



Auckland Destination Overview

July 2021

An in-depth overview of Auckland's visitor economy – from the latest arrival, accommodation and spend data through to past five-year commentary.

Prepared September 2021

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Key Visitor Data



419.9^k

Domestic Guest Nights
July 2021
+25.0%



18.8^k

International Visitors
July 2021
+454.3%




63.2%

Hotel Occupancy Rate
July 2021
+24.4%




\$211^m

Domestic Tourism Transactions
July 2021
+20.6%



\$36^m

Other Tourism Transactions
July 2021
+30.9%



+21

Tourism Sentiment Score
July 2021



Key Visitor Data



DOMESTIC

- At present, we cannot display current domestic visitor numbers (overnight visit and average length of stay data) as the AA Traveller Monitor survey programme has been discontinued. Once an alternative dataset becomes available, we will commence reporting on domestic visitation.
- There were **419.9k domestic guest nights in commercial accommodation** for the month of July, up **25.0%** on July last year.
- Domestic tourism transactions** for the year to July 2021 was **\$2.08b, up 15.1%** on last year and **\$211m for the month (up 20.6%** compared to July 2020). **
This increase can be attributed to the first level 4 lockdown in New Zealand that occurred in April 2020, where tourism-related spend plummeted (to \$30m).

** The Tourism Electronic Card Transactions (TECTs) are an interim replacement to Monthly Regional Tourism Estimates (MRTEs) that provide insights into monthly tourism spend and were introduced in November 2020. TECTs include only tourism-related electronic card transactions (ECT) paid through EFTPOS machines. More information can be found [here](#).

INTERNATIONAL

- The impact of the Covid-19 related travel bans is evident with a sharp drop in international arrivals starting in February 2020 and 'flatlining' since April 2020.
- The **year-end** figures were affected, with **150.3k international visitor arrivals - a decrease of 91.9%** on the previous year to July.
- However, there has been a significant increase for the month of July 2021 with **18.8k international visitor arrivals, up 454.3%** on the previous July - mainly influenced by Australian visitors.
- Australian visitor arrivals (15.0k)** were up **1104.6%** for the month of July compared to last year. This increase can be attributed to the **trans-Tasman travel bubble** between Australia and NZ that opened on 19th April 2021.
- VFR visitors** contributed the most to annual visitor numbers (89.9k), down 84.4% on the year to July 2020. However, **monthly numbers (11.3k) were up 830.5%** compared with the month of July 2020.
- 51.0k international guest nights in commercial accommodation** for July, up **25.0%** on last year.
- Other tourism transactions** was **\$0.36b** for the year, down **56.8%** on last year and **\$38m** for the month of July (up 30.9% on last July). **

OVERALL

- For the month of July, the ADR was **\$189 (up 9.9%** on the previous July) and the **RevPAR was \$119 (up 36.7%)**. **Occupancy was 63.2%** and was also up **24.4%**.
- When **excluding MIQ hotels**, the **monthly Occupancy rate** for July was **69.0%**, ADR was **\$184**, and **RevPAR was \$126**.
- For the month of July 2021, there were **470.9k total guest nights in commercial accommodation** in Auckland (up 25.0% on last year).
- 96.1k room nights** were booked in entire place short-term rental listings in the month of July, up 21.6%.
- The **Tourism Sentiment Score for Auckland** for the month of July 2021 was **+21** (the same as NZ). Categories with the highest sentiment for Auckland were Destination Services (33), Amenities and Entertainment (29), and Food and Culinary (27), while Safety (9) and Access and Transportation (9) had the lowest sentiment.
- Sub-categories that drove positive sentiment were Weddings (51), Taxi's and Ride Sharing (43), Indigenous Cultural Attractions (39), and Festival, Events and Concerts (39). The lowest sentiment was recorded in Health (-1), Ground Transportation (3) and Cruises (6).
- For domestic visitors in **YE June 2021**, the **Net Promoter Score (NPS) was +7**, up +6 on last year.

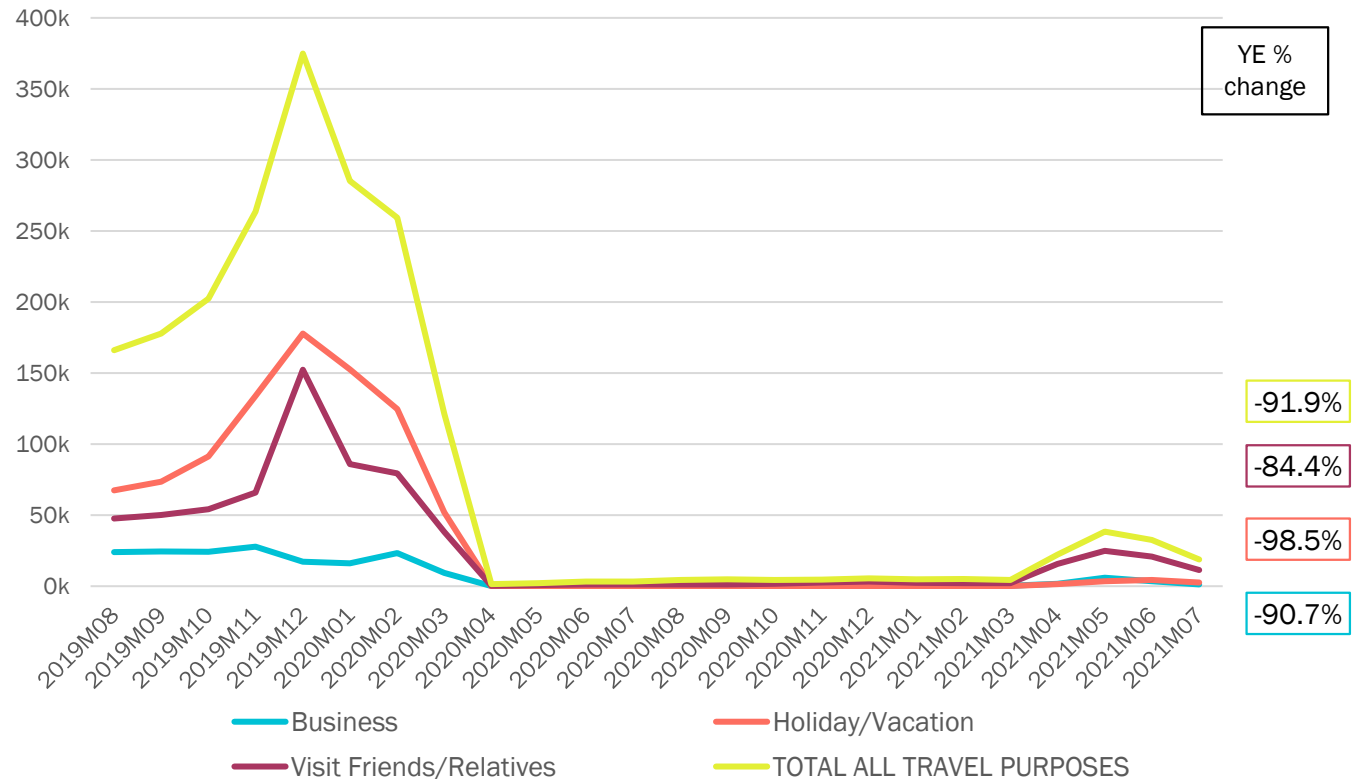


Auckland Tourism – Visitor Arrivals Data

In July 2021, monthly international visitor arrivals (18.8k) were up 454.3%

- The impact of the Covid-19 related travel bans can be clearly seen with strong declines starting in February 2020 and ‘flatlining’ since April 2020.
- The year to July 2021 saw 150.3k international visitor arrivals, a decrease of 91.9% on the previous year.
- The month of July saw 18,802 international visitors, up 454.3% on the previous July. However, international visitor numbers for July 2021 were below pre-Covid levels for the same period in 2019 (169.7k, down 88.9%).
- VFR visitors contributed the most to annual visitor numbers (89.9k), down 84.4% on the year to July 2020. However, monthly numbers (11.3k) were up 830.5% compared with the month of July 2020.

International visitor arrivals in Auckland, reason for visit

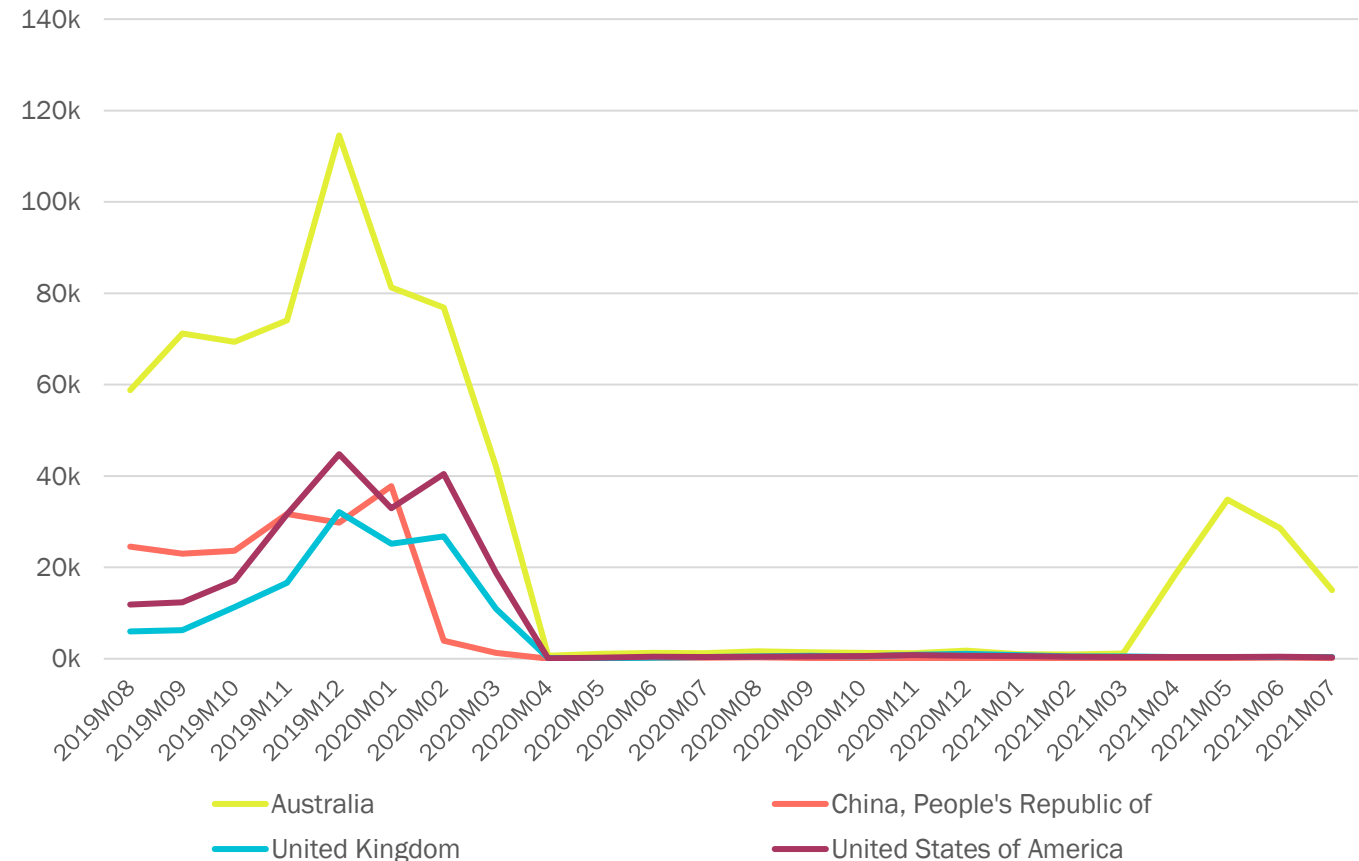


	Visitor arrivals	vs. previous year / YE
July 2021	18,802	454.3%
YE July 2021	150,337	-91.9%

Monthly visitor arrivals from Australia were up (1104.6%) in July 2021

- China was the first country for which a visitor ban was implemented as early as February 2020 and a corresponding downward arrival trend can be observed. The other key markets came to a halt with the full travel ban in April 2020.
- Australian visitor arrivals (15.0k) were up 1104.6% for the month of July 2021 compared to last July. This increase can be attributed to the trans-Tasman travel bubble between Australia and NZ, that opened on 19th April 2021. However, visitor numbers from Australia (107.5k) were down 81.9% for the year to July.
- YE July 2021 visitors from China were down (98.7%), and down (26.1%) for the month of July.
- There was a year-end decrease for the UK market (down 94.9%), with arrivals for the month of July up 11.7%.
- US arrivals were down 97.1% for the year to July 2021, and numbers were down 10.9% for the month.

