

18 October 2024

Wilson Harlow
fyi-request-28481-aa4ca9ff@requests.fyi.org.nz

Kia ora Wilson

RE: OFFICIAL INFORMATION REQUEST – RELATING TO DUNEDIN AIRPORT DROP-OFF AND PICK-UP ZONES

I refer to your Official Information Request - Dunedin Airport - Drop-Off and Pick-Up Zones (transferred to Dunedin Airport Ltd from Dunedin City Council) dated 25 September 2025 for the following information:

- **All internal communication and consultation regarding removing the drop-off zone (that has been replaced with planter boxes) at Dunedin Airport. This response should include any reports produced and any recommendations made on the matter - especially about the reasons why the drop-off zone was removed.**

The drop off zone you refer to has not been removed only relocated back to its original location further along the roadway outside the rental car offices. Therefore, we are not able to provide any documentation relating to the removal of the drop-off zone.

We are releasing the documents listed below relating to the relocation of the drop-off zone, these are attached as Appendix 1 - 6:

No.	Date	Title
1	23/12/15	Email_New Drop Off Area
2	24/03/19	Email_Drop Zone Relocation
3	24/09/09	Email_Staff and airport community
6	24/09/16	New Drop Zone Communications Plan
5	24/09/27	Drop-off Zone Relocation FAQs - Final
6	24/09/30	Public Comms

Note: the drop off zone has never been a public pick-up location and therefore there are no documents available relating to this space. The public pick-up zone has always been the Dunedin Airport Carpark.

Ngā mihi nui



Daniel De Bono
Chief Executive

Appendix 1_231215_Email_New Drop Off Area

From: Chris Snow
To: Megan Crawford
Cc: DIAL-Exec
Subject: RE: New Drop Off Area
Date: Friday, 15 December 2023 4:03:20 pm
Attachments:

What do you guys need from me. Just a one pager with costs, requirements, recommendation etc? Or something more detailed.

Chris Snow
MARKETING AND CUSTOMER EXPERIENCE MANAGER

From: Megan Crawford [REDACTED]
Sent: Friday, December 15, 2023 3:46 PM
To: Chris Snow [REDACTED]
Cc: DIAL-Exec [REDACTED]
Subject: Re: New Drop Off Area

Dan/Chris/Nick - this will be in budgeted but I think from a safety perspective important

Sent from my iPhone

Megan Crawford
GM BUSINESS DEVELOPMENT

On 15/12/2023, at 3:16 PM, Chris Snow [REDACTED] wrote:

We spoke about in our meeting this week and I have emailed them an update.

Can you let me know the process to get sign off for body cameras. Potentially a [REDACTED] [REDACTED] spend but I am just trying to establish the difference in cost between two suppliers.

From: Megan Crawford [REDACTED]

Sent: Friday, December 15, 2023 3:12 PM

To: Chris Snow [REDACTED]; DIAL-Exec [REDACTED]

Subject: RE: New Drop Off Area

Thanks Snowy

Please can you have a meeting with CX around this and explain the situation to keep them up to date. Next week will be very busy fo the team and we will see issues in the drop off area. Just to reassure them it will be done.

If you can support [REDACTED] on what ever we need to do in the meantime for traffic management eg cameras, highlighter wand thing!

Thanks

From: Chris Snow [REDACTED]
Sent: Friday, December 15, 2023 9:48 AM
To: DIAL-Exec [REDACTED]
Subject: RE: New Drop Off Area

Hi All,

Just to follow up on the below, [REDACTED] are still preparing information for us therefore it is unrealistic to expect to get this work done before Christmas. Therefore it will get done in the New Year.

I believe they will share some information of where they are at currently with [REDACTED] who will be able to share it with you all just to get any initial comments.

Cheers
Snowy

From: Chris Snow
Sent: Tuesday, December 5, 2023 2:00 PM
To: DIAL-Exec [REDACTED]
Subject: New Drop Off Area

Hi All,

As you are aware we are in the process of moving the drop zone from what was a temporary area back to its original location outside rental cars.

Included in the work is:

1. Relocation of drop zone
2. New road marking as required
3. New signage where appropriate and re-purpose some current signage.
4. [REDACTED]
[REDACTED]
[REDACTED]
6. Movement of planter boxes to access new drop off area and block off old area.

[REDACTED] and I met with a gentleman from [REDACTED] last Thursday who will provide us with a concept/plan with regards to the area and in particular road marking and signage. He has suggested that it should take him 2 weeks to get this work back to us. This takes us to Thursday 14th December.

From there [REDACTED] will engage a contractor to undertake the road marking for us and I will talk to [REDACTED] based out of Invercargill about signage. Standard signage will take 3-5 working days. Custom signage 5 – 10 working days. So at this point we would expect to have most things in place by Friday 22nd December all going well. There may be the odd piece of signage which may take longer to get up.

