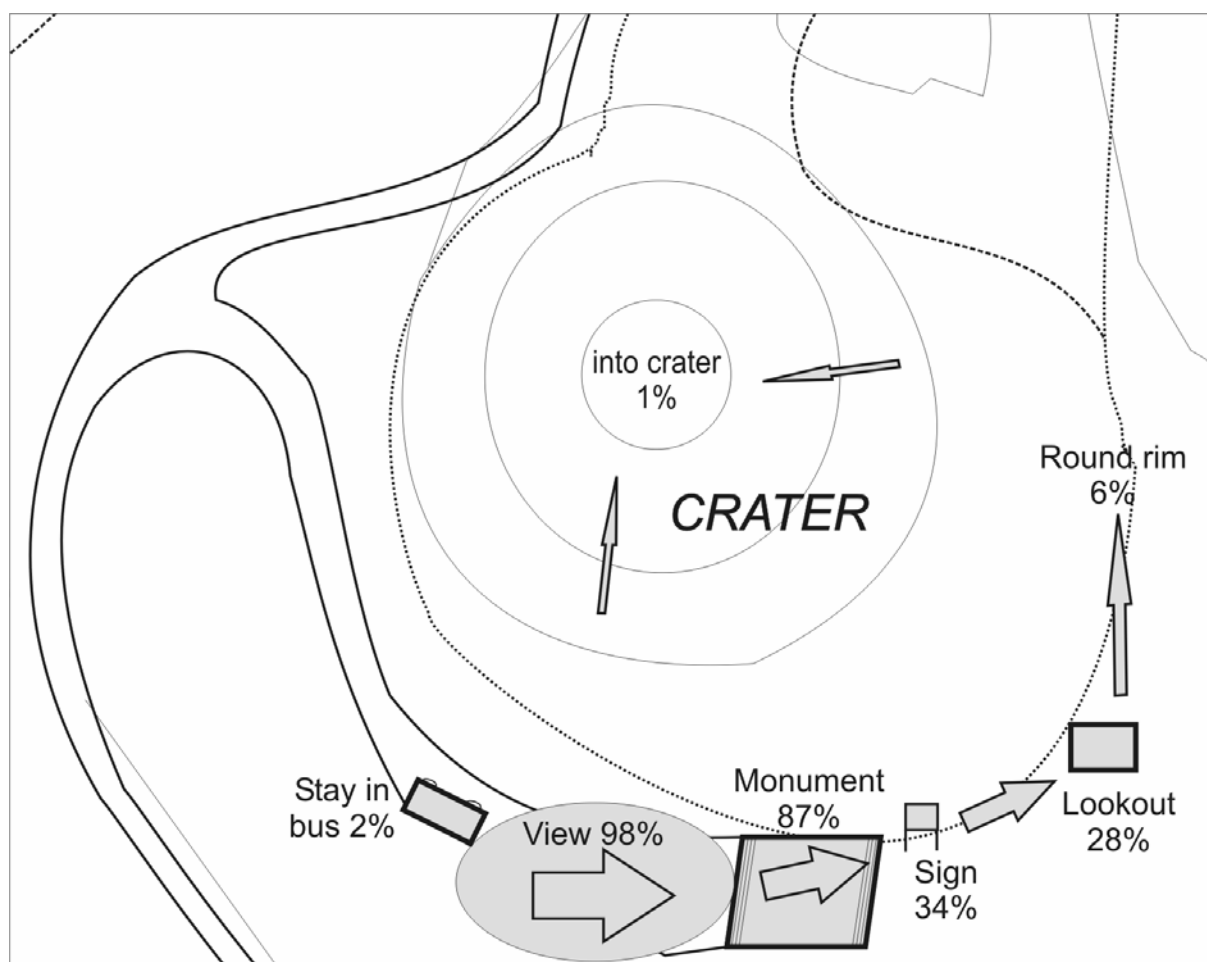
*"Would be a sad day if they stop coaches. Been doing this 11 years and this is the only place in Auckland to see Auckland."*

## Passenger Movements:

The flow of passengers during their time at the summit was observed. Movements were recorded as people progressed to various points around the summit

The average percentage of coach passengers that progress to each of these points is presented in Figure 13.