Visitor arrivals in Auckland by key international markets



24 month visitor arrivals from individual markets

Australia



	Business	vs. previous year	Holiday	vs. previous year	VFR	vs. previous year	Total	vs. previous year
July 2021	1,059	1434.8%	2,440	27011.1%	9,684	1590.1%	15,021	1104.6%
YE July 2021	11,979	-87.4%	11,449	-93.4%	72,199	-72.6%	107,475	-81.9%

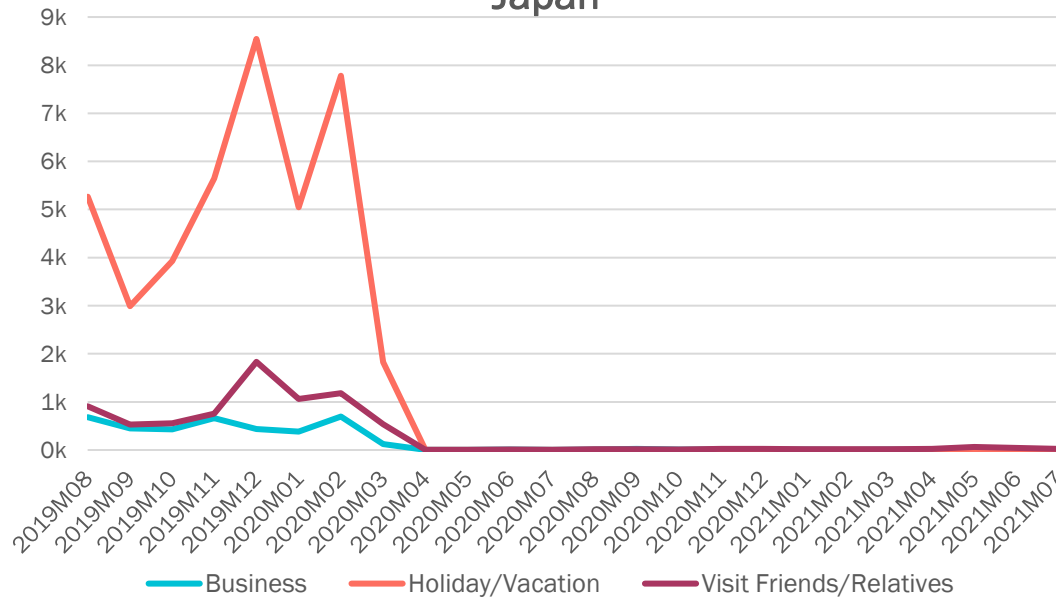
China



	Business	vs. previous year	Holiday	vs. previous year	VFR	vs. previous year	Total	vs. previous year
July 2021	8	60%	7	40.0%	52	-17.5%	178	-26.1%
YE July 2021	78	-98.9%	84	-99.9%	638	-97.6%	2,205	-98.7%

24 month visitor arrivals from individual markets

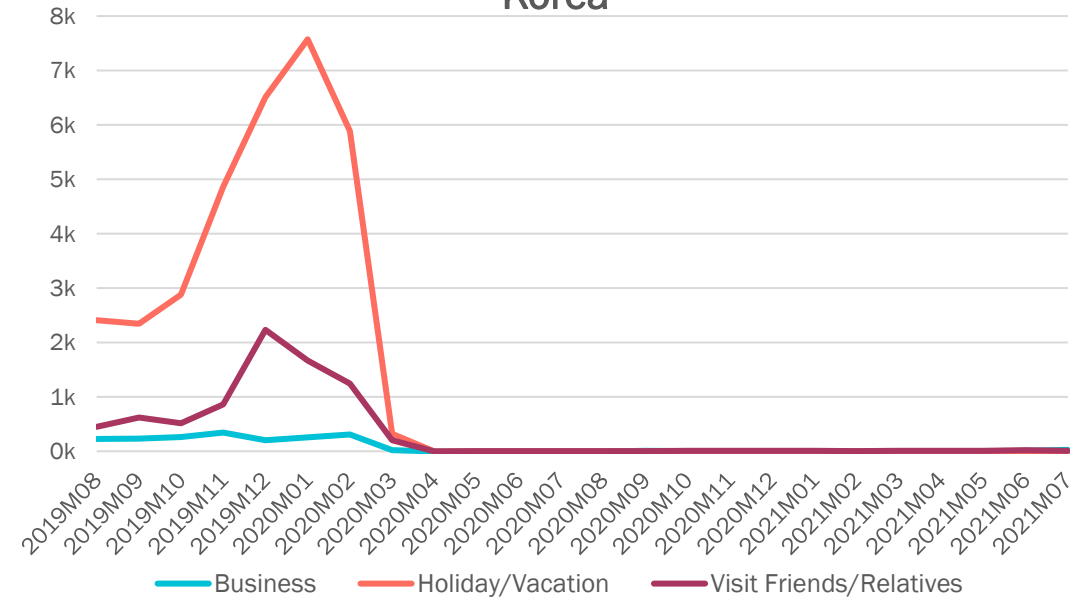
Japan



	Business	vs. previous year	Holiday	vs. previous year	VFR	vs. previous year	Total	vs. previous year
July 2021	4	-100%	10	-100%	22	340.0%	50	66.7%
YE July 2021	91	-97.6%	28	-99.9%	280	-96.2%	672	-98.9%

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Korea



	Business	vs. previous year	Holiday	vs. previous year	VFR	vs. previous year	Total	vs. previous year
July 2021	32	-100%	0	-100.0%	11	83.3%	51	45.7%
YE July 2021	80	-95.7%	8	-100.0%	128	-98.4%	423	-99.1%

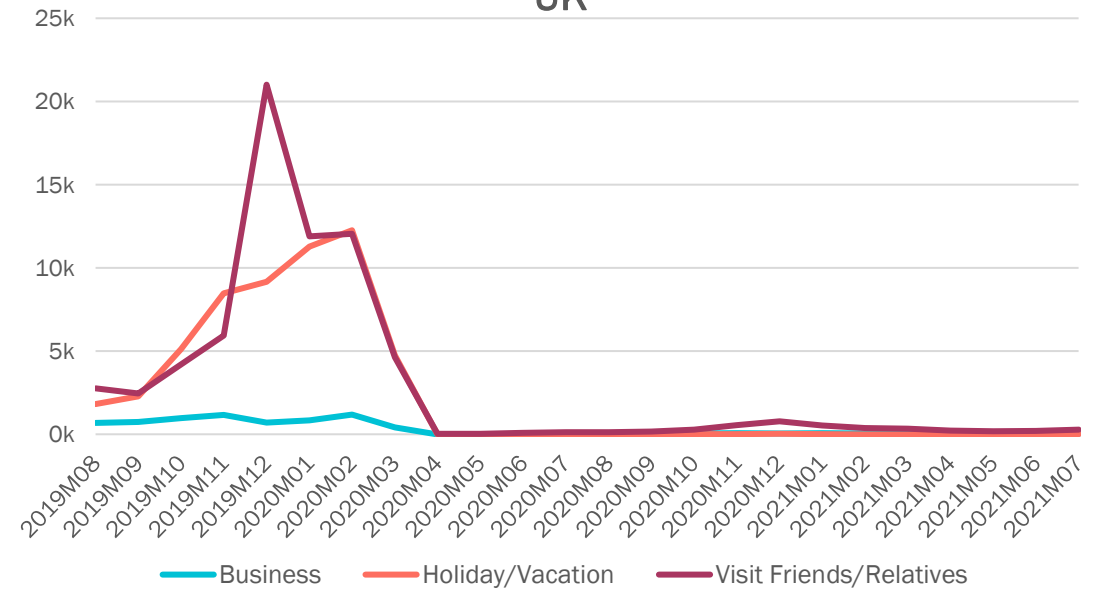
24 month visitor arrivals from individual markets

Germany



	Business	vs. previous year	Holiday	vs. previous year	VFR	vs. previous year	Total	vs. previous year
July 2021	16	1500.0%	2	-100%	35	1066.7%	59	195.0%
YE July 2021	134	-93.5%	16	-100.0%	436	-94.2%	795	-98.5%

UK



	Business	vs. previous year	Holiday	vs. previous year	VFR	vs. previous year	Total	vs. previous year
July 2021	32	52.4%	10	400.0%	291	104.9%	400	11.7%
YE July 2021	704	-89.7%	173	-99.7%	4,138	-93.7%	6,907	-94.9%

24 month visitor arrivals from individual markets

Canada



US

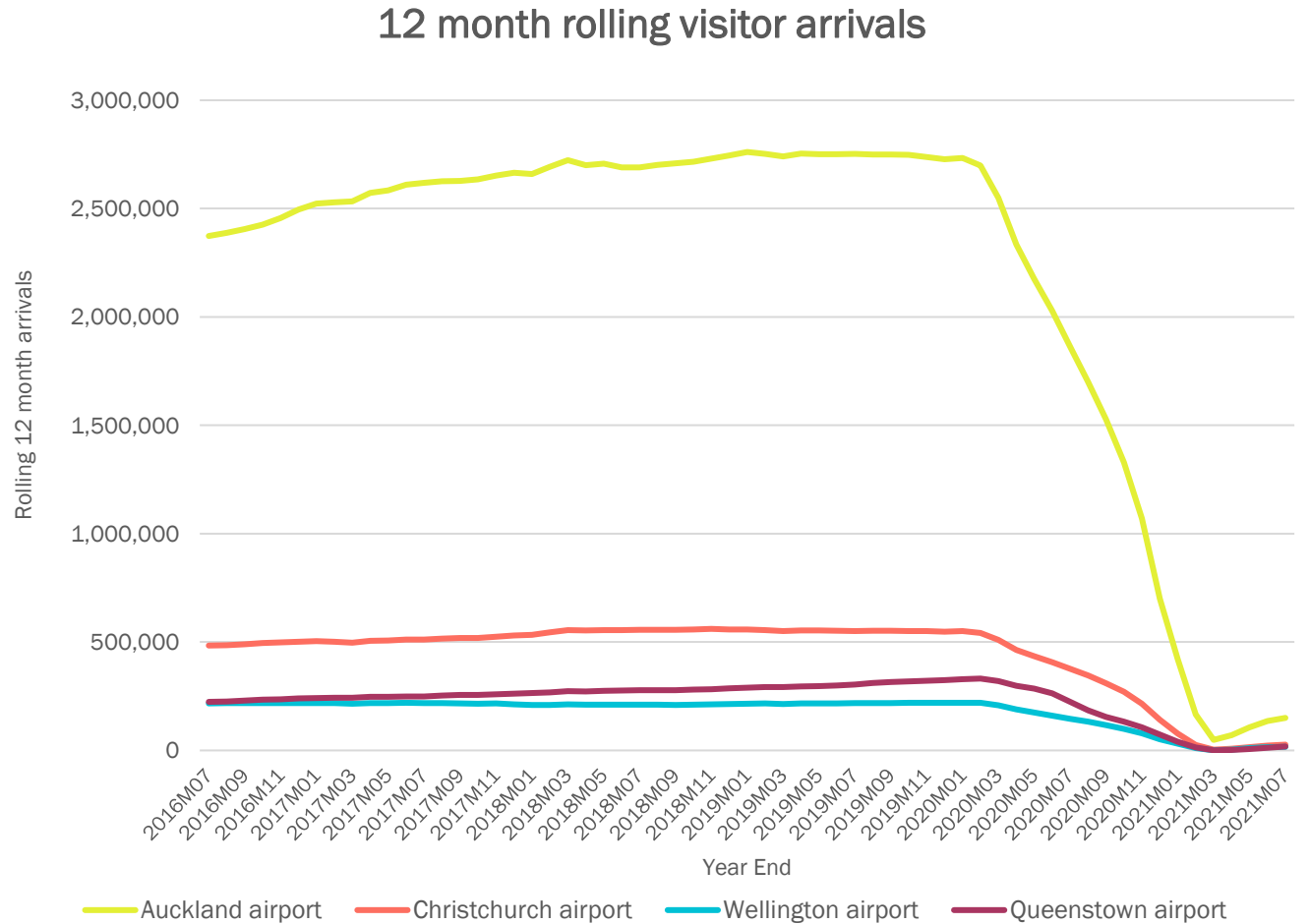


	Business	vs. previous year	Holiday	vs. previous year	VFR	vs. previous year	Total	vs. previous year
July 2021	15	87.5%	3	50.0%	33	73.7%	59	-7.8%
YE July 2021	141	-93.7%	48	-99.8%	687	-95.6%	1,240	-97.5%

	Business	vs. previous year	Holiday	vs. previous year	VFR	vs. previous year	Total	vs. previous year
July 2021	62	-20.5%	13	333.3%	172	29.3%	318	-10.9%
YE July 2021	878	-94.1%	197	-99.8%	3,355	-92.4%	6,071	-97.1%

Auckland has seen a 91.9% drop in international visitor arrivals over the last year

- In the five years preceding the arrival of Covid in 2020, all major airports have seen steady increases in international visitor arrivals.
- The travel bans have had a clear effect on all ports with the greatest impact seen in Auckland reflecting the largest market share.
- Auckland has seen a 91.9% drop in international visitor arrivals over the last year.



