

## **Questionnaire: Business travel on the trans-Tasman**

### *Preferred Routes*

1. Of the nine major trans-Tasman routes (BNE, SYD, MEL – AKL, WLG, CHC) which routes do your business clients travel most often? A: SYD – AKL, MEL – AKL.
2. How long is their average stay? A: 2/3 nights.

### *Preferred travel times*

3. What time of day do your business clients prefer to travel from Australia to New Zealand and from New Zealand to Australia (eg in peak morning or evening periods or other)?  
A: Late Afternoon/Early evening going over and Evening flight returning.
4. What percentage of your business clients are likely to prefer flights in the middle of the day (for example the proposed schedule will add daily flights on the SYD-AKL route at 1200 and 1330)? How would this compare to those passengers that prefer to travel at peak morning and evening periods? A: Only about 20/30 % prefer middle of the day, in either direction.
5. On the MEL-AKL route flights have been removed in the middle of the day at 1200 and 1315 and replaced with flights at 1500, are your clients likely to prefer the proposed changes? A: Yes.
6. What percentage of your business clients are likely to prefer flights in the late evening (for example the proposed schedule will add flights on the SYD-AKL route at 1900 and 2030)?  
A: These could be quite popular, however would make for a late arrival into AKL. This time for a return flight from AKL – SYD, would be popular.
7. Would a reduction in capacity for peak morning flights affect your clients (for example on the 0700 SYD-AKL flights capacity will be reduced by approximately 1300 seats per week)?  
A: No, should be fine.
8. Would a reduction in capacity for peak evening flights affect your clients?  
A: Yes, this is a popular time to fly.

### *Preferred fare type*

9. Typically, what percentage of your clients would purchase a fully flexible fare?  
A: 50%. A flexible return is more popular.
10. Typically, what percentage of your clients would purchase a heavily discounted fare (ie with restrictions imposed)? A: 50%.

*Flight availability*

11. How often would your clients be unable to secure their preferred flight (whether flight time or with a particular airline) on the trans-Tasman? A: Not often.
12. In relation to question 8, on which trans-Tasman routes does this occur? Does this occur at particular times? How often might this occur? A: SYD – AKL mostly.

*Brand Loyalty*

13. What percentage of your clients have a strong preference to fly only Qantas or only Air New Zealand? A: The majority prefer QF, because of FF membership.
14. What percentage of your clients' employees are members of a Qantas Frequent Flyer programme? A: 80%.
15. What percentage of your clients employees are members of the Qantas Club? A: 50%
16. What percentage of your clients' employees are members of the Air New Zealand Airpoints program? A: 20/30%.
17. What percentage of your clients employees are members of Air New Zealand's Koru Club? A: 10%
18. What percentage of your clients have frequent flyer or other memberships with both Air New Zealand and Qantas? A: 20%
19. Does membership of these programmes influence which carrier your clients prefer to fly? A: Yes.
20. In your view, will are your clients likely to prefer Qantas over Air New Zealand or vice versa if they are able to earn frequent flyer points on either airline as proposed under the TNA? A: Yes, QF.
21. Are they any general comments you would care to make in relation to the proposed Indicative Schedule?

*Table 1. Comparative Schedule*

<b>Route</b>	<b>NS05 Schedule</b>	<b>Indicative Schedule</b>
AKL-SYD	0605: QF (daily) 0700: NZ (daily) 0900: QF (daily) 0900: NZ (daily) 1300: NZ (daily) 1325: QF (daily) 1530: NZ (daily)	0630: QF (daily) 0800: NZ (daily) 0930 NZ (daily) 1315: QF (daily) 1530: QF (daily) 1630: QF (daily) 1800: NZ (daily)