Figure 13: Observed coach passenger flows, Maungawhau summit area



As three quarters of coaches spend less than 20 minutes at the summit, including the loading and unloading of passengers, it is not surprising that most passengers remain around the monument and only a quarter go as far as the lookout. The 2% of passengers that did not leave their coach were recorded on days when the weather was particularly inclement. Fewer than 1% of coach visitors enter the crater. These coach tourist flow estimates closely resemble the general visitor flows highlighted in an earlier Auckland City Council funded report: 'Maungawhau: A Study of Visitor Use and Attitudes 2001' (for a copy see [www.tri.org.nz](http://www.tri.org.nz)).

## Conclusions:

This report has highlighted a number of key issues relating to coach traffic to the summit of Maungawhau. Coach based tourists are a very important part of the overall mix of visitors to the summit and the mountain continues to be an integral part of the Auckland experience provided by many tour companies.

The sheer number of coaches visiting the summit, combined with other vehicles and pedestrian traffic, is creating considerable congestion pressures.

Drivers of larger coaches feel quite strongly that crowding issues are intense and that public safety is at risk. The problem has reached a stage where several drivers are asking for a ban on vehicular traffic, or are requesting fairly radical traffic management solutions (such as restricting vehicle flows at certain times)

It is important to note that the issues raised here are normally complemented by suggestions on how things might be improved. There appears to be a strong will on the part of this particular stakeholder group to effect change.

There is a clear concern that delays in improving the management of traffic and visitors flows to the summit of Maungawhau will not only reduce the visitor experience (for both tourists and locals alike) but will also lead to an increasing incidence of accidents and public danger.

Another pressing concern appears to be the security issue on the summit. Problems of theft and visitor harassment seem to be growing - which has impacts on both visitors and drivers, as one experienced operator noted:

*Security of people and area poor, even locked coaches get broken into which means driver/guide not able to accompany passengers outside to point out features of interest.*

It appears that the time is now right for different stakeholder groups (local community, government, tourism industry, Maori) to address the important issue of traffic management on Maungawhau. While different interest groups will undoubtedly have varying opinions on what solutions should be adopted, it is clear that some common ground must be found if this important feature of the Auckland landscape is to be managed effectively for both residents and tourists.



# Appendix One: Survey form

## **SURVEY of COACHES TO MAUNGAWHAU**

You are invited to participate in this anonymous survey about coach patterns on Mt Eden conducted by the NZ Tourism Research Institute at Auckland University of Technology for Tourism Auckland and the Bus & Coach Assn. Participation is voluntary. It will take you about 2 minutes to complete.

Date: \_\_\_\_\_ Researcher: \_\_\_\_\_

Sunny    Cloudy    Wet    Windy

**Coach Company:** \_\_\_\_\_

**Tour Co / Group:** \_\_\_\_\_

**# Passengers:** \_\_\_\_\_

**Passengers from?** \_\_\_\_\_

**On a Tour? # days?** \_\_\_\_ **what day of the tour?** \_\_\_\_

**Overnight in Auckland?** YES / NO

**Mt Eden part of Auckland sights tour?** YES / NO

**Length of time at summit:** \_\_\_\_\_

**TARE:** \_\_\_\_\_ **Reg #:** \_\_\_\_\_

**Size of Coach:**    Van    Mini    Mid    Large

**What info do you give passengers about Mt Eden?**

(tick as many as applicable)

- Maori history/culture    European history  
 Volcanic history    Natural features  
 Safety    Auckland landmarks  
 Other: \_\_\_\_\_

**Crowding of buses & cars on the summit is often a problem:**

Agree =1   2   3   4   5= Disagree

**Other comments?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_ (turn over for more comment space)

**Arrive time:** \_\_\_\_\_ **Leave Time:** \_\_\_\_\_

\*Results of this research will be available on [www.tri.org.nz](http://www.tri.org.nz). Any concerns regarding the nature of the project should be notified in the first instance to Vanessa Clark ph 917 9999 x 8890. Concerns regarding the conduct of the research should be notified to Madeline Banda, Executive Secretary, AUTEK, Madeline. Banda@aut.ac.nz, ph:917 9999 ext.8044. Approved by the Auckland University of Technology Ethics Committee on (insert date); AUTEK reference number 04/231