Domestic Visitor Data Update

- At present, we cannot display current domestic visitor numbers (overnight visit data) as the AA Traveller Monitor survey programme has been discontinued.
- Once an alternative dataset becomes available, we will commence reporting on domestic visitation.





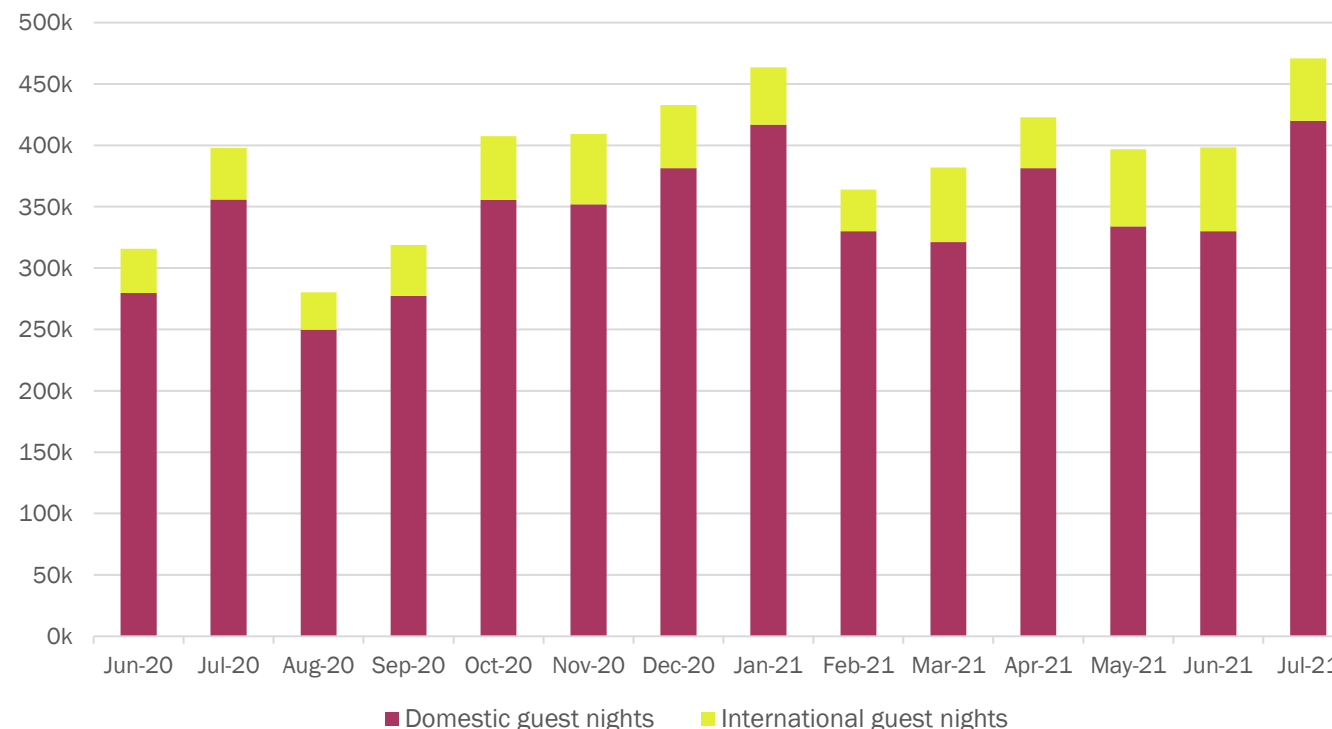
Auckland Tourism – Accommodation Data

419.9k domestic guest nights in commercial accommodation in July 2021, up 25.0%

- For the month of July 2021, there were **470.9k total guest nights** in commercial accommodation in Auckland, up 25.0% on the same month last year.
- There were **419.9k domestic guest nights** in commercial accommodation in July 2021, up 25.0% on July last year.
- In July 2021, there were **51.0k international guest nights** in commercial accommodation, up 25.0% on July the previous year.
- For New Zealand overall, there were 2.64m guest nights in commercial accommodation, up 9.8% on July 2020.

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Guest nights in commercial accommodation - Auckland

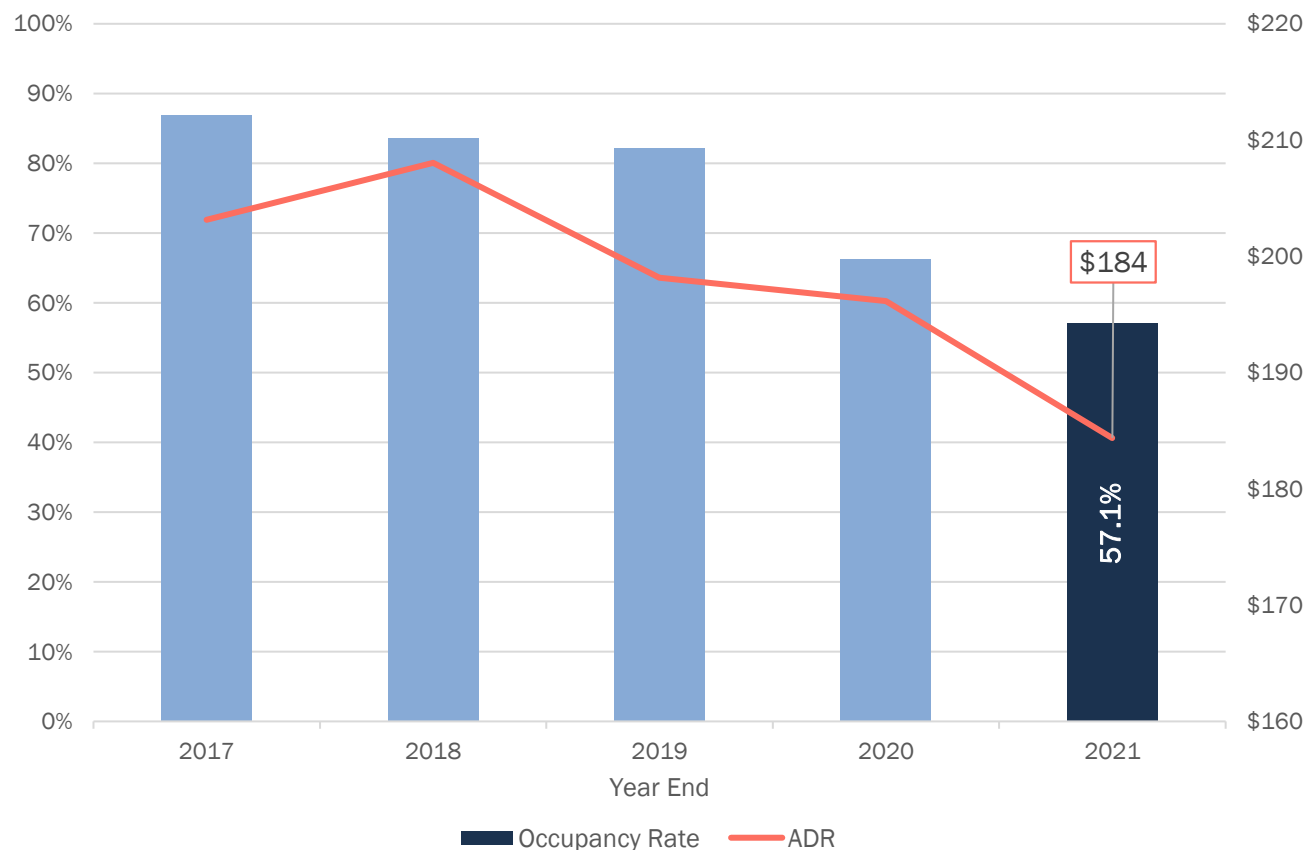


July 2021	Auckland	% change	New Zealand	% change
Total guest nights	470,900	25.0%	2,638,400	9.8%
Domestic guest nights	419,900	25.0%	2,427,200	10.1%
International guest nights	51,000	25.0%	211,200	7.0%

Hotel Occupancy for the month of July 2021 was 63.2%, up 24.4% on July 2020

- For the month of July, Occupancy was 63.2% and was up 24.4% on July the previous year. The ADR was \$189 (up 9.9%) and the RevPAR was \$119 (up 36.7%).
- Covid also affected the year-end average hotel occupancy rate, which was 57.1% for the year to July 2021, with a decrease of 13.9% compared to the previous year end.
- The average daily rate (ADR) for hotels in the year to July 2021 was \$184 down 6.0% on the previous year.
- The RevPAR for the year ending July 2021 was \$105 down 19.1% on the previous year.
- When excluding MIQ hotels, the monthly Occupancy rate for July was 69.0%, ADR was \$184, and RevPAR was \$126.

Annual Hotel Accommodation in Auckland Occupancy and Average Daily Rate



In July 2021, ADR was on average 6.0% higher compared with July 2020

- A quarter (26%) of the hotels covered here are in fact, isolation hotels.
- Compared with the previous July, Average Daily Rates (ADR) were up 6.0% in 2021.
- Revenue per available room (RevPAR) was on average 26.6% higher compared with July last year.
- Occupancy rates were on average 17.3% higher compared with July 2020.
- There were large fluctuations in percentage change for ADR, RevPAR and Occupancy rates in July 2021. ADR peaked on Saturday 10th July, while RevPAR peaked on Friday 23rd July and Occupancy peaked on Monday 26th July 2021.