	1540: QF (daily) 1730: NZ (6 pw) 1805: QF (daily)	1945: QF (daily)
SYD-AKL	0700: NZ (6pw) 0715: QF (daily) 0915: QF (daily) 0930: NZ (daily) 1130: NZ (daily) 1140: QF (daily) 1540: NZ (daily) 1620: QF (daily) 1800: NZ (daily) 1830: QF (daily)	0700: QF (daily) 0915: QF (daily) 1130: NZ (daily) 1200: NZ (daily) 1330: QF (daily) 1815: QF (daily) 1900: QF (daily) 2030: NZ (daily)
AKL-MEL	0615: QF (daily) 0630: NZ (3pw) 0830: NZ (daily) 1530: NZ (daily) 1615: QF (daily)	0600: NZ (6 pw) 0700: QF (daily) 1200: NZ (daily) 1600: NZ (daily)
MEL-AKL	0925: QF (daily) 0930: NZ (3pw) 1200: NZ (6pw) 1315: NZ (1pw) 1830: NZ (daily) 1925: QF (daily)	0845: NZ (6pw) 1055: QF (daily) 1500: NZ (daily) 1845: (NZ (daily)
WLG-SYD	0600: QF (daily) 0640: NZ (daily) 1540: NZ (daily) 1550: QF (daily)	0650: NZ (daily) 1310: QF (daily) 1530: QF (daily) 1700: NZ (2 pw)
SYD-WLG	0915: QF (daily) 0940: NZ (6pw) 1815: NZ (daily) 1830: QF (daily)	0700: QF (daily) 0930: NZ (daily) 1805: QF (daily) 1830: NZ (2 pw)
WLG-MEL	0600: NZ (daily) 0610: QF (3pw) 1525: QF (4pw)	0600: QF (daily) 1530: QF (6pw)
MEL-WLG	0910: QF (3pw) 1825: NZ (daily) 1830: QF (4pw)	0900: QF (daily) 1830: QF (6pw)
AKL-BNE	0640: NZ (6pw) 0650: QF (daily) 0730: NZ (1pw) 0930: NZ (6pw) 1130: NZ (1pw) 1600: NZ (daily)	0630: QF (daily) 0930: NZ (daily) 1130: NZ (2pw) 1730: NZ (6pw)
BNE-AKL	0920: NZ (6pw) 1045: NZ (1pw) 11.25: QF (daily) 1240: NZ (6pw) 1430: NZ (1pw) 1850: NZ (daily)	0920: QF (daily) 1240: NZ (daily) 1455: NZ (2pw) 2020: NZ (6pw)

WLG-BNE	0610: QF (1pw) 1515: NZ (6pw) 1540: QF (2pw)	0610: QF (daily) 1530: QF (1pw)
BNE-WLG	0855: NZ (6pw) 0915: QF (1pw) 1830: QF(2pw)	0905: QF (daily) 1825: QF (1pw)
CHC-BNE	0610: NZ (daily) 0615: QF (3pw) 1300: NZ (1pw) 1400: NZ (1pw) 1535: QF (4pw)	0615: JQ (4pw) 0625: NZ (5pw) 1445: JQ (3pw) 1530: NZ (5pw)
BNE-CHC	0900: QF (3pw) 0900: NZ(1pw) 1810: (NZ (6pw) 1830: (QF(4pw)	0845: JQ (4pw) 0905: NZ (5pw) 1715: JQ (3 pw) 1820: NZ (5pw)
CHC-SYD	0550: QF (daily) 0700: NZ (daily) 1435: QF (daily) 1600: NZ (daily) 1820: QF (4pw)	0645: JQ (daily) 0700: NZ (daily) 1435: QF (daily) 1505: JQ (3pw) 1600: NZ (daily)
SYD-CHC	0825: QF (daily) 0950: NZ (daily) 1200: QF (4pw) 1825: NZ (daily) 1900: QF (daily)	0835: QF (daily) 0850: JQ (daily) 0950: NZ (daily) 1710: JQ (3pw) 1825: NZ (5pw) 1930: NZ (2pw)

The table provides the Northern Summer 05 Schedule compared to the Indicative Schedule proposed under the Tasman Networks Agreement.