## Appendix Two: List of Coach Companies

A & J Travel	Guthreys	Scenic
A China	GV	Seafa Tours
AA2 International Ltd	Hallmark	Sheppherd Touring
Abbots	Hallmark Limousines	Smile Tour Coach
ABC Tours	Hami Son	Southern World
Agroport Shuttles	Hans	SSK
AGS	Happy Holiday	SSS Coachline
Airport Shuttles	Hayward Coachlines	Stagecoach
Allways Pacific	Hino	Stray Travel
Arcadia Transport	HKD	Sun Knight Travel Co
Asia Pacific	Howick & Eastern	Sunway Tours
ASKA	Hudson Owen	Swasbrook
Auckland Explorer	International Travel Service Ltd	Tauck World Discovery
Auckland Guiding Service	J Mates	TK Tours
Australian Pacific Touring	JA Pauls	Tomas Linn
AVA Travel Ltd	Jax Travel NZ Ltd	Transit NZ Pacific Tourism
Barribals	JCL	Vision Limosines
Bayes Coachlines Ltd	Jim Tours Ltd	Voyager Coachlines
Bizworld	Johnstons	Wilderness Experience
Blue Star Travel Ltd	Joseph	Wise Coach
Blue Worth	JTB NZ Ltd	World Way Travel Ltd
Bons Tours Epsom	JV's	Worldaway Travel Ltd
Brougham	Kings Coachlines	WRC
C China Group	Kiwi Experience	Wy Holdings Ltd
Civilian	M Painter Auckland Bus Co	
CJ Coachline	Magic Travellers Network	
Clarks	Mahi Thai	
Claudis Tour	Mathew Co	
Coach NZ Ltd	Maui	
Coachplace	Murphy	
Coachways NZ Ltd	Mydo Ltd	
Coasters	New World	
Cooperative Shuttles	North Harbour Coaches	
Cross Country Rentals	NRC Coachlines	
Custom Transfers	NZ Luxury Travel Tours	
Denning	O Soh	
Drive-rite	Oceania Coachlines	
Duffy	On the Road Tours	
El Shaddai Travel	Ora Tours Ltd	
Elite Tour Connections	Over the Moon Bus Charters	
Ever Bright Travel Auckland	P Fairgray	
Excel Tours	Pacific Cycle Tours	
Fei Lin Tours	Pacific Eagle Holdings	
Freedom Coachlines Ltd	Pacific Tourways	
Galaxy Pacific	Parakai	
Globus	Passenger Transport	
Goldline touring	Pavlovich Tours	
Grand Pacific Tours	Prestige Land	
Grayline	Rainbow	
Great Sight	Red Apple Tour Ltd	
Greenline Motors	Reesby's NZ	
Greg Paul Coaches Ltd	Ricoh Co	
Gubbs	Ritchies	

## Appendix Three: List of Tour Companies

A China	Jalpak	Pacific Tourways
AA Group NZ	Japan Bureau	Pacific Delight
AAT Kings	Jet Air World Travel	Palm Tours
Abercrombie & Kent	Journeys of Distinction	Pan Pacific
All Ways Pacific	JPT Tours	Peace Boat Crew
ANZ Holiday	JS Tours	Phoenix
ANZ Nature Tours	JTB Tours	Premier Vacations
ANZ Tours	Jum Tours	Princess Cruises
AOT	Key World	Queens
Apollo	Keystone	Refugee Group
ATS Pacific	Keyworld Redcap	Saga
ATT	KIE	Sail Connections
Australian Pacific Touring	Kinetsu International	School - Kelston Boys High
Biz World	Kings	School - Glenfield Intermediate
Blue NZ	Kiwi Experience	School - Gulf Harbour School
Blue Pacific Tours	Kiwi Kulture tours	Seaegers Ltd
Boris Tours	Kiwi Tours	Segusa
BPG Groups	Koralia Dream Tour	Serious Fun
Brendan Holidays	Korean	Sierra Club
Bush & Beach	Korean NCM	Southern Travel Net
C & E Tours	Kuang Yang Holdings	Southern World
Crاند Circle Travel	Lee Travel	Special Olympics Auckland
Chinese Embassy	Leisure Time Tours	Southern Travel Net
Cruise ships	M.R.	Stray Travel
Crystal Lite Tours	Mitos	Student Travel Bureau
CTS	Mongolia Livestock Training Program	Studio
Delux Tour	MS Colmbus 2401	Studiosi
Dolphin Tours	Mydo NZ Ltd	Swadi
Domestic Own Tour Series	Narko Kastelan	T.N.N
Evergreen Tours	NCM Tours	Taiwan Tour Group
Farm House Tour Group	New Caledonian Church Group	Tama
Galaxy Pacific	New Zealand Luxury Travel	TAT
General travel	Newmans Holiday	Tauck World Discovery
Go Bus	Nippon Travel Agency	The Tour Company
Goway	Nodomura High School, Japan	Titan
Greenworld	NTB travel	Tourvis
Gulliver Travel	NZ Asia Travel Ltd	Trafalger
Hana Travels - NCM tour	NZ Korea	Travel Time
Happy Holiday	NZ Nature Tours Ltd	Travelsphere
HKD Tours	NZK	United
Holiday	Odyssey Tours	VIC
Honew Tours	Olympia	Wiederman travel Ltd
Hong Kong Chinese P & O	OTS	Wilderness Experience
Hong Tai	Pacific Cycle Tours	Winchester Tradewinds
ID Tours	Pacific Delight	Winchester Travel
IM's Tour	Pacific Destinations	World Way Travel Ltd
Intercontinental Tours	Pacific Holidays	Xi Jiang Business Tour
J.P.T	Pacific Tour	Yes Travel
		YTC