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Percent Changes for the Month of July

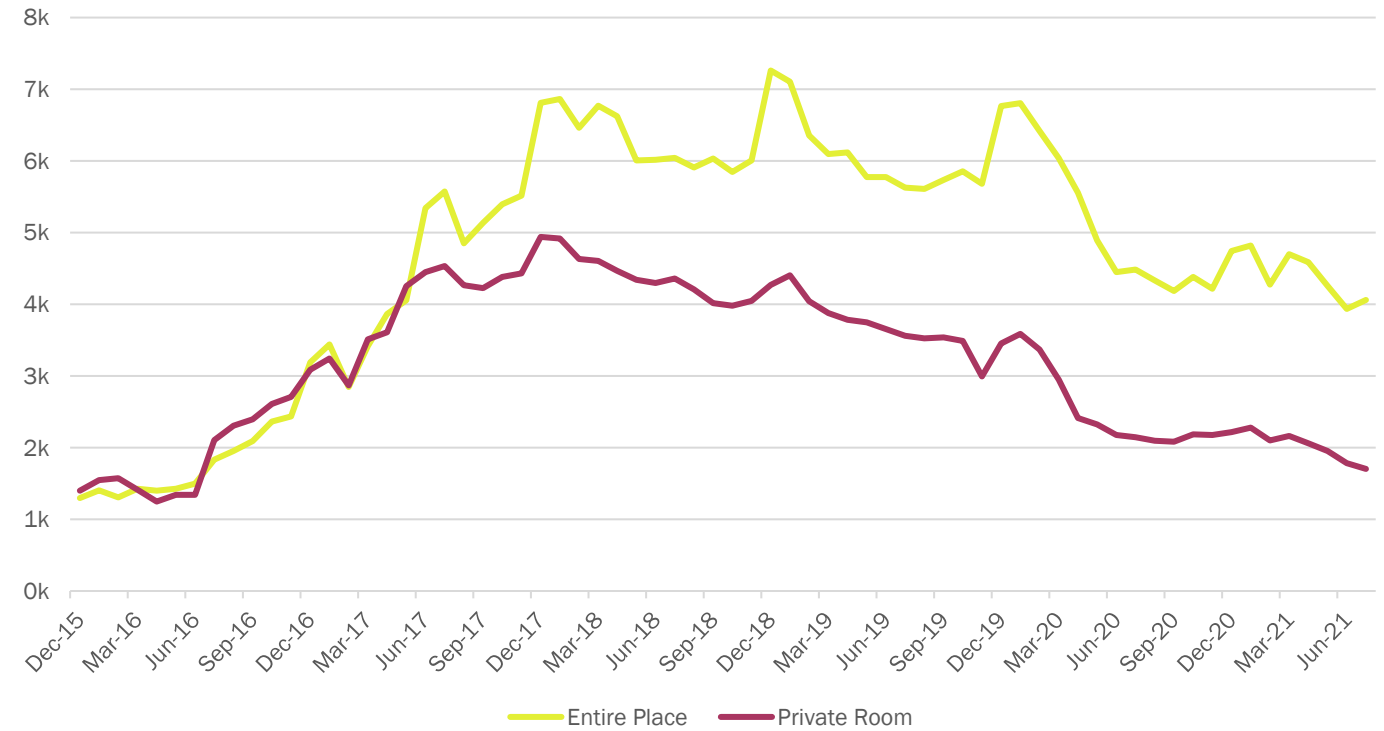


52.5k entire place short-term rental listings available for YE July 2021

- AirDNA collects active short-term vacation rental data from hundreds of sources (e.g. Airbnb) to build a comprehensive view of the short-term rental market. For Auckland, this is dominated by **Airbnb** related data.
- Auckland short-term rental listings grew strongly in 2015 and then plateaued (on average) from 2017 onwards.
- The number of available listings has dropped since February 2020, most likely in response to the travel bans and lockdowns.
- Entire place available listings for the year (52.5k, down 23.1%) and month (4,058, down 9.5%) were down on the previous year.
- Private room available listings for the year (24.8k down 31.0%) and month (1,702 down 20.6%) were also down.

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Monthly short-term rental Available Listings in Auckland



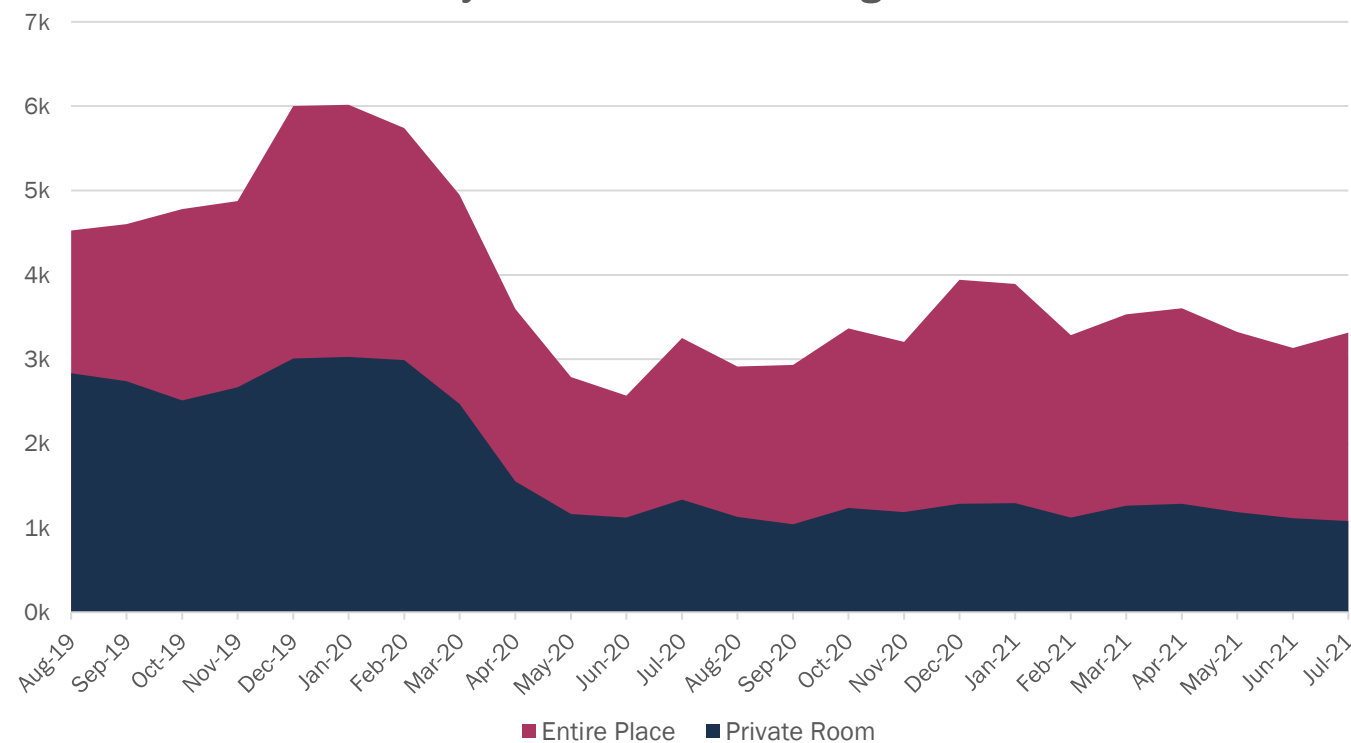
	Entire Place	vs. previous year/ YE	Private Room	vs. previous year/ YE
July-20	4,058	-9.5%	1,702	-20.6%
YE July 2021	52,488	-23.1%	24,796	-31.0%

40.5k entire place booked listings on the short-term rental market for YE July 2021

- There were 40.5k entire place booked listings on the short-term rental market in Auckland in the year to July 2021, down 24.7% on the previous year.
- For the month of July, entire place booked listings (3,315) were up 2.0% on July 2020.
- For the year ending July 2021, private room booked listings (14.2k) were down 48.1%.
- For the month of July, private room booked listings (1,080) were down 19.2% compared to the previous year.

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Monthly Airbnb Booked Listings in Auckland



	Entire Place	vs. previous year/ YE	Private Room	vs. previous year/ YE
July-20	3,315	2.0%	1,080	-19.2%
YE July 2021	40,452	-24.7%	14,234	-48.1%

Room nights booked in entire place short-term listings (96.1k) were up 21.6% in July 2021

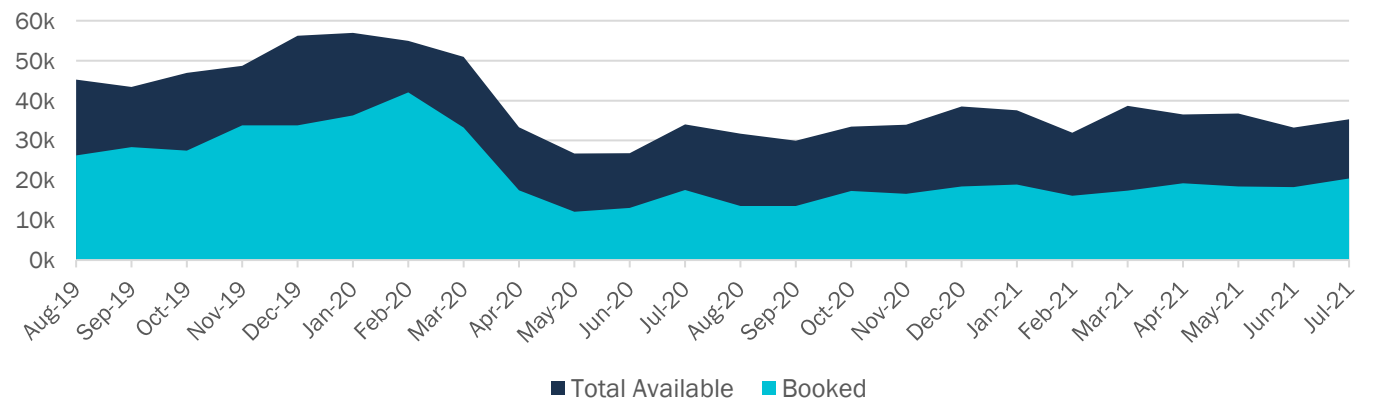
- There were 963.4k room nights booked in entire place short-term rental listings in Auckland in the year to July 2021, down 36.8% on the previous year.
- For the month of July, room nights booked in entire place listings (96.1k) were up 21.6% on July 2020.
- For the year ending July 2021, room nights booked in hotel comparable listings (208.5k) were down 35.1%.
- For the month of July, there were 20.5k room nights booked in hotel comparable listings, up 16.4% compared to the previous July.
- *Hotel Comparable Listings are Studio and one-bedroom entire place rentals that are most likely to compete directly with hotels.*

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Short-term rental Entire Place Room Nights in Auckland



Short-term rental Hotel Comparable Room Nights in Auckland



Average Length of Stay Update

- At present, we cannot display current average length of stay data from the International Visitor Survey (IVS) as the survey has been put on hold by the New Zealand Government, due to low numbers of international visitors.
- Average length of stay results for international visitor arrivals will be reported again once the IVS has been restarted, which is expected to be once the borders reopen.
- We are unable to report average length of stay for domestic visitors as the AA Traveller Monitor survey has also recently been discontinued.
- Once an alternative dataset becomes available, we will commence reporting on this.



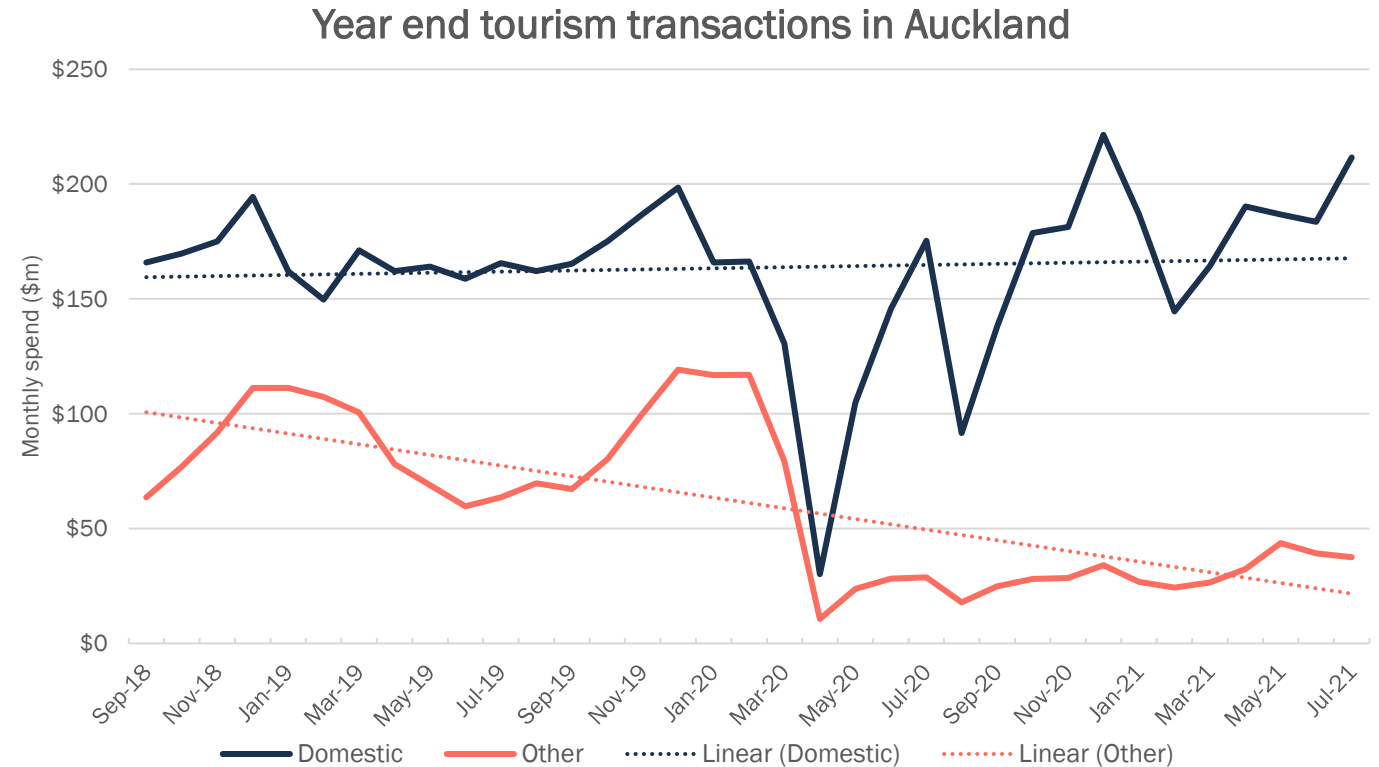


Auckland Tourism – Spend Data

Domestic tourism transactions were \$2.08b for YE July, up 15.1%

- The Tourism Electronic Card Transactions (TECTs) are an interim replacement to Monthly Regional Tourism Estimates (MRTEs) that provide insights into monthly tourism spend and were introduced in November 2020. TECTs include only tourism-related electronic card transactions (ECT) paid through EFTPOS machines. More information can be found [here](#).
- Due to the travel restrictions and NZ’s first L4 lockdown in February/March 2020, there was a sharp drop in tourism transactions. This rebounded in April 2020. TECTs dropped again during Auckland’s second lockdown in August but rebounded afterwards. Domestic TECTs lifted after a third Auckland lockdown in February 2021 while other transactions plateaued.
- In the year to July 2021, Domestic tourism transactions were \$2.08b (up 15.1%) while Other tourism transactions were \$0.36b, down 56.8% for the year.