A Comms Plan has also been developed to communicate to staff,

airport community and the public. We will look to use media, as well as our own social media channels, to get the message out about the new area and reiterating the behaviour we expect from visitors towards our people.

This is a very positive move to try and support the CX Team in their role with traffic management. It is much appreciated being lead by members of the Exec.

I will keep you updated as anything comes up.

Cheers

Snowy

Appendix 2_240319_Email_Drop Zone Relocation

From: Chris Snow
To: DIAL-Exec
Subject: Drop Zone Relocation
Date: Tuesday, 19 March 2024 2:41:21 pm
Attachments: [REDACTED]

Hi All,

[REDACTED]

We have received the plans for the relocation of the drop off area and changes to the northern end of the terminal from [REDACTED]. I have attached the overall report and also the individual areas as an FYI. You may have already seen this yesterday at the Board meeting.

All documents are saved at [REDACTED]
[REDACTED] Happy to relocate if there is a preferred location in the [REDACTED]
[REDACTED]

Let me know any feedback. Hopefully we are at a point where there should only be minor changes.

We will put some timings to the program based on contractor availability for road marking which I will talk to you about [REDACTED]

I am catching up with Mainland Air on Thursday around the changes and we spoke with taxi operators this morning. Shortly I will jump on a Teams call with [REDACTED] from Super Suttle just to give them a heads up and will do the same with Uber later in the week.

We have shown the plans to [REDACTED] and will communicate to other bus companies by email this week.

Any questions let me know.

Cheers
Snowy



New drop off zone: Friday 13th Sept

From Sarah Soper [redacted]
Date Mon 9/9/2024 11:19 AM
To DIAL All Staff [redacted] DIAL Airport Community & Others [redacted]

1 attachments (30 KB)
New drop off zone - email.jpg;

Kia ora koutou,
To continue providing the best customer experience from land to air at Dunedin Airport, we are making some changes to the drop zone in the car park.

On this Friday, 13th September, we will relocate the drop zone from its current location to the area opposite the rental car offices. New signage will be installed on Friday morning to direct customers to the new area.

We will communicate this change to customers via our social media channels and our website as a blog post, on the terminal map page, and the transport page.



Thank you for your ongoing support and apologise for any inconveniences during the transition to the new location.

Kind regards,
Sarah

NEW DROP OFF COMMS PLAN

Channel	Audience	Message	Date	Owner
Email	DIAL Exec	Update on proposed changes and new drop off area	Fri 6 Sept	SS
Email	CX Team	Update on proposed changes and new drop off area	Fri 6 Sept	CG
Email	Staff	Provide some detail on our plans for the new drop zone including signage, road marking, comms etc.	Fri 6 Sept	SS
Email	DIAL Airport Community	Provide some detail on our plans for the new drop zone including signage, road marking, etc.	Mon 9 Sept	CS
Meeting	DIAL Airport Community	Take effected parties through plans Taxi/Shuttles, Uber, Mainland Air, Coaches/Buses	Completed. Final catch up with Intercity & Uber to be organised once plans finalised	CS
Design	General Public	New map to be used on social media and website.	Created	CS
Website: Transport page	New map with drop zone	See above	Publish on the day	SS
Social media	Facebook Community	Similar message to that to media	Publish on the day	SS
Terminal	Passengers	PA Calls reminding people where the new drop zone is located	Week prior to work being completed an ongoing.	CG

DROP-OFF ZONE RELOCATION FAQs

Why was the drop-off zone changed?

We've relocated the drop-off zone to improve traffic flow and safety around the terminal. By shifting it, we reduce congestion and make it easier for passengers to be dropped off safely.

What about safety?

Safety is our top priority! The new drop-off zone is designed so that:

- Passengers no longer need to cross in front of oncoming traffic.
- Passengers exit vehicles on the footpath side or within the low-speed drop-off zone, reducing the risk of stepping into traffic.

Why was this specific location chosen?

During our terminal expansion project, the drop-off zone was temporarily moved. Now that the project is complete, it's returned to its **original location** near the Rental Car office, a convenient and familiar spot.

Isn't the drop-off zone too far from check-in?

Not at all! The distance from the current drop-off area to the main terminal entrance is between 62m and 94m. Compared to the previous temporary drop-off lane, which ranged from 50m to 168m, the current location is actually **74m closer on average**.

Additionally, there is a **covered walkway** from the new drop-off area to the terminal, so you're protected from the elements.

What about accessibility for those with disabilities or older passengers?

We're committed to making sure all our passengers are comfortable:

- Our **Customer Experience team** is available to assist with wheelchairs, luggage trolleys, and any other needs.
- Please call us on 03 470 0400 prior to arrival or from your vehicle if you need special assistance.
- There are **dedicated mobility parking spaces** located directly across from the terminal entrance, with 15 minutes of free parking. These spaces are close to the covered walkway for easy access.

How many car parks are available at Dunedin Airport?

With **over 1,200 car parks**, there's plenty of space!