## Appendix Four: Comments made by drivers

Concerns over manoeuvring on summit (cars and people). Safe parking. Also runners up and down road
2 days ago someone got robbed.
Access by foot/pushbike only - too congested at times. See 'mountain rage' amongst drivers. Some visitors/guides do not understand the significance of this landmark and subsequently treat it just as a 'viewpoint'. Ban large vehicles at the very least.
Always a problem. No organisation. No coach parking. Fence on road ridiculous - makes it dangerous for pedestrians
As good as Mount Eden is, please can you ban us - buses - from coming up here as it is too dangerous
Ask security to come for safety - robbery problems
bad security
Ban bus coming up Mt Eden
Ban bus to the summit on weekends
Ban buses
Ban buses - big problem on weekends
Ban buses, don't let buses park at the summit. Close all. Let people walk up, charge buses to come up
Ban buses, the passengers should walk up. Most buses spend time up here waiting for their turn at the shops (specified time to go to shops)
Ban buses. This is only hill buses can use
Ban buses: the tour companies want to come up here because it's free, but bus drivers hate coming up here. But if banned not much to tour in Auckland: Basically Bastion Pt & Mt Eden, Sky Tower too expensive
Ban cars, they have the option of one tree hill, tour coaches do not!
Ban Cars.
Ban coaches coming up
Ban coaches. Guide: utilise a shuttle service (mini electric bus). Have it run constantly for everyone, \$1-2 charge to use service. Plus build a track for pedestrians etc that is suitable for Mum's with buggy.
Ban the buses, hate coming up here
ban the buses, too crowded
Ban tour coaches
Believe the best solution is to ban coaches coming up here
Build bus parking spaces, communication guy, road too narrow, not build for cars
Bus drivers his friends so no problem
Bus parking one side and end turning bay, cars on the other side. Light system at entry point
Bus turnaround at top good, should have bus only parking on left going down - buses move forward 1 space each time a group leaves. Check out Waitomo Caves - excellent system
Buses no problem, cars the problem
Buses on one side, cars on the other
Buses should be prohibited or bus shuttles used
Buses should use another vantage point for sight seeing e.g. Sky Tower but tours like here because it is free. Need someone to direct the bus danger for children, not a safe place for family.
Cancel the coaches
Cannot stop buses from coming up here. If they do people wont stop in Auckland
cars on turnaround will not move to allow momentum of coaches, it is the cars and people who are causing problems by blocking turning space
Cars or coaches
Cars parking in turning bay a problem. Expect to get people up here
Cars should be limited or try using public transport if possible. Time limited should be 10 minutes
cars should park at car park and they should come up by shuttle
Certain times the day. It would be a shame to ban coaches as Mt Eden is a magnificent viewpoint.
Close to coaches and cars