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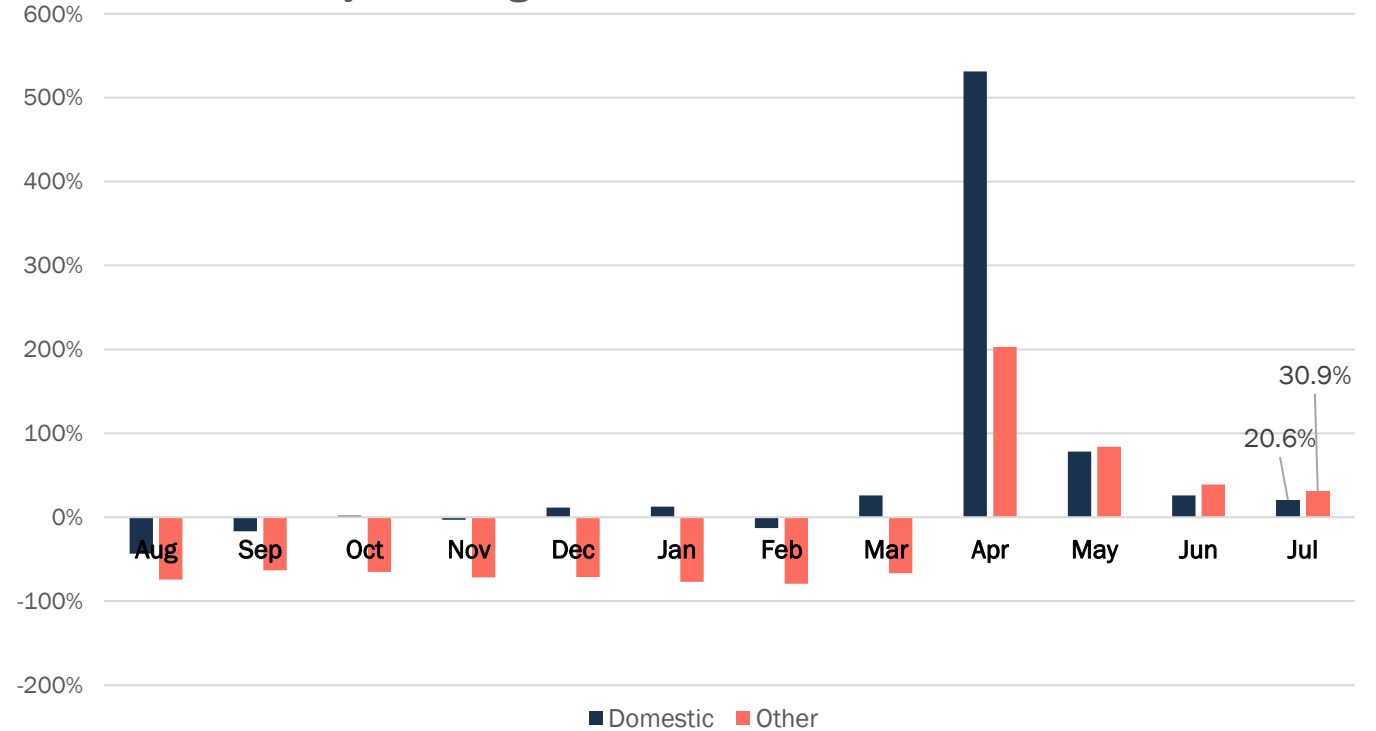


Tourism Transactions	YE July 2021 (\$b)	% change
Domestic	2,079	15.1%
Other	364	-56.8%

Domestic tourism transactions were \$211m for July 2021, up 20.6%

- For the month of July 2021, domestic tourism transactions (TECTs) were \$211m, up 20.6% compared with the same month in 2020.
- Other tourism transactions in July 2021 were \$38m (up 30.9%) compared to July 2020.

Monthly % Change in tourism transactions in Auckland



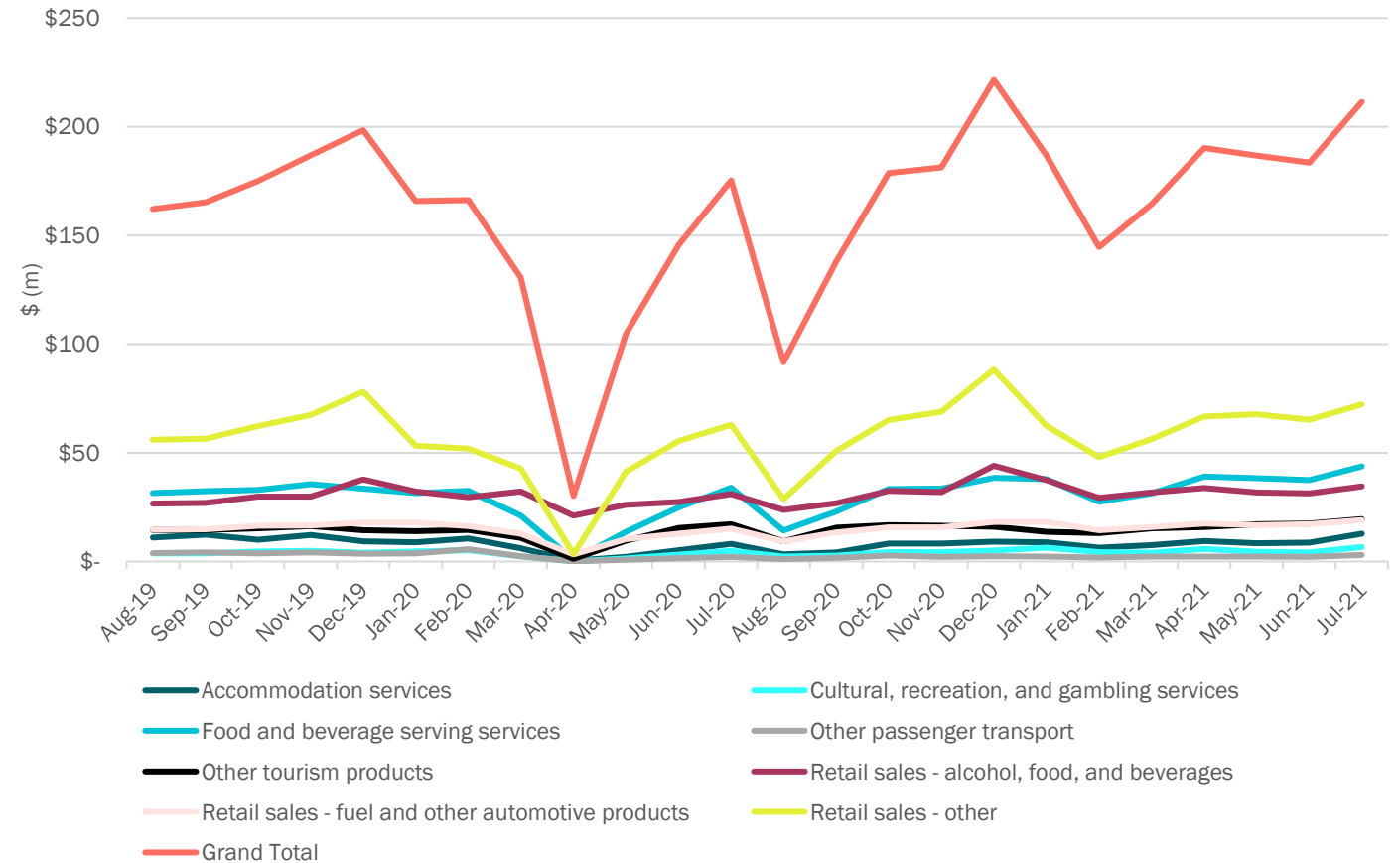
Tourism Transactions	July 2021 (\$m)	% change
Domestic	211	20.6%
Other	38	30.9%

Domestic transactions in accommodation services were up 59.1% in July 2021

	Spend (\$m)	% change
Accommodation services	12.8	59.1%
Cultural, recreation, and gambling services	6.6	33.3%
Food and beverage serving services	43.7	28.9%
Other passenger transport	2.9	35.3%
Other tourism products	19.5	13.2%
Retail sales - alcohol, food, and beverages	34.6	11.5%
Retail sales - fuel and other automotive products	19.1	25.7%
Retail sales - other	67.7	15.0%
Grand Total	211.5	20.6%

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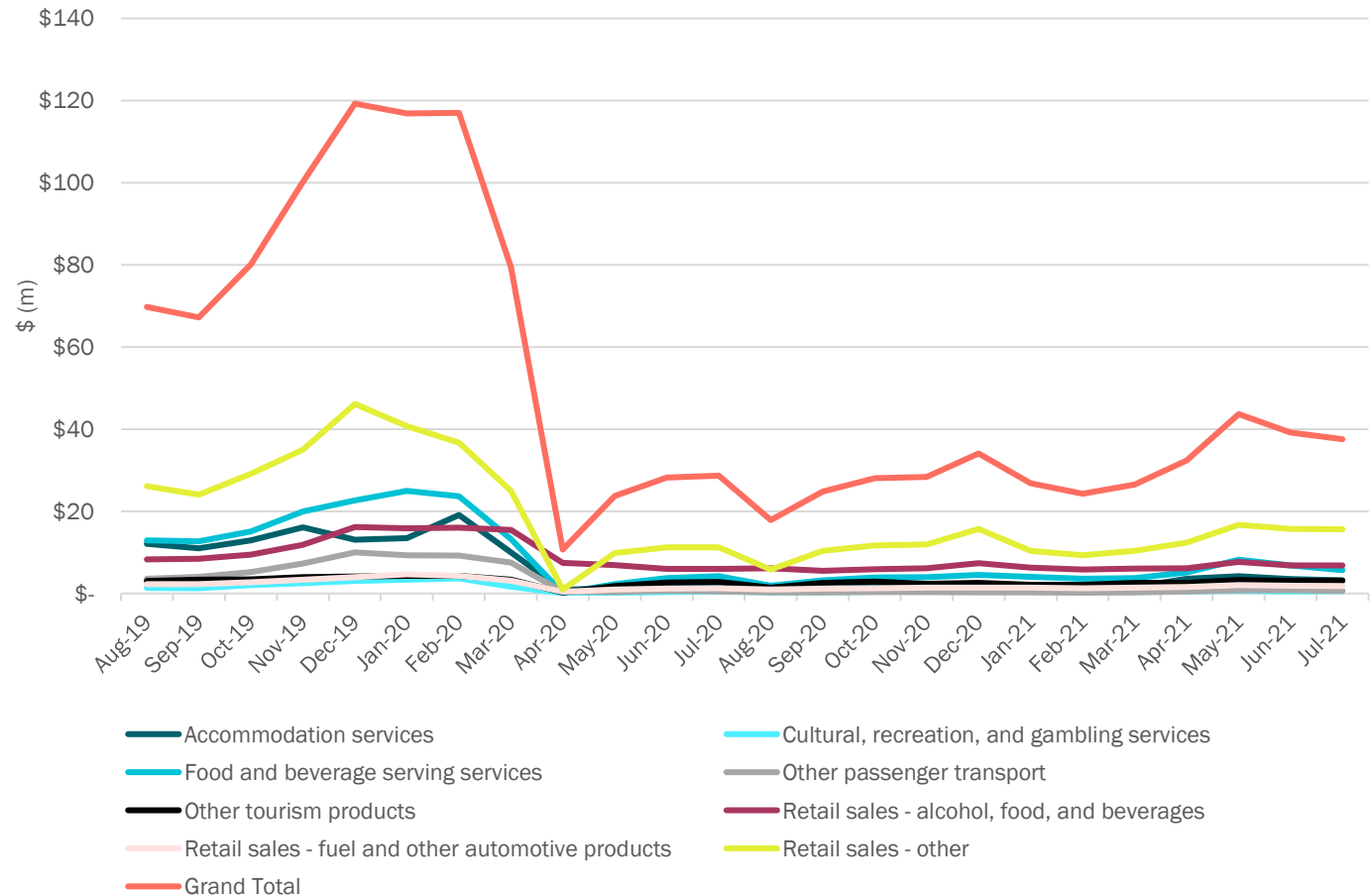
Domestic monthly tourism transactions in Auckland, by product