The north end of the car park, often overlooked, usually has available spots. You can reach it by turning right at the first car park gate.

The farthest car park is only 400m from the main terminal entrance, offering ample space for both short-term and long-term parking.

Why isn't there a dedicated pick-up area?

This isn't a new change—our **car park has always served as the pick-up area**, offering 15 minutes of free parking. Arriving about **10 minutes after** your passenger's flight lands will give you plenty of time for pick-up without any rush.



PUBLIC COMMS RE RELOCATION OF DROP OFF ZONE

Website

1. Blog post <<https://dunedinairport.co.nz/news/drop-off-faq>>
2. Link to above blog post on Transport page <<https://dunedinairport.co.nz/transport>>
3. Link to above blog post on Parking page <<https://dunedinairport.co.nz/parking/>>

Social media

1. [Facebook post on 13 Sept 09:46](#)

Dunedin Airport
12 September at 14:46 · 🌐

🚗 Later today, we will relocate the passenger Drop Off zone to the area opposite the rental car offices (yes, where it used to be!). Please follow the directions of our Customer Experience staff 🧑‍💻 and keep an eye out for the new signage 📍

Thank you for your ongoing support and apologise for any inconveniences during the transition to the new location.

NEW DROP OFF ZONE

Old Drop Off Zone

Carpark

Airport Terminal

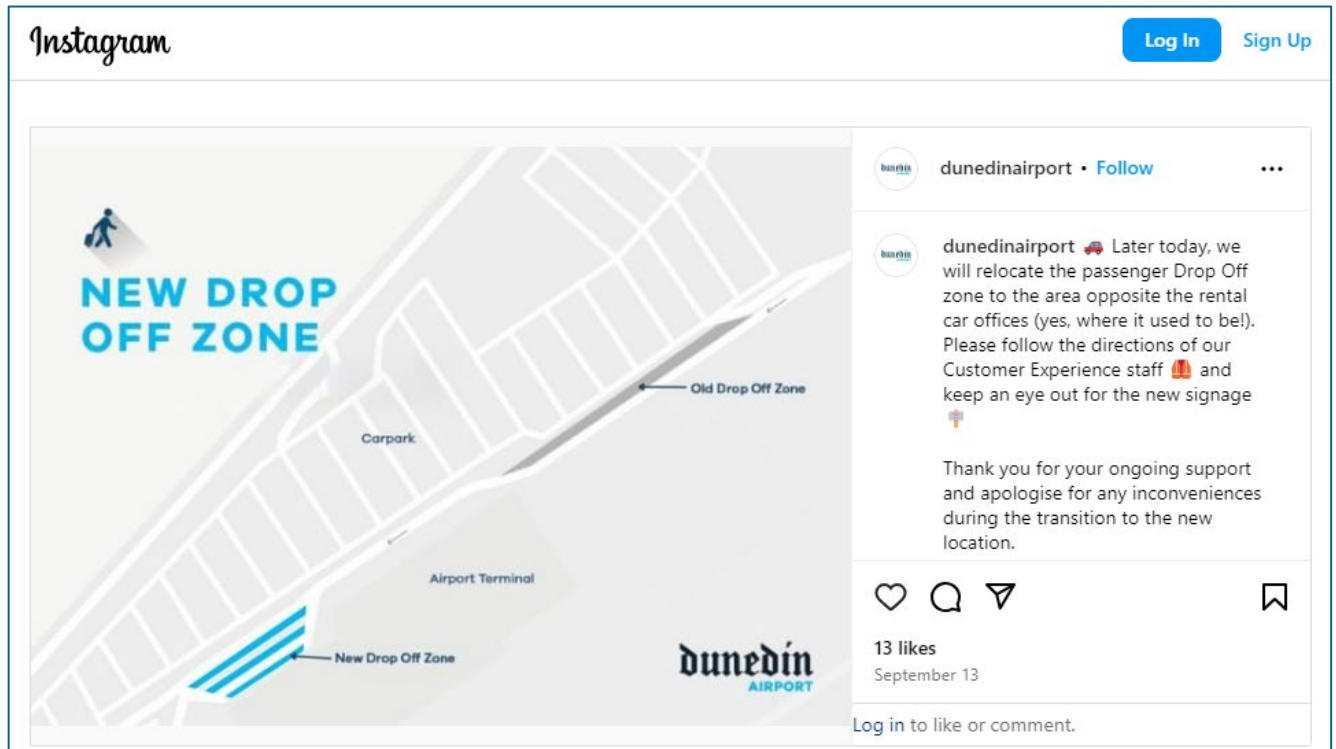
New Drop Off Zone

dunedin
AIRPORT

👍 42

48 comments 9 shares

2. [Instagram post on 13 Sept 09:46](#)



3. Two videos shared as Stories on Facebook and Instagram (archived after 24 hours) depicting AES and Ops using the forklifts to shift the planter boxes.