Coach parking for upper area. Change direction of private vehicles to face down rather than up to expedite departure.
Coach parking needs to be re-organised
Coaches allow more people to view, occupy less space per person. Widen fist narrow wall coming up. Separate pedestrians from vehicles on road
Coaches are getting lower, speed bumps are getting higher??
Coaches should not be allowed here
Coaches stay downhill, charge for parking
Come before the rush!
Crowding not so bad in mornings but gets a lot worse in afternoons
Definite issue. If its really crowded only schedule 10 mins
Depends on the day, some control on busy days needed.
Did not stop
Did not stop
Does get very crowded but not many other sights for appreciation of city area
Enjoy turning bay at end for buses and mini-vans
Every tour that comes goes down into the crater, needs to be stopped (he comes every day)
Expand the parking space for big buses
Extend the parking space - small cars park down. Only buses park up here.
Falun Dala people often harass passengers of tours while giving out literature
Falun Dala people are a hassle
Falungong people give brochure here - bother customers
Go to Eden Gardens, put light cable car there to carry passengers up. Fix the road up
Good place to come, wouldn't like to see it stopped. Develop some more parking, road too narrow coming up
Great sight
Get rid of Chinese "Tour" operators
Had enough, should stop buses coming up here or ban cars. No cars between 8-10am so buses can come up before the museum opens at 10am.
Half car parking & half bus parking, or create drop off space and park next to the restaurant.
Hard to turn too many cars and buses
Hate coming here, would prefer not to come
Hate coming up - Sunday worst - and holidays. Can't turn. Quicker get off the better. Small buses a waste of time. Sundays 2-5pm all buses arrive from Waitomo before going to the hotel, and combine with many more cars. Driver doesn't want to sound negative. Should try to get people to go to Sky Tower. Michael Savage good but getting crowded. Call Police up often. Don't mind parking at Langtons. Need more bus parking in Auckland City.
Hate coming up here - always a problem of some sort
Hope the council is banning buses from coming up here
I can't say agree, otherwise will ban buses
I don't want to come up here with my coach
I personally would not like to see coaches stopped form coming up
I think coaches could be charged to come up Mt Eden & coaches could be restricted on Sat & Sun afternoons
If buses banned from coming up Mt Eden the company will end. Important
If buses cancelled this tour would be cancelled. (Scenic highlights )No bus parking space
If closed to come up here, tour agents won't stay in Auckland. Car parking. Just open for coaches to park from 3pm - 6pm
If come up and its crowded tell guide just a quick stop so they can go quickly. Theft is the worst thing - they operate in 2's 1 distracts the driver while the other gets in.
In general quite happy, could be more organised with cars parking one side, buses parking the other side
It all depends on how drivers manage the situation
It happens during busy time especially summertime
I've seen tour companies letting people go down the crater - this needs to be addressed.
keep cars off the summit
Large vehicles incompatible now with other users on volcano cone
Large vehicles unsuitable due to increased walkers, bikers and cars
Local guys don't give right of way coming uphill
Lot of cars parking in the bus turn

mainly weekend overcrowding at summit - cars plus buses
Make designated bus parks
Make public walk up. Only coaches allowed to drive up
Maori history very important
Maori sacred land
Maybe ban buses on weekends
Maybe have radio control bottom and top
More parking, time limit
More security as people steal from cars and buses up here
More stress here than any other part of the country. Buses should come - bring more people than cars
Most drivers hate coming up the mountain because of the traffic
Mt Eden is a top sight location in Auckland
Mt Eden needs to be available for coaches and tourists for both cars and buses.
Mt Eden should be buses only, cars have many other volcanoes they can use
Nearly every time I bring tourists here it is very difficult to manoeuvre the coach around
Need bus parking
need bus parks
Need toilet facilities
Never had a problem in 15 years. A lot of campervans here overnight. Drivers sort it out between themselves
No bus parking. One side should be set aside or close mountain access
No cars, park at the bottom.
No commercial use
No problem
Nobody stays for too long
Not bad at this time
Not enough room for coaches and cars
Not enough room for turning. Japanese don't come here - go to gift shops.
Not if you arrive early enough
Not safe, Robbed
Number of coach drivers he has spoken to have had people throwing eggs at the coaches
Odd times congested but not too bad from my view
On a few occasions I've come very close to hitting/running over children on bikes. Although I'm going 2km/hr still the road is not wide enough. Ban the vehicles or build a boardwalk.
On Sunday 14 coaches - really dangerous!! Useless!!
One side buses, one side car parking
Only allow buses or only allow cars, or one side cars one side buses
Particularly a fine Sunday
Particularly weekends - better policing
People drinking - making comments, sometimes
Perhaps there should be tourists local/overseas only by bus
Please do something urgent
Please give your staff a pay rise
Police should be here more often
Possibly use flat area on other side of the crater for coaches
Problem for coaches and the public - be a shame to cut out of tour - gets a great reaction from passengers. Risk of theft increasing. Road hassle for long coaches. Sky City Parking just as congested. Only Michael Joseph Savage & Tamaki drive other places to go but traffic bad on nice days too.
Public Holidays especially
Public holidays worst for traffic & tours still operating
Quicker close down the better
Reduce the number of buses
Remove all coaches form summit
Restrict the cars
Safety - burglars
Seasonal crowding in summertime. Would be a sad day of stopped coaches. Been doing this 11 years and this is the only place in Auckland to see Auckland. Sat 22/1 on 97.4FM DJ