Other transactions in accommodation services were up 52.1% in July 2021

	Spend (\$m)	% change
Accommodation services	3.2	52.1%
Cultural, recreation, and gambling services	0.6	11.0%
Food and beverage serving services	5.7	35.8%
Other passenger transport	0.6	22.7%
Other tourism products	3.2	10.2%
Retail sales - alcohol, food, and beverages	6.8	14.7%
Retail sales - fuel and other automotive products	1.9	42.6%
Retail sales - other	15.6	38.9%
Grand Total	37.5	30.9%

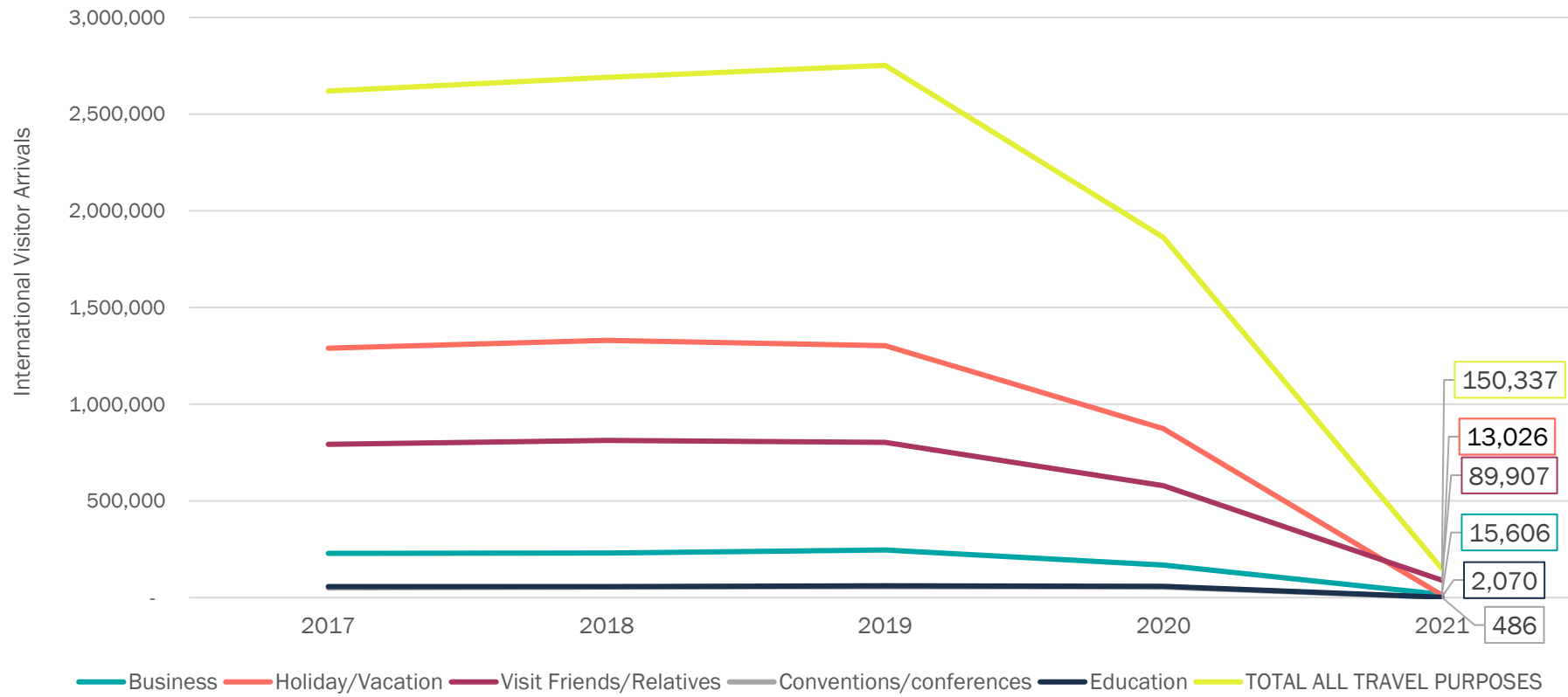
Other monthly tourism transactions in Auckland, by product





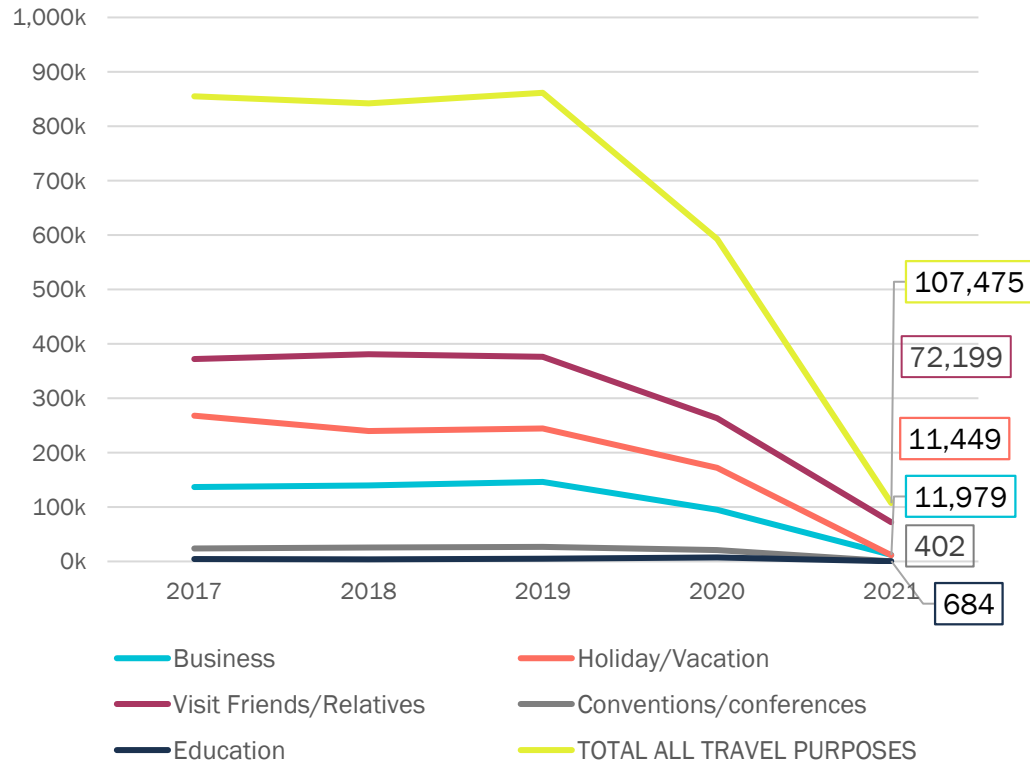
Auckland Tourism – Five-year trends in key markets

Five-year visitor arrivals to Auckland, YE July

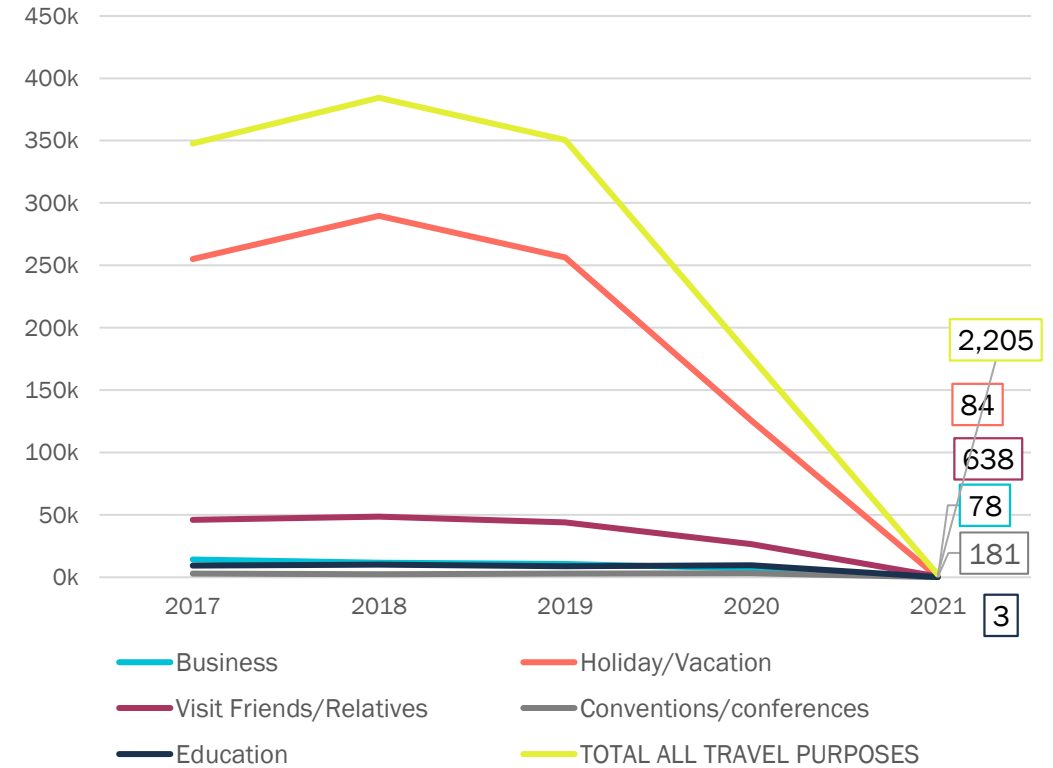


Five-year visitor arrivals to Auckland, YE July

Australia

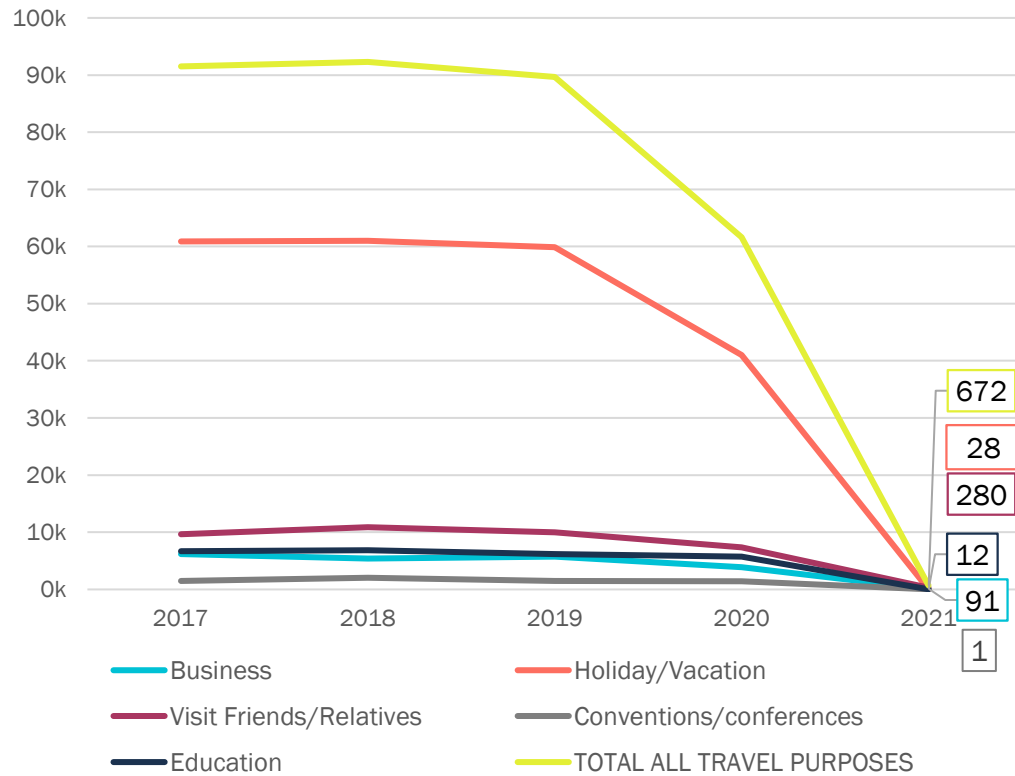


China

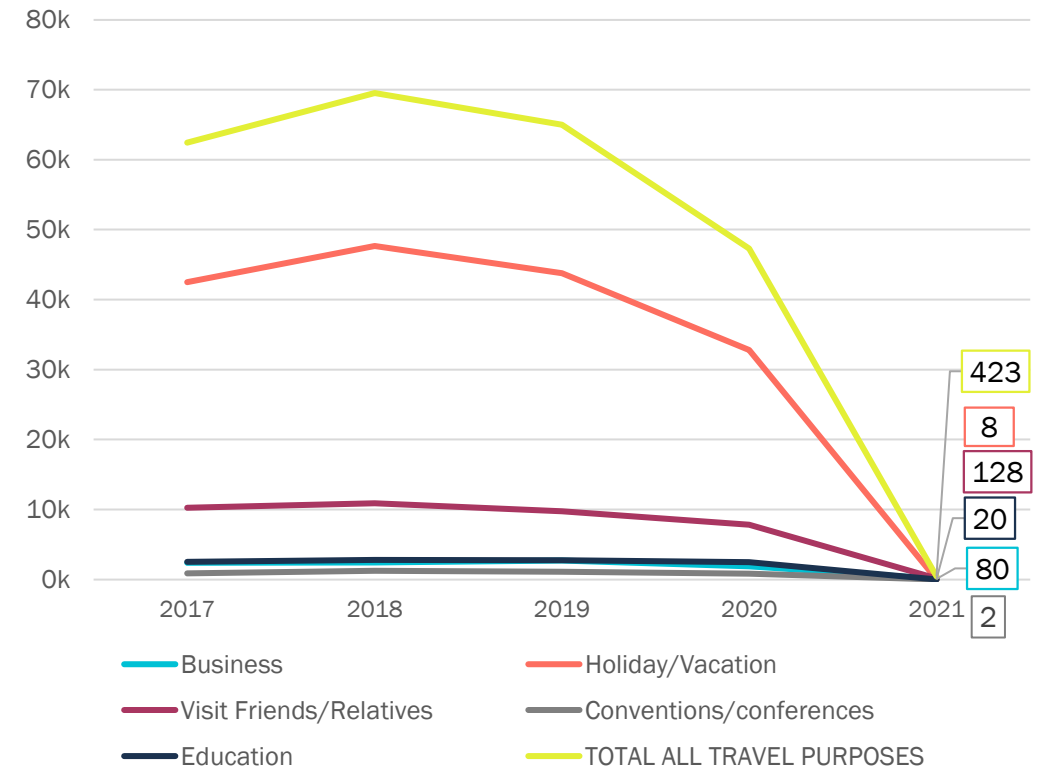


Five-year visitor arrivals to Auckland, YE July

Japan

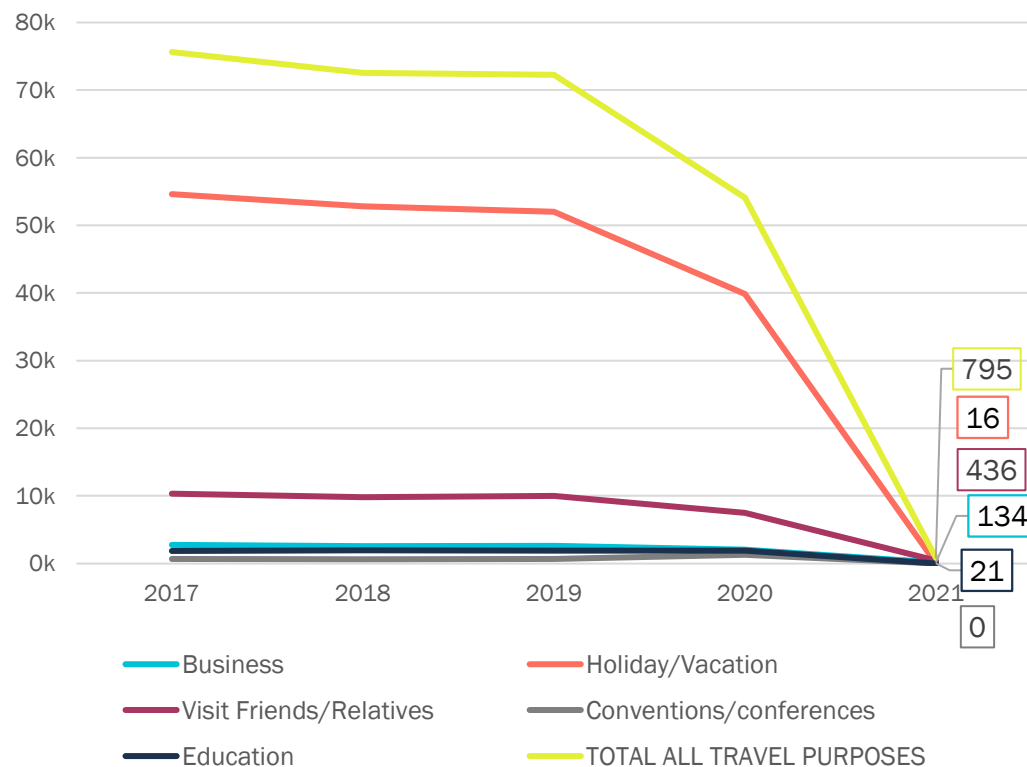


Korea

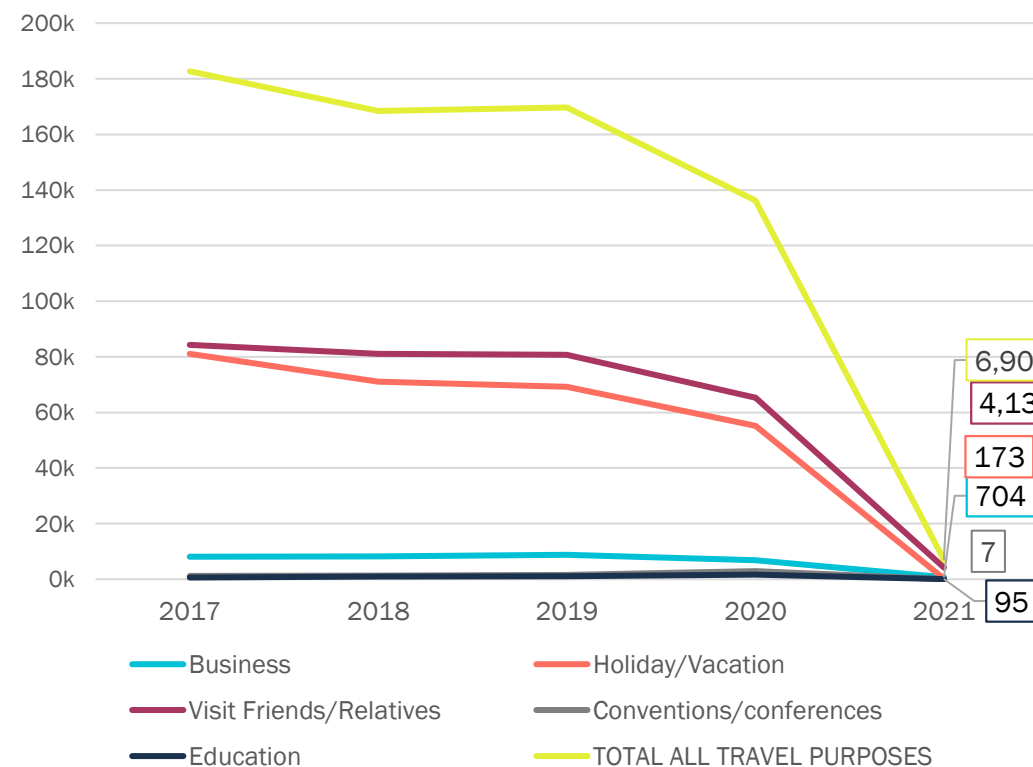


Five-year visitor arrivals to Auckland, YE July

Germany

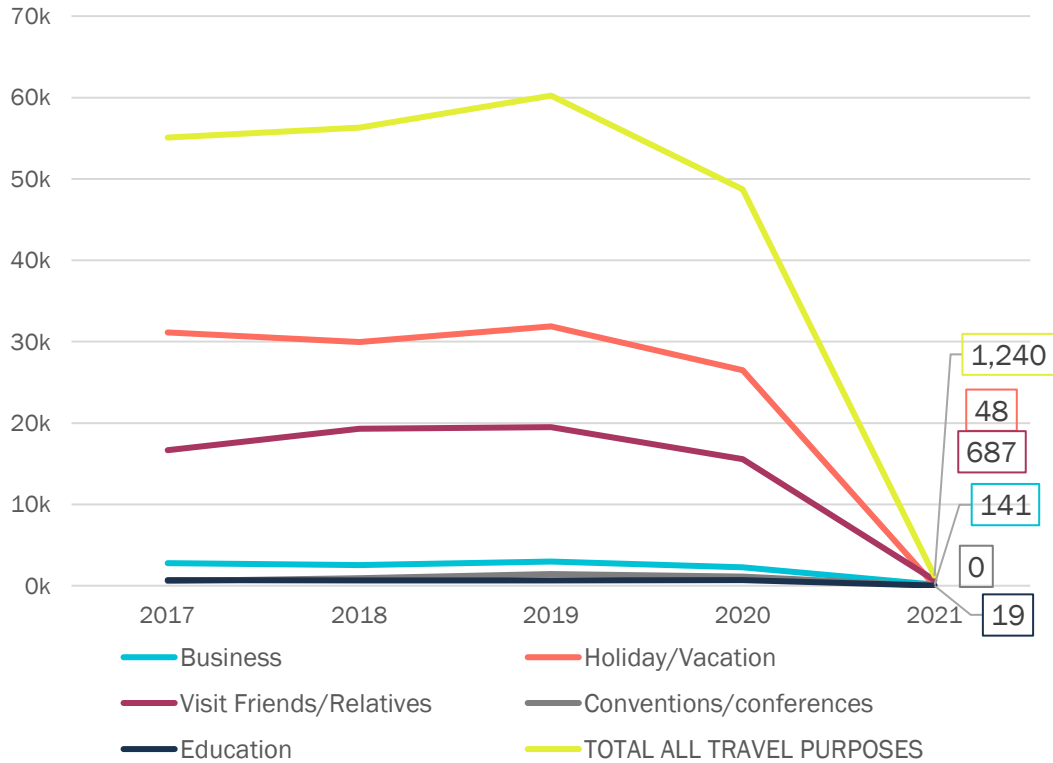


UK

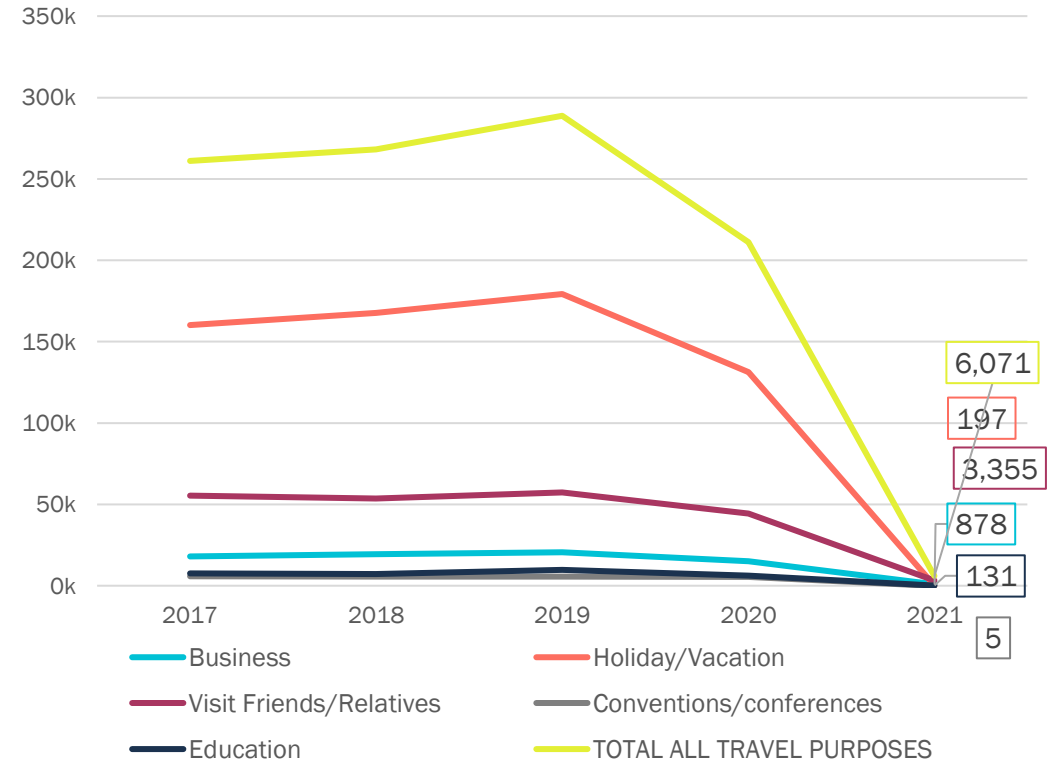


Five-year visitor arrivals to Auckland, YE July

Canada



US





Auckland Tourism – Major and Business Events Data

Major Events Insights



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Source: Major Events, Auckland Unlimited.

Event	Date	Venue	Interesting Findings
Various Elemental events	1 – 31 July	Various	<ul style="list-style-type: none"> ADR peaked on Saturday 10th July, while RevPAR peaked on Friday 23rd July and Occupancy peaked on Monday 26th July 2021.
Nuku Live 3.0 Elemental	Fri 23 – Sun 25 July	Makaurau Marae	<ul style="list-style-type: none"> For the month of July 2021, domestic tourism transactions (TECTs) were \$211m, up 20.6% compared with the same month in 2020.
Art in the Park Elemental	Fri 23 – Sun 25 July	Eden Park	<ul style="list-style-type: none"> There were 419.9k domestic guest nights in commercial accommodation in July 2021, up 25.0% on July last year.
Ballet Noir Elemental	Fri 23 – Sat 24 July	Bruce Mason Centre	<ul style="list-style-type: none"> 96.1k room nights were booked in entire place short-term rental listings in the month of July, up 21.6%.
Manu Samoa vs. Tonga	Sat 10 July	Mt Smart	

Business Events Insights



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340

Business events in Auckland
Q2 June 2021




61.2^k

Delegates in Auckland
Q2 June 2021




78.4^k

Delegate days in Auckland
Q2 June 2021




9.1%

Auckland's market share of
business events
Q2 June 2021




16.4%

Auckland's market share of
delegates
Q2 June 2021




14.6%

Auckland's market share of
delegate days
Q2 June 2021





Auckland Tourism – Tourism Sentiment Index

Tourism Sentiment Index (TSI)

- The Tourism Sentiment Index (TSI) is a measure of a destination's ability to generate positive word of mouth about its tourism offering.
- It is an aggregate score (ranging from -100 to +100) that focuses on online conversations and measures attitudes and overall perceptions of Auckland's tourism offering.
- The TSI analysis applies a custom, text- and image-based algorithm focused on conversations about Auckland and its connected region.
- More than 500,000 different sources are included in the analysis including online media sites, forums, reviews, and social networks (Twitter, Facebook, Instagram, YouTube, Tumblr and TripAdvisor).
- The TSI is used as an indicator to gauge current performance and provide a benchmark over time.



Tourism Sentiment Index KPIs - Overall

- The overall Tourism Sentiment Score for Auckland for the month of July 2021 was +21 (the same as NZ).
- Of all conversations online being driven by Auckland’s tourism experience or products, 23% of those conversations were identified as destination promoters.
- This includes 4,272 online conversations about Auckland (down 16%), while 52,911 online conversations were included for NZ (down 10%).
- The TSI Score for Auckland was ‘Average’ in comparison to global tourism sentiments, which indicates an opportunity for improvement.
- The general emotional tone of online conversations was ‘Joy’ for both Auckland and NZ.
- Topics that drove positive sentiment for Auckland were ‘Restaurant, Dining and Takeaway’ and ‘Festival, Events and Concerts’, while negative sentiment was driven by ‘Natural Disaster’ and ‘Health’.

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TSI Categories



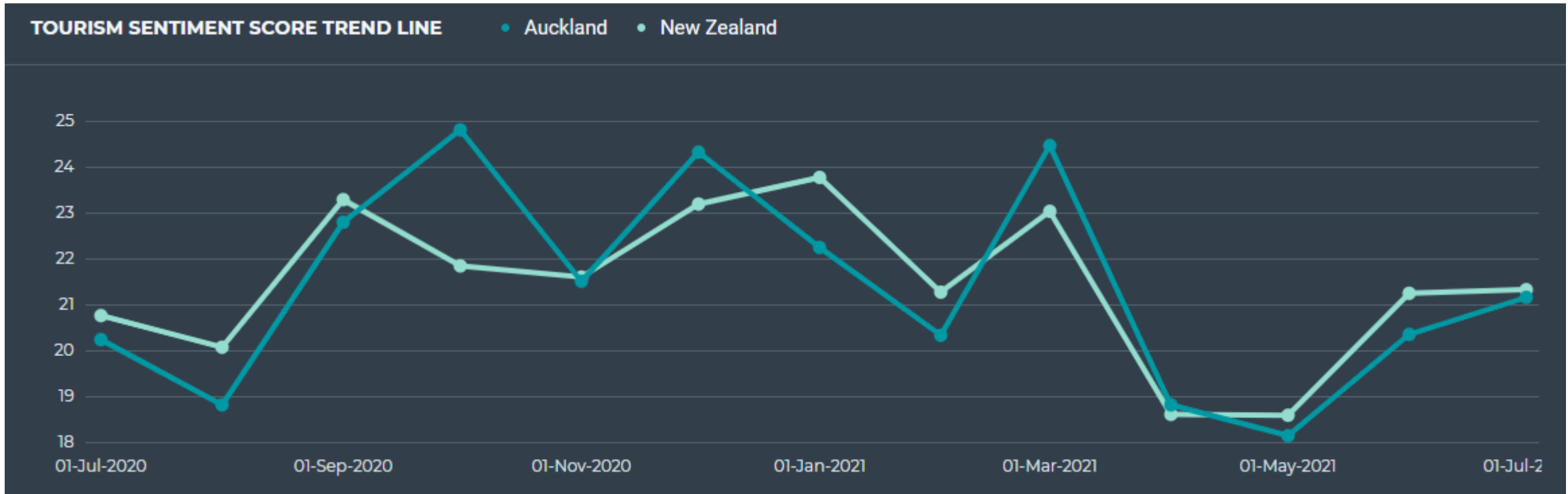