commented about buses going up Mt Eden asking why they go up - does the driver point out hi house?
Security is very bad here especially for Chinese visitors
Security of people and area poor, even locked coaches get broken into which means driver/guide not able to accompany passengers outside to point out features of interest.
Short trip
Should ban all buses/cars up here
Should ban large vehicles
Should be closed to commercial operators
Should perhaps have a specific time for the public and separate for coaches everyday
Should stop driving up
Shut down to buses
Shuttle service for cars
Sometimes but get by
Sometimes the crowding extreme- not enough safety & security - people robbed, perverts
Sooner buses and coaches are banned the better. Not compatible with pedestrians & cyclists
Sat & Sun afternoon biggest problem
Stop all buses - one or other but not both
Stop all buses!
Stop all coaches from coming up Mt Eden or make a curfew on coaches.
Stop buses and coaches
stop cars from coming up, this is a small bus
Stop coaches coming up
Stop coaches having access to summit
Stop coaches perhaps just weekends. Tours would go up Sky City Tower
Stop the buses coming up here, had up to 18 coaches at once - impossible to turn around!
Stop the buses in the summer
Stop the coaches coming up. Put more parking downtown
Suggest making summit for buses only.
Summit toilet
Sunday - no Coaches on Mt Eden
Take public up in mini coaches. Retain tourist access in coaches
The driver is the guide as well. No chance to approach her
The sooner coaches are banned from the summit the better. Serious as a driver it is a problem that we have to come - too busy, too crowded, causes a problem for cars. It would be better to ban coaches from summit and use Sky Tower. Also it would be good if top parking space on left became part of bus turning area as it is a bit tight for a big coach.
The sooner they ban coaches from the summit, the better. It is too difficult.
There is some congestion but a lot of consideration shown by vehicles to one another. Good view. Can't afford to lose here.
Time limit on cars, leave coaches alone - they will be here for only 10-15 mins
Too crowded
Too many private vehicles
Tourists love it, drivers hate it because of insults from car drivers.
Traffic problem - sometimes, not always. Maybe bus only allowed at summit car park. Car park elsewhere
Turning circle kept clear so big buses can turn easier
Unauthorised parking of cars on bus drop off zone, other than that everything else ok.
Very bad problem, worse in last 3-4 years. Sooner stop either buses or cars the better. It's chaotic. Been talking about it for ages but only talk.
Very dangerous for pedestrians especially when trying to turn and when busy as no room to park coaches
Very hard to find parking for big coaches
Visit twice a day, 5 days a week. Sat & Sun crowded if weather is good.
Visitors by coach do appreciate the views and history at Mount Eden. The slight inconvenience to coaches and motorists is small compared to the sights that can be seen . Keep open for everybody
was apparently pulled up by Police by not having license
We shouldn't be here
We shouldn't come here. Ban buses

Weekend coaches should not be on mountain
Weekends are a problem
Weekends only, coaches no problem, cars are the problem
Weekends worst, can't turn, impossible, cars crowding
Why not put in a guy with a white coat and a small office to control traffic. Young people come up to smoke dope and swear at tourists. It is not the buses that cause the problem, its cars: they park anywhere, some spend up to 1 hour parked there some having picnics, so some policing would solve the problem
Wish we didn't have to come up here
Witnessed camera snatch on 1 Dec, Caucasian Swiss or South African. Chinese Tourists extremely upset. On holiday can't move. Tour groups don't come because of the traffic