- Volume is a good indicator of overall awareness. The more people are talking about a specific experience, the more awareness it drives. The top drivers for conversation in Auckland for July 2021 were Access and Transportation (23%), followed by Outdoor Activities (17%), and Food and Culinary (16%).
- Categories with the highest sentiment for Auckland were Destination Services (33), Amenities and Entertainment (29), and Food and Culinary (27), while Safety (9) and Access and Transportation (9) had the lowest sentiment.
- Sub-categories that drove positive sentiment were Weddings (51), Taxi's and Ride Sharing (43), Indigenous Cultural Attractions (39), and Festival, Events and Concerts (39).
- The lowest sentiment was recorded in Health (-1), Ground Transportation (3) and Cruises (6).
- Auckland sentiment was generally the same or lower across all categories in comparison to NZ, although Destination Services (+2) and Food and Culinary (+1) were slightly higher.
- Joy was the general emotional tone for most categories, while Sadness was related to Safety.

CATEGORIES	AUCKLAND			NEW ZEALAND		
	Volume	Emotion	Sentiment	Volume	Emotion	Sentiment
▲ Food + Culinary	16% ▼ 1%	Joy	27 Average	11% ▼ 1%	Joy	26 Average
▲ Outdoor Activities	17% ▼ 3%	Joy	21 Average	25% ▼ 2%	Joy	22 Average
▲ Access + Transportation	23% ▲ 12%	Joy	9 Average	12% ▲ 4%	Joy	9 Average
▲ Amenities + Entertainment	14% ▲ 0%	Joy	29 Average	13% ▲ 1%	Joy	29 Average
▲ Culture + History	10% ▼ 3%	Joy	18 Average	6% ▲ 0%	Joy	21 Average
▲ Relaxation + Wellness	8% ▼ 1%	Joy	18 Average	8% ▲ 0%	Joy	23 Average
▲ Destination Services	6% ▲ 1%	Joy	33 Average	6% ▲ 0%	Joy	31 Average
▲ Safety	6% ▼ 5%	Sadness	9 Average	18% ▼ 1%	Joy	3 Average

Tourism Sentiment Index Score Trends



- The Tourism Sentiment Index (TSI) Score trend line for Auckland has fluctuated over the period from the 1st July 2020 to 31st July 2021.
- Auckland’s TSI score dropped in August 2020, which is when Auckland’s second lockdown occurred. It then rebounded in September and October 2020.
- Auckland underwent a third lockdown in February 2021, with TSI subsequently decreasing as an after effect. Sentiment (TSI) then rebounded in March 2021 but dropped again in April and May 2021. TSI has risen again in July this year.





Auckland Visitor Survey

Visitor Experience



aucklandnz.com


33%

Promoters
Net Promoter Score
YE June 2021
+5




26%

Detractors
Net Promoter Score
YE June 2021
-1




7 NPS

Total
Net Promoter Score
YE June 2021
+6




7.4 / 10

Total Satisfaction
Overall experience in
Auckland
YE June 2021
+0.1



Net Promoter Score

- The Net Promoter Score (NPS) is an index ranging from -100 to +100 that measures customer engagement and loyalty, based on the likelihood of customers to recommend a product or service.
- For domestic visitors in YE June 2021, **NPS** was recorded at **+7**, up +6 on last year. Promoters (33%) were up (+5), and detractors (26%) were down (-1).
- Visitor groups **most likely to recommend** Auckland as a destination include females, aged 30-44 years, from Canterbury, Bay of Plenty, and Otago, who included Northland or Hamilton/Waikato in their trip. Also, those who stayed at least one night in the Hauraki Gulf & Islands (+26), or West Auckland (+18) had a higher NPS.
- Domestic visitors travelling to Auckland for the first time were more satisfied with their overall experience (7.9/10) and had a higher NPS (+25), compared to domestic visitors who had visited Auckland before (7.3/10 and +5 NPS).
- South Island residents had a slightly higher NPS (+12) than North Island residents (+4).

PROMOTERS
33%

DETRACTORS
26%

TOTAL
7

YE June 2021

+5

Compared to
YE Mar 2020

YE June 2021

-1

Compared to
YE Mar 2020

YE June 2021

+6

Compared to
YE Mar 2020

Note: YE June 2021 findings are based on domestic visitors only and are compared to YE Mar 2020 domestic visitor results. No data collection occurred in Q2 2020.

Ngā mihi Thank you

- KEY CONTACT

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